

SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY

1. Principles

Ipswich Online Tuition (IOT) is a private educational organisation that offers professional tutoring for students mainly aged from 5 to 19. Whilst adults may study with IOT, our foremost concern is the safeguarding of children.

"All Paid and Voluntary staff need to be aware of their responsibilities for safeguarding including promoting the welfare of children and how they should respond to child protection concerns"- Working Together to Safeguard Children 2013

We aim to provide a comfortable, safe and stimulating online experience, where children are able to enjoy learning and grow in confidence. We will take all necessary steps to keep children safe and well and to ensure the suitability of adults who have contact with them.

Safeguarding children in education is very important for public trust. The IOT and other educators are important for spotting abuse and neglect in children (everyone under 18) and strengthening the work of social services. Most importantly, Ipswich Online Tuition must be a safe environment for everyone.

This policy sets out the key actions taken by Ipswich Online Tuition to safeguard children and shows how we comply with the arrangements in section 11 paragraph 4 of the statutory guidance.

2. Roles and Responsibilities

As IOT Director Matt Mudie is responsible for any safeguarding concerns.

As such his responsibilities include:

- Updating safeguarding procedures **annually**.
- Providing relevant reading, policies and training for IOT employees.
- Providing safeguarding induction training for new starters
- Ensuring staff have opportunities to review and improve their safeguarding skills.
- Following up any safeguarding issues of individual tutees with the Local Authority Designated Officer, the Suffolk Safeguarding Children Board and/or Suffolk Children and Young People's Services.

All IOT employees are responsible for:

- Reading and signing annual safeguarding updates.
- Reporting any safeguarding concerns to IOT Director.
- Contacting Children and Young People's Services directly with any acute safeguarding concerns. The 24/7 contact phone is Customer First Freephone **0808 800 4005**. Out of hours: ask for Emergency Duty Service.
- Suffolk Police can be contacted via their main switch board **01473 613500**

Forms of abuse and neglect

This is not an exhaustive list; it is here to help you spot abuse and neglect, helping you to safeguard children at IOT and elsewhere. For more detailed help and advice you can visit www.nspcc.org.uk/help-and-advice

Emotional abuse.

- Some emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- Symptoms include
 - Attention seeking or excessively clingy behaviour
 - Very low self-esteem or excessive self-criticism.
 - Withdrawn behaviour or fearfulness.
 - Lack of appropriate boundaries with strangers; too eager to please.
 - Eating disorders or self-harm.
- Causes include
 - Humiliating or conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
 - Pushing a child too hard or being too controlling.
 - Exposing children to distressing events.
 - Placing age or developmentally inappropriate expectations on a child.
 - Failing to promote a child's social development; e.g. not allowing them to have friends or overprotecting and limiting learning.
 - Serious bullying (including cyber-bullying) causing the child often to feel frightened or in danger.

Physical Abuse:

- All children suffer physical harm through accidents; however these injuries are indicators of physical abuse: [some are more likely to be spotted by a parent]
 - bruising
 - on cheeks, ears, palms, arms and feet
 - on the back, buttocks, tummy, hips and backs of legs
 - multiple bruising in clusters, usually on the upper arms or outer thighs which look like it has been caused by fingers, a hand or an object
 - burns or scalds
 - on back of hands, feet, legs, genitals, or buttocks
 - which have a clear shape, like a cigarette burn
 - large oval shaped bite marks
 - fractures
 - scarring
 - poisoning
 - drowning or suffocating

- head injuries caused by a blow or by shaking
- Physical abuse can cause difficulties in mental health or behavioural problems such as:
 - trying to hide injuries under clothing
 - depression and anxiety
 - aggression and violence
 - problems with relationships and socialising
 - running away from home
 - being distant and withdrawn
- Sometimes a parent or carer will deliberately cause the ill health of a child in order to seek attention through fabricated or induced illness.

Sexual abuse

- Sexual abuse involves forcing or enticing a child (someone under 18) to take part in sexual activities. This does not necessarily involve a high level of violence, and the child may or may not be aware of what is happening.
- Abuse may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.
- Sexual abuse can be non-contact, including showing children or using children to produce sexual images, watching sexual activities, encouraging children to act in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).
- Sexual abuse is not solely committed by adult males, but also by adult females and other children.
- Children who are sexually abused can suddenly begin to behave differently. Some indicators are more likely to be spotted by parents/carers. Watch for:
 - aggressive behaviour
 - sleep problems
 - bed-wetting or soiling
 - risk-taking behaviour during adolescence
 - negative thoughts
 - not looking after themselves
 - problems with school, or missing school
- Children who are sexually abused may avoid particular adults. They may avoid being alone with a particular family member, or there may be an adult that they are reluctant to socialise with or show fear towards.
- Children who are sexually abused may exhibit sexually inappropriate behaviour. They may become sexually active at a young age, act with promiscuity, or use sexual language or information that you would not expect them to know.
- Safeguarding children from sexual abuse includes being alert to the behaviour of adults. Signs can include;
 - seeking opportunities to be alone with children
 - giving children gifts, toys or favours

- offering to take children on trips, outings and holidays.
- If you have suspicions of sexual abuse you must seek professional advice quickly. **DO** contact social services on **0808 800 4005**, the NSPCC on **0808 800 5000** or the police on 999. **DO NOT** confront the alleged abuser; this may place the child in danger or give the abuser time to silence, confuse or threaten the child.

Neglect

- Neglect is the persistent failure to meet a child's basic physical and/or psychological needs.
- Children need adequate food, water, shelter, warmth, protection from physical and emotional harm or danger, adequate supervision at all times and access to health care.
- Children need their carers to be attentive, dependable and kind; need parents and carers to be responsive to their basic emotional needs.
- Physical signs of neglect to spot can include;
 - bed-wetting or soiling
 - risk-taking behaviour during adolescence
 - negative thoughts
 - poor muscle tone/prominent joints
 - poor skin: sores, rashes, flea bites
 - thin or swollen tummy
 - poor hygiene, like being dirty or smelly
 - untreated health problems, such as bad teeth
 - unwashed clothing
 - inadequate clothing, like not having a coat in winter
- Emotional signs of neglect can include;
 - difficulties with schoolwork
 - missing school
 - being anxious about, or avoiding, people
 - difficulty making friends
 - being withdrawn
 - anti-social behaviour
 - early sexual activity
 - drug or alcohol misuse

Procedures for responding to a disclosure of abuse

A child may make an accusation or disclosure about abuse that has taken place to them or somebody else. Try to act like this:

- **Stay calm.**
 - **Listen carefully** to what is said.
 - **Explain** that you have to tell professionals; **no secrets**. You will explain that you will be discreet and re-assure the child that the only people you will tell are those needed to deal with the issues.
 - However, you should not tell parents/carers if the child (here under 16 years-old) does not agree and is mature enough according to "Fraser guidelines". Also called "Gillick competent", these guidelines help child professionals assess the child's understanding of the situation, and their competency to handle it. Visit the NSPCC website for more information on the Fraser guidelines.
 - **Reassure** the child that they have done the right thing when they tell you.
 - **Allow** the child to **speak at their own pace**.
 - **Choose your words carefully**, only ask questions to clarify meaning.
 - Do Not ask leading questions
 - Do Not probe or investigate
 - Do Not ask questions that require a particular answer
 - **Inform** the child what you will do next, and who you will share the information with.
 - Do Not tell them anything that you are not sure of.
 - Do Not include your opinion without stating it as your opinion.
 - **Record** in writing what was said **directly afterwards**, or as soon as possible. Note any names mentioned, your name, the names of anybody else present, when and where you were when the accusation/disclosure was made. **Sign and date** this record.
- Use the referral form appended to the end of this document.**
- **Refer immediately**, to Matt Mudie, the Director of IOT (where appropriate, see below) and to Local Authority Designated Officer and/or the police (if needed).

Timescale: Ring the Director the same day. Together you can decide whether a referral will be made to the Local Authority Designated Officer within 1 working day. If you cannot get hold of the Director do not delay, ring the Customer First No: 0808 800 4005.

If allegations are made about a member of IOT staff then contact the Suffolk Safeguarding Children's Board via the Customer First No: **0808 800 4005** and ask for the Local Authority Designated Officer. **Do not delay. The forms can be completed after the phone call.**

Staff training, qualifications and supervision

- All staff working online will have training in safeguarding issues generally and this policy in particular.
- Parental permission must be sought to contact children online
- Records will be kept of all interactions, including full transcripts of tuition through Bramble platform (available for playback to director, tutor, parent and student)
- Whenever possible students should have tuition in a mutual space at home.
- All tutors are qualified teachers

3. Safer Recruitment Policy

At IOT we will Recruit staff of the highest calibre, who share our commitment to safeguarding. We ensure that:

- All staff employed by Ipswich Online Tuition will have a recent (within the last 3 years) DBS enhanced check.
- References will be taken up for all successful candidates and a specific reference question will relate to the suitability of the candidate to work with children.
- In the recruitment process all candidates will be questioned about their training and experience of safeguarding issues. Training will be provided for any successful candidate who has not had safeguarding training in the last 3 years. All tutors will be qualified teachers.
- New starters will receive a mandatory induction which includes familiarisation with child protection responsibilities and procedures to be followed if anyone has a concern about a child's safety or welfare.
- All staff will be invited to review their own practice at their annual review meeting.

4. E-Safety Policy

There is a lot of documented evidence that some people seek inappropriate relationships with children through social media and the internet. The following policies have been adopted to safeguard the children using the centre and the staff.

Email

- All email communications between staff and student should be to an email address supplied by the parent or guardian of that child. This will normally be the parents email address so that all electronic communication with the child is through them.
- Ideally, emails to and from the child should be sent to and from the centres email domain address @ipswichonlinetuition which can be accessed by the Director and other staff. Direct emails to children should always copy in parents or the Director in loco parentis.
- Private email addresses are not ideal, and staff members should use an email address dedicated to professional use.
- Only the Ipswich Online Tuition social media sites should be used to communicate with students (not including email or Bramble.io)
- Tutors may want to contact customers from home using a personal mobile number. This is not mandatory and the Director will always act as a go between.
- Tutors should avoid calling or texting a phone number belonging to a child where possible. When unavoidable, for example to ensure that tuition takes place as scheduled, calls and texts must be preceded by permission from the parent or the Director.
- The Director's mobile number 07824813732 is listed on the Ipswich Online Tuition website as the main business contact.
- Bramble.io and email should be the only form of contact between student and Tutor unless supervised by parents. Other forms of electronic communication including- but not limited to- WhatsApp, text message, FaceTime, phone calls, Skype, Zoom and Facebook are not suitable for unsupervised contact with children.

Internet

Children will be using the internet to access tuition. Staff should be aware that they may also use the internet inappropriately:

- Staff will report any suspicious or offensive material, including material which may incite racism, bullying or discrimination to the Internet Watch Foundation at www.iwf.org.uk.

- Suspicions that an adult is attempting to make inappropriate contact with a child on-line is reported to the National Crime Agency's Child Exploitation and Online Protection Centre at www.ceop.police.uk.
- If staff become aware that a child is the victim of cyber-bullying, they discuss this with their parents and refer them to sources of help, such as the NSPCC on 0808 800 5000 or www.nspcc.org.uk, or Childline on 0800 1111 or www.childline.org.uk.

Use of cameras

- Cameras are only permitted in the course of study and under supervision of the tutor
- Video chat is most appropriate at the beginning and end of tuition
- Imagery captured by staff or children on Bramble.io should never be published online without expressed consent of parent, student, tutor and Director (i.e. for marketing purposes).

5. Code of Conduct

The key role of the parent is to supervise the safety of the child at all times. The key role of the tutor is to ensure that the environment does not display inappropriate images or documentation, to treat students fairly and without prejudice and discrimination and to use appropriate and non-offensive language.

Student Responsibilities

Students must be at least 18 years old to book a tutor for themselves or another learner. Learners under the age of 18 must be represented by a parent or legal guardian who gives consent for them to receive tuition.

Students must ensure that tutors are treated with respect and are not subjected to abusive behaviour or language.

Students must ensure no improper suggestions are made to, or by, the tutor.

Students should report any safeguarding concerns or illegal activity that they have to their parents/responsible adult.

Parent/Responsible Adult Responsibilities

The parent/responsible adult will always be responsible for the welfare of the student during the session.

The parent/responsible adult will be available for contact by tutor or director during the first tutorial and afterwards before, during or after tutorials upon request.

The parent/responsible adult will- if they consider it appropriate- be present or available during a tutor session so that any concerns encountered by the student can be reported as soon as possible. This will also ensure that the student and tutor are behaving in an appropriate manner.

The parent/responsible adult will ensure that the tutors will be treated with respect and fairness by the student and will not be subjected to abusive behaviour or language.

The parent/responsible adult will ensure that no inappropriate suggestions are made either by the tutor or student.

The parent/responsible adult will ensure that the student has no inappropriate communication with the tutor outside of emails and the Bramble platform.

The parent/responsible adult will report any unsolicited communications between the tutor and student if appropriate.

Tutor Responsibilities

Tutors must ensure that their environment does not display any inappropriate images or documents when conducting a session.

Tutors must treat students fairly and without prejudice or discrimination; whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity.

Tutors must ensure that all reasonable steps are taken to protect children from harm, discrimination and demeaning treatment and to respect their rights.

Tutors must value students and take their contributions seriously.

Tutors must ensure that they work in partnership with parents and children, which is essential for the protection of children.

Tutors must ensure that the language they use is appropriate and not offensive or discriminatory.

Tutors must ensure that no improper suggestions are made to, or by, the student.

Tutors must ensure that any contact or communication they have with the student is appropriate to their role as a tutor and confined to the field for which they have been selected to tutor.

Tutors must ensure that there is no inappropriate communication between themselves and the tutor- particularly outside of Bramble or email- and should report any unsolicited communications from the tutor.

6. Complaints and or accusations

All complaints and any accusation of inappropriate behaviour should be made to the Director immediately or, if the circumstances warrant it, directly to the police or safeguarding children panel.

The Director will listen to any complaint or accusation and will notify the Local authority duty officer of any matter relating to the safeguarding of children within 24 hours. All complaints and accusations will be fully documented.

Actions to deal with the complaint or accusation will be taken in liaison with the Local Authority Designated Officer (LADO). The immediate concern will be to ensure the child affected is protected from any future harm while investigations are conducted. This may well include changing the child's tutors and or suspending members of staff. Any action taken will be reported to the LADO.

If an individual is removed from working with children (or would have been if they had not left first) because the person poses a risk of harm to children, the Director will make a referral to the Disclosure and Barring Service. All complaints will be investigated in line with the Suffolk Safeguarding Children Boards Guidance whether or not the person leaves the organisation.

7. British Values Policy

At IOT, we actively promote inclusion, equality of opportunity, the valuing of diversity and British values.

Under the Equality Act 2010, which underpins standards of behaviour and incorporates both British and universal values, we have a legal obligation not to directly or indirectly discriminate against, harass or victimise those with protected characteristics. At IOT we ensure at all times we actively promote;

- *Democracy*, or making decisions together
- *Rule of law*, or understanding that rules matter
- *Individual liberty*, or freedom for all
- *Mutual respect and tolerance*, or treating others as you want to be treated

And we acknowledge it is not acceptable to;

- actively promote intolerance of other faiths, cultures and races
- fail to challenge gender stereotypes and routinely segregate girls and boys
- isolate children from their wider community

- fail to challenge behaviours (whether of staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs

Prevent duty

Under the Counter-Terrorism and Security Act 2015 we also have a duty *“to have due regard to the need to prevent people from being drawn into terrorism”*

MATT MUDIE

DIRECTOR, IPSWICH ONLINE TUITION

APRIL 2020

References

Working Together to Safeguard Children 2013

www.safenetwork.co.uk

www.nspcc.org.uk

<http://suffolksafeguardingchildrenboard.onesuffolk.net/>

<http://www.whiteribboncampaign.co.uk/>

Department for Education "Keeping children safe in education: information for all school and college staff" www.gov.uk/government/publications Crown: 2014

<https://www.safecic.co.uk/professionals-and-organisations>

See next page for referral form to help you refer an incident of abuse. Give as much information as you can. Based on the Havering Borough Council form

Website: www.havering.gov.uk/Pages/Category/Children-and-families.aspx

There is an equivalent referral form for Ipswich at [Home \(/web/portal/pages/lcs/home\)](/web/portal/pages/lcs/home) » Child Safeguarding Concern (MARF)

If you are concerned about an immediate risk to the safety of a child please call Customer First on 0808 800 4005.

In an emergency, call the Police on 999.

REFERRAL FORM

Matt Mudie, 9 Newson Street, Ipswich, Suffolk, IP1 3NY
Telephone: 07824813732 **Email:** matt@ipswichonlinetuition.com

Consent Refer to guidance on last page. Where possible, written consent should be obtained unless seeking consent will put the child at imminent risk of significant harm.

Do you have consent, from a person who has parental responsibility for this child, to make this referral and share appropriate information with other agencies? **Written** **Verbal** **Not Obtained**

Consenters Name:	Relationship to Child:	Date of Consent:
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Signature: _____

Family Details

Family Address: _____

Young Person's contact details if applicable: _____

First Language:	Is an interpreter required? Yes <input type="checkbox"/> No <input type="checkbox"/>
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Does any child or family member have a disability? If yes, please provide details: _____

Family Composition

Child 1	Name:	DOB/EDD:	Gender:
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Tick if same Address <input type="checkbox"/>	Ethnicity:
Other address: _____	

Child 2	Name:	DOB/EDD:	Gender:
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Tick if same Address <input type="checkbox"/>	Ethnicity:
Other address: _____	

Child 3	Name:	DOB/EDD:	Gender:
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Tick if same Address <input type="checkbox"/>		Ethnicity:	
Other address:			
Child 4			
Name:	DOB/EDD:	Gender:	
Tick if same Address <input type="checkbox"/>		Ethnicity:	
Other address:			
Child 5			
Name:	DOB/EDD:	Gender:	
Tick if same Address <input type="checkbox"/>		Ethnicity:	
Other address:			
Parent/ Carer	Name:	DOB:	Gender:
Tick if same Address <input type="checkbox"/>		Ethnicity:	Contact Details:
Other address:			
Relationship:			
Parent/ Carer			
Name:	DOB:	Gender:	
Tick if same Address <input type="checkbox"/>		Ethnicity:	Contact Details:
Other address:			
Relationship:			

Referral

What is the reason for your referral?

Do you believe the child is at immediate risk of significant harm? Please state the nature of harm.

Has the subject sustained an injury? Please provide a description of the injury.

Is the child/young person afraid to be home? If yes, where is the child currently?

Please state date, time and location of the incident.

Has the child been spoken to? What is their account?

Are there any support services that the child/family is currently or has previously been receiving?

What are the desired outcomes you would like to see? What services do you believe are required?

Are there any contributing factors that you would like us to be aware of such as health, housing, financial, education, and emotional/social wellbeing?

e.g. In your opinion, are there any heightened risks to persons making contact with the child/family such as a dangerous dog, persons of a violent nature, drug use in the home etcetera?

Referrer's Details

Name:

Role:

Agency (if applicable):

Full Work Address, including post code:

Telephone, including mobile:

Fax:

Email:

Name of Agency Safeguarding Lead:

Date:

Consent

Parents/Carers should be asked to provide consent to both the referral being made to Children's Services and to obtaining and sharing information with partner agencies. In most circumstances the agreement of the parent/legal guardian must be sought before a referral is made, providing this will not place the child at an increased risk of significant harm.