



Safeguarding Policy

Statement

The purpose of this document is to set out Digital Marketing Mentor's policy in relation to the Safeguarding of children and vulnerable adults.

- We define children as all those who have not yet reached their 18th birthday.
- We define vulnerable adults as those aged 18 years or over, who are or may be in need of community care services by reason of mental or other disability, age or illness; and who are or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation (Department of Health in the No Secrets Guidance 2000).

Safeguarding is an all-encompassing term used to describe many aspects of keeping our learners safe, including:

- Learner health, safety and wellbeing
- Child protection
- Protection of adults at risk
- Bullying, harassment, victimisation and discrimination including racial abuse
- Abuse and neglect
- Safety from sexual exploitation, female genital mutilation and forced marriage
- Alcohol, drug and substance misuse
- E-safety including all aspects of electronic communication
- Financial exploitation
- Protecting people from radicalisation and extremism

Legislation and Guidance

This policy is governed by Government Legislation and Guidance in respect of protecting children and vulnerable adults including:

- Safeguarding Vulnerable Groups Act 2006
- Working Together to Safeguard Children 2015
- Keeping Children Safe in Education September 2016
- The Education Act 2001
- The Children Act 1989 and 2004
- The Police Act 1997
- Mental Capacity Act 2005
- Rehabilitation of Offenders Act 1974
- Protection of Freedoms Act 2012
- Sexual Offences Act 2003
- Data Protection Act 1998
- UN Convention of the rights of the Child 1991
- NSPCC 2016 – 'How safe are our children'
- Counter Terrorism and Security Act 2015
- Prevent Duty 2015
- The Care Act 2014
- 'No Secrets' guidance (2000)
- Equality Act 2010
- UK Modern Slavery Act 2015

Scope

This procedure applies to all Digital Marketing Mentor learners and covers all aspects of a learner's programme regardless of where it takes place. It is the responsibility of all staff to undergo relevant safeguarding training and understand their role in supporting Safeguarding across Digital Marketing Mentor's provision and for familiarising themselves with the appropriate procedures and other policies that support this document.

Digital Marketing Mentor's Policy

Digital Marketing Mentor will operate within the following key principles when it relates to Safeguarding:

- Safeguarding is recognised as everyone's responsibility
- All people will be treated with respect and with courtesy by staff and learners in an environment that is free from harassment or discrimination.
- All training rooms, communal areas, facilities and equipment will comply with legislative health and safety standards.
- Digital Marketing Mentor will work with learners and other agencies to promote a safe and healthy culture.
- Digital Marketing Mentor will develop partnerships to proactively protect students at risk of abuse or neglect.
- Staff will be trained and will have a clear understanding of personal safety and good Safeguarding practices.
- Digital Marketing Mentor will work with learners to promote their own personal health, well-being and safety including their safety online.
- Digital Marketing Mentor will work proactively to raise awareness of radicalisation and extremism in order to prevent people from being drawn into terrorism.
- Learners will receive confidential advice, guidance and support for a range of issues that they may face. They will be signposted to external agencies where specialist support is required.
- Digital Marketing Mentor will support learners to have personal resilience and be able to make informed and sensible decisions about their safety and wellbeing.
- The focus will be on minimising the risk of harm to learners, particularly young people and vulnerable adults.
- The different needs of individuals are properly understood and adjustments made as appropriate.

Learner's Entitlement

In order to promote a healthy and a safe environment, our learners will be entitled to the following:

- The right to make a disclosure to any member of staff and know that the disclosure will be dealt with quickly, sensitively and appropriately.
- To learn in an environment free from bullying or harassment.
- To be made aware of the basic principles of safe learning and Safeguarding relevant to the programme that the learner is completing.
- To be made aware of how to access support on personal health and safety issues either within Digital Marketing Mentor or from outside agencies.
- To be provided with up to date information around personal safety issues.
- The opportunity to comment and feedback on the extent to which Digital Marketing Mentor and courses promote and maintain well-being and personal safety.
- Learn about interpersonal and communication skills that promote and establish a welcoming, safe and respectful environment.

Safe learning

The principles of the 'Keeping children safe in education' and Safeguarding agendas will be embedded within Digital Marketing Mentor's teaching and learning practices and within quality assurance and quality improvement frameworks. Safe recruitment practices will be implemented as outlined in the relevant section of this policy.

Digital Marketing Mentor is committed to engaging learners on issues related to financial health, mental health and physical health – in order to improve their quality of life. The aim is to provide learners with the tools to make healthy and safe decisions.

Safe environment

Digital Marketing Mentor will provide an environment that is safe and secure for all users, whilst at the same time is friendly and welcoming. Robust systems and processes will be in place for staff and learner identification and for visitor registration. Health and safety is of paramount importance and as such all facilities and resources will comply with legislative requirements for health and safety.

Digital Marketing Mentor's commitment to the safe environment is held within the following policy and procedure documents: the health and safety policy; the Information Security policy and the incident reporting procedures.

Safe recruitment

Digital Marketing Mentor will comply with best practice in the recruitment and training of its staff, in line with legislative requirements. Staff will undergo the appropriate DBS checks for their role where applicable, and undertake mandatory Safeguarding training appropriate to their role. Staff will understand the principles of safe working practices and how not to put themselves in situations that compromise themselves or learners. All new starters will receive an appropriate induction, including Safeguarding training.

Governance and reporting

Digital Marketing Mentor holds Performance Monitoring Meetings, where all aspects of Safeguarding are reviewed as a standing agenda item. Actions arising from these meetings are monitored through the management line. Good practice identified through these meetings is recorded and shared.

Links with external agencies

Digital Marketing Mentor will work with the Local Authority Designated Officer and the Multi Agency Safeguarding Hub to ensure a comprehensive Safeguarding network is in place. Advice will be taken from professionals within these organisations as appropriate.

Digital Marketing Mentor will work proactively with the regional Prevent coordinators and where appropriate the local steering group and Channel panel.

The Police play a vital role in Safeguarding children / vulnerable adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.

Keeping learners safe

Digital Marketing Mentor has appropriately trained staff that form a 'Safeguarding team' who will ensure that disclosures made by learners are dealt with quickly, sensitively and appropriately.

All staff are trained in the appropriate response to a learner disclosure and the correct procedure for dealing with concerns about a learner. Teams will work with learners to proactively protect them from abuse and neglect and prevent learners being placed in an abusive situation.

All learners are made aware of the procedure for reporting Safeguarding concerns or making allegations of abuse in their learner induction and it is documented in the Learner Handbook. Safeguarding is also covered in each one to one meeting.

Digital Marketing Mentor operates a culture of openness and transparency and embeds the Principles of the 5R's across all our services and ensure all staff, delivery partners and contractors understand their responsibilities with regard to Safeguarding. These are:

1. Recognise
2. Respond
3. Report
4. Record
5. Refer

Key Responsibilities

Digital Marketing Mentor's Managing Director has overall responsibility for ensuring that Digital Marketing Mentor meets its obligations within the area of Safeguarding. She is responsible for the approval of the Safeguarding policy and to ensure that staff are appropriately trained in safeguarding and to understand the risk of radicalisation, their role in implementing the Prevent Duty, and the impact this has on their job role and how to refer an individual who they feel is at risk.

Digital Marketing Mentor's Founder is our designated Senior Safeguarding Officer. He is responsible for ensuring that the Safeguarding processes and procedures are robust and consistently applied and that Digital Marketing Mentor fulfils its legal duties.

Administration Team are responsible for monitoring that all staff have completed relevant training and have access to relevant materials for Safeguarding.

All employees have a responsibility for completing their training, familiarising themselves with *Keeping children safe in education: Safeguarding information for all staff* (Department for Education 2015) the Safeguarding policy, the Prevent policy and any other related Safeguarding policies and procedures and for ensuring they understand their own role in the promotion of Safeguarding and the appropriate action to be taken should they receive a disclosure or have concerns about a learner.

Responding to an allegation

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that a child or vulnerable adult has been abused.

All complaints, allegations or suspicions must be taken seriously and must be reported to the Senior Safeguarding Officer on that working day where possible, if the Senior Safeguarding Officer is unavailable within this working day, then reporting must be made to The Managing Director. An incident report form (see Appendix 1) must be completed within 24 hours, detailing the nature of the allegation and any other

relevant information. The person to whom the allegation of abuse has been reported should work closely with the child / vulnerable adult and the Senior Safeguarding Officer to resolve the issue where appropriate.

Where appropriate, the Senior Safeguarding Officer must telephone and report the matter to the Local Authority. A Safeguarding report must be completed within 24 hours detailing the name of the person reporting the allegation of abuse to the Local Authority, along with the date and time this was actioned.

The Senior Safeguarding Officer must inform the Prime Provider or partner of the child / vulnerable adult's allegation of abuse by sending across the relevant documentation for their records. This will be included in the monthly compliance reporting.

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Explain areas of confidentiality; immediately speak to your manager for Support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support

DON'T

- Panic
- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises to keep their secrets
- Ignore the allegation
- Elaborate in your notes

Confidentiality

Child and vulnerable adult protection raises issues of confidentiality which should be clearly understood by all. Staff and associates have a professional responsibility to share relevant information about the protection of children and vulnerable adults with other professionals, particularly investigative agencies and adult social services. Clear boundaries of confidentiality will be communicated to all.

All personal information regarding a child / vulnerable adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

If a child / vulnerable adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells them sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.

Within that context, the child / vulnerable adult should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the child / vulnerable adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the child / vulnerable adult is the priority.

Where a disclosure has been made, staff should let the child / vulnerable adult know the position regarding their role and what action they will have to take as a result.

Staff should assure the child / vulnerable adult that they will keep them informed of any action to be taken and why. The child / adults' involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

Useful Links

Digital Marketing Mentor Equal Opportunities Policy

<https://digitalmarketingmentor.co.uk/wp-content/uploads/2019/06/DMM-Equal-Opportunities-Policy-.pdf>

Digital Marketing Mentor Health & Safety Policy

<https://digitalmarketingmentor.co.uk/wp-content/uploads/2019/06/Health-and-Safety-Policy-.pdf>

Department of Education 'Keeping Children Safe in Education' Document

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/741315/Keeping_Children_Safe_in_Education_2018_Part_One_14.09.18.pdf

The Prevent Duty

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/439598/prevent-duty-departmental-advice-v6.pdf

Gov.uk 'Working Together to Safeguard Children' Document

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf