

COVENTRY ADULT EDUCATION SERVICE Procedures for the implementation of The Safeguarding and Prevent Policy

*“Coventry Adult Education Service is committed to safeguarding and to the welfare of all learners, including apprentices. We expect all staff and volunteers to share this commitment.”*

**Policy Updated:**  August 2024

**Reviewed annually, date of next review:** August 2025

Contents page

1. Position Statement……………………………….……………………………………….…..3

2. The Scope of the Policy……………………….……………………………………………. 4

[3. Safer recruitment policy 5](#_Toc112924024)

[4. Disclosure and Barring Service (DBS) clearance 6](#_Toc112924025)

[5. Safeguarding 7](#_Toc112924026)

[6. Safeguarding children – procedure 7](#_Toc112924027)

**7. Sexual Harassment 8**

[8. Safeguarding adults with care and support needs – procedure 9](#_Toc112924028)

[9. Prevention of radicalisation, extremism and terrorism 10](#_Toc112924030)

[10. Female genital mutilation (FGM) 11](#_Toc112924031)

[11. Domestic violence/abuse and other safeguarding issues – procedure 12](#_Toc112924032)

[12. Abuse at a learner’s work placement or place of work (Apprentices) 13](#_Toc112924034)

13. Other concerns………………………………………………………………………... ……13

[14. Housing and homelessness 14](#_Toc112924035)

[15. Concerns about the behaviour of a member of staff or volunteer working with children, young people or vulnerable adults 15](#_Toc112924038)

16. Important information for all staff – to stay safe……………….………………………...16

17. Equality and Diversity…………………………………………………………………..…..17

18. Anti-bullying policy**………………………………………………………………….…….. .**18

19. Promotion of the safeguarding policy to learners and learner feedback……….……..19

20. E-safety…**………………………………………… ……………………………………….**.20

[21. Staff induction 21](#_Toc112924039)

[22. Staff training 21](#_Toc112924040)

[23. Code of Conduct for staff 21](#_Toc112924041)

[24. Health and Safety 21](#_Toc112924042)

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| 1. **Position statement** |

The Adult Education Service puts learners and apprentices at the centre of service delivery. The purpose of this policy is to provide a framework through which:

* All learners and apprentices are protected and enabled to thrive and achieve
* All staff and volunteers are clear about their responsibilities and what procedures to follow.

We aim to have a whole Service approach to:

* promoting a safe learning environment and a safe open culture
* ensuring that all learners, apprentices, staff, volunteers, and visitors feel safe and secure
* assuring everyone that their welfare is a high priority.

This is achieved by being proactive and vigilant, by acknowledging that ‘it could happen here,’ and by ensuring that all safeguarding procedures are fully implemented.

The Service believes that it is unacceptable for a learner or apprentice to experience harm, abuse or neglect of any kind and we accept our responsibility to safeguard all learners and apprentices.

We recognise that:

* the welfare of all learners and apprentices is paramount
* all learners and apprentices, regardless of their race, gender, age, disability, learning difficulty, sexual orientation, religious belief, or identity have a right to equal protection from harm, abuse, and neglect
* working together with learners, apprentices and other agencies is essential in promoting a safe learning environment.

We therefore seek to safeguard all learners and apprentices by:

* valuing, respecting, and listening to learners and apprentices
* adopting safeguarding procedures through Service guidelines and the staff code of conduct
* adopting safe recruitment procedures
* sharing information about concerns with colleagues and agencies as necessary
* undertaking risk assessments in relation to specific activities, groups of learners, apprentices, or individuals, wherever these are appropriate
* involving learners and apprentices as appropriate
* meeting our duties in relation to the government’s Prevent agenda.

The Service will review this policy and our practice annually through our self-assessment process.

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| 1. **The scope of the policy** |

The Service considers that it is very important that children, young people, and adults are supported and protected. We recognise that we have duties under legislation and City Council policies to respond, refer and record abuse or neglect, or possible abuse or neglect including the sexual harassment of children, young people and of adults with care and support needs, and to report concerns or disclosures in relation to the prevention of radicalisation, extremism, and terrorism.

However, the Service goes beyond its statutory obligations by aiming to have fully inclusive and integrated safe practices that apply to all learners, apprentices, and staff.

As a City Council Service, we adhere to the legal definition of an adult with care and support needs as being a person who is 18 years of age or over and either has learning or physical disabilities or has mental health issues.

In summary, the Service’s position is that it is important to recognise that certain groups of people are particularly vulnerable and are defined in law as such. However, by having fully inclusive and integrated ‘safe’ practices that apply to all learners, apprentices, and staff, and by creating a safe environment, we aim to ensure that no one is left out.

The Service has designated officers with responsibility for safeguarding who ensure that all appropriate procedures are followed.

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| **Safer recruitment policy** |

The Service adheres to the City Council’s recruitment and selection procedures and all staff who may be involved in the process attend

corporate training which puts an emphasis on anti-discriminatory practice. Corporate procedures include:

* + standard job description, person specification, shortlisting and interview formats and a standard ‘scoring’ system
  + standard application forms and no use of CVs
  + evidence of identity, qualifications, etc checked at interview
  + standard reference pro forma
  + referring to safeguarding responsibilities on job specifications
  + including safeguarding criteria on person specifications
  + including a summary of our safeguarding policy in applicant information packs
  + putting a safeguarding statement in job advertisements.

Within the framework of these procedures, the Service:

* + checks gaps or issues on application forms with candidates
  + tests attitudes to safeguarding through interview questions
  + for ‘regulated’ activity posts, probes motives for wanting to work with children or vulnerable adults at interview
  + discusses criminal convictions history with any candidate who has one
  + insists on two references and scrutinises these thoroughly.

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| 1. **Disclosure and Barring Service (DBS) clearance** |

**DBS clearance is outlined in the table below regarding the various roles held in the Adult Education Service:**

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| **Type of DBS** | **Workforce** | **Barred** | **Role** |
| Enhanced | Child & Adult | Child Barred | * Senior/Leadership Team * Education & Skills Area Leads * Learner Services Support (Admin) Staff * Educational Improvement (Delivery) Managers * Lecturer Level 1 * Learning Support Assistants * Casual Invigilators * Casual IQA/Assessor * Volunteers |

It is City Council policy to carry out the appropriate DBS checks on existing employees every three years, and every year there is a requirement to sign to confirm there has been no change of circumstances.

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The Service holds a central record of DBS cleared staff and volunteers.

In addition, the Service undertakes professional and character reference checks on previous employment history.

We are committed to adhering to any requirements for safeguarding children and vulnerable adults and follow the guidance of the City Council whose Human Resources section processes DBS and other clearances in accordance with statutory requirements.

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| **Safeguarding** |

The Service has a small team of safeguarding officers, who are responsible for recording all referrals and issues raised for reference and monitoring purposes on a safeguarding log. The log is password protected and strictly confidential and details in it are only disclosed on a need-to-know basis. The log is reviewed monthly to check progress and completion of actions regarding concerns and disclosures.

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| 1. **Safeguarding children - procedure** |

The Service follows the City Council's procedures for **safeguarding children**. The procedure for reporting disclosures or concerns is as follows:

1. If you have concerns about any type of abuse or neglect of children, you should report your concern or ask advice by contacting:
   * Multi Agency Safeguarding Hub (MASH) on **024 7678 8555** during office

hours, or

* + the Safeguarding Children Emergency Duty Team on **024 7697 5483** between 5pm and 8:30am, weekends and bank holidays.

1. You must inform:

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| 1. Howard Croft, [howard.croft@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk), Tel: 02475 38 1628 that the referral has been made. If you have any questions or concerns that you feel you need to discuss before contacting the Referral and Assessment Service, you can contact a member of the Safeguarding Team on 02476 97 6250. 2. All information, must be recorded on a CAES Safeguarding Referral form, situated within the Safeguarding folder on Adult Education SharePoint Site – this should be emailed as soon as reasonably possible or within 24 hours to [adulted-safeguarding@coventry.gov.uk](mailto:adulted-safeguarding@coventry.gov.uk) to ensure all records are stored securely. |

1. In urgent situations call the police on **101** and ask for the West Midlands Central Referrals Team on extension 8811 5800. In an emergency dial 999 immediately.
2. It is imperative that confidentiality is maintained, and information shared strictly on a need-to-know basis.

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| **7. Sexual Harassment, harmful sexual behaviour and sexual violence** |

Coventry Adult Education Service is committed to adhere to guidance set out in Keeping Children Safe in Education (2022) (KCSIE) and Sexual Violence and Sexual Harassment in Schools (September 2021) when responding to incidents of young person’s abuse, defined in law as - child-on-child abuse.

KCSIE describes sexual harassment as, ‘unwanted conduct of a sexual nature’ that can occur online and offline and both inside and outside of a training establishment and is referenced in the context of child-on-child sexual harassment. Sexual harassment is likely to: violate a child’s / young person’s dignity, and/or make them feel intimidated, degraded, or humiliated and/or create a hostile, offensive or sexualised environment.

Coventry Adult Education Service understands that both adults and other children can perpetrate abuse, and can happen inside and outside of the service,online or face to face. Child on Child abuse is taken very seriously and can include bullying (including cyber-bullying, prejudice-based and discriminatory bullying), abuse in intimate personal relationships between children, physical abuse,sharing of consensual or non-consensual images of videos, causing someone to engage in sexual activity without consent**,** sexual violence and/or harassment, upskirting, and initiation/hazing ceremonies. The service recognises that safeguarding issues can manifest as child-on-childabuse.

Coventry Adult Education Service will never pass off child on child abuse as ‘banter’, ‘having a laugh. ‘Part of growing up’ or other such termination that does not recognise the harm caused**.** There is a Zero-tolerance approach as this could lead to a culture of unacceptable behaviours.It is recognised with this, that all child-on-child abuse is unacceptable and will be taken seriously.

All staff will be made aware that ‘upskirting’ is a criminal offence and the explanations and associated risks surrounding Child Sexual Exploitation (CSE) and Child Criminal Exploitation, through the service’s policy and procedures. Through KCSIE 2022 update training, including sexual harassment training, staff will understand what is meant by child-on-child abuse, and as a result will follow standard safeguarding procedures whilst responding to allegations and conducting investigations, with referrals to relevant agencies, in particular:

1. If you have concerns about any type of abuse or neglect of children, you should report your concern or ask advice by contacting:
   * Multi Agency Safeguarding Hub on **024 7678 8555** during office

hours, or

* + the Safeguarding Children Emergency Duty Team on **024 7697 5483** between 5pm and 8:30am, weekends and bank holidays.

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| 1. Howard Croft, [howard.croft@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk), Tel: 02475 38 1628 that the referral has been made. If you have any questions or concerns that you feel you need to discuss before contacting the Referral and Assessment Service, you can contact a member of the Safeguarding Team on 02476 97 6250. 2. All information, must be recorded on a CAES Safeguarding Referral form, situated within the Safeguarding folder on Adult Education SharePoint Site – this should be emailed as soon as reasonably possible or within 24 hours to   [adulted-safeguarding@coventry.gov.uk](mailto:louise.lakin@coventry.gov.uk) to ensure all records are stored securely. |

1. In urgent situations call the police on **101** and ask for the West Midlands Central Referrals Team on extension 8811 5800. In an emergency dial 999 immediately
2. It is imperative that confidentiality is maintained, and information shared strictly on a need-to-know basis.

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| 1. **Safeguarding adults with care and support needs - procedure** |

The Service follows the City Council's procedures for **safeguarding adults with care and support needs**. The Care Act 2014 defines abuse of adults with care and support needs as any of the following: physical abuse; neglect; financial abuse; emotional abuse; sexual abuse; discrimination or hate crime; institutional abuse; modern slavery; domestic violence (including forced marriage and female genital mutilation); and self-neglect.

The procedure for reporting disclosures or concerns is as follows:

1. Ensure the person is safeguarded from immediate harm.
2. Be mindful about alerting the alleged perpetrator. This may give them the opportunity to further intimidate or conceal evidence.
3. For people aged 65 and over, and adults with learning or physical **disabilities**, call Adult Social Care on **024 7683 3003** immediately, whatever the time. If you call out of hours, you will be transferred to the emergency duty team. Adult Social Care will coordinate a plan.
4. For **adults aged 18 and over with mental health issues**, call 0300 200 0011 immediately, whatever the time. This is a 24-hour number.
5. You must inform:

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| 1. Howard Croft, [howard.croft@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk), Tel: 02475 38 1628 that the referral has been made. If you have any questions or concerns that you feel you need to discuss before contacting the Referral and Assessment Service, you can contact a member of the Safeguarding Team on 02476 97 6250. 2. All information, must be recorded on a CAES Safeguarding Referral form, situated within the Safeguarding folder on Adult Education SharePoint Site – this should be emailed as soon as reasonably possible or within 24 hours to [adulted-safeguarding@coventry.gov.uk](mailto:adulted-safeguarding@coventry.gov.uk) to ensure all records are stored securely. |

1. In urgent situations call the police on **101** and ask for the West Midlands Central Referrals Team. In an emergency dial 999 immediately.
2. It is imperative that confidentiality is maintained, and information shared strictly on a need-to-know basis

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| **9. Prevention of radicalisation, extremism, and terrorism** |

Coventry Adult Education Service is committed to creating a positive learning experience for learners and apprentices and to ensure the highest levels of safety and wellbeing. Staff are trained to ensure they understand the obligations they have in terms of the Prevent Duty and how to manage risks and concerns. They explore the ways to identify a person who may be vulnerable to extremist ideology. Clear procedures are in place so that any concerns can immediately be brought to the attention of specialists. Tutors integrate discussions/facts regarding the prevent agenda and British values into sessions for learners and apprentices to ensure they are aware of how people are drawn into supporting terrorist or extremist causes.

The following procedures in relation to the Prevent agenda are published for all staff on COVLEARN. In addition, the designated safeguarding officers understand their duties, and contact details, in relation to *Coventry City Council’s Prevent Co-ordinator and the Coventry Channel Panel and West Midlands Counter Terrorism Unit*.

[Adult Education - 1 Coventry Prevent Team Poster - Who We Are.pdf - All Documents (sharepoint.com)](https://coventrycc.sharepoint.com/teams/People/EduLibAdLearning/AdultEd/AdultEd/Ofsted%20and%20Safeguarding/Forms/AllItems.aspx?id=%2Fteams%2FPeople%2FEduLibAdLearning%2FAdultEd%2FAdultEd%2FOfsted%20and%20Safeguarding%2FSafeguarding%5F2023%2D24%2FPREVENT%20resources%2F1%20Coventry%20Prevent%20Team%20Poster%20%2D%20Who%20We%20Are%2Epdf&viewid=2cd3ee38%2D4e4c%2D4d2b%2Db47c%2Deacbae17e457&parent=%2Fteams%2FPeople%2FEduLibAdLearning%2FAdultEd%2FAdultEd%2FOfsted%20and%20Safeguarding%2FSafeguarding%5F2023%2D24%2FPREVENT%20resources)

The procedure for reporting disclosures or concerns is as follows:

1. If you have a concern, or receive a disclosure, about signs or activities suggesting possible radicalisation, extremism, or terrorism, or that someone is being groomed for or drawn into radicalisation, extremism, or terrorism, you must report the details to

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| 1. Howard Croft, [howard.croft@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk), Tel: 02475 38 1628 that the referral has been made. If you have any questions or concerns that you feel you need to discuss before contacting the Referral and Assessment Service, you can contact a member of the Safeguarding Team on 02476 97 6250. 2. All information, must be recorded on a CAES Safeguarding Referral form, situated within the Safeguarding folder on Adult Education SharePoint Site – this should be emailed as soon as reasonably possible or within 24 hours to [adulted-safeguarding@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk) to ensure all records are stored securely. |

1. If you believe that the concern or disclosure is an emergency, for example if it is your belief that the law has been or will be broken, or that there is a threat to life - call the Police emergency number on 999.

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| **10 Female genital mutilation (FGM)** |

The following procedures in relation to the FGM are published for all staff on COVLEARN:

The procedure for reporting disclosures or concerns is as follows:

* 1. Female genital mutilation (FGM) is a form of abuse and is illegal in the UK. You have a duty to report a disclosure of actual or planned FGM.
  2. If there is a concern or disclosure about actual or planned FGM concerning a child, please follow the safeguarding children procedure. (Call **024 7678 8555** office hours, or 024 7683 2222 at other times.
  3. If there is a concern or disclosure about actual or planned FGM concerning an adult with care or support needs, please follow the safeguarding adults with care and support needs procedure. (024 7683 3003 for adults with learning or physical disabilities, or 0300 200 0011 for adults with mental health issues).
  4. If anyone is at imminent risk of FGM, call the Police.
  5. You must also inform

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| a) Howard Croft, [howard.croft@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk), Tel: 02475 38 1628 that the referral has been made. If you have any questions or concerns that you feel you need to discuss before contacting the Referral and Assessment Service, you can contact a member of the Safeguarding Team on 02476 97 6250.  b)All information, must be recorded on a CAES Safeguarding Referral form, situated within the Safeguarding folder on Adult Education SharePoint Site – this should be emailed as soon as reasonably possible or within 24 hours to [adulted-safeguarding@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk) to ensure all records are stored securely. |

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| **11. Domestic violence/abuse and other Safeguarding issues - procedure** |

The following procedures in relation to the domestic violence and abuse are published for all staff on COVLEARN:

# Domestic violence/abuse (including forced marriage)

1. If the victim of domestic violence is an adult aged 65 or over, or an adult with learning or physical disabilities, call 024 7683 3003 (any time). If the victim is an adult aged 18 or over with mental health issues, call 0300 200 0011 (any time).
2. If the victim of domestic violence is under 18 you must follow the Safeguarding Children reporting procedure.
3. If the victim of domestic violence has children aged under 18 or if the victim is pregnant, you must follow the Safeguarding Children reporting procedure, in addition to following the procedures for victims of domestic violence / abuse, as this may also be a child safeguarding issue.
4. If the victim is not an older adult, adult with learning or physical disabilities or a learner with mental health issues, you should contact:

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| 1. Howard Croft, [howard.croft@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk), Tel: 02475 38 1628 that the referral has been made. If you have any questions or concerns that you feel you need to discuss before contacting the Referral and Assessment Service, you can contact a member of the Safeguarding Team on 02476 97 6250. 2. All information, must be recorded on a CAES Safeguarding Referral form, situated within the Safeguarding folder on Adult Education SharePoint Site – this should be emailed as soon as reasonably possible or within 24 hours to [adulted-safeguarding@coventry.gov.uk](mailto:adulted-safeguarding@coventry.gov.uk) to ensure all records are stored securely. |

5. If members of the safeguarding team are not available, you should use your judgment about the seriousness of the issue. It is usually inappropriate to act, and the intervention of an outsider can put a vulnerable person at greater risk. The most appropriate action to support a learner who is experiencing domestic abuse is to give him/her information about local support services. Refer the victim to [www.safetotalk.org.uk](http://www.safetotalk.org.uk/) , the website of the Coventry Domestic Violence and Abuse Partnership.

6.If it is an emergency, you should contact Jeanette Essex on 02476977028 and she will contact the West Midlands Police Central Referrals Team on **101** (extension 8811 5800) for advice. If Jeanette is not available you should contact the West Midlands Police Central Referrals Team yourself – but always discuss the situation with the victim and keep them in as much control as possible, even if you feel you ultimately must contact the police without the victim’s consent. The good pra[ctice guidelines on w](https://coventrycc.sharepoint.com/Shared%20Documents/Corporate%20Health%20and%20Safety%20Policy.pdf)ww.safetotalk.org.uk give useful tips on supporting a victim of domestic violence and abuse.

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| **12. Abuse at a learner’s work placement or place of work (Apprentices)** |

If the concern relates to an incident of abuse/suspected abuse at a learner’s work (Apprentices) or work placement it must be passed to Howard Croft, [howard.croft@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk) Tel: 02475 38 1628 or a member of the safeguarding team via Tel: 02476 97 6250.

If the learner is under 19 years or under 25 years with learning disabilities, Howard or member of Safeguarding team will contact the Multi Agency Safeguarding Hub (MASH) on 024 7678 8555 recording the details on the CAES Safeguarding Referral form and emailing it to [adulted-safeguarding@coventry.gov.uk](http://www.coventry.gov.uk/homefinder), as soon as reasonably possible or within 24 hours to ensure all records are stored securely.

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| **13. Other concerns** |

1. In relation to any other concern, you must contact your line manager and a decision will be made as to whether any action needs to be taken, in consultation with the designated officer.
2. The designated officer will make a prompt assessment of the issue and if necessary, refer the issue to the appropriate agency.
3. If a referral is not necessary, the designated officer will advise on the appropriate course of action.
4. The designated officer will monitor the situation if necessary and ensure that support is in place for the learner and/or employee as necessary.
5. Confidentiality must be maintained, and information shared strictly on a need- to-know basis.
6. All information must be recorded on the CAES Safeguarding Referral form and emailing it to [adulted-safeguarding@coventry.gov.uk](mailto:adulted-safeguarding@coventry.gov.uk), as soon as reasonably possible or within 24 hours to ensure all records are stored securely.

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| **14 Housing and homelessness** |

The following procedures in relation to Housing and homelessness are published for all staff on COVLEARN:

# Homelessness

If a learner is homeless or about to become homeless, they should approach the City Council. This is done through the Contact Centre on 024 7683 4025. The Council will only provide accommodation on a temporary or permanent basis to those it has a statutory duty to support.

For advice and guidance in respect of your ‘Duty to Refer’ regarding a learner being homeless, please contact Change Manager by telephoning 024 7683 1167. For more information about the Homelessness Prevention Service please see [www.coventry.gov.uk/homelessness](http://www.coventry.gov.uk/homelessness)

If you are already working with someone who may require advice and support from the Homelessness Prevention Team, they can be contacted on 024 7683 4025 (option 1)

# Applying for social housing

Anyone seeking housing or homelessness should be encouraged to sign up to Coventry Home finder if they hope to live in social housing in the city.

Home finder works on a priority banding basis. For details on how to register with Coventry Home finder, see [http://www.coventry.gov.uk/homefinder](mailto:adulted-safeguarding@coventry.gov.uk) **Housing rights**

People seeking information on housing rights can contact:

* + - Coventry Citizens Advice Bureau on 024 7622 3284
    - Coventry Refugee and Migrant Centre on 024 7622 7254
    - Coventry Law Centre on 024 7622 3053

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| **15 Concerns about the behaviour of a member of staff or volunteer working with children, young people or vulnerable adults** |

The following procedures in relation to concerns or disclosures about people working in a position of trust are published for all staff on the City Council Intranet:

The City Council has a Local Authority Designated Officer (LADO) who provides advice and guidance to employers and voluntary organisations that have concerns about a person working or volunteering with children, young people, or vulnerable adults, who may have behaved inappropriately or if information has been received that may constitute an allegation.

If an incident has occurred or if an allegation has been made about a member of staff or volunteer, discuss the details with Howard Croft, [howard.croft@coventry.gov.uk](https://coventrycc.sharepoint.com/Info/Pages/Acceptable-use-of-ICT,-telephony-equipment-and-services.aspx), Tel: 02475 38 1628 or a member of the safeguarding team on 02476 97 6250.You should provide Howard with a confidential written or verbal record of the details that they will then record this confidentially. If possible, this should include the name, date of birth and home address of the adult connected to the allegation or concern. Howard will then contact the City Council Safeguarding Adults team, MASH team or the City Council’s LADO.

You can contact LADO at [lado@coventry.gov.uk](mailto:adulted-safeguarding@coventry.gov.uk) to seek advice so that they can consider whether a referral is necessary. LADO will give advice on how to proceed further. Further information about people in a position of trust can be found on

[https://coventrycc.sharepoint.com/Info/Pages/Local-Authority-Designated-](https://coventrycc.sharepoint.com/Info/Pages/Local-Authority-Designated-Officer-(LADO).aspx) [Officer-(LADO).aspx](https://coventrycc.sharepoint.com/Shared%20Documents/Corporate%20Heal)

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| **16 Important information for all staff – to stay safe** |

The following information about staff safety in relation to responding to and reporting safeguarding disclosures or concerns is published for all staff on COVLEARN:

1. Never give your personal details (address, mobile, personal email) to learners, apprentices, or members of the public.
2. Do not approach the perpetrator of any form of harm and abuse and do not tell the perpetrator if you are reporting a concern or disclosure.
3. If you have any concerns about your safety or that of a colleague, when a safeguarding concern or disclosure has been made relating to a learner or member of the public, please contact:

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| 1. Howard Croft, [howard.croft@coventry.gov.uk](mailto:howard.croft@coventry.gov.uk), Tel: 02475 38 1628 that the referral has been made. If you have any questions or concerns that you feel you need to discuss before contacting the Referral and Assessment Service, you can contact a member of the Safeguarding Team on 02476 97 6250. 2. All information, must be recorded on a CAES Safeguarding Referral form, situated within the Safeguarding folder on Adult Education SharePoint Site – this should be emailed as soon as reasonably possible or within 24 hours to [adulted-safeguarding@coventry.gov.uk](https://coventrycc.sharepoint.com/Shared%20Documents/Code%20of%20co) to ensure all records are stored securely. |

4.Never share information about a concern or an individual other than on a “need to know” basis.

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| **17 Equality and Diversity** |

The Service places high value on promoting equality and diversity and being proactive with regards to anti-discriminatory practice: We are committed to:

* working with learners in an open and honest way,
* providing support and adjustments if a learner has a disability or impairment,
* offering learners flexible ways of learning,
* providing learning that celebrates differences,
* providing learning that values all cultures, races, and religions,
* making sure that classes and courses do not stereotype any person or group,
* encouraging learners to have confidence and pride in themselves and respect for others,
* tackling any abuse, bullying, harassment, or discrimination,
* tackling behaviour, language or comments that are racist, sexist, homophobic or offensive to people with a disability or learning difficulty,
* tackle behaviour that may put vulnerable adults or young people at risk, whether physically, sexually, emotionally, or financially.
* Tackling negative behaviour such as abuse, bullying, harassment, discrimination and inappropriate behaviour, comments, or language,
* tackling obstacles that stop individuals taking part.

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| **18 Anti-bullying policy** |

The Service’s procedures for tackling abusive behaviour, bullying, harassment, and discrimination are as follows:

* Listen to the person who has been abused, harassed, bullied, or discriminated against
* Listen to the person accused of the negative behaviour
* Depending on how serious the behaviour is, if the person accused of the negative behaviour is a learner, we will give one or more warnings. If the abusive behaviour, harassment, or bullying continues or is of a serious nature, we may ask the person responsible to leave the class permanently Depending on how serious the behaviour is, if the person accused of the negative behaviour is a member of staff, we may address the behaviour through the disciplinary process.

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| **19 Promotion of the safeguarding policy to learners and learner feedback** |

The Service promotes its safeguarding policy to learners in the following ways:

* in publicity
* in learner surveys
* on the Information to Learners flipbook
* through a **Be Safe** card on how to report safeguarding concerns
* an information pack provided to parents of children using crèche facilities.
* Via COVLEARN.

Publicity includes leaflets and posters distributed to tutors and/or distributed to venues for learners and apprentices to view.

The Service includes a question on learner and apprentice safety in its learner and apprentice surveys.

The Information to Learners flipbook is available for learners and apprentices to view in every classroom and its contents are discussed with learners and apprentices throughout their courses. It summarises learners’ and apprentices’ rights and responsibilities in relation to safeguarding, health and safety, and behaviour and includes information on using the internet safely. The Service provides information in business card format for all learners and staff, with key information and contacts in relation to reporting safeguarding concerns.

The Adult Education Service Information for Families booklet gives safeguarding and related information to learners whose children are in crèches.

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| **20. E-safety** |

In relation to the safety of learners and apprentices who are using ICT, our key objectives are to:

* develop robust and resilient e-safety guidelines and systems. We aim to ensure consistency across the organisation and communicate these guidelines to all, including partners, everywhere our learners and apprentices learn
* provide clear messages about working safely online. We aim to educate our learners and apprentices and empower them to make informed choices by displaying e-safety advice in all classrooms where there is ICT and by embedding e-safety messages in the curriculum wherever appropriate
* equip staff with skills to confidently support learners and apprentices to work online through staff development and on-line courses if appropriate
* make the lines of responsibility for safeguarding online clear to all
* provide clear messages about the use of mobile phones
* ensure that our infrastructure supports e-safety.

The Service has guidelines based on the City Council’s policy on Acceptable use of ICT Facilities - [Intranet - Info Acceptable use of ICT, telephony equipment and services (sharepoint.com)](https://coventrycc.sharepoint.com/Info/Pages/Acceptable-use-of-ICT%2c-telephony-equipment-and-services.aspx)

Our aim is to ensure that there is no risk to learners’, apprentices’ or employees’ safety and security, or that of other users and the ICT systems. Agreement to this is a requirement before use of equipment. (A poster is on display in every classroom with ICT or a copy can be made available by the tutor).

If learners or apprentices are concerned about anything, they are advised to report the issue to their tutor or the Venue Manager where they attend the course. The Service has specific guidance to learners and apprentices in relation to the use of mobile phones and cameras:

* All learners and apprentices should have their mobile phones turned off during lessons. Exceptions are made if a learner or an apprentice is taking photos to record his/her progress or expecting an urgent call.
* Learners and apprentices must not take photos of other learners' children.
* Learners must get verbal permission from other learners, apprentices tutors or other staff before taking their photo(s).

The City Council's Standards for Acceptable Use of Telephony equipment and Services - [Intranet - Info Acceptable use of ICT, telephony equipment and services (sharepoint.com)](mailto:adulted-safeguarding@coventry.gov.uk)- provides relevant guidance to employees and service users including learners and apprentices.

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| **21. Staff Induction** |

Guidance on the Service’s Safeguarding Policy and Procedures is included in the Staff Induction Checklist and safeguarding is highlighted as a priority. All new staff are also required to attend a Safeguarding Awareness session as part of their induction.

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| 1. **Staff Training** |

The Service puts considerable value on staff development and has a Service Manager who is responsible for implementing an annual staff development plan which includes safeguarding and Prevent training.

Staff training requirements are:

* + All staff in the service are required to undertake Safeguarding and Prevent awareness training
  + The Strategic Management Team and curriculum leads are required to undertake Prevent online training for leaders and managers.
  + Crèche staff, Family Learning staff and tutor/assessors and managers responsible for childcare and school support programmes are required to attend Safeguarding Children training and updates. For crèche staff this is on a three yearly basis in accordance with statutory requirements.

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| **23. Code of Conduct for staff** |

The City Council’s Code of Conduct [Final Documents for April 2016 Changes (sharepoint.com)](https://coventrycc.sharepoint.com/Shared%20Documents/Code%20of%20conduct.pdf#search=code%20of%20conduct) includes very clear guidance regarding our expectations of staff in relation to safeguarding.

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| **24. Health and Safety** |

The Service is subject to City Council Health and Safety policy and procedures -[https://coventrycc.sharepoint.com/Shared%20Documents/Corporate%20Heal](mailto:louise.lakin@coventry.gov.uk) [th%20and%20Safety%20Policy.pdf#search=health%20and%20safety%20poli](https://coventrycc.sharepoint.com/Shared%20Documents/Corporate%20Health%20and%20Safety%20Policy.pdf#search%3Dhealth%20and%20safety%20policies)[cies](mailto:louise.lakin@coventry.gov.uk#search%3Dhealth%20and%20safety%20policies)