

CHILD PROTECTION AND SAFEGUARDING POLICY

May 2020

Review date: April 2021

This policy will be formally reviewed every year, or in line with Governmental guidance.

Introduction

All children have an absolute right to a childhood free from abuse, neglect and exploitation.

Tutortoo works with children and families in conducting the following:

- One-to-one tutoring, in-person and online
- Small group tutoring
- After-school clubs
- Holiday clubs
- Workshops in schools and in the community

Statement of Purpose

The purpose of this policy and the procedures contained in it is to ensure, as far as possible, that people who may abuse children do not get the opportunity to do so:

- To protect children and children who access services provided by Tutortoo; and
- To provide parents, staff, tutors and club leaders with the overarching principles that guide our approach to child protection.

This policy applies to everyone working on behalf of Tutortoo, including Directors, Managers, paid staff, volunteers, self-employed tutors and club leaders.

All adults involved in Tutortoo's activities and who come into contact with children have a duty of care to safeguard and promote their welfare.

There is a duty placed upon us to ensure that all adults who work with or on behalf of our children are competent, confident and safe to do so.

- Adults working or volunteering for Tutortoo in any capacity are responsible for their own actions and behaviour and should avoid any conduct that would lead a reasonable person to question their motivation or intention.
- Everyone involved in Tutortoo activities must follow Tutortoo's Code of Conduct.
- They must also be familiar with the steps to be taken in the event of becoming aware of, suspecting or receiving allegations of abuse.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation and guidance is available from <https://learning.nspcc.org.uk/child-protection-system/england/>.

We believe that:

- children and children should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children and children, to keep them safe and to practise in a way that protects them

We recognise that:

- the welfare of the child is paramount
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have a right to equal protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with children, their parents, carers and other agencies is essential in promoting children's welfare

We will seek to keep children safe by:

- valuing, listening to and respecting them
- appointing a nominated child protection/safeguarding lead, a deputy child protection/safeguarding lead and a Director for safeguarding
- developing child protection and safeguarding policies and procedures which reflect best practice
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, parents, families and carers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- developing and implementing an effective online safety policy and related procedures
- sharing information about child protection and safeguarding best practice with children, their families, staff, self-employed tutors and club leaders and volunteers
- recruiting staff, self-employed tutors and club leaders and volunteers safely, ensuring all necessary checks are made
- providing effective management for staff, self-employed tutors and club leaders and volunteers through supervision, support, training and quality assurance measures
- implementing a code of conduct for staff and volunteers
- using our procedures to manage any allegations against staff, self-employed tutors and club leaders and volunteers appropriately
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our children, staff, self-employed tutors and club leaders and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- recording and storing information professionally and securely

Key Definitions and Legal Concerns

Legal background

The practices and procedures within this policy are based on the principles contained within UK legislation and Government Guidance and have been developed to complement Strategic Partnership Board policy and procedures. They take into consideration:

- Human Rights Act of 1998
- Children Act 1989
- Sexual Offences Act of 2003
- Children Act 2004
- Serious Crime Act 2015
- Working Together to Safeguard Children 2018
- Keeping Children Safe in Education 2019
- Data Protection Act of 2018

Definitions

- Child—In England, Northern Ireland and Wales a child is someone under the age of eighteen whether living with their families, in state care, or living independently (Working Together to Safeguard Children 2018).
- Safeguarding and promoting the welfare of children—Protecting children from maltreatment, preventing harm to children’s health or development, ensuring children grow up with the provision of safe and effective care, and taking action to enable children to have the best outcomes.
- Abuse—A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. They may be abused by an adult or adults or by another child or children. Abuse is defined as:
 - Physical Abuse: physical injury to a child where there is knowledge, or a reasonable suspicion, that their injury was inflicted or knowingly not prevented.
 - Neglect: the persistent or severe neglect of a child that results in serious impairment of the child's health or development (both physical and mental).
 - Emotional Abuse: the persistent or severe emotional ill-treatment of a child which has severe adverse effect on the behaviour and emotional development of that child.
 - Sexual Abuse: the involvement of dependent, developmentally immature children and adolescents in sexual activities they do not truly comprehend, to which they are unable to give informed consent.
 - Extremism: a vocal or active opposition to fundamental human values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.
 - Grooming: when someone builds an emotional connection with a child or a child to gain their trust for the purposes of sexual abuse or exploitation.

- Self-Abuse: any means by which a child seeks to harm themselves. This can take lots of physical forms, including cutting, bruising, scratching, hair-pulling, poisoning, overdosing and eating disorders.
- Poor practice—When an adult’s or another child’s behaviour is inappropriate and may be causing distress to a child or child, or any behaviour which contravenes the principles of this document. Where poor practice is serious or repeated this could also constitute abuse and should be reported immediately. Unacceptable examples include:
 - use of excessive, physical or humiliating punishments
 - failure to act when you witness possible abuse or bullying
 - spending excessive amounts of time alone with children away from others
 - whilst not engaged in tutoring inviting or allowing a child into your home where they will be alone with you
 - engaging in rough, physical or sexually provocative activity
 - allowing children to use inappropriate language unchallenged
 - making sexually suggestive comments even in fun
 - reducing a person to tears as a form of control
 - allowing allegations made by a child to go unchallenged, unrecorded or not acted upon
 - doing things of a personal nature for children that they can do for themselves
- Safeguarding concern—Any situation when there is information that a child or an adult at risk has been harmed, or is at risk of being harmed, by their own or someone else’s behaviour.
- Safeguarding allegation—If the information identifies the involvement of an employee or self-employed tutor of Tutortoo this will be known as a ‘safeguarding allegation’. This will apply where a person in connection with Tutortoo has:
 - behaved in a way that has harmed a child, may have harmed a child, or behaved in a way that might lead to a child being harmed
 - possibly committed or is planning to commit a criminal offence against a child or related to a child
 - behaved towards a child in a way that indicates they are, or would be, unsuitable to work with children

Procedures

The following procedures detail how Tutortoo will respond if:

- there is any suspicion that a child is suffering abuse
- a child makes a disclosure or reports that they, or someone else, has been abused
- the behaviour of an adult or child towards a child gives them cause for concern
- they identify a breach of the Safeguarding Code of Conduct
- to detail the action that will be taken by the Designated Safeguarding Officer when a safeguarding concern is reported

Everyone working with Tutortoo in any capacity where they have any contact with children will be provided with a copy of this policy and must sign to say that they have received it , read and have understood and familiarised themselves with the content.

When a child discloses abuse to an employee, self-employed tutor or club leader at Tutortoo, the employee, self-employed tutor or club leader shall:

1. Allow the child to speak without interruption, encouraging them to tell you only what they feel comfortable telling you, and be accepting and be non-judgemental about what is said. Do not ask investigative or leading questions of any kind.
2. Advise the child that you will offer support, but that you **MUST** pass what they tell you and are not able to keep anything they tell you confidential.
3. If they refuse to tell you anything unless you promise to keep it a secret, inform them that you want to help and that there is one person you have to tell. If they then refuse to tell you any more, please respect their decision and report this incident.
4. Ensure that the child is not immediately at risk of any further abuse.
5. Immediately after a disclosure, contact the Designated Safeguarding Officer at Tutortoo.
6. Report the facts as you know them/ or understand them, including the pupil's name and the account given to you by the child using the words that they used as well as including any other information your feel is relevant.
7. Provide this detailed information to the Designated Safeguarding Officer at Tutortoo as soon as you are able.
8. Tutortoo shall retain a copy of all such notifications in accordance with GDPR guidelines.

When an employee, self-employed tutor or club leader suspects abuse but it has not been disclosed by the child, the employee, self-employed tutor or club leader shall:

- Not discuss their suspicions with the child in question or conduct any form of investigative work.
- Report the facts as they know them/ or understand them, including the child's name and the account given to you by the child using the words that they used as well as including any other information your feel is relevant.
- Provide this detailed information to the Designated Safeguarding Officer at Tutortoo as soon as they are able.
- Tutortoo shall retain a copy of all such notifications in accordance with GDPR guidelines.

When dealing with the personal data of children (including names, grades and school), employees, self-employed tutors or club leaders of Tutortoo shall handle all information with sensitivity and confidentiality and in accordance with GDPR guidelines. The information should be kept securely and not be made available to others without the authority of Tutortoo.

Actions to be taken

In all cases related to child protection and safeguarding, the main procedure is to treat the allegation seriously, in strict confidence and immediately contact the Tutortoo Designated Safeguarding Officer. In the event of Tutortoo's Designated Safeguarding Officer being contacted the following protocol will be followed:

- All serious concerns must be referred to statutory agencies.

- Where the concern or allegation is about an employee or self-employed tutor or club leader, this just like all other concerns must be reported to the Designated Safeguarding Officer. If they consider the concern to be serious, for example potentially child abuse or a crime they must report the incident to the Local Authority Designated Officer or the Police.
- When a safeguarding concern or poor practice has been identified concerning a specific child (unless informing them will put the child at further risk or the concern is about the parents/guardians/carers) the parents/guardians/carers of that child should be notified. Where the Designated Safeguarding Officer has reported the incident to the statutory authority's advice should be sought from them regarding this duty before notifying the parents/guardians/carers.
- Remember it is not the responsibility of an employee, self-employed tutor, self-employed club leader or anyone assisting in their activities with children, to decide if child abuse is occurring or investigate, but it is their responsibility to act on any concerns by reporting them to the appropriate agency.
- Report concerns that you have to the Designated Safeguarding Officer. Any member of staff can contact the Designated Safeguarding Officer for advice, support or guidance. This must be done immediately. If there is a suspicion of immediate danger to the child, contact 999.
- If a member of the public, parent/guardian, police or Local Authority Services reports a safeguarding concern to Tutortoo then the matter must be referred to the Designated Safeguarding Officer for assessment no later than the next working day.
- If for any reason the Designated Safeguarding Officer cannot be contacted, the following organisations can be contacted for advice:
 - Concern about a child—Contact the Local Authority Children Services or the BSPCC
 - Local Police — Call 101 for non-emergency referrals, 999 for emergency response.

Recording the incident

It is important that you keep an accurate written record of any safeguarding concern that you have or that someone raises with you. Your written record must:

- be made as soon as possible after the event/concern is raised;
- contain the date, time, people present, anything said (verbatim if possible);
- detail the behaviour and demeanour of the person disclosing the safeguarding issue.
- detail any action you have taken (for example how you have reduced risk or whether you have referred the matter to the Designated Safeguarding officer);
- be a factual account of what has happened;
- be accurate and comprehensive
- do not record any opinion about what has happened. You are not there to judge or ascertain whether what you are being told is correct.

You should record your concern(s) on Tutortoo Safeguarding Report Form. Once you have recorded your concerns you should sign and date the report or record the date and time the concern was recorded on the report. All Safeguarding Reports must be emailed to the Designated Safeguarding Officer.

Photographs and filming

Children, and their parents/carers, have the right to decide whether their images are taken and how they are used, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation and have the choice to opt out.

Children, and their parents/carers, will be asked to provide written consent before images are taken and will be specifically informed for what purpose the images will be used prior to giving their consent and how the images will be stored.

We understand the risks of sharing images, particularly online, so will reduce these risks by only using images of children in appropriate clothing, avoiding full face and body shots, only using first names and using images that positively reflect the child's involvement in the activity they are participating in for the photos or filming.

Recruitment and Training

Tutortoo maintains a high standard in recruiting staff, self-employed tutors and club leaders.

All self-employed tutors and club leaders must either:

- have an existing enhanced DBS check not more than 2 years old verified by a member of Tutortoo staff, with the disclosure number and date of issue recorded, along with photographic ID and original certificate seen by Tutortoo staff ; or
- arrange with Tutortoo to have a new enhanced DBS check processed by Tutortoo. Where a new enhanced DBS is obtained, the self-employed tutor or club leader must register with the Update Service. Once on the Update Service, Tutortoo will conduct an annual check with the Update Service of all self-employed tutors and club leaders on their roster.
- Tutors who have not shown an original DBS certificate to Tutortoo staff must not be working and accessing children through Tutortoo.

Tutortoo employees, self-employed tutors and club leaders receive a copy of this policy as part of their induction and sign to confirm they have read it, familiarised themselves with the contents and understand the contents contained in it.

The original DBS forms must be seen by Tutortoo staff management before employment starts.

Recruitment of ex-offenders

1. As an organisation assessing applicants' suitability for positions that are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Tutortoo complies fully with the Code of Practice and undertakes to treat all applicants for positions, whether paid or voluntary, fairly.
2. Tutortoo undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.
3. Tutortoo will only ask an individual to provide details of convictions and cautions that Tutortoo is legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended) and where appropriate Police Act Regulations (as amended), Tutortoo can only ask an individual about convictions and cautions that are not protected.
4. Tutortoo is committed to the fair treatment of its staff, volunteers, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
5. Tutortoo makes this written policy on the recruitment of ex-offenders available to all DBS applicants at the outset of the recruitment process.
6. Tutortoo actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. Tutortoo selects all candidates, at all stages of the recruitment process, based on their skills, qualifications and experience.

7. Tutortoo staff, volunteers, self-employed tutors or club leaders work with young people in their homes, in schools and other locations, in regulated activities. Therefore, an application for a criminal record check is submitted to DBS as it is proportionate and relevant to all roles.
8. Tutortoo ensures that all staff involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. Tutortoo also ensures that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974. Tutortoo also ensures that there is a named member of staff to whom all other staff can refer to for further advice and guidance, and to act as the final arbiter in recruitment decisions.
9. At interview, or in a separate discussion, Tutortoo ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought during the application process, which is subsequently disclosed in an enhanced DBS check, could lead to withdrawal of an offer of employment, contract or voluntary position.
10. If an offer is subsequently made, Tutortoo will share any relevant information with the relevant stakeholders, eg parents or schools where appropriate. This sharing of information will only take place with the explicit permission of the individual seeking the position.
11. Tutortoo makes every subject of a criminal record check submitted to DBS aware of the existence of the Code of Practice and makes a copy available on request.
12. Tutortoo will discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment, contract or volunteering.

Code of Conduct

All adults coming into contact with children and children through Tutortoo's work must comply with this Child Protection and Safeguarding Children Policy and this Code of Conduct at all times.

You must:

- Treat all children with respect.
- Work in an open and transparent way
- Avoid being alone with a child or cause someone else to be alone with a child because of your actions e.g. being late. If alone in a room with children keep the door open at all times. Sit on another side of the table. Inform another person you are with the child
- Remember that someone else might misinterpret your actions, no matter how well intentioned so always be transparent in every action and behaviour done with children.
- Be aware that any physical contact with a child can be misinterpreted and should always be avoided. Shaking hands in a public setting is considered acceptable.
- Be aware that social networking sites are in the public domain if not protected by privacy settings. Privacy settings must be activated so that children would not be able to access your online profiles and if any information about you is in the public domain and brings Tutortoo into disrepute your employment with could be compromised.
- Block any children that approach you online and inform Tutortoo's Designated Safeguarding Officer immediately.
- Recognise that special caution is required when discussing sensitive issues with children.
- Challenge unacceptable behaviour and report all allegations/suspensions of abuse to the Tutortoo's Designated Safeguarding Officer.
- Operate within Tutortoo's procedures in the event of any disclosure/concern raised by any child.
- Raise any questions or concerns about child protection or safeguarding with Tutortoo's Designated Safeguarding Officer without delay, or if unsure of a school's procedure, information should be sought from school staff.
- Be aware of your own safety and security. Always have a mobile phone charged and available to you but not out and visible during tutoring or club sessions. Ensure that sessions are logged on the CRM system before they occur so that the branch office has a record of where you should be.
- Record the time and date of each session and complete the session report with appropriate notes about how the session has gone.

You must not:

- Enter the house alone to tutor a child without a parent/carer of the child being present.
- Promise confidentiality to children in any situation.
- Seek out or add children on any personal or professional social networking site.

- Respond to any online communication from a child, for example on a social networking site.
- Share any personal contact details (including email addresses, telephone numbers, addresses or any other contact information) with children, or, seek out their personal contact details.
- Arrange to meet a child outside (offline & online) of the allocated tutoring time, unless on the school premises and with the prior knowledge of a member of staff.
- Act in a manner that excludes the children you are working with.
- Make suggestive or derogatory remarks in front of children.
- Have inappropriate physical contact or verbal contact with children.
- Show favouritism to any individual.
- Be under the influence of alcohol or other substances when working on activities involving children.
- Take photographs of children.

Upholding this code of behaviour

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you. If you have behaved inappropriately you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave Tutortoo. We may also need to make a referral to statutory agencies such as the police and/or the local authority child protection services. If you become aware of any breaches of this code, you must report them to the Designated Safeguarding Officer immediately. If necessary, you should follow the whistle-blowing procedure and child protection/safeguarding procedures.

Online Safety

The internet provides everyone with opportunities but it can also present risks and challenges. Children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

- We have a duty to ensure that all children and adults involved in our organisation are protected from potential harm online.
- We have a responsibility to help keep children safe online, whether or not they are using Tutortoo's network and devices.
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse.
- Working in partnership with children, their parents, carers and other agencies is essential in promoting children's welfare and in helping children to be responsible in their approach to online safety.

We will seek to keep children safe by:

- appointing an online safety coordinator
- providing clear and specific directions to staff, self-employed tutors, club leaders and volunteers on how to behave online through our behaviour code for adults
- supporting and encouraging the children using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to put safeguarding filters in place to keep their children safe online
- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online and offline behaviour, whether by an adult or a child
- reviewing and updating the security of our information systems regularly
- ensuring that usernames, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only when appropriate
- ensuring that images of children and families are used only after their written permission has been obtained from parent and carers, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation

If online abuse occurs, we will respond to it by:

- having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation

- making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term

Our aim is also to safeguard children whilst they are within any tutoring session, club or workshop setting with us.

Roles and Responsibilities of persons providing online tutoring

The Tutor

Any self-employed tutor of Tutortoo must:

- Ensure that their environment does not display any inappropriate images or documentation capable of being viewed by the student or parent/responsible adult when conducting a session.
- Treat students fairly and without prejudice or discrimination; students who have a disability or come from a minority ethnic or cultural group can easily become victims of discrimination and prejudice which may be harmful to the student's well-being.
- Always ensure language is appropriate and not offensive or discriminatory.
- Ensure any contact with the student is appropriate to their role as a tutor and confined to the relevant online session.
- Not make any inappropriate suggestions to a student.
- Not send unsolicited communications to the student or parent/responsible adult.
- Value and take students' contributions seriously and ensure that students value and respect each other's contributions.
- Report any dispute with a student or parent/responsible adult to Tutortoo, in accordance with the safeguarding procedures outlined in this policy.
- Report any inappropriate behaviour or illegal activity identified within an online session by the student or third party, in accordance with procedures set out in safeguarding procedures.
- Ensure that a parent/responsible adult is present during an online session.

The Student

The student must:

- Treat the tutor with respect and fairness, and not subject them to abusive behaviour or language.
- Value and respect the contributions of others students when working in groups.
- Not make any improper suggestions to the tutor.
- Have no inappropriate communication with the tutor outside the online session.
- Report any dispute with a tutor to a parent/responsible adult in accordance with our safeguarding procedures.

Parent/Responsible adult

The parent/responsible adult must:

- Ensure the student is fully aware of the Tutortoo Safeguarding Policy and their right to be safe and report concerns they have to a trusted adult immediately.
- Always be responsible for the supervision, behaviour and welfare of the student during the session.

- Always be responsible for the physical environment of the pupil during the session ensuring it is safe and appropriate.
- If they consider it appropriate, be present or available during a tutor session so any concerns encountered by the student can be reported as soon as possible and ensure the student and tutor are behaving in an appropriate manner.
- Ensure that tutors will be treated with respect and fairness by the student and will not be subjected to abusive behaviour or language.
- Ensure that no improper suggestions are made by either the tutor or student.
- Ensure the student has no inappropriate communication with the tutor outside the online session.
- Report any unsolicited communications between the tutor and student.
- Report any dispute with a tutor to Tutortoo in accordance with procedures set out in this document.
- Report any inappropriate behaviour or illegal activity by a tutor in accordance with procedures set out in this document.

School and Teachers/school Representative (if session is within school hours and on school premises)

For the purpose of this policy document a 'responsible adult' includes teachers and school representatives.

The school and teachers or school representative shall:

- Be responsible for the welfare of the student during the session.
- Be responsible for the physical environment of the student during the session, ensuring that it is safe and appropriate.
- Be responsible for behaviour of the student during the session, ensuring that tutors will be treated with respect and fairness and will not be subjected to abusive behaviour or language.
- Ensure that no improper suggestions are made by either the tutor or student.
- Be present or available for the student during the session to address any issues.
- Report any dispute with a tutor to Tutortoo in accordance with procedures set out in this document.
- Report any inappropriate behaviour or illegal activity by a tutor within a session in accordance with procedures set out in this document.

If the Online Lesson session has been arranged by the school but takes place outside school hours and away from school premises, it is the responsibility of the school to make the appropriate parent/responsible adult aware of the Safeguarding Policy and that both parties agree their safeguarding responsibilities.

Director/Management of Tutortoo

The Director/Management of Tutortoo shall:

- Conduct a rigorous interview with questions including safeguarding children with tutors and club leaders before they are permitted to join Tutortoo, ensuring references and that a complete vetting process has been followed.
- Ensure that any dispute between persons using Tutortoo is handled efficiently and fairly without discrimination in accordance with the procedures set out in this document.

- Deal with reports of possible illegal activity promptly, ensuring the safety and well-being of the student and/or tutor or club leader in accordance with the procedures set out in this document
- If appropriate, report to Tutortoo's Designated Safeguarding Officer or employ the services of an independent Child Protection consultant to review a report concerning the welfare of a student ensuring an appropriate course of action is taken.
- Regularly review the policy and procedures to ensure they are relevant and adequate to safeguard all persons using Tutortoo.

Anti-Bullying online and offline

Purpose

- To outline the policy in place regarding bullying and ensure that the appropriate procedures are clear and known to our staff, volunteers, self-employed tutors and club leaders.
- Although we are a tutoring and club company, and the programmes we run with children are not long-term, we have included an anti-bullying policy in the case of incidents during our time with them which could distress a child and require further action.

Definition

- Bullying is deliberately hurtful harmful behaviour, usually repeated over a period of time, where it is difficult for the victims to defend themselves.
- It can cause considerable distress and harm to children, to the extent that it affects their health and development and can be a source of significant harm, including self-harm and suicide.
- The four main types of bullying are:
 - physical abuse: hitting, kicking, stabbing and setting alight including for filming with mobile telephones and theft, commonly of mobile phones
 - verbal or mobile telephone / online (internet) message abuse (e.g. racist, sexist or homophobic name-calling or threats: this type of physical bullying may include sexual harassment
 - mobile telephone or online (internet) visual image abuse: these can include real or manipulated images
 - emotional abuse e.g. isolating an individual from the group or emotional blackmail
- Information and Communication Technology (ICT) based forms of child physical, sexual and emotional abuse can include bullying via mobile telephones or online (internet) with verbal and visual messages (NSPCC, 2017).
- Tutortoo will, under no circumstances, tolerate bullying of children, and will take immediate action as outlined below.

Actions

- Staff, volunteers, self-employed tutors and club leaders will set a good example for children, and ensure that it is made clear that bullying will not be tolerated at any time.
- If an incident of bullying is discovered or reported, the person alerted will reassure and support the students involved, before making detailed notes of the incident, reporting it to the Designated Safeguarding Leader, and, if deemed necessary, to parents or carers.
- If an incident of bullying is witnessed by an adult, that adult may need to take action to separate the children, and if necessary contact the parents of the child/ren to deal with the matter.
- If the incident is serious, Tutortoo will consider banning the accused (or bullies) from future activities with us until a full and fair investigation has taken place, or permanently where circumstances warrant this.

Designated Safeguarding Officer

Tutortoo has a Designated Safeguarding Officer to:

- offer support and training to all staff, self-employed tutors and club leaders involved in Tutortoo's work.
- ensure that all Tutortoo staff, self-employed tutors and club leaders are sufficiently vetted.
- act as the main point of contact in the event of any allegation or disclosure.
- act as the as the main point of contact between Tutortoo and parents, schools or any other organisation we work with.
- Report concerns about children, families or adults to the appropriate agency without delay.

If there is an allegation, signs and indicators of abuse are identified or if at any point an adult involved with Tutortoo's work fails to comply with any element of the Code of Conduct this information must be passed immediately to Tutortoo's Designated Safeguarding Officer. It is the Designated Safeguarding Officer's responsibility to collect all relevant information and make decisions on how to proceed and contact the LADO Local Authority Officer for a consultation. All employees, self-employed tutors, club leaders, and all other people who engage in work with Tutortoo from time to time, have a duty of care to pass on all relevant information regarding any allegations of abuse, or identified signs and indicators of possible abuse.

Where it is decided that the information contained in the safeguarding concern constitutes a Safeguarding Allegation, the Designated Safeguarding Officer will follow Tutortoo's procedure for the management of a safeguarding concern being raised.

When a safeguarding concern is raised the Designated Safeguarding Officer will determine what action is needed and consult the appropriate agency. The action taken may include monitoring the situation, a referral to children's social care, LADO or the police or taking no action. Whatever decision is taken they will record this together with a rationale, even if no further action is to be taken. A decision to take no further action, monitor, or defer a decision is taken as seriously as a decision to make a referral.

Any referrals to statutory services must be made by the Designated Safeguarding Officer without delay no later than 24 hours from receiving the concern, unless it is an emergency, or they consider it better for another person to make the referral and report back.

Any referrals to statutory services must be followed up in writing within 24 hours and feedback received/sought within 3 working days of having made the referral to check what action is being taken. It is the responsibility of the Designated Safeguarding Officer to ensure this takes place and to ensure that comprehensive records are maintained.

Escalation

If, after reporting on a concern, it is evident that the local authority or other agency has not taken appropriate next steps in relation to the safeguarding concern, then the Designated Safeguarding Officer will determine if the matter needs escalating. The Children Safeguarding Strategic Partnerships will have specific procedures to be followed in such instances where escalation is warranted. A record of any decisions and outcomes must be kept by the Designated Safeguarding Officer.

Information of who the Designated Safeguarding Officer is within the branch you work with and their contact information will be supplied to you upon joining the branch. In the event that you do not have this information, please contact the owner of the branch you are working with or email info@tutortoofranchise.co.uk for their details.

Safeguarding Report Form

You must report any safeguarding concern to the Designated Safeguarding Officer by telephone as soon as possible and within 24 hours.

Complete as much detail on this form as possible. For advice completing this form please contact the Designated Safeguarding Officer. If a child or adult is at immediate risk of harm or needs medical attention contact the emergency services on 999.

Details of the child/ren

Name(s):			
Age:		Date of Birth:	
Religion:		Ethnicity:	
Sex:			
Telephone:		Email:	
Additional needs (eg disability, language is spoken, interpreter required):			
Home address of child/ren or adult as risk:			
Parent or carer(s) name(s) and contact telephone number:			
Any other relevant information:			

Where relevant details of Tutortoo’s employee or self-employed tutor or club leader about whom the allegation has been made, or concern has been raised about.

Name(s):			
Age:		Date of Birth:	
Role:		Telephone:	
Home address:			

Your details (the person making the report)

Name(s):			
Role:		Date of Birth:	
Email:		Telephone:	
Date & time of making this report:			
Date and time you first received information or identified a concern:			

Safeguarding Report

Are you reporting your own concerns or responding to concerns raised by another person?
If responding to concerns or behaviours raised by another person please provide their name, role and contact details (if known):
<p>Please add any other relevant information known about the family/child/adult at risk circumstances:</p> <p><u>Referral background:</u> When was the referral made, by whom, in what form? How was it discovered? Is it online or offline?</p> <p><u>Concern raised/allegation:</u> What is the allegation, or the nature of the concern raised? Include as possible.</p>
Has the child or adult at risk given an account of what happened? (eg of any incident, injury, disclosure, behaviour) (give details):

Please provide details of the person alleged to have caused the incident/injury if known (eg name(s)/address/incident address/relationship to child or adult at risk etc):
Please provide details (name, role, contact details if known) or any witnesses to the incident/concerns:

Actions taken

State any risk of immediate danger:	
Identify any action taken already, eg contact with police, manager, children’s or adult social care services, etc.	Referred to: Police <input type="checkbox"/> Children Social Care <input type="checkbox"/> Designated Safeguarding Officer <input type="checkbox"/> Ambulance Other <input type="checkbox"/>
Is the child/children/adult at risk or family/carer or accused person aware that a report has been made?	Child/ren or adult at risk <input type="checkbox"/> Family or carer <input type="checkbox"/> Accused person <input type="checkbox"/>
Any known previous history of concerns or abuse or allegations:	
Any further information or comments:	

Thank you for your report.

Please email this form to the Designated Safeguarding Officer at the Tutortoo branch you are registered with.

If handwritten please hand to the Designated Safeguarding Officer at the Tutortoo branch you are registered with.