



Combined Child and Adult Safeguarding Policy

October 2023

Registered Charity No. 1157781

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Context

Tutorfair Foundation is a registered charity (no. 1157781) that provides free tutoring, mentoring and careers initiatives to young people from low-income and/or vulnerable backgrounds. To achieve this, the charity delivers a variety of programmes, mostly online, for learners between the ages of 6 and 19.

Most of Tutorfair Foundation's activities are delivered by a community of volunteer tutors, recruited from a variety of backgrounds by a small core team. Programmes are designed and delivered in partnership with schools, charities and community groups across the country.

Policy Statement

Tutorfair Foundation recognises that the welfare of all children, young people and adults at risk, is paramount and that all have equal rights of protection. We have a duty of care when they are in our charge and we will do everything we can to ensure that all of our programmes and activities provide a safe and caring environment for them.

This policy is approved by our board of trustees and is reviewed and updated annually. We publish and promote this policy to all staff and volunteers throughout their induction and training. We endeavour to disseminate, as appropriate, this policy to all who come into contact with Tutorfair Foundation including children, young people and adults at risk, their parents and carers and our partners and funders.

Policy Aim

As members of SAFEcic, we aim at all times to attain best safeguarding practice throughout our activities with children, young people, adults at risk, their parents and carers. We endeavour to provide a safe and friendly environment and celebrate all achievements. We will achieve this by adhering strictly to this policy, guidance and risk assessments. Our organisation holds current Public Liability Insurance which covers all our activities.

When there are concerns about the welfare of any, child, young person or adult at risk, all responsible adults in our organisation are expected to share those concerns, without delay, with the Lead for Safeguarding (or the Deputy, if the Lead is unavailable).

This policy and the procedures contained within it have been developed in line with statutory guidance from Keeping Children Safe in Education (September 2023). The policy exists to ensure that, as far as possible, people who may abuse children, young people and adults at risk do not get the opportunity to do so.

In addition to this policy, Tutorfair Foundation works closely with its partner schools and charities to ensure it understands and complies with any specific safeguarding requirements that they may have. The Foundation asks them to share any relevant information or policies that they would like our staff members and volunteers to be aware of.

Ultimately, all systems, processes and policies should operate with the best interests of the children, young people and adults at risk that come into contact with our organisation.

Why do we need a Safeguarding Policy?

All organisations that work or come into contact with children, young people and/or adults at risk need to have safeguarding policies and procedures in place.

Government guidance is clear that all organisations working with children, young people, adults at risk, parents, carers and/or families have responsibilities for safeguarding. It is important to remember that children, young people and adults at risk can also abuse and that such incidents fall into the remit of this policy.

To undertake our responsibilities, we ensure that we:

- Have senior managers and trustees who are committed to safeguarding;
- Are clear about peoples' responsibilities and accountability;
- Have a culture of listening to children, young people and adults at risk;
- Undertake safer recruitment practices for all staff and volunteers working with children & young people and adults at risk;
- Have procedures for safeguarding children and young people and adults at risk;
- Have procedures for dealing with allegations against, and concerns about, any staff;
- Make sure that all staff and volunteers have mandatory induction and further safeguarding training, supervision, reviews and support;
- Have agreements in place whenever working with other organisations and agencies;

This policy also forms the basis of training, induction and partnerships activities undertaken by the charity. The policy document is shared with all staff, volunteers, school/charity partners and funders of Tutorfair Foundation to ensure a shared understanding of our approach to safeguarding, codes of conduct and all relevant procedures for reporting and managing concerns.

Definition of a Child/Young Person

There is no single law that defines the age of a child across the UK. For the purposes of this policy, a child is defined as anyone under the age of 18.

Definition of an Adult at Risk

There is no single law that defines an adult at risk across the UK. The Care Act (2014) defines an adult at risk as a person over the age of 18 years (16 in Scotland) who:

- has needs for care and support,
- is experiencing, or is at risk of, abuse and neglect;
- is as a result of their care needs unable to protect themselves from either the risk of, or the experience of abuse or neglect.

For the purposes of Tutorfair Foundation's safeguarding policy and procedures, any beneficiary of our charitable activities who is over the age of 18 is considered to be an adult at risk.

Lead and Deputy for Safeguarding

The responsibility of managing the safeguarding of children, young people and adults at risk can be both demanding and challenging, and therefore must be appointed at managerial level to personnel who are available whenever operational, which includes cover for sickness and holidays.

Tutorfair Foundation has a Safeguarding Lead, a Deputy Safeguarding Lead and an Additional Senior Safeguarding Lead. Their role is to oversee and ensure that our safeguarding policy is fully implemented and to:

- Monitor and record concerns;
- Make referrals to social care, or police, as relevant, without delay;
- Liaise with other agencies;
- Arrange support and training to all staff and volunteers involved in Tutorfair Foundation's work;
- Ensure that all Tutorfair Foundation employees and volunteers are sufficiently vetted and trained;
- Act as the main points of contact for beneficiaries, staff and volunteers in the event of any allegation or disclosure;
- Act as the main points of contact between Tutorfair Foundation and its partners;

If there is an allegation, if signs and indicators of abuse are identified or if at any point an adult involved with Tutorfair Foundation's work fails to comply with any element of the Code of Conduct this information must be passed immediately to one of Tutorfair Foundation's Safeguarding Lead(s).

It is the Safeguarding Lead's responsibility to collect all relevant information and make decisions on how to proceed (this will include contacting the Designated Safeguarding Lead (DSL) at the relevant partner school/charity). Volunteer tutors and employees should report all signs, reports and concerns.

The Deputy Safeguarding Lead should be available to support or cover for the Lead. They will also handle any complaints or allegations against the Lead for Safeguarding if appropriate. It is important that the Lead and Deputy for Safeguarding are unconnected.

Safeguarding Lead

Joss Serrailier, Foundation Director
joss@tutorfair.org
07599075034

Deputy Safeguarding Lead

Mary Ann Rhiemus, Programmes Lead
maryann@tutorfair.org
020 8064 2968

Line of Accountability for Safeguarding

The responsibility for safeguarding at board or committee level is shared between members. A Senior Member of the organisation at Trustee level is also appointed to take strategic responsibility for the organisation's safeguarding arrangements. This person should be unconnected to the Lead for Safeguarding and Deputy for Safeguarding and should have up to date and relevant training with the ability to develop knowledge, skills and expertise in safeguarding.

Additional Senior Safeguarding Lead

Andrew Ground, Chair of Trustees
andrew@tutorfair.org
07836253991

Recognising Abuse

Abuse involves the maltreatment of a child, young person or vulnerable adult. Somebody may abuse or neglect an individual by inflicting harm or by failing to act to prevent harm. Children may be abused by other children or adults, in a family or in an institutional or community setting by those known to them or, more rarely, by other children. It is important to be aware that many forms of abuse can take place either online or in person.

In its safeguarding policy, training and other procedures, Tutorfair Foundation takes into particular consideration the following main forms of abuse:

Physical abuse: a form of abuse that may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm.

Emotional abuse: the persistent emotional maltreatment of a child or vulnerable adult such as to cause severe and adverse effects on their emotional development and/or wellbeing. It may involve conveying to an individual that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. Some level of emotional abuse is involved in all types of maltreatment, although it may occur alone.

Sexual abuse: the involvement of dependent, developmentally immature children, young people or vulnerable adults in sexual activities they do not truly comprehend, to which they are unable to give informed consent. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. The sexual abuse of children by other children is a specific safeguarding issue (also known as child-on-child abuse) in education.

Neglect: the persistent or severe neglect of a child, young person or vulnerable adult that results in serious impairment of their health or development (both physical and mental).

Grooming: Children, young people and vulnerable adults can be groomed online, in person or both — by a stranger or someone they know. This could be a family member, a friend or someone who has targeted them, like a teacher, faith group leader or sports coach.

Self-abuse: Any means by which a child, young person or vulnerable adult seeks to harm themselves. This can take many physical forms, including cutting, bruising, scratching, hair-pulling, poisoning, overdosing and eating disorders.

Child on child abuse: Abuse of a child by another child. Examples of this include bullying, physical abuse, sexual violence or harassment, upskirting (taking a picture under another person's clothing without consent), sexting and initiation or hazing violence and rituals. Sexual violence and sexual harassment can occur between two or more children of any age and sex, from primary through to secondary stage and into college. It can occur also through a group of children sexually assaulting or sexually harassing a single child or group of children.

We encourage all staff and volunteers to visit the [NSPCC's website](#) for more information on forms of abuse and what to look out for.

Mental Health Concerns

All staff and volunteers should also be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. If employees have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken by following this policy and speaking to the designated Safeguarding Lead or Deputy.

Forms of Abuse

It is not possible to provide a list of all forms of abuse or maltreatment that children, young people or adults may experience. The following list is for guidance purposes only.

At all times when carrying out their duties with Tutorfair Foundation, staff and volunteers should remain alert to the language, behaviours and physical appearance of the children, young people and adults they are working with. For example: *have you observed an injury? Is what you are observing and being told about an injury consistent? Has what you have seen made you think of any of the following forms of abuse?*

In the event of any concerns or inconsistencies (no matter how small) it is important to be observant, listen to what is being said, make records and follow our procedures for reporting concerns.

Forms of abuse:

- Abuse related to faith or belief
- Alcohol and Substance misuse
- Breast Ironing
- Carrying offensive weapons
- Child criminal and sexual exploitation including County Lines
- Child on child abuse, including sexual violence and upskirting
- Concealed pregnancy
- Criminal exploitation
- Discrimination
- Domestic violence, including "honour" based abuse
- Emotional abuse
- Exploitative use of technology
- Female Genital Mutilation (FGM)
- Financial or material abuse
- Forced marriage
- Gangs
- Gambling
- Hate and "mate" crime
- Hazing and initiation rites
- Hoarding
- Modern slavery
- Neglect and acts of omission
- Online safety
- Organisational or institutional
- Psychological abuse
- Physical abuse
- Radicalisation
- Self-neglect
- Sexual abuse
- Trafficking

Safer Recruitment

Tutorfair Foundation maintains high standards when recruiting its staff and volunteers and is committed to safe recruitment in line with the relevant legislation and guidance from government and Regulatory Authorities. To ensure this, safeguarding leads and deputies are always involved in the recruitment of any new staff or volunteers and must undergo training to provide them with the knowledge and skills required to discharge their responsibilities. The training should be updated at least every two years.

In line with the processes and procedures set out in [Keeping Children Safe in Education 2023](#), all staff and volunteers must have completed the following steps before they begin working with our charity:

- Undergo an Enhanced DBS Check carried out by Tutorfair Foundation, including a check against the Barred List for working with children; and
- Undergo ID checks including either a passport and/or photo driving licence and social history documents that verify their name, current address and date of birth; and
- Provide two satisfactory references from UK-based referees including at least one from a university or employer. Any references that are not from a university or employer are followed up directly by telephone; and
- Complete any relevant checks regarding their fitness to work and/or right to work in the UK; and
- Declare whether they have lived abroad for more than 6 months in the last 5 years and/or have any convictions and/or are mentally and physically fit to carry out their responsibilities; and
- Complete a one-to-one interview and induction session with a member of the Foundation's staff.

If a volunteer already has an Enhanced DBS Check with Barred List registered with the DBS Update Service, this may be used in place of a new check provided that:

- The volunteer gives their consent for Tutorfair Foundation to carry out an online check;
- Sufficient ID is provided in order to verify that the DBS certificate matches the individual's identity;
- The original certificate is satisfactorily examined by Tutorfair Foundation;
- The level of check with or without Barred List checks matches the role requirements exactly.

Tutorfair Foundation requires all volunteers to have a current, permanent address in the UK. If a volunteer has lived overseas for more than 6 months in the last 5 years, additional criminal record checks and/or regulatory authority checks and/or certificates of good conduct will be requested so that any relevant events, sanctions and restrictions can be taken into consideration. Information about overseas criminal records checks can be found [here](#).

Having a criminal record does not bar an individual from working with us. If a positive DBS disclosure is received, information regarding the nature of the offence(s) and the circumstances surrounding it will be requested and duly considered. Our Policy on the Recruitment of Ex-Offenders is available upon request.

Induction and Training

In addition to the above, we have a clear induction and training strategy with clear job descriptions and responsibilities and all relevant procedures. All new staff and volunteers will receive induction and training before beginning their work with us to ensure that they have:

- Received and understood this policy and our procedures;
- Been given any relevant resources;
- Understood the commitment to safeguarding training.

When needed, staff will receive further safeguarding training, at the appropriate level, as soon as possible. Updated safeguarding training is normally required every 2 years.

Code of Conduct (All Staff and Volunteers)

All staff and volunteers working with Tutorfair Foundation must comply with this Code of Conduct at all times. For the purpose of this Code of Conduct, a 'beneficiary' is any person (regardless of their age) who is receiving support from Tutorfair Foundation, or who you meet in the course of your work.

You MUST:

- Treat all beneficiaries with respect and dignity;
- Ensure that beneficiaries' welfare and safety is always paramount;
- Listen to individuals and take account of their wishes and feelings;
- Act in a professional way and maintain professional boundaries both online and face-to-face;
- Avoid direct communication with a beneficiary outside of Tutorfair Foundation's organised activities, including via email, social media or phone;
- Remember that someone else might misinterpret your actions, no matter how well intentioned;
- Be aware that social networking sites are in the public domain if not protected by privacy settings. Strongly consider strengthening any privacy settings so that young people would not be able to access your online profiles and be privy to any information you would not want in the public domain;
- Inform a Tutorfair Foundation Safeguarding Lead immediately if a child, young person or vulnerable adult attempts to contact you or connect with you on social media;
- Recognise that special caution is required when discussing sensitive issues with young people;
- Challenge unacceptable behaviour and report all allegations or suspicions of abuse to a Tutorfair Foundation Safeguarding Lead;
- Follow Tutorfair Foundation's policy and procedures at all times;
- Follow Tutorfair Foundation's reporting procedure in the event of any safeguarding incident or concern;
- Raise any questions or concerns about child protection and safeguarding with Tutorfair Foundation Safeguarding Leads;
- Act in accordance with the partner school/charity's policies and procedures regarding child protection and safeguarding where applicable;

You MUST NOT:

- Accept bullying, swearing or other disruptive behaviour in any setting;
- Promise confidentiality to beneficiaries in any situation;
- Seek out or add beneficiaries on any social networking site;
- Respond to any direct communication from a beneficiary;
- Share any personal contact details with beneficiaries, or seek out their personal contact details (including email address, telephone number or address);
- Arrange to meet a beneficiary outside of the allocated tutoring time;
- Act in a manner that excludes any of the beneficiaries you are working with;
- Make suggestive or derogatory remarks in front of beneficiaries;
- Have inappropriate physical contact or verbal contact with beneficiaries;
- Show favouritism to any beneficiary;
- Be under the influence of alcohol or other substances when working on activities involving beneficiaries;
- Take photographs of beneficiaries;
- Unlawfully discriminate against any beneficiary because of their sex, race, disability, religion or belief, gender reassignment, pregnancy and maternity, or sexual orientation (protected characteristics). Please reference the Equal Opportunities statement below.

Volunteer Code of Conduct (Online Tutoring)

All those who volunteer to tutor through Tutorfair Foundation online sessions are required to adhere to the following code of conduct:

- Volunteer tutors will only conduct online tutoring with their pupils at the designated tutoring times and dates advertised by Tutorfair Foundation;
- Volunteer tutors will conduct online tutoring either in a workplace or location that does not expose personal information or access to inappropriate background content;
- Volunteer tutors will be dressed appropriately in a manner that would be suitable for their attendance at a school in person;
- Volunteer tutors will keep their video stream 'on' and visible for the duration of their sessions;
- Volunteer tutors will not record video, still images, audio or screenshots of any tutoring sessions;
- Volunteer tutors will not use the screenshare function unless given express permission to do so by the Safeguarding Lead or Deputy;
- Volunteer tutors will never disclose their phone, email or other communication details with their pupils nor request their pupils' details through the online platform;
- Volunteer tutors will conduct their sessions without disruption (mobile phones should be set to silent and away from gaze) or supervision by any other persons not approved by Tutorfair Foundation;
- Volunteer tutors will not share any links to online content or websites that contain anything other than educational resources that directly link to the content of their sessions. If in doubt of the validity of any websites or material please get in contact with the Tutorfair Foundation team who need to approve all non-Tutorfair Foundation resources used in sessions;
- Volunteer tutors consent to the recording and safe storage of online sessions. This is for monitoring and safeguarding purposes only;
- Volunteer tutors consent to the monitoring of all online sessions by Tutorfair Foundation employees either live during the tutorial or afterwards in a systematic random review of safeguarding procedures;
- Volunteer tutors will report any concerns about safeguarding or child protection as well as follow all Tutorfair Foundation safeguarding and child protection procedures outlined in the main text of this policy;
- Tutors will follow any additional requirements as requested by partner school/charity policies regarding digital working;
- Volunteer tutors who are temporarily based abroad for work or educational purposes must declare so and may request to continue tutoring during their time abroad. Only Volunteer tutors who will be abroad for six weeks or less will be considered. Schools/charities have the right to pause tutoring by tutors who are abroad if it is in conflict with their own school policies;

Pupil Code of Conduct (Online Tutoring)

All schools and charities who partner with Tutorfair Foundation agree to the following code of conduct for the children, young people and vulnerable adults ('pupils') involved in online sessions:

- Pupils will only receive online tutoring at the designated tutoring times and dates advertised by Tutorfair Foundation, in agreement with their responsible adult, school or charity;
- Pupils shall always attend lessons with a responsible adult present within 'listening distance' of the session;
- Pupils will be dressed appropriately in either their uniform or appropriate attire for attendance at a school event;

Pupil Code of Conduct (Online Tutoring) Continued

- Pupils will conduct online tutoring in a location that does not expose personal information;
- If connectivity, school/charity policy and pupil comfort permits, pupils will endeavour to keep their video stream 'on' for the duration of their sessions;
- Pupils will have any mobile phones on silent and out of gaze during sessions, or completely away as dictated by their school's policy;
- Pupils will not record video, still images, audio or screenshots of any tutoring sessions;
- Pupils will never disclose their phone, email or other communication details with their tutor nor request those of their tutor through the online platform;
- Pupils will not share any links to online content or websites that contain anything other than educational resources that directly link to the content of their sessions;
- Pupils consent to the recording and safe storage of online sessions for safeguarding and quality assurance purposes;
- Pupils consent to the monitoring of all online sessions by Tutorfair Foundation employees either live during the tutorial or afterwards in a systematic random review of safeguarding procedures.

Parent/Guardian/Responsible Adult Code of Conduct (Online Tutoring):

- Parents/guardians or responsible adults of pupils in receipt of home-based tutoring will remain at home and within 'listening-distance' for the duration of the tutoring session;
- Parents/guardians or responsible adults will support their child with basic IT set up, with the support of the Tutorfair Foundation team;
- Parents/guardians or responsible adults will support their child to attend and engage in as many online tutoring sessions as possible;
- Only pupils enrolled on the Tutorfair Foundation programme may be involved in online tutoring sessions with Tutorfair Foundation tutors;
- Parents/guardians or responsible adults will pass on any concerns about safeguarding immediately to Tutorfair Foundation's Safeguarding Lead or Deputy;
- Parents/guardians or responsible adults will ensure a safe, quiet and appropriate environment for online tutoring to take place at home for their child.

Equal Opportunities Statement

We recognise that anyone can become subject to discrimination, harassment or victimisation because of:

- age
- culture
- disability
- gender reassignment
- sexual orientation
- marriage and civil partnerships
- religion or belief
- pregnancy and maternity
- race
- sex

Comments and actions that contribute to discrimination, harassment or victimisation are not acceptable and will be challenged. Such incidents will be recorded and shared with parents and carers, and the relevant agencies when necessary and appropriate. We will:

- treat everyone with respect and celebrate their achievements,
- carefully recruit and select our staff and volunteers,
- respond to concerns and allegations appropriately.

Procedure for Reporting Concerns (Online Delivery)

For all online activities taking place as part of our programmes, Tutorfair Foundation provides:

- Clear training in how to monitor child protection and safeguarding in online tutoring session;
- Clear training on how volunteers should conduct themselves in a safe and appropriate manner throughout online tutoring sessions;
- Contact details of the Safeguarding Lead and Deputy who are responsible for training and vetting staff and volunteers and who will act as the main point of contact in the event of any allegation or disclosure;
- Safe and limited-access storage of all data and recordings generated as a result of online sessions.

In the event of any concern or incident related to child protection and safeguarding that occurs during online tutoring, the procedure for all staff and volunteers is to treat the allegation seriously and in strict confidence and immediately contact the Tutorfair Foundation Safeguarding Leads or Deputies. The following procedure is followed at all times:

1. Once a safeguarding concern has occurred, volunteer tutors will contact a Tutorfair Foundation Safeguarding Lead or Deputy directly and as soon as practicably possible. This will either be during or immediately after their 60-minute session according to the nature of the concern;
2. Tutorfair Foundation Safeguarding Lead(s) will read and/or listen to the safeguarding concern (including reviewing the relevant classroom recordings) raised by the volunteer tutor, in an appropriate environment which means only those who need to hear the details of the concern are able to. In the event that a volunteer tutor raises a safeguarding concern in a more public environment, the Safeguarding Lead(s) will ensure a more appropriate environment is found to hear the safeguarding concern, as soon as practicably possible;
3. The safeguarding concern/incident will be passed directly to the Designated Safeguarding Lead for the partner school/charity via email as soon as practicably possible. Tutorfair Foundation's Safeguarding Lead and/or Deputy may also wish to follow up immediately by phone depending upon the nature and circumstances surrounding the concern/incident;
4. The Foundation supports the partner school/charity with any action that the partner school/charity deems appropriate and shall undertake reasonable endeavours to provide any assistance or documents including any online classroom recordings;
5. Tutorfair Foundation shall not, under any circumstances, undertake any independent investigation or questioning (as this may jeopardise any enquiry) unless or until Tutorfair Foundation is given authorisation by the partner school/charity or the authorities. Following authorisation, Tutorfair Foundation may independently follow up on the allegation;
6. All allegations or suspicions shall be referred to the relevant partner school and/or charity, no matter how insignificant they seem to be or when they occur. Any information about suspicious behaviour or circumstances will be passed to the Local Authority Designated Officer (LADO) or the local Social Services within 24 hours or as soon as shall be reasonably practicable;
7. A copy of any notifications, written records and/or classroom recordings obtained or written during this process is retained in accordance with GDPR guidelines;
8. A referral to the Disclosure and Barring Service (DBS) is made where Tutorfair Foundation considers an individual has engaged in conduct that harmed (or is likely to harm) a child; or if a person otherwise poses a risk of harm to a child.

Procedure for Reporting Concerns (In-Person Delivery)

If a staff member or volunteer becomes concerned whilst carrying out their duties at a school or other organisation's premises, they should report the concern directly to that organisation's Child Protection Officer or Designated Safeguarding Lead before following the reporting process outlined above.

Handling Direct Disclosures

Tutorfair Foundation provides additional guidance relating to circumstances in which a child, young person or vulnerable adult directly discloses abuse to a staff member or volunteer. A disclosure may come from someone telling you:

- they have been or are being abused
- they have concerns about someone else
- they are themselves abusing or likely to abuse someone else

In the event that this happens during the course of your work with Tutorfair Foundation, you must adhere to the following guidance:

- Allow the young person 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;
- Advise the young person 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;
- 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;
- Ensure that the young person is not immediately at risk of any further abuse;
- Immediately after a disclosure, follow the procedure for reporting concerns outlined above;
- Take care to report the facts as you know or understand them, including the pupil's name and the account given to you by the young person using the words that they used as well as including any other information you feel is relevant.

Record Keeping

All Tutorfair Foundation safeguarding processes, incidents and documentation will be kept securely with restricted access. In line with our Privacy Policy, all online activities are recorded and archived for safeguarding purposes. This means that we have a clear record of any incidents taking place within our online classrooms and can quickly and easily investigate any concerns reported to our staff members as well as monitoring activities for ongoing quality assurance.

In the event of any safeguarding concern, we are committed to keeping records which are:

- Recorded on a safeguarding incident form;
- Of sufficient detail to identify individual who is subject of concern and any significant others;
- Accurate and factual/based on fact, as a true record of what has been monitored/observed, what has been said (and by whom) and what has given cause for concern;
- Clear on what action has and/or will be taken including the reason for those actions, or the reason stated for no action being taken and by whom;
- Non-judgmental;
- Timely within 24 hours
- Signed and dated by the writer and co- signed by the Lead or Deputy
- Shared and/or stored as appropriate by the Lead or Deputy for Safeguarding

Handling Allegations

If you become aware of an allegation against another staff member or volunteer, you must:

- Immediately contact the Tutorfair Foundation Safeguarding Lead or Deputy;
- Report the facts as you know or understand them, including the pupil's name and the account given to you by the young person using the words that they used as well as including any other information you feel is relevant;
- Provide this detailed information to the Tutorfair Foundation Safeguarding Lead or Deputy as soon as you are able;
- Where a complaint or allegation has been made with regards to any inappropriate behaviour or poor practice, the Lead or Deputy will, in all cases, discuss the situation with the relevant partner organisation and social care services (the LADO in England) and/or the police before making an open decision about the best way forward.

Tutorfair Foundation recognises that it has a duty of care towards members of staff and volunteers. In the event of an allegation made about any of its members of staff or volunteers, Tutorfair Foundation must:

- Manage and minimise the stress caused by any allegation made about an individual;
- Inform the individual as soon as possible if an allegation has been made against them, explaining the likely course of action, guided by the Local Authority Designated Officer (LADO), and the police where necessary;
- Advise the individual to contact the a trade union representative/colleague for support;
- Keep the individual informed about the progress of the case;
- Provide access to counselling or medical advice where appropriate for employees. In the case of volunteer tutors, point them towards sources of help;
- Not prevent social contact with work colleagues and friends when an employee is suspended, unless there is evidence to suggest this may prejudice the gathering of evidence.

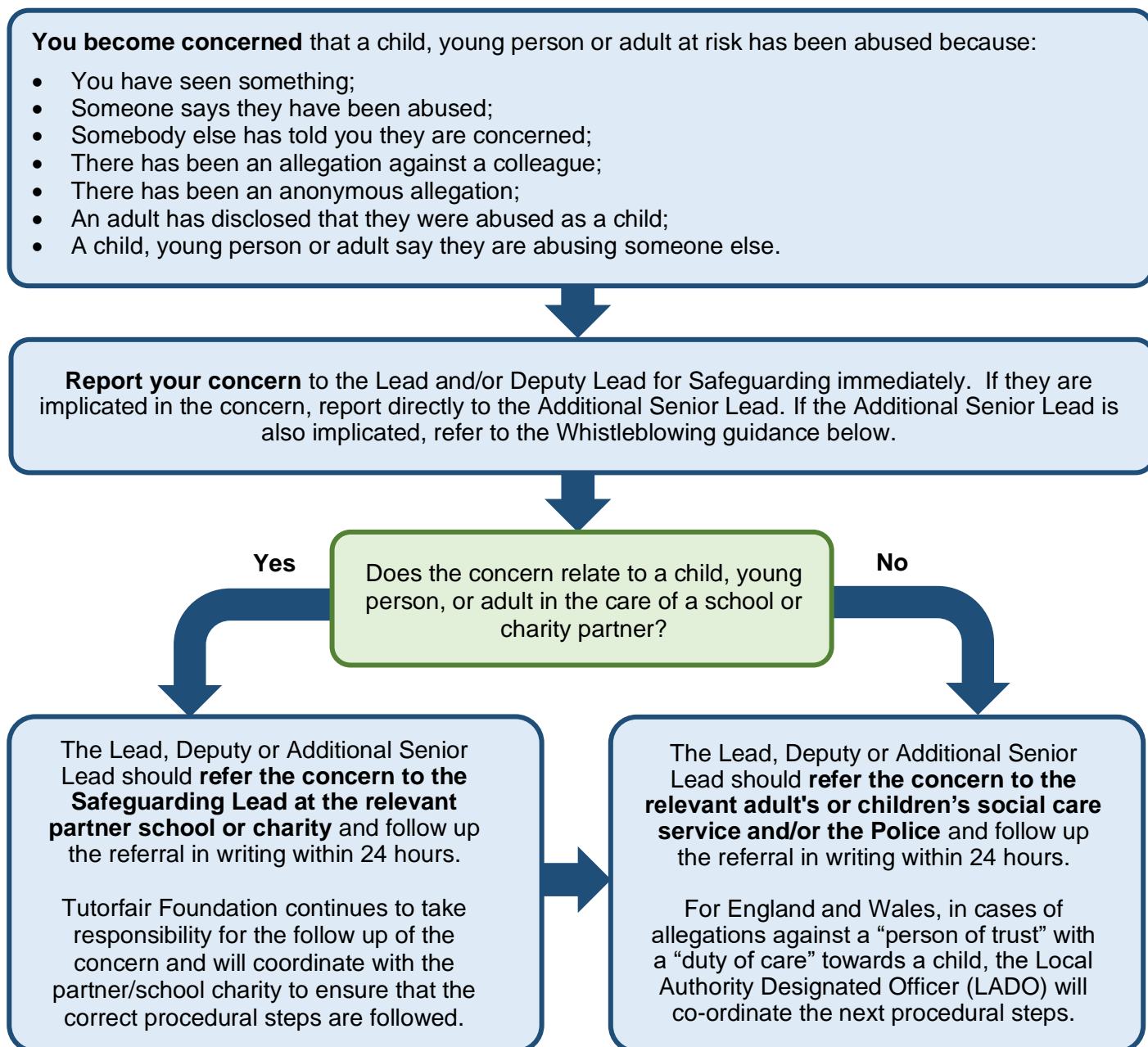
With regards to disciplinary and grievance procedures, we will take no steps until we have fully discussed and agreed a strategy with social care services and/or the police (the LADO, with regards to children England only). Any investigation will override the need to implement any such procedures. Tutorfair Foundation has a legal responsibility to make referrals to the relevant criminal records service, regulatory authority and/or professional body as appropriate.

Whistleblowing

Whistleblowing is when someone raises a concern externally about a person or practice within the organisation, which will affect others in an illegal and or harmful way. Tutorfair Foundation promotes the sharing of any concerns regarding the safeguarding of children, young people and adults at risk as soon as possible with the Lead or Deputy for Safeguarding. If individuals reporting their concerns within our organisation do not feel they have been acted upon then we support their right to report these concerns to social care services, the police, and/or the relevant Regulatory Authority. All media enquiries will be handled by Joss Serrailier (Foundation Director)

Safeguarding Referral Flowchart

We ensure and emphasise that everyone in our organisation understand and know how to share any concerns immediately with the Lead or Deputy for Safeguarding. Everyone, including the Lead, Deputy and Additional Senior Lead for Safeguarding, will deal with concerns using the following process:



Under **"whistle blowing"**, anyone can refer directly to the Police, social care services, the LADO for personnel child abuse allegations, relevant regulatory authorities, or the NSPCC (child concerns only) and Protect for support when they are concerned the organisation is not managing safeguarding concerns or when senior members of safeguarding staff are implicated in their concerns.

In an emergency do not delay: dial 999

Consent

When consent is required for any activity or intervention we will, unless it is an emergency, obtain consent from the individual if of sufficient age and or understanding. Where relevant, we will ensure we fulfil our obligations under Child Care Law in terms of parental responsibility and Mental Capacity Legislation on supporting where possible the individual's right to make their own decisions. Any decisions made should be the least restrictive and recorded.

Staff Ratios to Children, Young People and Adults at Risk

It is vital that careful checks are made with the Regulatory Authorities to ensure that we have the correct ratios. For in-person activities, a minimum of two responsible adults must always be present. For online activities delivered by one tutor, a second responsible adult is always either present in the session, monitoring the session externally (during working hours) or on-call (outside working hours) to support the tutor and manage any safeguarding or other concerns.

Lone and One to One Working

We avoid in-person lone and/or one-to-one working whenever possible to protect both individuals. Whenever such working does take place, a risk assessment is undertaken to ensure:

- the activity provided is suitable for one to one working;
- the lone worker has been recruited, vetted and trained to undertake this particular role;
- that health and safety issues have been identified and recommendations followed;
- safeguards are in place to protect individuals' rights to safe working practice;
- processes for handling emergencies are in place and understood by workers;
- processes for responding to concerns are in place and understood by workers;
- contact details are not shared between workers and beneficiaries;
- accurate and relevant recording is made of any activity (signed and dated if written).

Home Visits

Home visits will only be made when necessary and booked by the organisation. Each home visit will be carefully planned and records will include:

- Who is being visited;
- The purpose of the visit;
- Who will carry out the visit;
- The time expected to carry out the visit;
- Who will also be present during the visit;
- Any physical contact which may be required, and will be undertaken in line with the code of conduct within this policy.

All home visits will be made in a polite and friendly manner. Personal relationships or showing favouritism must not happen. Any safeguarding concerns raised and any untoward incidents, such as no access or a child being at home alone, should be followed up, recorded and managed in line with this safeguarding policy.

Young People Who Work in Our Organisation

All young people who are undertaking volunteer work, apprenticeships or work experience with Tutorfair Foundation are to be included within this policy and their safeguarding as individuals given the same importance as all young people we come into contact with. Any disclosures, observations of possible harm or disturbing behaviour must be reported to the Lead or Deputy immediately. They will also require an induction programme that includes their commitment to safeguarding within the remit of the safeguarding policy and in line with all staff induction. In addition, information on the young person's contacts recorded as relevant e.g. parents, carers, school representatives and any supervisors, with emergency contact numbers.

Data Protection

We will treat any personal information by which an individual can be identified (i.e. name, address, email etc.) in accordance with our Privacy Policy and with the provisions of the Data Protection Act 2018 (DPA 2018), and the General Data Protection Regulation (GDPR) and will not share information with any third party, except where explicitly stated or when required by law.

Bullying and Harassment

Whether directed at children, young people, adults at risk, staff, volunteers, parents or carers, bullying, harassment, physical abuse and emotional abuse in any form will not be tolerated. All such behaviour will be treated as a safeguarding concern when aimed at children, young people and or adults at risk.

We will:

- Provide a culture of equality and respect for all with zero tolerance to any form of bullying or harassment;
- Report all incidents of bullying or harassment observed or disclosed, to the Lead or Deputy;
- Take immediate steps to stop the behaviour and mitigate the effects of bullying and harassment;
- Record all incidents with observations and witness statements, and action taken, signed, timed and dated.

Information Sharing

Timely and accurate written records play an essential role in safeguarding individuals, who may have suffered, are suffering or at significant risk of suffering harm. It is important that records are shared at the appropriate time when necessary. Within our organisation the decision to share written information, and with whom, will be undertaken by the Lead or the Deputy.

Buildings and Venues

In the case of any events or in-person activities, safeguarding risk assessments will be carried out on all building and venues used by Tutorfair Foundation or by the host's venue management, such as schools.

The safeguarding risk assessment should take into consideration:

- Access especially how people enter and leave the building;
- Signing in protocol;
- Use of keys;
- Toilets and changing rooms;
- Any outside space;
- Car parks;
- Any other relevant issues.

Ethical Fundraising

We are committed to our fundraising being:

- Legal: All fundraising must meet the requirements of the law;
- Open: Fundraisers must be open with the public about their processes and must be willing to explain (where appropriate) if they are asked for more information;
- Honest: Fundraisers must act with integrity and must not mislead the public about the cause they are fundraising for or the way a donation will be used;
- Respectful: Fundraisers must demonstrate respect whenever they have contact with any member of the public.

First Aid

When working in-person, Tutorfair Foundation undertakes to ensure there is always a trained first aider on site at venues or, if other venues used such as schools, that they have appropriate first aid cover. First Aiders should have completed specific training as set out by the Health and Safety Executive (HSE). They hold valid and up to date certificates of competence issued by an organisation whose training and qualifications are approved by the HSE. The duties of a First Aider are:

- To give immediate First Aid to children, young people, adults at risk, staff or visitors when needed;
- To ensure that an ambulance or other professional medical help is called when necessary

If appropriate, training and guidance should be given on dealing with hazardous materials such as blood, other bodily fluids and chemicals. We ensure sufficient equipment is available to deal with accidents or spillage. All incidents will be reported and recorded in the First Aid and Incident Accident Books.

Child, Young Person or Adult Goes Missing

If a child, young person or adult at risk goes missing from the group or organisation it should be reported to the police. Use 999 where there is a concern that they cannot be found or are vulnerable. A missing person may be assessed as 'vulnerable' if they:

- Are under 16;
- Have expressed feelings of suicide;
- Have dementia;
- Have been acting totally out of character;
- Have mental health issues;
- Are under increased stress;
- Have an illness or a physical disability;
- Have a learning disability;
- Are in need of regular medication/care;
- Are an addict.

The Lead or Deputy should be informed as soon as possible and all details and actions recorded, dated, timed and signed.

Confidentiality

This policy is in line with government guidance about confidentiality and these details will be made available to all staff, children, young children, adults at risk, parents and carers.

We endorse the principal of the welfare of children, young people and adults at risk overriding any obligations of confidence we may hold to others. No one involved, with our organisation can promise absolute confidentiality. Individual cases will only be shared or discussed on a "need to know" basis.

Photography & Filming Guidance

The use of photography is really important to record the successes and achievements of children, young people and adults at risk in their lives and activities. However, it is vital to remember that photography can be used and distributed inappropriately including on the Internet. It is therefore important to be clear about:

- Explaining to parents and carers why caution is necessary;
- The purpose of photos e.g. parent's and carer's own record, media and publicity, etc;
- The content required when using a professional photographer;
- Informing parents and seeking their consent for any publication or media use;
- Publishing only limited details alongside individuals' photos;
- Taking photographs openly and away from changing areas;
- The suitability of clothing e.g. swimsuits;
- Any group photos being taken only during the activity or on the premises;
- All those taking photos signing a registration form, which includes the reason, use and storage of all photographs and films.

The above guidance applies to any photographic and filming equipment including camera phones, digital or video cameras. Who owns the photographic equipment should also be recorded.

Activities, Events and Visitors

If running events, we will always ensure visitors and activities undertaken are risk assessed and we are committed to:

- Ensuring that those who run activities have the expertise, knowledge and skills to do so properly;
- Completing a risk assessment which involves identifying risks and the means of reducing or eliminating those risks for all activities or events;
- Risk assessing any changes being made to activities or events;
- Having a written plan in place if event or activity has to be cancelled;
- Having a written plan in place in case of emergency including contact numbers;
- Implementing the required actions identified by the risk assessment process and reviewing the effectiveness of these on a regular basis.

The Late Pick Up of a Child, Young Person or Adult at Risk

If attempts to contact the parent and nominated emergency contact fail, then the supervising adult should wait with the child, young person or adult at risk with other staff, volunteers or parents wherever possible. Staff and volunteers should avoid:

- Taking the child or adult home or to another location;
- Waiting alone with the child or adult in a vehicle or at the venue;
- Sending the child or adult home with another person (without explicit parental consent);
- Leaving the child or adult alone If all attempts to make contact fail, it may be appropriate to contact the police for advice.

Why do we Need to Include eSafety?

Advances of the internet, mobile phones and other electronic technology has made access to information and communication increasingly easy for everyone. This is especially true for those who cannot always go out to socialise and rely on websites for social networking, watching films, downloading music, buying lottery tickets, shopping etc. Government guidance is clear that all organisations working with children, young people adults at risk, families, parents and carers have responsibilities. It is also important to remember, children, young people and adults at risk can also abuse and such incidents fall into the remit of this policy

eSafety Code of Conduct:

We expect everyone in our organisation to agree and sign up to our eSafety code of conduct. This means that whilst they are working, volunteering or using Tutorfair Foundation devices they must at all times:

- Use the internet and other forms of communication in a sensible and polite way;
- Only access websites, send messages or access and use other resources that will not hurt or upset anybody;
- Seek permission if they want to use personal information or take photographs of other people;
- Report any concerns to the Lead or Deputy;
- Be clear that we cannot maintain confidentiality if there is a concern about the welfare of a child, young person or adult at risk.

What are the Risks?

There are many potential risks including:

- Accessing inappropriate or illegal websites;
- Receiving unwanted or upsetting texts, e-mail messages or images;
- Being “groomed” by another with a view to meeting the child, young person or adult at risk for their own illegal purposes including sex, drugs or crime;
- Viewing or receiving socially unacceptable material such as inciting hatred or violence;
- Sending bullying messages or posting malicious details about others;
- Ignoring copyright law by downloading e.g. music, videos, homework cheat materials, etc.;
- Overspending on shopping and gambling sites;
- Being at risk of identity fraud for money transactions;
- Entering into inappropriate relationships or prostitution.

You may become concerned by child, young person or adult at risk who:

- Is becoming secretive about where they are going to or who they are meeting
- Will not let you see what they are accessing online
- Is using a webcam in a closed area, away from other people
- Is accessing the web or using a mobile for long periods and at all hours
- Clears the computer history every time they use it
- Receives unexpected money or gifts from people you don't know
- Does not appear to have the money they should have

You may become concerned by any person who:

- Befriends a child, young person or adult at risk on the internet or by text messaging
- Has links to children, young people and/or adults at risk on their social media pages especially if they work in a position of care such as a sports coach or care worker
- Is secretive about what they are doing and who they are meeting

Responding to eSafety Concerns

We ensure that everyone in our organisation understands and knows how to share any eSafety concerns immediately with the Lead or Deputy for Safeguarding, and that they do so according to the following process:

- Illegal or concerning activity is found or suspected;
- If a crime is in process or anyone is in immediate danger, call 999 and inform the police immediately before continuing;
- If the concern relates to Child Sexual Abuse imagery anywhere in the world, immediately contact the Safeguarding Lead or Deputy who will liaise with the relevant partner organisations and Internet Watch Foundation;
- If the concern relates to an unknown person communicating with a child, young person or vulnerable adult for sexual reasons, contact the Safeguarding Lead or Deputy who will liaise with the relevant partner organisations and Child Exploitation and Online Protection;
- If the concern relates to a known person, non-sexual harassment, crime or any other activity, contact the Safeguarding Lead or Deputy who will liaise with the relevant partner organisations and local police.

Minimising the Risks

Should our work ever involve providing children, young people or vulnerable adults with access to connected devices or the internet, Tutorfair Foundation undertakes to:

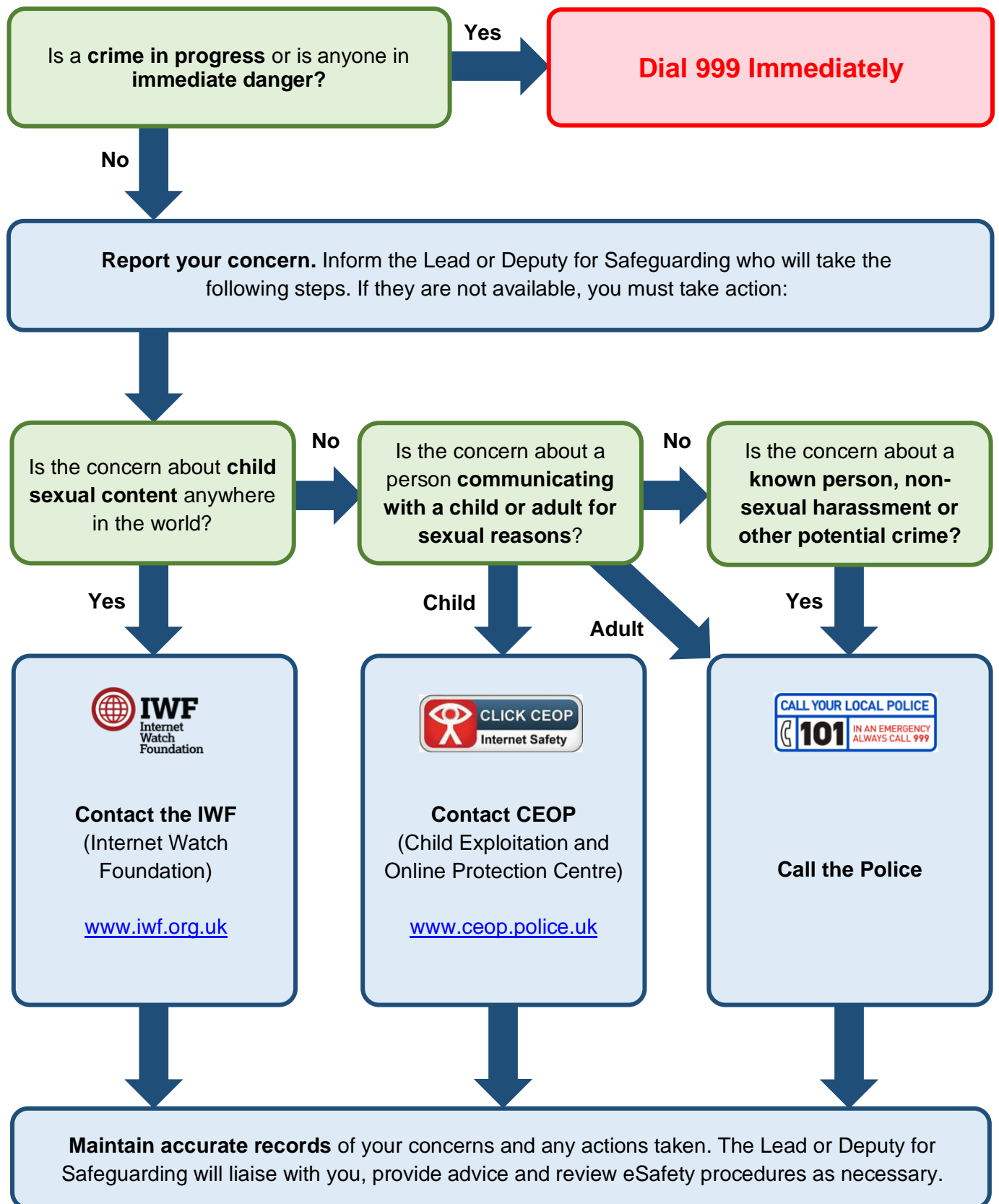
- Talk to children, adults and adults at risk about what they are accessing online;
- Ensure everyone uses PCs, iPads and other technology in a general space where we can monitor what is going on;
- Explain the risks of giving out personal details online;
- Talk about how people can be anyone they want to be online, e.g. by using misleading eMails, photographs of other people, telling lies about their age, hobbies, school;
- Encourage children, young people and adults at risk to think carefully about what photographs or videos they use online. They can be used and tampered with by other people, or they may not be appropriate;
- Advise children, young people and adults at risk to only text, chat or webcam to people they know in real life;
- Talk about how to identify SPAM messages or junk mail and how to delete them. This also applies to messages from people they do not know, or opening attachments
- Discuss how people hide their identities online and the importance of never meeting new online “friends” in real life;
- Make sure children, young people and adults at risk understand they can always talk to us, or their parents and/or carers, about anything that makes them feel uncomfortable;
- Look on the internet together for information about how to deal with or report problems;
- Talk about how/when information or images get on to the internet, they can never be erased.

What do I do if I am Concerned?

If you have any concerns, speak to the Lead or Deputy for Safeguarding. Remember:

- Do not delay;
- Do not investigate;
- Seek advice from the Lead or Deputy;
- Make careful recording of anything you observe or are told.

eSafety Referral Flowchart



SAFEcic Recommendations

In order to attain the highest standards of safeguarding practice, everybody needs to be vigilant in adhering to this policy and also assessing the risks of their own work and activities. These risk assessments will be carried out annually by the Lead and/or Deputy. However, it is the responsibility of everyone to draw attention to practices and procedures that they are unhappy or uncomfortable with.

It is only through adopting SAFEcic policies and practices that we can all be confident we have done everything we can to safeguard the children, young people and adults at risk in our care.

Signatures of Trustees and Safeguarding Leads

This policy was first agreed and disseminated on **16th October 2023** and will be reviewed annually or whenever there are substantial organisational changes.

This policy was last reviewed and approved by trustees on **16th October 2023**.

Safeguarding Lead

Name: Joss Serrailier

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Date: 10/24/2023

Chair of Trustees

Name: Andrew Ground

DocuSigned by:

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Date: 10/16/2023

Additional Senior Safeguarding Lead

Name: Andrew Ground

DocuSigned by:

36F08E9BED04448...

Date: 10/16/2023

Trustee

Name: Edd Stockwell

DocuSigned by:

BA87CFA85DA0445...

Date: 10/20/2023

Deputy Safeguarding Lead

Name: Mary Ann Rhiemus

DocuSigned by:

756C2D4E52D4437...

Date: 11/2/2023

Trustee

Name: Mark Maclaine

DocuSigned by:

E0B1B1536F014EC...

Date: 10/17/2023