

Dianthas Commitment

Dianthas is aware of its duty and responsibility to ensure all staff, learners and visitors are safeguarded in all aspects of provision. Dianthas has a high regard for the welfare and safety of all learners and actively applies a robust learner welfare ethos.

We need to ensure that this is explicit in all our systems and service delivery and fully understood by all of our staff and learners. Staff will undergo annual mandatory training in safeguarding to ensure that they are not only aware of current safeguarding practices but also mindful and vigilant to the signs, types and procedures associated with their role in embedding safeguarding in practice.

Designated Safeguarding Leads are also available and known to both staff and learners from the start of enrolment, during reviews and website.

Every effort is made to ensure that services are available and accessible to all as and when needed. There may be times when this is just not possible or appropriate. The following details are provided for immediate situations and should be used without hesitation, where required.

Immediate danger of harm contact:

The Police: **999 / 110 / 0151 6010**

Immediate assistance required for suicidal thoughts and despair contact:

The Samaritans: **116 123 NO CHARGE** even without credit

None - immediate support and assistance contact:

Designated Safeguarding Lead: Mandy Connick on **07783628624 / 0151 6471406**

Local council details are in: [appendix I](#)

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1. Objectives

- 1.1. Dianthas is committed to the protection of all learners and adults at risk. This policy is grounded within the legislation, good practice, and moral obligation to safeguard the welfare of all learners at risk who are in receipt of education, training, and care through Dianthas, vocational settings, placements, excursions and or trips. The focus of this policy is the safeguarding and protection of learners at risk.
- 1.2. Through this policy Dianthas aims to:
 - a) Minimise risks to the health and well-being of all learners at risk
 - b) Promote safe practices and challenge poor and unsafe practice
 - c) Identify instances in which there are grounds for concern about learners at risk's welfare and take action to keep them safe
 - d) Enable learners at risk to raise concerns relating to safety and for those concerns to be actioned
 - e) Take appropriate action to prevent unsuitable people working with our learners at risk
 - f) Ensure staff receive annual and appropriate training and supervision about Child Protection, Safeguarding, e-safety and Prevent.
- 1.3. To ensure compliance and effectiveness of this policy, Dianthas will:
 - a) Raise awareness of issues relating to the welfare and the promotion of a safe environment for learners in learning
 - b) Support in the identification of learners/adults at risk of significant harm and provide procedures for reporting concerns
 - c) Establish procedures for reporting and dealing with allegations of abuse against a member of staff
 - d) Make Whistleblowing procedures available to all staff.
- 1.4. Safeguarding learners at risk is far more than protection. Issues such as Child Sexual Exploitation (CSE), health, safety and well-being, radicalised behaviour, dealing with bullying, supporting with medical conditions, first aid, emotional health and well-being must all be taken into account when working with learners. Staff must be familiar and conversant with these, particularly those stated within paragraph 2.4.

2. Scope of this policy

- 2.1. This policy applies primarily to learners at risk (those under 18 in our care or who have an Educational Health Care Plan, this will include those with disabilities and/or learning disabilities and those with mental health concerns) and applies, with appropriate adaptations, to allegations of abuse and the protection of adults at risk.
- 2.2. Safer recruitment aspects of this policy relate to all staff, volunteers, Agency workers, partners, commissioned services.

2.3. All staff must read and understand Keeping Children Safe in Education 2025. This is statutory guidance from the Department for Education.

[Keeping children safe in education 2025 part one Information for school college staff.pdf](#)

2.4. This policy must be read in conjunction with:

- a) Health and Safety Policy
- b) Recruitment and Selection Policy
- c) Bullying and Harassment Policy
- d) Allegations of abuse against staff
- e) IT Security Policy
- f) Data Protection Policy

2.5. All changes will be disseminated through team meetings.

2.6. This policy is to be used objectively and free from discrimination, following:

- a) Equality, Diversity, and Inclusion Policy
- b) Recruitment and Selection Policy
- c) Disciplinary Policy and Procedure

3. Statutory responsibilities

3.1. The Children's Act 2014 is fundamental to people working with children and young people in the UK.

3.2. The Education Act 2002 requires that governing bodies of FE providers have a statutory duty to make arrangements to safeguard and promote the welfare of students and adults at risk.

3.3. The Sexual Offences Act 2003 makes it an offence for a person over 18 (e.g., a member of staff) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if he/she/they does not teach the child.

3.4. Dianthas takes account of guidance issued by the Department for Education, the Disclosure and Barring Service and other relevant bodies and groups.

3.5. The Safeguarding Vulnerable Groups Act 2006 sets out the type of activity in relation to students and adults at risk to which employers and individuals will be subject.

3.6. The Protection of Freedoms Act 2012 changed the definition of Regulated Activity including who is eligible for a barred checklist.

3.7. Keeping Children Safe in Education 2025. This is statutory guidance from the Department for Education. Schools and colleges must have regard for it when carrying out their duties to safeguard and promote the welfare of children.

3.8. FGM Act 2003 Section 5B of this Act introduces a mandatory reporting duty which requires

regulated health and social care professionals and teachers in England and Wales to report “known” cases of FGM in those under 18s which they identify in the course of their professional work to the police. The Duty came into force on 31st October 2015.

- 3.9. Sexual violence and sexual harassment between children in schools and colleges (2018). This guidance highlights the advice to prevent and deal with sexual violence and sexual harassment between students.
- 3.10. Following an update from the Education and Skills Funding Agency (ESFA) (September 2017) regarding new safeguarding clauses in the funding agreements and contracts from 2017 to 2018, Dianthas is now required to make ESFA aware if it is the subject of an investigation by the local authority or the police. The designated Safeguarding Lead will provide the required information by email.
- 3.11. Dianthas is committed to working with and assisting the local children’s department with regards to child protection matters and is committed to liaising with the Local Safeguarding Children’s Board (LSCB) and Local Authority Designated Officer (LADO).
- 3.12. In the event of the sudden death of a learner or adult at risk, the death of a learner process will be followed, see [Appendix II](#).
- 3.13. Dianthas links and updates itself regularly on the work conducted across the Northwest by prevent coordinators, contact details are within [Appendix 1](#). They deliver the Prevent strategy which covers all forms of extremism and has a focus on preventing radicalisation with three key objectives:
 - a) Challenging ideology that supports terrorism
 - b) Protecting vulnerable individuals
 - c) Supporting sectors and institutions where there is a risk of radicalisation.
- 3.14. Dianthas will keep a risk assessment for Prevent to ensure all known risks have been identified and reviewed.
- 3.15. All staff will have knowledge of the risk assessment and should seek advice from DSL should they be unsure of what actions to take or should they feel a learner is at risk.
- 3.16. DSLs will have the responsibility for ensuring compliance and cascading to the team, where appropriate and relevant.

4. Definitions of Abuse

- 4.1. In respect of this policy Dianthas recognises the following definitions of abuse:
 - a) **Bullying:** Bullying is the repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power.
 - b) **Physical abuse:** Physical abuse causes harm. It may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, or suffocating. It may be done deliberately or recklessly or be the result of a deliberate failure to prevent injury from occurring. Physical abuse can also be when a parent, guardian or carer fabricates symptoms or

induces illness in a learner.

- c) **Neglect:** Neglect is the persistent or severe failure to meet a learner at risk's basic physical and/or psychological needs. It will result in serious impairment of the learner at risk of health or development.
- d) **Sexual abuse:** Sexual abuse involves a student or adult at risk of being forced or coerced into participating in or watching sexual activity. It is not necessary for the student or adult at risk to be aware that the activity is sexual and the apparent consent of the student or adult at risk is irrelevant. It also relates to sexual abuse in terms of e-safety and child sexual exploitation, such as inappropriate images, film, and evidence of grooming.
- e) **Non-contact abuse:** non-contact abuse is when abusive acts do not involve actual physical contact, i.e., pornographic, or violent films, sexual acts performed in front of the victim, or violent acts with the abused present.
- f) **Emotional abuse:** Emotional abuse occurs when there is persistent emotional ill-treatment or rejection. It causes severe and adverse effects on the learner at risk's behaviour and emotional development, resulting in low self-worth. Some level of emotional abuse is present in all forms of abuse.
- g) **Financial abuse:** Financial abuse is the misuse of a person's funds and assets; obtaining property and funds without his/her/their knowledge and full consent, or in the case of an elderly person who is not competent, not in his/her/their best interests. This is also known as material abuse. Financial or material abuse can involve the theft or misuse of a person's money or property.
- h) **Radicalisation and extremism:** Radicalisation is defined as the process of supporting terrorism and extremism and, in some cases, to then participating in terrorist activity. Extremism is defined as vocal or active opposition to fundamental British Values including democracy, the rule of law, individual liberty, mutual respect and tolerance of different faiths and beliefs.
- i) **Discriminatory abuse:** Discriminatory abuse is motivated by oppressive and discriminatory attitudes. Examples of discriminatory abuse may include:
 - 1. Disability - physical or learning disability, mental, ill-health or sensory impairment
 - 2. Race
 - 3. Gender
 - 4. Age
 - 5. Religion
 - 6. Cultural background
 - 7. Sexual orientation
 - 8. Political convictions
 - 9. Appearance
- j) **Grooming:** Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation, or trafficking. Children and young people can be groomed online or face-to-face, by a stranger or by

someone they know - for example, a family member, friend or professional.

- k) **Child Sexual Exploitation (CSE):** Child Sexual Exploitation (CSE) is a type of sexual abuse. Children in exploitative situations and relationships receive something such as gifts, money, or affection as a result of performing sexual activities or others performing sexual activities on them.
- l) **Cyberbullying:** Cyberbullying is bullying that takes place over digital devices like mobile phones, computers, and tablets. Cyberbullying can occur through SMS, apps, or online via social media, forums, virtual meetings or gaming where people can view, participate in, or share content. Cyberbullying includes sending, posting, or sharing negative, harmful, false, or mean content about someone else. It can include sharing personal or private information about someone else causing embarrassment or humiliation. Some cyber-bullying crosses the line into unlawful or criminal behaviour.
- m) **On Line Safety:** On-line abuse is abuse that takes place either directly or indirectly through accessing online content. All learners will be made aware of the dangers of the internet through completion of training prior to starting the programme, *staying safe*. All staff undergo eLearning training. All apprentices should be encouraged to ensure they use reputable websites and not disclose any personal information relating to themselves during sessions. When attending virtual sessions learners should be asked to blur out their background or choose a background to prevent indirectly disclosing personal information. All virtual sessions should remind learners of eLearning safety measures.
- n) **Forced Marriage** – Forced marriage is where one or both people do not consent to the marriage and pressure, or abuse is used. Pressure can include threats, physical or sexual violence, and financial pressure. All child marriages are forced, because a child cannot provide informed consent, and is, therefore, a violation of children's rights.
- o) **Female Genital Mutilation (FGM)** – Female Genital Mutilation (FGM) is a human rights violation, torture and an extreme form of violence and discrimination against girls and women. It is most often carried out on girls between infancy and age 15, though adult women are occasionally subjected.
- p) **Significant Harm** – Some children may be in need because they are suffering or likely to suffer significant harm. The **Children Act 1989** and **Children Act 2004**.
- q) introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interest of children.
- r) **Child Criminal Exploitation** – County Lines – Criminal exploitation is a geographically widespread form of harm, that is a typical feature of County Lines criminal activity; drug networks or gangs that groom children and young people to carry drugs and money from urban areas to suburban and rural areas.
- s) **Child-on-Child Sexual Violence and Sexual Harassment** - further guidance has been published on the sexual violence and sexual harassment between children in schools and colleges (May 2018). The referral process will follow appropriate guidance to the safeguarding concern, Dianthas will act swiftly and ensure a risk assessment is carried

out. The risk assessment must consider:

- a. The victim
 - b. The alleged perpetrator
 - c. All other children and, if appropriate, other adults, children, and staff.
- t) **Children Missing in Education** - Children missing in education is often an indicator for other potential safeguarding concerns. Dianthas has set measures through its attendance reporting and follow-up procedures, to ensure it is following up on learners, who could potentially be “missing in education”. See also paragraph 7.
- u) **Domestic Abuse** - Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality.
- v) **Peer on Peer Abuse** – This can include, but is not limited to bullying (including cyberbullying), sexual violence and sexual harassment, physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm; sexting and initiating/hazing type violence and rituals between students; sexual violence such as rape, non consensual sex, coercive intercourse, assault by penetration and sexual assault; sexual harassment such as sexual comments, remarks, jokes and online sexual harassment which may be stand-alone or part of a broader pattern of abuse; up skirting which typically involves taking a picture under a person’s clothing without them knowing, with the intention of viewing their genitals or buttocks to obtain sexual gratification or cause the victim humiliation, distress or harm.
- w) **Homelessness** – Being homeless or being at risk of becoming homeless presents a real risk to learners’ welfare. DSL should be aware of contact details and referral routes to the Local Housing Authority or referring services so they can raise/progress concerns at the earliest opportunity whilst initiating immediate help, see Appendix IV.
- x) **Serious Violence** – There are indicators which may signal those children are at risk from or involved with serious violent crime. These may include increased absence from school, a change in friendships or relationships with older individuals or groups, a significant decline in performance, signs of self-harm or a significant change in well-being, signs of assault or unexplained injuries. Unexplained gifts or new possessions could also indicate children have been approached by, or are involved with, individuals associated with criminal networks or gangs. All staff should be aware of the associated risks and understand the measures in place to manage these. Advice is provided in the Home Office’s Preventing Youth Violence and Gang Involvement and Criminal Exploitation of Children and Vulnerable Adults: County Lines Guidance, see https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/418131/Preventing_youth_violence_and_gang_involvement_v3_March2015.pdf
- <https://www.gov.uk/government/publications/criminal-exploitation-of-children-and-vulnerable-adults-county-lines>

5. Professional Conduct and Boundaries

- 5.1. All staff, associates, contractors and volunteers are expected to uphold the highest standards of professional conduct and act in accordance with the Dianthas Staff Code of Conduct at all times. Staff should maintain appropriate professional boundaries and ensure that all interactions with learners promote their safety, wellbeing and trust in the organisation. Staff

must:

- a) Maintain clear professional boundaries with learners at all times.
- b) Use only authorised company systems, devices and communication channels when communicating with learners.
- c) Ensure all communication is professional, appropriate and related to learning, progress, welfare or safeguarding.
- d) Avoid sharing personal contact details or personal social media accounts with learners.
- e) Refrain from behaviour that could be perceived as favouritism, inappropriate familiarity or a conflict of interest.
- f) Act as positive role models and demonstrate behaviours consistent with Dianthas' values and safeguarding responsibilities.
- g) Report concerns regarding the conduct of any colleague, volunteer, contractor or visitor where that conduct may be inconsistent with the Staff Code of Conduct or could place a learner at risk of harm.

Any behaviour that breaches professional boundaries, undermines learner safety, or raises concerns regarding a person's suitability to work with learners will be addressed through the appropriate safeguarding, disciplinary, grievance or whistleblowing procedures.

6. Learner Disclosures

6.1. Where a member of staff suspects that a learner at risk is being abused, they ~~must~~

- a) Allow the person to speak without interruption.
- b) Never trivialise or exaggerate the issue.
- c) Never make suggestions.
- d) Not coach or lead in any way.
- e) Reassure the individual and let them know they were right to report the matter.
- f) Always ask enough questions to clarify understanding but not probe or interrogate.
- g) Be honest and let the individual know that nothing can be kept secret and that someone else will always need to be informed.
- h) All staff need to be mindful of their duty to pass over all learner welfare concerns and not to keep or promise to keep any secrets with any learners.
- i) Try to remain calm, remembering that this is not an easy thing to do.
- j) Staff should not show emotions, particularly anger, disgust, or disbelief as this may stop the learner from talking. This may be because the individual feels they are upsetting the staff member or feel the staff member's negative feelings are directed towards them, which must be avoided.
- k) Let the individual know they are taking the matter very seriously.
- l) Make them feel secure and safe without causing them any further anxiety.
- m) Make a written record as soon as it is possible of events that have happened.
- n) If the member of staff believe the concern needs immediate attention that they are not able to manage, they should contact Kimberly Mead on **07526 895 948** or Mandy Connick on **07783628264** our Lead and Deputy Designated Safeguarding Officer for help and assistance.

6.2. Staff must complete a *concern alert* immediately after the incident to inform DSL to allow monitoring and accurate records to be completed and maintained.

6.3. Records completed must be factual and not contain any personal beliefs or opinions, such as *I think... in my opinion*. This is not appropriate. Keep all information factual and as it

happened or was spoken.

- 6.4. All records will be acknowledged and followed up by one of our designated safeguarding leads (DSL).
- 6.5. DSL officers will provide a listening ear and debrief to staff who are affected by disclosures. Staff are reminded that confidential counselling is available 24/7 by calling 0117 943 2121.
- 6.6. DSL will also provide follow-up support and guidance to learners and will:
 - a) Complete *Learner welfare database* which captures:
 - a. Learner
 - b. Date of the concern
 - c. Colour of concern (Red, Amber, Green [RAG] rating used to indicate concern priority)
 - d. Person making the referral
 - e. Employer
 - f. Programme
 - g. DSL picking up the concern
 - h. Concern
 - i. Action taken
 - j. Review date
 - k. Resolution
 - l. Date admin informed, if withdrawn, break in learning agreed
 - m. Key reason for the concern, one / two words to capture concerns
 - b) Know how to respond to learners.
 - c) Have an understanding of opportunities and solutions available for learners, which could include:
 - a. Pastoral support
 - b. Investigations
 - c. Signposting/Self-help
 - d. Break in learning
 - e. Extra time added to learner programme
 - f. Help from employer – DSL to be mindful of informing the employer of all details relating to the concern
 - g. Withdrawn
 - d) Will be available to provide advice, support and guidance on issues relating to Child Protection, Safeguarding, e-safety, Prevent and health and well-being, where required
 - e) Be responsible for referred learners.
 - f) Manage and deal with individual cases, following up, supporting, and attending case conferences, if appropriate.

- g) Undergo annual training in child protection, safeguarding and ensure they receive regular updates from Safeguarding Partnerships, Safeguarding websites and forums.
- 6.7. All staff are responsible for complying with this policy, reporting incidents, and cooperating with any investigations.
- 6.8. A DSL officers will be available by phone and email
- 6.9. DSL officers will be supported through our Safeguarding Governor and our counselling services.
- 6.10. Governors receive capture reports quarterly that identifies, the number of referrals, actions taken and *key reasons* for referral. The report will also include updates to legislation and working practices based on evidence-based practices – what worked best.
- 6.11. DSL officers meet monthly to review active cases, share best practices, provide support to each other, and ensure appropriate measures have been put into place for each learner. This can include support, referrals, additional time, breaks in learning.

7. Children Disclosures

- 6.1. Should any concerns or disclosure be raised by any member of staff, regarding the safety of children in any of the services that we visit; if staff observe or are informed by learners of risks to children, they must follow similar procedures as detailed above. Staff will:
 - a) Raise a concern through a *concern alert*. If the child is in immediate danger call the police or the appropriate referral body stated in [Appendix I](#)
 - b) Provide as much detail as possible remain factual and follow guidance stated in paragraphs 5.1 a to m.
 - c) Inform DSL immediately after the event has settled.

8. Learner Welfare

- 8.1. As well as all forms of abuse stated above, staff must be mindful of indicators and signs of potential abuse that can manifest itself by:
 - a) Changes in patterns of behaviour, assignments not being completed or as conscientiously as usual.
 - b) Not turning up for scheduled sessions.
 - c) Being offensive or elusive during sessions.
 - d) Not wanting to book appointments or attend sessions.
- 8.2. The above signs could be indicators of potential abuse as described above and by organisations, placements, or colleagues by: -
 - a) Being allocated too many hours
 - b) Not allocated enough hours
 - c) Mentally and physically exhausted
 - d) Not enough personal protective equipment

- e) Getting emotional too those they are supporting
- f) Not being able to *turn off* work events
- g) Too many assignments to complete
- h) Falling behind with assignments
- i) Covid pressures
- j) Health worries
- k) Family worries
- l) Homelessness, sofa surfing
- m) Being investigated by work.

8.3. All staff have a duty to ensure if any of the above is suspected that they initiate a *Concern Alert* immediately.

8.4. Staff must not:

- a) Make any assumptions that they can deal with this themselves.
- b) Await permission or confirmation from learners to report the concern.
- c) Pass on personal phone numbers to learners, staff have company phones for a reason. The reason is to protect themselves and learners from becoming too emotionally attached or overwhelmed by learners' concerns.
- d) Presume that they do not need to inform DSLs of the concerns or issues.
- e) Convince themselves that DSLs do not need to know.

8.5. Follow Code of Conduct:

All staff have a responsibility to maintain professional boundaries and conduct themselves in a manner that safeguards learners, colleagues and the reputation of Dianthas. Staff must always act in accordance with the Staff Code of Conduct and demonstrate professional, respectful and appropriate behaviour when interacting with learners. Staff must:

- Maintain clear professional boundaries with learners at all times.
- Use only approved company communication methods and devices when contacting learners.
- Ensure all communication is professional, appropriate and related to learning or welfare support.
- Avoid sharing personal contact details, personal social media accounts, or engaging in personal relationships with learners.
- Treat all learners fairly and consistently without favouritism.
- Conduct themselves in a manner that promotes trust, confidence and learner safety.
- Report any behaviour by colleagues, contractors, volunteers or visitors that may be inconsistent with the Staff Code of Conduct or could place learners at risk.

Any behaviour that breaches professional boundaries, creates concern regarding a person's suitability to work with learners, or has the potential to undermine learner safety

must be reported to a Designated Safeguarding Lead and managed in accordance with safeguarding, disciplinary and whistleblowing procedures.

- Any concerns that give staff cause for concern must be reported.
- Staff need to remember their role and responsibilities in safeguarding the individuals and themselves from harm and abuse and includes all aspects of this policy and its procedures.

8.6. Where learners do not turn up for scheduled appointments, staff must:

- a) Wait for 10 minutes then text the learner asking if they are running late
- b) After 20 minutes call the learner to establish their whereabouts
- c) Send **Did Not Attend Safeguarding** email, see [Appendix II](#) to the:
 - Learner
 - Copying in their Manager
 - Learner Welfare
- d) Staff to have a **Did Not Attend** Email added to everyone's email signature.

8.7. Safeguarding email has a dual purpose:

- a) Establishing if the learner is safe, healthy, and well.
- b) Inform managers of concerns to elicit help and assistance as well as extra support, where required.
- c) Support the development of appropriate behaviours including, ownership and accountability in learners.

8.8. If learners do not respond to DNA email, DSL may contact the learner and employer to establish the health and well-being of the learner.

9. Allegations against staff

- 9.1. Our primary concern is to ensure the safety and welfare of learners at risk. In all incidents of suspected abuse by any member of staff, action must be taken quickly, professionally, and as effectively as possible. The Staff member in question will be stopped from all direct learner contact activities until an investigation is completed.
- 9.2. It must be noted, however, that suspension of direct contact with learners is not an indicator or assumption of guilt.
- 9.3. Where staff suspect abuse by another member of staff, this suspicion must be brought to the immediate attention of the Lead DSL.
- 9.4. Where suspicions are raised against the Lead DSL the matter must be referred to the Designated Safeguarding Governor who will report this to the Board of Governors.

10. Designated Safeguarding Officers

- 10.1. Designated Safeguarding Officers are responsible for taking responsibility of providing support and monitoring issues relating to safeguarding. DSL officers will have contact

details made available on the website, programme profiles, formal reviews. Staff have a responsibility to ensure all learners are made aware of what and to whom they should approach with concerns.

10.2.DSL Officers are responsible for:

- a) Overseeing the referral of cases of actual or suspected abuse or allegations to the relevant investigation agencies.
- b) Providing advice and guidance.
- c) Maintaining effective and auditable records of all referrals, complaints, or concerns, even if not progressed or referred on.
- d) Liaising with external agencies, where appropriate and ensuring all records are suitable and available.
- e) Support the development of other staff through support, guidance and recommending further training, when required.
- f) Being a chaperone with learners or other staff during investigations, when required.
- g) Representing Dianthas at case conferences and review meetings acting professionally and appropriately at all times.

10.3.Lead DSL will present a quarterly report to governors comprising of:

- a) Number of learners.
- b) Types of suspected or actual abuse of concerns raised.
- c) Outcome of interventions for all learners.
- d) Numbers reported by staff.
- f) Numbers reported through the employer.

10.4.Whilst compiling the quarterly report DSL lead will review processes and outcomes to ensure effective, consistent, and appropriate standards are applied by all DSL officers.

10.5.DSL leads will have access to contact details for learners, their carers for those under the age of 18 or 24 with an education health care plan.

10.6.DSL team will be training in all aspects of safeguarding, Prevent, ACT, CHANNEL, Side by Side, Adverse Childhood Experiences, Child Protection, Online Safety, mental health, sexual health, suicide and fully conversant with Keeping Children Safe in Education 2025.

10.7.DSL is trained with Mental Health First Aider as well as all annual training stated in paragraph 9.6. **Mental Health First Aiders (MHFAs)** are trained members of staff who can recognise the signs of mental ill health, provide an initial supportive response, and signpost learners and colleagues to appropriate sources of support. Mental Health First Aiders do not diagnose conditions, provide counselling, or replace professional mental health services. Their role is to:

- Recognise early signs that someone may be experiencing mental health difficulties.

- Listen in a non-judgemental and supportive manner.
- Encourage individuals to access appropriate support and services.
- Signpost to internal welfare support, safeguarding services, employers, NHS services, or specialist agencies where appropriate.
- Escalate concerns through safeguarding procedures where there is a risk of harm to the individual or others.
- Support the organisation's commitment to promoting positive mental health and wellbeing.

Where a learner presents with concerns relating to self-harm, suicidal ideation, significant emotional distress, or a deterioration in mental wellbeing, staff must follow the safeguarding reporting process and immediately notify a Designated Safeguarding Lead (DSL). A Mental Health First Aider may provide initial support but must not manage safeguarding concerns independently. They must refer and ensure DSL alerted through concern form notifications.

11. Designated Governor

- 11.1. There is a designated Governor with the responsibility of monitoring safeguarding.
- 11.2. The Designated Governor will undergo training in safeguarding, eLearning and Prevent.
- 11.3. The Designated Governor will review and monitor quarterly reports to ascertain appropriate conduct and behaviours. This will be completed through discussions with DSL officers, reviewing reports and talking to learners.
- 11.4. The Designated Governor will provide support and guidance to DSL, where necessary.
- 11.5. The Designated Governor will *sign off on* this Safeguarding Policy annually.

12. Training

- 12.1. Designated safeguarding lead and deputy leads will have level 2 designated safeguarding training.
- 12.2. DSL and all staff undergo annual refresher training in:
 - a) Safeguarding
 - b) Prevent for practitioners
 - c) Side by Side, comprising of What can you Trust? British Values, Staying Safe Online and Radicalisation and Extremism
 - d) Channel
 - e) Action Counters Terrorism
 - f) Adverse Childhood Experiences
 - g) Keeping Children Safe in Education 2025.
- 12.3. All staff will read this Safeguarding policy.
- 12.4. Designated safeguarding training will be completed by designated governors.
- 12.5. Learners undergo side-by-side training comprising of What can you Trust? British Values,

- 12.6. Learners undergo training in safeguarding Adults and Children and cover all aspects and definitions of abuse.

13. Confidentiality

- 13.1. Confidentiality and trust should be maintained as far as possible, but staff must act on the basis that the safety of the person disclosing is the overriding concern. The degree of confidentiality will be governed by the need to protect those concerned. The young person or vulnerable adult should be informed at the earliest possible stage of the disclosure the information will be passed on.
- 13.2. Dianthas complies with the Data Protection Act 2018 and General Data Protection Regulations (GDPR) 2018, which allows for the disclosure of personal data where this is necessary to protect the vital interests of learners at risk.
- 13.3. Dianthas will ensure compliance with all regulations and good practices stated by the Information Commissioner's Office registration number reference number Z1684403.

14. Safer Recruitment

- 14.1. Dianthas will obtain enhanced disclosures for all staff.
- 14.2. All staff will have a transferable DBS or will complete a confirmation statement to confirm that they have not undergone any form of criminal activity that could prevent them from working with learners or barred from working in the adult social care sector.
- 14.3. All staff will undergo at least two reference checks prior to obtaining the position, with at least one current employer and one personal reference.
- 14.4. All staff recruited following November 2023 will have social media checks completed by our administration team.
- 14.5. The administration team will hold a single central register of all checks carried out on all staff.
- 14.6. Learners will also have DBS clearance checked to ensure their suitability to work within social care, which by extension will limit exposure to anyone who is barred from working with vulnerable at-risk learners.

15. Whistleblowing

- 15.1. The legal rules about whistleblowing are contained within the Public Interest Disclosure Act 1998, which amended the Employment Rights Act 1996 and requires care providers and educators to ensure that staff or volunteers are aware that information relating to colleagues, managers or volunteers conducting any actions of abuse in any form can be disclosed without fear of victimisation.
- 15.2. Staff will be actively encouraged to discuss concerns in an open and transparent way, during

supervision and through *open-door* access to Lead DSL.

- 15.3. Where concerns are relating to DSL, staff should contact the designated governor to raise these.
- 15.4. Ideally staff should challenge all aspects of inappropriate behaviour at source, which means discussing this with the person involved. Where this is not appropriate or suitable, staff should make their concerns known at the earliest convenience to the DSL or Safeguarding Governor.
- 15.5. Staff will be protected during disclosures under whistleblowing who feel that they have information pertaining to issues of safeguarding regarding colleagues and managers.
- 15.6. DSL will investigate all concerns brought to their attention as swiftly and appropriately as possible.

16. Communication

- 16.1. This policy is cascaded to staff during induction.
- 16.2. This policy is accessible on the company website and staff intranet.

Local Authority Area	Deals with	Named Person/s	Contact details	Web site
Wirral	Care Line – Wirral		Between 9 a.m. and 5 p.m. call 0151 606 2006 Outside office hours call 0151 677 6557	https://www.merseysidesafeguardingadultsboard.co.uk/
	Integrated Front Door Team		Between 9 a.m. and 5 p.m. call 0151 606 2008 Outside office hours call 0151 677 6557	https://www.wirralsafeguarding.co.uk
	Local Authority Designated Officer (LADO) Allegations	Pamela Cope	pamelacope@wirral.gov.uk kerrywilliams@wirral.gov.uk safeguardingunit@wirral.gov.uk	https://wirralsafeguarding.co.uk
Liverpool	Care Line		0151 233 3800	https://liverpoolscp.org.uk
	LADO & Risk Manager		0151 233 0846 LADO@liverpool.gov.uk carelinechildrenservices@liverpool.gov.uk	
St Helens	All referrals via email, they follow up 1 day after reporting		sthelenslado@sthelens.gov.uk 01744 671262	https://sthelenssafeguarding.org.uk
Sefton	Allegations made against members of the children's workforce, Contact Sefton LADO		SafeguardingUnitAdmin@sefton.gcsx.gov.uk 0151 934 3783 or 07814 059604	https://seftonscp.org.uk https://www.sefton.gov.uk/safeguardingadults
Knowsley	Knowsley Multi-Agency Safeguarding Hub		Between 9 a.m. and 5 p.m. call 0151 443 2600 Emergency Duty Team on 0151 443 2600 cpconference@knowsley.gov.uk	https://www.knowsleyscp.org.uk https://www.knowsley.gov.uk/.../safeguarding-adults-board.aspx
Lewisham	LADO	London Borough of Lewisham, 1st Floor Laurence House,1 Catford Road, SE6 4RU	Office number 020 8314 3114 – will be transferred to on-call outside office hours. LewishamLADO@lewisham.gov.uk	https://www.safeguardinglewisham.org.uk
	Quality Improvement Manager:		020 8314 7280 or 0208 314 2183	https://lewishamchildcare.proceduresonline.com/p_lado.html https://lewisham.gov.uk/my services/socialcare/children
	Lewisham Gateway Team		Between 9 a.m. and 5 p.m. 020 83147777 opt 1 Outside of office hours call 020 8314 7766 07730 637 194	
Northwest London	Prevent Regional Co-ordinator	Nigel Lund	nigel.lund@education.gov.uk / 07384 452146	https://www.counterterrorism.police.uk/
	Prevent Regional Coordinator	Jake Butterworth	jake.butterworth@education.gov.uk / 0779 454722	

No:	Action taken	Responsibility	Timescale	Target Complete date	Initials / date on completion
1.	Notify DSL	Staff member on duty	Immediately		
2.	Liaise with police and coroner's office, if appropriate	Development Manager	As directed by police		
3.	Liaise with the Police to ensure relevant access / security is provided if necessary. Arrange for any remedial action e.g., cleaning needed once the Police provide permission for such action, if required.	Development Manager	As appropriate to situation		
4.	Decide what, if any, form of internal investigation needs to be implemented and who will lead this.	Lead DSL	As appropriate to situation		
5.	Approve press release, where appropriate.	Development Manager	As appropriate to situation		
6.	Inform Chair of Governors	Development Manager	As soon as possible		
7.	Inform employer	Development Manager or DSL	Immediately		
8.	Inform all relevant staff who have worked with learner	Development Manager or DSL present	As soon as possible		
9.	Send letter of condolences to family / next of kin	Development Manager	As soon as appropriate		
10.	Ensure all records relating to the learner are appropriately amended to prevent further correspondence to learner, including: Registers, Moodle, emails	Administration Manager	As soon as death is confirmed		
11.	Update ILR records to show death of learner	Administration Manager	As soon as death is confirmed		
12.	Obtain funeral arrangements and identify if appropriate for staff to attend	Development Manager or DSL	Once details are released		
13.	Offer and distribute counsellors / pastoral support details to learners and staff	Development Manager	As soon as death is confirmed		
14.	Be mindful of inappropriate pressure for comments from press	All staff	As necessary		

Did Not Attend Email/Contact plan through ABEL

Hiya

I do hope you are well.

I have just tried calling and texting you to see if you are okay, we had a meeting booked for today that you have not turned up for which is giving me a real cause for concern.

We have introduced an additional process to our **Safeguarding Policy** whereby we now have to check that all of our allocated learners who do not turn up for scheduled appointments are safe and well.

You will also notice that I have copied your Manager and our Quality Assurance Team into this email, so they are aware of your non-attendance. This will help your Manager and our Quality Assurance Team know that I have concerns for your welfare and need to know that you are safe.

It also allows both your Manager and our Quality Assurance Team to contact you to establish if there are any issues between you and I that may be hindering your attendance at our meetings that may need addressing. One of our Quality Assurance Team, see contact details below, and your Manager may call you to establish if you are safe, well and to identify if there are underlying issues affecting your attendance.

Could you therefore please let me know that you are okay as soon as possible? So that I can inform our Quality Assurance Team and your Manager that you are okay and let me know when you are next free to reschedule our appointment.

If you have any comments, concerns or complaints that you would prefer to be addressed by someone else other than I, please contact either Kimberley Mead or Mandy Connick, their contact details below. Mandy Connick and Leah-Jane Jane Foster who are both part of our Quality Assurance Team who will be more than happy to take your call.

Stay safe

Topic	Organisation	Website	Phone Number
Addiction	Children of Addicted Parents and People (COAP)	http://www.coap.org.uk/	via website only
Addiction	National Association for Children of Alcoholics	http://www.nacoa.org.uk	0800 358 3456
Addiction	National Association for Children of Alcoholics	http://www.nacoa.org.uk/	0800 358 3456
Addiction	Young People and Gambling	https://www.bigdeal.org.uk/	0808 8020 133
Bereavement	Child Bereavement Network	http://www.childhoodbereavementnetwork.org.uk/	via website only
Bereavement	Child Death Helpline	http://www.childdeathhelpline.org.uk/	0800 282 986
Bereavement	Childhood Bereavement Network	http://childhoodbereavementnetwork.org.uk/	020 7843 6309
Bereavement	Cruse Bereavement Care	http://www.cruse.org.uk/	0808 808 1677
Bereavement	Grief Encounter	http://griefencounter.org.uk/	via website only
Bereavement	Hope Again	http://hopeagain.org.uk/	0808 808 1677
Bereavement	Winston's Wish	http://www.winstonswish.org/	08088 020 021
Bereavement	Winston's Wish	http://www.winstonswish.org/	08088 020 021
Bullying	Anti-bullying alliance	http://www.anti-bullyingalliance.org.uk/onlinetraining	via website only
Bullying	Bullying UK	https://www.bullying.co.uk/	via website only
Bullying	Ditch The Label	https://www.ditchthelabel.org/	via website only
Cancer	Macmillan Cancer Support	http://www.macmillan.org.uk/	0808 808 00 00
Children of Prisoners	National Information Centre on Children of Offenders	https://www.nicco.org.uk/	via website only
Children of Prisoners	National Prisoners' Families Helpline	https://www.prisonersfamilies.org/	0808 808 2003
Counselling	British Association for Counselling and Psychotherapy	http://www.bacp.co.uk/	via website only
Crime	Crime Stoppers	https://crimestoppers-uk.org/	0800 555 111
Crime	Fearless (Crime Stoppers for Young People)	https://www.fearless.org	via website only
Domestic Abuse	Galop (LGBT)	http://www.galop.org.uk/domesticabuse/	0800 999 5428
Domestic Abuse	National Domestic Violence Helpline	http://www.nationaldomesticviolencehelpline.org.uk/	0808 2000 247
Domestic Abuse	Refuge	https://www.refuge.org.uk/	0808 2000 247
Domestic Abuse	Safe Lives	https://safelives.org.uk/	
Drugs	Talk to Frank	https://www.talktofrank.com/	via website only
Faith	Muslim Youth Helpline	http://www.myh.org.uk/	0808 808 2008
FGM	Daughters of Eve	http://www.dofeve.org/	via website only
FGM	Forward UK	http://www.forwarduk.org.uk/	0208 960 4000
FGM	NSPCC FGM Helpline	http://www.nspcc.org.uk/inform/resourcesforprofessionals/minorityethnic/female-genital-mutilation_wda96841.html	0800 028 3550
Forced Marriage	Karma Nirvana	https://karmanirvana.org.uk/	0800 5999 247

Topic	Organisation	Website	Phone Number
Housing	Shelter	http://england.shelter.org.uk/home	0808 800 4444
Homelessness	Centre Point	https://centrepointhome.org.uk/	0808 800 0661
Homelessness	Crisis Skylight Merseyside	http://www.crisis.org.uk/	0151 218 7000
LGBT	Stonewall	https://www.stonewall.org.uk/	0207 593 1850
Looked After Young People	Coram Voice	http://www.coramvoice.org.uk/	0808 800 5792
Looked After Young People	The Care Advice Line	http://www.thewhocarestrust.org.uk	020 7017 8901
Mental Health	Anna Freud National Centre for Children & Families	http://www.annafreud.org/	via website only
Mental Health	Anxiety UK	https://www.anxietyuk.org.uk/	03444 775 774
Mental Health	B-eat eating disorders	https://www.beateatingdisorders.org.uk/	0808 801 0711
Mental Health	Bipolar UK	http://www.bipolaruk.org.uk/	0333 323 3880
Mental Health	CALM (Campaign Against Living Miserably)	http://www.thecalmzone.net/	0800 58 58 58
Mental Health	Charlie Waller Memorial Trust	https://www.cwmt.org.uk/	via website only
Mental Health	HeadMeds	https://www.headmeds.org.uk/	via website only
Mental Health	Heads Together	http://www.headstogether.org.uk/	via website only
Mental Health	Kooth	https://www.kooth.com	via website only
Mental Health	Mentally Healthy Schools	https://www.mentallyhealthyschools.org.uk/	via website only
Mental Health	MindEd for Families	https://mindedforfamilies.org.uk/young-people	via website only
Mental Health	National Self Harm Network	http://www.nshn.co.uk/	via website only
Mental Health	OCD Action	https://www.ocdaction.org.uk/	0845 390 6232
Mental Health	OCD-UK	https://www.ocduk.org/	via website only
Mental Health	Papyrus (Suicide support)	https://www.papyrus-uk.org/	via website only
Mental Health	Rethink Mental Illness	https://www.rethink.org/	via website only
Mental Health	Samaritans	https://www.samaritans.org/	116 123
Mental Health	Sane	http://www.sane.org.uk/	0300 304 7000
Mental Health	Selfharm UK	https://www.selfharm.co.uk/	via website only
Mental Health	The Mix	http://www.themix.org.uk/mental-health	0808 808 4994
Mental Health	The Royal College of Psychiatrists	www.rcpsych.ac.uk	via website only
Mental Health	Young Minds	http://www.youngminds.org.uk/	via website only
Mental Health	Young Minds Parents Helpline	https://youngminds.org.uk/	0808 802 554
Migrant Children	Migrant Children's Project	http://www.childrenslegalcentre.com	0207 636 8505
Online Safety	Child Exploitation Online Protection Centre	http://www.ceop.police.uk/	via website only
Online Safety	National Professionals Online Safety Helpline	https://www.saferinternet.org.uk/professionals-online-safety-helpline	0344 381 4772
Online Safety	Net-Aware	https://www.net-aware.org.uk	via website only
Online Safety	Safer Internet	http://www.saferinternet.org.uk/	via website only

Topic	Organisation	Website	Phone Number
Online Safety	Think U Know	http://www.thinkuknow.co.uk/	via website only
Parent Support	Parent Line Plus	http://www.parentlineplus.org.uk/	0808 800 2222
Self-Harm	Harmless	http://www.harmless.org.uk/	via website only
Self-Harm	National Self Harm Network	http://www.nshn.co.uk/	via website only
Self-Harm	Self-injury support (Girls)	http://www.selfinjurysupport.org.uk/	0808 800 8088
Sexual Abuse	MOSAC (Mothers of Sexually Abused Children)	http://www.mosac.org.uk/	0800 980 1958
Sexual Abuse	Stop It Now	https://www.stopitnow.org.uk/	0808 1000 900
Sexual Abuse	The Lucy Faithfull Foundation	http://www.lucyfaithfull.org/	01527 591922
Sexual Health	Check Your Bits (Chlamydia Testing)	www.checkyourbits.org	via website only
Sexual Health	Getting It On	https://www.gettingiton.org.uk	via website only
Sexual Health	www.brook.org.uk	http://www.brook.org.uk	via website only
Staff Support	Education Support Partnership	https://www.educationsupportpartnership.org.uk/	08000 562 561
Suicide	Survivors of bereavement by suicide	www.https:uksobs.org bereaveMENT@uksobs.org	0300 111 5065
Suicide	Papyrus	www.papyrus-uk.org	0800 068 4141
Suicide	Zer Suicide Alliance	www.zsa.frank-cdn.uk	Website only
Suicide	National Suicide Prevention	www.nspa.org.uk	Website only
Suicide	Samaritans	www.samaritans.org	116 123
Transgender	Gires	http://www.gires.org.uk/	via website only
Transgender	Mermaids	https://www.mermaidsuk.org.uk	0808 801 0400
Whistleblowing	NSPCC Whistleblowing Helpline	https://www.nspcc.org.uk/what-you-can-do/report-abuse/dedicated-helplines/whistleblowing-advice-line/	0800 028 0285
Child abuse	Action for Children	http://www.actionforchildren.org.uk/	via website only
Child abuse	Africans Unite Against Child Abuse	http://www.afruca.org/	via website only
Child abuse	Childline	https://www.childline.org.uk/	0800 1111
Child abuse	Children's Society	http://www.childrenssociety.org.uk/	via website only
Child abuse	NSPCC	http://www.nspcc.org.uk/	0808 800 5000
Child abuse	Runaway Helpline	http://www.runawayhelpline.org.uk/	116 000

