

# SAFEGUARDING POLICY

## Statement of Purpose

1. TUTORTOGO LTD (the **Organisation, we, our** or **us**) is committed to preventing and responding to risks of harm to and promoting the welfare of all children that we work with (i.e. as TUTORTOGO LTD's clients). These individuals are referred to as the '**Beneficiaries**' of this Safeguarding Policy.
2. We recognise the importance of this commitment to safety and welfare and, further, are committed to safeguarding all Beneficiaries without discrimination due to an individual's age, disability, race, religion or belief, sex, gender reassignment, pregnancy or maternity leave status, marriage or civil partnership status, or sexual orientation.
3. This Safeguarding Policy is based on the safeguarding laws of England, Wales, and Scotland, including related guidance issued by the UK Government and relevant governmental departments, agencies, and public bodies. If this Policy is at any time inconsistent with this body of law, TUTORTOGO LTD will act to meet the requirements of up-to-date safeguarding laws in priority to the requirements set out in this Policy.
4. TUTORTOGO LTD has implemented this Safeguarding Policy in order to meet its obligations as an organisation working with children.
5. Any questions in relation to this Policy should be referred to the Director in the first instance, by emailing mo@tutortogo.co.uk or by contacting 07774596400.

## Scope of this Safeguarding Policy

6. This Policy explains key aspects of how TUTORTOGO LTD prevents harm in relation to its Beneficiaries via its practices and its Staff Members' conduct.
7. This Safeguarding Policy covers the organisation and operation of all of TUTORTOGO LTD's activities involving children (i.e. our **Relevant Activities**). These primarily include:
  - a. We provide online tutoring to KS2, KS3, GCSE, A-Level and equivalent students in Math, English and Science.
8. This Policy's guidelines and obligations apply to all individuals working for or acting on behalf of TUTORTOGO LTD in the UK at all levels, including senior managers, officers, employees, consultants, trainees, homeworkers, part-time and fixed-term workers, casual workers, agency workers, volunteers, and interns (collectively '**Staff Members**').
9. This Policy does not form part of any contract of employment or similar and TUTORTOGO LTD may amend it at any time at our absolute discretion.

## Defining Safeguarding

10. 'Safeguarding' is an umbrella term that refers to work (e.g. practices and procedures) aimed at preventing or responding to harm or risks of harm posed to vulnerable individuals, and at promoting these individuals' wider welfare. Safeguarding is particularly important for children and adults at risk. Most safeguarding legal obligations relate to the care of these groups. This Safeguarding Policy specifically deals with safeguarding children. For safeguarding purposes, children are individuals younger than 18 years old.
11. The commitments and practices contained in this Safeguarding Policy apply to the safeguarding of TUTORTOGO LTD's Beneficiaries from harm caused by either:
  - a. The activities and practices of TUTORTOGO LTD and any conduct of its Staff Members, or

- b. People and situations outside of TUTORTOGO LTD's and its Staff Members' control, where TUTORTOGO LTD's Staff Members are aware of, ought to be aware of, or reasonably suspect the risks posed by a situation.
12. For the purposes of this Policy, a '**Safeguarding Concern**' is any conduct or situation that is known or reasonably suspected by a Staff Member or another party that risks violating the safeguarding commitments set out above.

## **Key Measures that TUTORTOGO LTD is Committed to Implementing and Maintaining to Safeguard its Beneficiaries**

- 13.
14. Ensuring that Staff Members are trained to, and encouraged to, report any Safeguarding Concerns that they identify. Staff Members will be encouraged to follow TUTORTOGO LTD's safeguarding reporting procedures as closely as possible when reporting concerns (set out below under the heading '**Procedures: Reporting**').
15. Ensuring that all Staff Members listen to all safeguarding-related queries and concerns raised by other Staff Members, Beneficiaries, or relevant other parties, with respect and professionalism. Staff Members should be trained how to, and encouraged to, then assist with reporting any such concerns via TUTORTOGO LTD's regular reporting procedures.
16. Ensuring that all reported Safeguarding Concerns are dealt with by appropriate individuals and teams and in accordance with TUTORTOGO LTD's relevant procedures (set out below under the heading '**Procedures: Investigation and Response**').
17. Implementing and maintaining comprehensive, accessible, fair, and efficient procedures for Staff Members to use when reporting and dealing with Safeguarding Concerns. These procedures will be made known and easily accessible to all Staff Members.
- a. Procedures will be designed to ensure all safeguarding issues are dealt with fairly and objectively even when allegations are made against one of TUTORTOGO LTD's Staff Members. Any such allegations will be treated in a manner that takes into account the gravity of the accusations, but which does not vilify or presume the guilt of an accused individual without a fair investigation.
  - b. Any reports that qualify as protected disclosures under whistleblowing law will be treated securely and in a protected manner in line with whistleblowing law.
18. Appointing Director to hold responsibility for managing safeguarding policies and procedures within TUTORTOGO LTD.
19. Following appropriate recruitment processes when recruiting new Staff Members, including volunteers. This includes:
- a. Conducting all appropriate pre-employment checks (e.g. Disclosure and Barring Service (DBS) criminal record checks).
  - b. Ensuring new Staff Members take part in, and understand the content of, all necessary safeguarding training before having any contact with TUTORTOGO LTD's Beneficiaries.
  - c. Following TUTORTOGO LTD's policies and procedures on hiring and recruitment.
20. Providing appropriate safeguarding training for all relevant Staff Members. Every Staff Member should be provided with, and required to undertake, training that is appropriate to their role, responsibilities, and degree and type of contact with Beneficiaries. This should, where appropriate, include training on:
- a. How to define and identify potential signs of different types of abuse, including physical abuse, emotional abuse, sexual abuse and exploitation, neglect, and others.
  - b. How to listen to and respond to concerns or disclosures about safeguarding issues during an initial conversation (e.g. how to explain when information can and cannot be kept confidential).

- c. How to use TUTORTOGO LTD's safeguarding reporting procedures and when doing so is appropriate.
  - d. Which additional resources (e.g. policies, other supporting documents, or external educational resources) are available to ensure Staff Members remain informed about safeguarding.
21. Ensuring that all information related to Safeguarding Concerns, including the content of reported concerns as well as the personal data of anybody involved, is handled safely and securely. This involves:
- a. Following the requirements set out by the UK's data protection laws, including The UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
  - b. Following TUTORTOGO LTD's data protection policies and procedures, including our Data Protection and Data Security Policy.
  - c. Providing Staff Members with training on data protection and privacy, where appropriate.
  - d. Ensuring Staff Members always have an identifiable point of contact for questions or concerns about data protection and privacy. This is currently the director, who can be contacted by emailing [mo@tutortogo.co.uk](mailto:mo@tutortogo.co.uk) or on 07774596400.
  - e. Only sharing information about a Safeguarding Concern internally as far as is necessary to manage the concern for the relevant Beneficiary's benefit.
22. Ensuring transparency and awareness regarding safeguarding information and procedures. For example, by:
- a. Providing information to Beneficiaries about our safeguarding procedures so that they are aware of how to raise any concerns.
  - b. Ensuring all Staff Members are aware of safeguarding laws, TUTORTOGO LTD's safeguarding commitments and procedures, and Staff Members' responsibilities in relation to these.
23. Regularly reviewing all safeguarding policies and procedures to ensure that they are up to date with safeguarding law and that they remain suitable for TUTORTOGO LTD's Relevant Activities and workforce and meeting any review and evaluation requirements specific to TUTORTOGO LTD's industry and organisation type.

## **Staff Members' Responsibilities**

24. All Staff Members have a responsibility to promote the safety and wellbeing of all of TUTORTOGO LTD's Beneficiaries. This means that all TUTORTOGO LTD's policies and procedures relevant to safeguarding and all UK laws relevant to safeguarding must be followed at all times. Specifically:
25. All Staff Members must contribute to upholding the key measures that TUTORTOGO LTD has committed to taking to safeguard its Beneficiaries (set out above) to an extent that is appropriate for their role, responsibilities, and degree and type of contact with Beneficiaries. Specific ways that Staff Members should do this will be clarified during training. If a Staff Member is uncertain as to their responsibilities, it is their responsibility to raise this with the Director.
26. Staff Members must actively participate in all safeguarding training they are assigned and, if they do not understand any aspects of their training, must raise this with the Director.
27. Staff Members must never do anything to actively risk the safety or wellbeing of any of TUTORTOGO LTD's Beneficiaries. This includes, but is not limited to:
- a. Subjecting them to or facilitating abuse of any sort.
  - b. Engaging in any sexual activity with children (i.e. anybody under the age of 18).
  - c. Participating in or facilitating any activities that may commercially exploit Beneficiaries. For example, failing to report suspected child labour or trafficking.
28. Staff Members must report all Safeguarding Concerns that they have regarding Beneficiaries, regardless of whether the concerns relate to potential wrongdoing of other Staff Members, other Beneficiaries, or external parties (e.g. parents, teachers, other organisations, or members of the public).

## Procedures: Reporting

29. Staff Members will receive safeguarding training that should enable them to identify Safeguarding Concerns (e.g. suspected abuse, neglect, or threats to wellbeing) relevant to TUTOROGO LTD's Beneficiaries.

30. If a Staff Member identifies a Safeguarding Concern, to report it they should:

a. 1. Recognize and Record

Identify Concerns: Stay alert to any signs of abuse or neglect, which may include physical, emotional, sexual abuse, or neglect.

Document Details: Write down all relevant information, including dates, times, observations, and direct quotes. Ensure your notes are factual and objective, avoiding any personal opinions or interpretations.

2. Internal Reporting Procedures

Contact the Designated Safeguarding Lead (DSL): Immediately report your concern to the DSL within our organization. The DSL is responsible for handling all safeguarding issues and will guide you on the appropriate next steps. The DSL is Mohammed Hussain you can contact him on 07774596400 or mo@tutortogo.co.uk

Follow the Reporting Form: Complete the Safeguarding Concern Reporting Form provided by the organization, ensuring all sections are filled out accurately.

3. Escalation Protocols

Immediate Danger: If a child or vulnerable adult is in immediate danger, call emergency services (999) without delay.

Further Action: If you believe the response from the DSL is insufficient, or if the concern involves the DSL, escalate the matter to the Local Authority Designated Officer (LADO) or the local safeguarding children board.

4. External Reporting Options

Local Authority: Contact the local children's social care services directly if necessary. Each local authority has specific procedures for managing safeguarding referrals.

NSPCC Helpline: For additional advice and support, you can contact the NSPCC helpline at 0808 800 5000.

5. Maintaining Confidentiality

Data Protection: Keep all information regarding the concern confidential and share it only with those involved in the safeguarding process.

Professional Boundaries: Avoid discussing the concern with unauthorized individuals to maintain confidentiality and professional integrity.

6. Training and Awareness

Regular Training: Participate in mandatory safeguarding training sessions to stay informed about the latest policies and best practices.

Stay Vigilant: Continuously be aware of the signs of abuse and neglect and understand the correct procedures for reporting them.

31. If a Staff Member feels unable to follow the above steps, they should report their Safeguarding Concern in a reasonable alternative manner. This may be the case if, for example:

a. Following the above procedure would require disclosing the concern to somebody who is implicated in the Safeguarding Concern or who the Staff Member is otherwise uncomfortable contacting about this concern, or

- b. The matter is time sensitive and involves a risk of serious harm to somebody, in which case contacting an external agency (e.g. the police, the ambulance service, or a mental health crisis line) or a more senior member of TUTORGO LTD's staff first may be more appropriate.

## **Procedures: Investigation and Response**

32. Reported Safeguarding Concerns will be dealt with promptly according to the following process:

- a. 1. Immediate Response

**Listen and Reassure:** The first priority is to listen carefully to the concern, ensuring the individual feels heard and supported. Reassurance is provided that the matter will be taken seriously and handled appropriately.

**Record Details:** Accurate and detailed notes are taken to document the concern, including specific incidents, dates, times, and any relevant observations.

2. Notify the Designated Safeguarding Lead (DSL)

**Internal Reporting:** The concern is immediately reported to our Designated Safeguarding Lead (DSL). The DSL is trained to manage safeguarding issues and will take charge of the situation.

**Assessment:** The DSL will assess the information provided, determining the level of risk and the appropriate course of action.

3. Action Plan

**Immediate Safety Measures:** If there is an immediate risk, steps are taken to ensure the individual's safety, which may include contacting emergency services.

**Consultation and Advice:** The DSL may consult with external safeguarding experts or authorities to gather advice on the best way to proceed.

4. Referral to External Agencies

**Local Authority Involvement:** If the concern warrants it, the DSL will refer the case to the local children's social care services or the appropriate safeguarding body. This ensures that the concern is handled by professionals with the authority and expertise to intervene effectively.

**NSPCC or Other Helplines:** In some cases, the DSL may seek advice or report concerns through helplines such as the NSPCC for additional support and guidance.

5. Follow-Up and Support

**Ongoing Monitoring:** The situation is monitored continuously to ensure the individual remains safe and receives the necessary support.

**Feedback and Communication:** We maintain open communication with the individual who raised the concern (if appropriate) and any other relevant parties to provide updates on the actions taken.

6. Confidentiality and Record-Keeping

**Confidential Handling:** All information is handled with strict confidentiality, sharing details only with those directly involved in the safeguarding process.

**Secure Records:** Detailed records of the concern, actions taken, and outcomes are securely maintained for future reference and accountability.

7. Learning and Improvement

Review and Reflect: After resolving the concern, we review the case to understand what happened and identify any lessons learned.

Policy and Training Updates: Based on our findings, we update our policies and training programs to improve our safeguarding practices continually.

33. Staff Members who report a Safeguarding Concern will be kept informed about the progression of the matter they reported to an appropriate degree. Note that, depending on the nature of the concern and consequent investigations, some information about matters may be kept confidential and not shared with the reporter.
34. If a Staff Member is found to be in breach of this Safeguarding Policy or safeguarding law in general, they will be treated fairly and will only be dismissed if appropriate in the circumstances and in accordance with employment law.
35. Referrals or notifications to external organisations (e.g. police services, local authorities, or regulatory bodies) will be made when, and only when, this is appropriate, and will always be made in accordance with the law (e.g. data protection law).

## **Supporting Documents and Other Protections**

36. TUTORTOGO LTD has various other documents in place that support this Safeguarding Policy. These include:
  - a. Safeguarding training materials for ongoing learning and reference.
  - b. Documents setting out specific safeguarding considerations and rules that must be used during recruitment.
37. This Safeguarding Policy does not cover all of TUTORTOGO LTD's commitments relevant to protecting its Beneficiaries. We also have other policies in place that protect our Beneficiaries, Staff Members, and/or others. These include:
  - a. A Data Protection and Data Security Policy.
38. All of the policies, procedures, and other documents set out above are available on request from the person within the Organisation responsible for HR matters or via Staff Members' line managers.

## **Attribution**

39. This Safeguarding Policy was created using a document from Rocket Lawyer (<https://www.rocketlawyer.com/gb/en>).