

Safeguarding and Child Protection Policy

Tutor Doctor acknowledges the duty of care to safeguard and promote the welfare of children.

Tutor Doctor provides tuition to students of all ages in home, at school both in person and online. We are committed to ensuring children are kept safe by having a safeguarding policy which complies with statutory guidance and reflects best practice in the sector

Through their day-to-day contact with pupils and direct work with families all tutors and staff working with Tutor Doctor clients have a responsibility to:

- Provide a safe environment in which children can learn
- Ensure a professional relationship applies at all times between the tutor and student
- Know what to do if a child tells them he/she is being abused or neglected
- Identify concerns early to prevent them from escalating
- Identify children who may benefit from early help
- Follow the referral process if they have a concern
- Measures will be just as relevant and just as robust for online to in-person tuition
- Appointing a designated safeguarding lead
- Listening to and respecting children
- Making this policy available to children and families so that they know how to raise a concern
- Promoting a safe culture, including online, so that staff and children know our expectations of behaviour and feel conformable in sharing concerns.

We recognise that all children have a right to be kept safe regardless of age, disability, gender, gender identity, race, religion or belief or sexual orientation, and that some children are more vulnerable because of special educational needs or being from minority ethnic groups, as they may face barriers with communication or discrimination.

Our Designated Safeguarding Lead (DSL) is:

- Name: **Ian Frankish**
- Email: **ifrankish@tutordocor.co.uk**
- Telephone: **07868136507**

Tutor Doctor's Safeguarding Policy adheres to the following legislation and guidance:

- Children Act 1989
- Children Act 2004
- Working Together to Safeguard Children (2018)
- Keeping Children Safe in Education (2022)

This policy applies to all Tutor Doctor staff, contractors and volunteers including those with child facing roles or access to information concerning children. Children are defined as being everyone under the age of 18.

Safer Recruitment

Tutor Doctor complies with the Department for Education's Keeping Children Safe in Education (2022) guidance and recommended practices and that as a result, all of our employees working with young people are subject to rigorous personal checks including:

- Identity checks, which include requesting photographic ID documents.
- An enhanced DBS disclosure including. We understand that should we accept a previously issued DBS we are required to check if there has been a 3-month break in service, as per DBS regulations.
- A Barred List check is required for all staff working with children in a regulated profession
- Immigration and eligibility to work in the UK
- Further checks on employees who have lived or worked outside the UK (criminal records checks for overseas applicants), and teacher sanctions and restrictions.
- Two references relating to most recent employment and to working with children.
- Appropriate professional qualifications
- Teaching personnel: a prohibition from teaching check
- A signed Independent Service Agreement and Code of Conduct

Our recruiters have undertaken safer recruitment in education training

Our safer recruitment lead is: **Ian Frankish**

Safeguarding Process

All staff and tutors are required to read this Policy, and to sign to confirm they have received and understood the Government guidance given below (Appendix 1: Tutor and Staff Confirmation Document)

- [Keeping Children Safe in Education 2022 \(Part 1\)](#)
- [Working together to safeguard children, 2018](#)

Tutors are encouraged to undertake safeguarding training, and are required by schools/colleges to attend safeguarding education.

Recognising Concerns

It is not always possible to be certain that a student is being or has been abused. However, as you get to know a student you should be alert to signs that something does not look, sound or feel 'right'. Some of the signs of abuse are the same regardless of the type of abuse, such as:

- Being afraid of particular places or making excuses to avoid particular people
- Knowing about or being involved in 'adult issues' which are inappropriate for their age or stage of development, for example alcohol, drugs and/or sexual behaviour
- Having angry outbursts or behaving aggressively towards others
- Becoming withdrawn or appearing anxious, clingy or depressed
- Self-harming or having thoughts about suicide
- Showing changes in eating habits or developing eating disorders

Physical abuse

Students may have a physical injury that cannot be adequately explained such as clusters of bruising or multiple injuries at different times. If a student is frequently injured then that could be a cause for concern. It is also a concern if there is a delay in seeking medical help.

Emotional abuse

It can be difficult to spot the signs of emotional abuse but be alert to changes in attitude, behaviour, engagement and attendance. Students who seem under pressure, fear making mistakes or are stressed about their rate of progress could indicate they are struggling.

Sexual abuse/Child Sexual Exploitation

It can be very difficult to spot the signs of sexual abuse or sexual exploitation in your role as a Tutor. Be aware of changes in students' behaviour or engagement, or if their mood or general demeanour has changed. Children may use sexualised language which is beyond what you would expect them to know. Older students may have access to new phones or clothes that they can't easily explain.

Neglect

If a student is frequently hungry, dirty or inadequately dressed for the weather, this should be noted. If a student is often left unsupervised or with insufficient resources to engage with their tutoring, then this may be a sign of neglect.

Domestic Abuse

In incidents of domestic abuse or they may be harmed by seeing or hearing abuse happening. Children in homes where there is domestic abuse are also at risk of other types of abuse or neglect. Changes in mood or behaviour may be a n indicator although it can be difficult to confirm if domestic abuse is taking place.

More information on signs and indicators of abuse can be found at <https://learning.nspcc.org.uk/research-resources/briefings/definitions-signs-child-abuse>

If you have a concern about the safety or welfare of a student, however small, you must report it to the Designated Safeguarding Lead as soon as possible.

Procedures for dealing with Concerns

Tutors and staff should not investigate suspicions; if somebody believes that a child may be suffering, or may be at risk of suffering significant harm, they must refer such concerns to the Designated Person, who will refer the matter to Children's Services and involve other agencies e.g. medical services, police, as required. Children's Services and the Police are empowered to carry out investigations and decide whether children have been abused.

In cases where the immediate safety and wellbeing of the child is a cause for concern, the Designated Safeguarding Lead will liaise with all relevant parties/agencies, including contacting emergency services if deemed necessary, to safeguard the student.

Tutors and staff suspecting or hearing a complaint of abuse will follow the procedures below:

- Upon the receipt of any information from a child, or if any person has suspicions that a child may be at risk of harm, or
- If anyone observes injuries that appear to be non-accidental, or
- Where a child or young person makes a direct allegation or discloses that they have been abused, or
- Makes an allegation against a member of staff

They must record what they have seen, heard or know accurately at the time the event occurs, and share their concerns immediately with the Designated Safeguarding Lead and agree action to take. Communication must be by email to email address for the Designated Safeguarding Lead which is detailed above and must have 'Urgent Safeguarding Concern' in the subject line.

Responding to a disclosure

If a student tells you they are experiencing abuse, it's important to reassure them that they've done the right thing in telling you. Make sure they know that abuse is never their fault. Follow this guidance so that students know they are being listened to and taken seriously:

- **Show you care, help them open up:** Give your full attention to the student and keep your body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important. Phrases such as 'you've shown such courage today' help.
- **Take your time, slow down:** Respect pauses and don't interrupt – let them go at their own pace. Recognise and respond to their body language. And remember that it may take several conversations for them to share what's happened to them.
- **Show you understand, reflect back:** Make it clear you're interested in what the student is telling you. Reflect back what they've said to check your understanding – and use their language to show it's their experience.

Never talk to the alleged perpetrator about the student's disclosure. It is not your role to investigate what happened.

Hearing about child abuse can be upsetting. You can contact the Designated Safeguarding Lead for advice and support.

Recording what you have been told

Every concern should be. Although an isolated incident may seem insignificant, it may be part of a larger picture and therefore important in securing help for the student.

The written record should:

- Include the time, date and place of the disclosure and details of who was present
- Be in the child's words wherever possible
- Be factual
- Differentiate between fact, opinion, interpretation, observation or allegation
- Be passed on to the Designated Person immediately (certainly within 24 hours)
- All communications must be signed and dated

Tutor Doctor West Hull will ensure that all tutors are familiar with the procedures for keeping a confidential written record of any incidents and with the requirements of the Local Safeguarding Children's Board.

Action by the Designated Safeguarding Lead

The action to be taken will take into account:

- The Local Safeguarding Children Board will be contacted and advice sought.
- The nature and seriousness of the suspicion or concern - if it is thought to involve a criminal offence the social services or police will be contacted.
- The wishes of the student who has complained, provided that the student is of sufficient understanding and maturity and properly informed. We cannot promise to keep information confidential if we are concerned about a student's safety and welfare. When sharing information about a child we will seek to do so with consent. However, there may be occasions when information will be shared without consent if it is in the best interests of the child's welfare.
- The wishes of the complainant's parents or guardian provided they have no interest which is in conflict with the student's best interests and that they are properly informed. When sharing information about a child we will seek to do so with consent. However, there may be occasions when information will be shared without consent if it is in the best interests of the child's welfare.
- If the Designated Safeguarding Lead is concerned that disclosing information to parents would put a child at risk, he will take further advice from the relevant professionals before making a decision to disclose.
- Issues relating to safeguarding will be shared with those who need to know. We will share information about the safety of a child with relevant agencies, including children's social care in order to fulfil our safeguarding responsibilities.
- If there is room for doubt as to whether a referral should be made, the Designated Safeguarding Lead will consult with the Local Authority Designated Officer (LADO) on a no names basis without identifying the family. However, as soon as sufficient concern exists that a child may be at risk of significant harm, a referral will be made without delay (and in any event within 24 hours). If the initial referral is made by telephone, the Designated Person will confirm the referral in writing within 24 hours. If no response or acknowledgment is received within three working days, the Designated Safeguarding Lead will contact the LADO again.
- Whether or not Tutor Doctor decides to refer a particular complaint to social services or the police, the parents and student will be informed in writing of their right to make their own complaint or referral to social services or the police and will be provided with contact names, addresses and telephone numbers, as appropriate.
- Where there are concerns about a Tutor's behaviour we will use our disciplinary procedure. If we have concerns about a Tutor's suitability to work with children, we will discuss our concerns with the Local Authority Designated Officer and follow their advice.

Confidentiality

Tutors and staff will ensure that data and sensitive information about students is handled in accordance with the requirements of the law, and any national and local guidance.

Regardless of the duty of confidentiality, if any tutor has reason to believe that a child may be suffering harm, or be at risk of harm, their duty is to forward this information without delay to the Designated Person for child protection.

All child protection concerns are recorded and stored securely by the Designated Safeguarding Lead for child protection.

Monitoring and record keeping

Tutor Doctor will ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored. Where there are repeated concerns about a child we will create a separate 'child protection file' for that child. Further details can be found at the NSPCC document "Child Protection Records, Retention and Storage" This will be retained until the child reaches 25 years of age (this is the regulation for child protection files in England). Where we are required to share child protection information this will be done securely.

Where there are allegations against a Tutor, we will retain records until that person has reached retirement age, or for 10 years or, whichever is the longer.

The policy will be reviewed each year by 01 September and ensure appropriate action is taken to reflect any changes in legislation and/or government guidance, and any requirements of the Local Safeguarding Children Board.

Online Tutoring

Where circumstances dictate, the tutoring solution may well be delivered online. Tutors will be advised of the necessary measures, which will vary by platform, to ensure the online space/classroom is secure. The same policy of parents being present is followed for online sessions as they are with in-person sessions.

Confidentiality and information sharing

All staff and tutors will ensure that all data about students is handled in accordance with the requirements of the law, and any national and local guidance. Any member of staff or tutor who has access to sensitive information about a child or the child's family must take all reasonable steps to ensure that such information is only disclosed to those people who need to know.

Regardless of the duty of confidentiality, if any tutor or member of staff has reason to believe that a child may be suffering harm, or be at risk of harm, their duty is to forward this information without delay to the Designated Safeguarding Lead for child protection. All child protection concerns are recorded and stored securely by the Designated Safeguarding Lead.

[Government Guidance on Information Sharing](#)

[NSPCC Guide to Information Sharing and Confidentiality](#)

Next review by 01 September 2023

Online Safety Policy

The purpose of this policy is to:

- Ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- Provide staff and volunteers with the overarching principles that guide our approach to online safety
- Ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

This applies to all staff, volunteers, and students and anyone involved in Tutor Doctor's activities.

Tutor Doctor acknowledges the duty of care to safeguard and promote the welfare of children.

We are committed to ensuring safer recruitment practices, and that safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

Through their day-to-day contact with pupils and direct work with families all tutors and staff working with Tutor Doctor clients have a responsibility to:

- Provide a safe environment in which children can learn
- Ensure a professional relationship applies at all times between the tutor and student
- Know what to do if a child tells them he/she is being abused or neglected
- Identify concerns early to prevent them from escalating
- Identify children who may benefit from early help
- Follow the referral process if they have a concern
- Measures will be just as relevant and just as robust for online to in-person tuition

Online Tutoring Safeguarding Principles

We believe that:

- Children and young people should never experience abuse of any kind
- Children and young people should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

We recognise that:

- The online world provides everyone with many opportunities; however, it can also present risks and challenges
- We have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- We have a responsibility to help keep children and young people safe online
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- Working in partnership with students, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.

Working safely online

The specific way tutors can ensure online tutoring can take place in a safe environment will vary by platform, however, we follow these principles:

- Tutors commit to the same behaviours and code of conduct online, as in-person
- Parents/Teachers should be present, certainly at the start and end of each online session
- Email correspondence to be either carried out with parent rather than student directly, or parent copied in on direct correspondence with student.
- User names, logins, email accounts and passwords are used effectively
- Regular review and updates of the security of our information systems
- Examine and risk assess any social media platforms and new technologies before they are used within the organisation.
- Having an online safety agreement for use with students and their parents/carers

Specific Approaches by Platform

In addition to the generic approaches above, we have been recommending that Tutors we work with use one of the following online platforms. For each ensure the following specific steps are taken:

- **Bramble**
 - Set up a separate room (link) for each student. This can be carried out via your “My Bramble” dashboard. We suggest you enter your name followed by the tutor name for the room to be generated eg robtoby.
- **Skype**
 - Use the parent’s Skype account, not the student’s
 - Add the parent to contact list and suggest they do the same. Then ensure within settings “Allow calls from people in my Contact list only” is ticked
 - Always log out when you have finished your call. Simply closing your browser may not automatically finish your session.
- **Zoom**
 - All meetings to be private and password protected.
 - Tutors to host the meetings and ensure the box “Enable join before host” is not ticked (default is unticked). We would also recommend you use the “Waiting Room” for situations with more than one student, so you will be able to control who joins and when.
 - Switch the settings to have microphones and videos off when joining the meeting
 - If in groups, to be safe, you should restrict screen sharing to the host only, rather than participants.
 - All settings can be reviewed on the Zoom website: <https://zoom.us/profile/setting>

We will respond to concern about online safety by:

- Having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- Providing support and training for tutors on dealing with online safety
- Making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- Reviewing our procedures at regular intervals, in order to ensure that any problems have been resolved in the long term.

This Online Safety Policy is an addendum to the Tutor Doctor Safeguarding Policy

Next review by 01 September 2023