Section 1 - Document Control

Document Title	Safeguarding Policy
Organisation	TaylorITEX CIC
Document Owner	Executive Director – Michael Taylor
Responsible Officer	Designated Safeguarding Lead (DSL) Mick Taylor
Version	16
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Review Frequency	Annually, or sooner if legislation or statutory guidance changes
Policy Status	Approved
Applies To	All employees, tutors, volunteers, contractors, directors and anyone working on behalf of TaylorITEX CIC

Version History

Version	Date	Author	Summary of Changes
15	July 2025	TaylorITEX CIC	Previous version
16	July 2026	TaylorITEX CIC	Complete review and rewrite. Updated to reflect current UK legislation, modern safeguarding practice, adult learning provision, online safety, Prevent responsibilities, mental health, lone working and Artificial Intelligence (AI) safeguarding.

Policy Approval

This policy has been approved by the Directors of **TaylorITEX CIC** and forms part of the organisation's governance framework. It demonstrates **TaylorITEX CIC's** commitment to safeguarding and promoting the welfare of all learners, staff, volunteers and visitors.

All staff are required to read, understand and follow this policy as part of their employment or engagement with **TaylorITEX CIC**.

Document Distribution
This policy will be made available to:

- All employees.
- Tutors and sessional staff.
- Volunteers.
- Directors.
- Contractors delivering services on behalf of **TaylorITEX CIC**, where appropriate.
- Funding bodies, inspectors and auditors upon request.

The latest approved version will be stored electronically and will replace all previous versions.

Equality Statement

TaylorITEX CIC is committed to promoting equality, diversity and inclusion. This policy will be applied fairly and consistently, regardless of a person's age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Safeguarding decisions will always be made in the best interests of the individual, ensuring that people are treated with dignity, respect and without discrimination.

Section 2 – A Message from the Executive Director

At **TaylorITEX CIC**, we believe that everyone has the right to learn, develop and achieve their potential in an environment where they feel safe, respected and valued.

Many of the people who join our courses come to us simply to gain new skills or qualifications. Others may be rebuilding their confidence, returning to education after many years, settling into life in the UK, looking for employment, or overcoming personal challenges. Whatever their journey, every learner deserves to be treated with kindness, dignity and respect.

Safeguarding is not just a policy or a legal responsibility—it is part of who we are. It is about creating an environment where people feel listened to, supported and protected. It is about recognising when someone may need help and having the confidence to respond appropriately.

At **TaylorITEX CIC**, safeguarding is everyone's responsibility. Whether you are a director, tutor, volunteer, administrator or contractor, we all play an important role in promoting the welfare of those we work with. You are not expected to have all the answers, but you are expected to act if something doesn't seem right. A simple conversation or timely report can make a significant difference to someone's life.

We are committed to maintaining a culture where concerns can be raised openly, where people are treated fairly, and where safeguarding is seen as an everyday part of delivering outstanding education and support—not simply a process to be followed.

I would like to thank everyone who works with **TaylorITEX CIC** for the care, professionalism and compassion they show every day. By working together, we can continue to provide a safe, welcoming and inclusive learning environment where every individual has the opportunity to thrive.

Thank you for taking the time to read this policy and for the part you play in protecting and supporting those who place their trust in **TaylorITEX CIC**.

Michael Taylor
Executive Director
TaylorITEX CIC

Section 3 – Policy Statement

3.1 - Our Values

At TaylorITEX CIC, we believe that education has the power to change lives.

Every person who walks through our doors has their own story, experiences and aspirations. Some are taking their first steps into learning, others are returning after many years, while some are rebuilding their confidence following difficult life experiences. Whatever their journey, they deserve to be welcomed with kindness, treated with dignity and supported to achieve their potential.

We believe that the best learning happens when people feel safe, respected and valued. For that reason, safeguarding is not simply something we do—it is part of who we are.
Everything we do should be meaningful, purposeful and worthwhile, creating positive opportunities that help people build confidence, develop new skills and move forward in their lives.

The values below guide the way we work every day.

We Put People First

Every decision we make starts with people. We treat everyone with dignity, kindness and respect, recognising that every individual matters and every person deserves to be heard.

We Create Safe Spaces

We are committed to providing learning environments where people feel physically, emotionally and psychologically safe. We take concerns seriously, respond appropriately and work together to protect those who may be at risk.

We Act With Integrity

We are honest, accountable and professional in everything we do. We do the right thing, even when it is difficult, and we never ignore concerns about someone's welfare or wellbeing.

We Believe in Opportunity

We believe learning changes lives. We encourage people to grow in confidence, develop new skills and achieve goals they may once have thought impossible.

We Care

We understand that small acts of kindness, patience and encouragement can make a lasting difference. We support one another, celebrate success and strive to create an environment where everyone feels welcome, included and able to thrive.

Our Commitment

Safeguarding is not about ticking boxes or simply following procedures. It is about creating a culture where people feel safe enough to learn, confident enough to ask for help and respected enough to be themselves.

At TaylorITEX CIC, every member of our team shares responsibility for protecting the wellbeing of others. By living these values every day, we create an environment where learning is safe, inclusive and life-changing.

Section 4 – Our Safeguarding Commitment

4.1 Our Commitment

TaylorITEX CIC is committed to safeguarding and promoting the welfare of every person who engages with our organisation.

We believe that everyone has the right to learn, work and participate in an environment where they feel safe, respected, valued and supported. We are committed to protecting individuals from abuse, neglect, exploitation, discrimination and avoidable harm, while promoting their wellbeing, independence and dignity.

Safeguarding is fundamental to everything we do. It is not simply a legal requirement or organisational policy—it is an integral part of our culture and reflects our commitment to putting people first.

4.2 Our Aims

Through this policy, **TaylorITEX CIC** aims to:

- Provide a safe, welcoming and inclusive environment for all learners, staff, volunteers and visitors.
- Promote the wellbeing, dignity and independence of every individual.
- Protect adults from abuse, neglect, exploitation and harm.
- Ensure safeguarding concerns are recognised, reported and responded to promptly and appropriately.
- Foster a culture where people feel confident to speak up if they are worried about their own safety or the safety of others.
- Meet all relevant legal, statutory and funding requirements relating to safeguarding.
- Continuously review and improve safeguarding practice across **TaylorITEX CIC**.

4.3 Our Commitments

To achieve these aims, **TaylorITEX CIC** will:

- Place the welfare and wellbeing of people at the centre of every decision we make.
- Treat everyone with dignity, fairness and respect.
- Promote equality, diversity and inclusion, ensuring that no one is disadvantaged because of their background or personal circumstances.
- Encourage an open culture where safeguarding concerns can be raised without fear of criticism or discrimination.
- Ensure staff, volunteers and contractors understand their safeguarding responsibilities and receive appropriate training.
- Work in partnership with learners, families (where appropriate), employers, funding bodies and statutory agencies to promote safety and wellbeing.
- Respond to safeguarding concerns promptly, proportionately and in accordance with current legislation and best practice.
- Regularly review our safeguarding arrangements to ensure they remain effective and reflect changes in legislation, guidance and organisational practice.

4.4 Everyone's Responsibility

Safeguarding is everyone's responsibility.

Every person working for or representing **TaylorITEX CIC** has a duty to remain alert to concerns, act professionally and report anything that may indicate an individual is at risk of harm.

You are **not** expected to investigate safeguarding concerns or decide whether abuse has taken place. Your responsibility is to:

- Recognise when something does not seem right.
- Listen carefully and respond appropriately if someone shares a concern.
- Record factual information accurately.
- Report concerns immediately to the Designated Safeguarding Lead (DSL), or in their absence, the Deputy Designated Safeguarding Lead.

No member of staff, volunteer or contractor will be criticised for reporting a genuine safeguarding concern in good faith, even if that concern is later found to be unfounded.

4.5 Working Together

Effective safeguarding relies upon trust, communication and partnership. **TaylorITEX CIC** is committed to working collaboratively with learners, partner organisations, local authorities, healthcare professionals, the Police, funding bodies and other relevant agencies to safeguard individuals and promote their welfare.

Where safeguarding concerns arise, the safety and wellbeing of the individual will always be our primary consideration.

Section 5 – Scope

5.1 Purpose

The purpose of this policy is to ensure that **TaylorITEX CIC** provides a safe, supportive and inclusive environment for everyone who learns, works, volunteers or engages with our organisation.

This policy explains the safeguarding responsibilities of those working on behalf of **TaylorITEX CIC** and provides a clear framework for recognising, responding to and reporting safeguarding concerns.

5.2 Who This Policy Applies To

This policy applies to everyone working for or representing **TaylorITEX CIC**, regardless of whether they are paid or unpaid. This includes:

- Directors.
- Employees.
- Tutors and sessional tutors.
- Volunteers.
- Contractors and consultants.
- Guest speakers and trainers.
- Anyone delivering services or activities on behalf of **TaylorITEX CIC**.

All individuals are expected to understand their safeguarding responsibilities and to comply with this policy at all times.

5.3 Who We Safeguard

TaylorITEX CIC primarily provides education, training and community learning opportunities for adults aged 18 years and over.

Our learners come from many different backgrounds and life experiences. While many are able to safeguard themselves independently, others may experience circumstances that increase their risk of abuse, neglect or exploitation.

This may include individuals who:

- Have care and support needs.
- Live with physical or mental ill health.
- Have a learning disability or additional learning need.
- Are socially isolated.
- Have experienced domestic abuse or trauma.
- Experience financial hardship or homelessness.
- Are new to the United Kingdom and unfamiliar with local services.
- Are affected by substance misuse or other complex life circumstances.

TaylorITEX CIC recognises that **any adult can become an adult at risk at any point in their life**, depending on their circumstances. We are therefore committed to safeguarding every learner with dignity, fairness and respect.

Although TaylorITEX CIC primarily works with adults, all staff, volunteers and contractors have a duty to act if they become aware that a child may be at risk of harm. Any concerns relating to a child must be reported immediately to the Designated Safeguarding Lead, who will ensure that appropriate safeguarding procedures are followed and, where necessary, the relevant statutory agencies are informed.

5.4 Where This Policy Applies

This policy applies whenever activities are organised, delivered or managed by **TaylorITEX CIC**, including:

- Premises owned, managed or hired by **TaylorITEX CIC**.
- Community venues.
- Partner organisations' premises.
- Outreach and outreach learning locations.
- Educational visits and organised events.
- Online learning and virtual classrooms.
- Telephone, email, SMS and messaging services, including WhatsApp.
- Video conferencing platforms.
- Digital learning platforms and Artificial Intelligence (AI) tools used as part of learning.

Safeguarding responsibilities remain the same regardless of where or how learning takes place.

5.5 What This Policy Covers

This policy provides guidance on:

- Safeguarding adults at risk.
- Recognising abuse, neglect and exploitation.
- Responding to safeguarding disclosures.
- Reporting safeguarding concerns.
- Preventing radicalisation and extremism (Prevent Duty).

5.5 What This Policy Covers (Cont.)

- Promoting mental wellbeing.
- Online safety and digital safeguarding.
- Safe and responsible use of Artificial Intelligence (AI).
- Professional boundaries.
- Lone working.
- Managing allegations against staff or volunteers.
- Working with statutory agencies and safeguarding partners.

5.6 Related Policies

This policy should be read alongside other **TaylorITEX CIC** policies and procedures, including:

- Health and Safety Policy.
- Equality, Diversity and Inclusion Policy.
- Data Protection and Privacy Policy.
- Staff Code of Conduct.
- Complaints Policy.
- Whistleblowing Policy.
- Online Safety and Acceptable Use Policy.
- Lone Working Policy (where applicable).

Together, these policies support **TaylorITEX CIC's** commitment to providing a safe, respectful and inclusive environment for everyone.

Section 6 – Legal Framework

6.1 Introduction

This policy has been developed in accordance with current UK legislation, statutory guidance and recognised best practice relating to safeguarding adults.

TaylorITEX CIC is committed to complying with its legal responsibilities and ensuring that safeguarding arrangements remain effective, proportionate and responsive to changes in legislation and guidance.

6.2 Key Legislation and Guidance

This policy is informed by, but not limited to, the following legislation and guidance:

- **The Care Act 2014** – Places a duty on local authorities to safeguard adults with care and support needs who are experiencing, or are at risk of, abuse or neglect.
- **The Mental Capacity Act 2005** – Provides the legal framework for making decisions on behalf of people who may lack the mental capacity to make specific decisions for themselves.
- **The Human Rights Act 1998** – Protects the rights and freedoms of individuals and underpins all safeguarding practice.
- **The Equality Act 2010** – Protects individuals from discrimination, harassment and victimisation and promotes equality of opportunity.
- **The Data Protection Act 2018** and **UK General Data Protection Regulation (UK GDPR)** – Set out how personal information should be processed, stored and shared appropriately, including when safeguarding concerns arise.
- **The Counter-Terrorism and Security Act 2015 (Prevent Duty)** – Requires specified organisations to have due regard to preventing people from being drawn into terrorism.
- **The Domestic Abuse Act 2021** – Strengthens the protection and support available to victims of domestic abuse.
- **The Online Safety Act 2023** – Introduces measures to improve online safety and reduce the risk of harm from illegal and harmful online content.

6.3 Supporting Guidance

In addition to legislation, **TaylorITEX CIC** has regard to relevant national safeguarding guidance, including:

- **Care and Support Statutory Guidance** (issued under the Care Act 2014).
- **Working Together to Safeguard Children** (where safeguarding concerns involve children).
- Guidance issued by the **Department for Education**, **Home Office**, **Department of Health and Social Care** and local safeguarding partnerships, where applicable.
- Relevant safeguarding guidance published by funding bodies and awarding organisations.

6.4 Safeguarding Principles

In carrying out our safeguarding responsibilities, **TaylorITEX CIC** supports the six safeguarding principles set out within the **Care Act 2014**:

Principle	What it means at TaylorITEX CIC
Empowerment	Supporting people to make informed choices and maintain control over their own lives wherever possible.
Prevention	Taking action early to reduce the risk of abuse, neglect or harm.
Proportionality	Responding appropriately to the level of risk presented.
Protection	Supporting and protecting those who are experiencing or at risk of abuse or neglect.
Partnership	Working with learners, families, partner organisations and statutory agencies to achieve the best outcomes.
Accountability	Being transparent, responsible and accountable for safeguarding decisions and actions.

These principles underpin the safeguarding culture of **TaylorITEX CIC** and guide the way we support learners, staff and volunteers.

6.5 Policy Review

Safeguarding legislation and guidance continue to evolve.
TaylorITEX CIC will review this policy at least annually, or sooner if there are significant changes in legislation, statutory guidance or organisational practice, to ensure it remains current, effective and reflects best practice.

Section 7 – Recognising Abuse and Neglect

7.1 Introduction

Abuse and neglect can happen to anyone, regardless of age, background, gender, ethnicity, religion, disability or personal circumstances. It may be a single incident or a repeated pattern of behaviour, and it can occur anywhere, including at home, in the community, online or within a place of learning.

People experiencing abuse may not always recognise what is happening to them or may be unable or unwilling to ask for help. For this reason, everyone working for **TaylorITEX CIC** has a responsibility to remain alert to signs that someone may be at risk.

Staff are **not expected to investigate concerns or prove that abuse has taken place**. Their role is to recognise concerns, respond appropriately, record factual information and report concerns immediately to the Designated Safeguarding Lead (DSL).

7.2 Types of Abuse

Abuse can take many forms. The following are some of the most common types of abuse that staff may encounter.

Physical Abuse

Physical abuse includes the use of force that causes pain, injury or impairment.
Examples include: Hitting, slapping or pushing.

- Misuse of medication.
- Inappropriate restraint.
- Rough handling.
- Assault.

Possible signs may include unexplained injuries, repeated bruising, fearfulness or changes in behaviour.

Psychological or Emotional Abuse

Psychological abuse involves behaviour that causes emotional distress, fear or loss of self-esteem. Examples include:

- Threats or intimidation.
- Bullying or harassment.
- Humiliation.
- Controlling behaviour.
- Isolation from friends or family.

Possible signs include anxiety, withdrawal, low confidence, fear of certain individuals or sudden changes in mood.

Sexual Abuse

Sexual abuse includes any sexual activity that takes place without consent or where an individual lacks the capacity to consent. Examples include:

- Sexual assault.
- Inappropriate touching.
- Sexual harassment.
- Grooming.
- Being pressured into sexual activity.
- Sharing intimate images without consent.

Possible signs may include distress, avoidance of particular people or places, unexplained injuries or changes in behaviour.

Financial or Material Abuse

Financial abuse involves the misuse or theft of money, property or belongings. Examples include:

- Theft.
- Fraud.
- Scams.
- Coercion over finances.
- Pressure to sign documents.
- Misuse of bank accounts or benefits.

Possible signs include unpaid bills, sudden financial difficulties, unusual transactions or concern about money.

Neglect and Acts of Omission

Neglect occurs when someone's basic needs are not met. Examples include failing to provide:

- Food or drink.
- Appropriate medical care.
- Personal care.
- Heating.
- Medication.
- Emotional support.

Signs may include poor hygiene, untreated medical conditions, malnutrition or unsuitable living conditions.

Discriminatory Abuse

Discriminatory abuse occurs when someone is treated unfairly because of who they are. This may relate to:

- Age.
- Disability.
- Race.
- Religion or belief.
- Sex.
- Sexual orientation.
- Gender reassignment.

Examples include harassment, hate crime, exclusion or offensive language.

Domestic Abuse

Domestic abuse can affect anyone and may involve partners, former partners or family members. It may include:

- Physical abuse.
- Emotional abuse.
- Sexual abuse.
- Financial control.
- Coercive or controlling behaviour.

Domestic abuse is not always visible and may continue for many years before someone seeks help.

Modern Slavery and Human Trafficking

Modern slavery includes situations where people are exploited through force, coercion or deception.
Examples include:

- Forced labour.
- Domestic servitude.
- Sexual exploitation.
- Criminal exploitation.
- Human trafficking.

Self-Neglect

Self-neglect occurs when someone is unable or unwilling to care for their own health, wellbeing or living conditions.
Examples may include:

- Poor personal hygiene.
- Hoarding.
- Refusing essential medical treatment.
- Living in unsafe conditions.

Online Abuse

Technology has created new opportunities for abuse.
Examples include:

- Cyberbullying.
- Online grooming.
- Identity theft.
- Sextortion.
- Financial scams.
- Sharing intimate images without consent.
- Coercion through social media.

Staff should remain aware that abuse occurring online can be just as harmful as abuse taking place face-to-face.

7.3 Recognising the Signs

There is no single indicator that abuse is taking place. Staff should consider the whole picture and remain alert to changes such as:

- Sudden changes in behaviour or mood.
- Unexplained injuries.
- Poor attendance or sudden disengagement from learning.
- Anxiety or fear around particular individuals.
- Signs of neglect or poor self-care.
- Reluctance to speak openly.
- Financial difficulties that appear unusual.
- Disclosure of abuse, however small it may seem.

If something does not feel right, it should always be reported.

7.4 If Someone Tells You About Abuse

If a learner or colleague discloses abuse:

Do:

- Stay calm.
- Listen carefully.
- Take what they say seriously.
- Reassure them they have done the right thing by speaking up.
- Explain that you may need to share the information with the Designated Safeguarding Lead.
- Record the facts as soon as possible.
- Report the concern immediately.

Do Not:

- Promise to keep the information secret.
- Ask leading or investigative questions.
- Express shock or disbelief.
- Attempt to investigate the allegation yourself.
- Delay reporting the concern.

7.5 Remember

You are **not expected to solve the problem.**
Your responsibility is to:

- **Recognise** when something may be wrong.
- **Respond** calmly and appropriately.
- **Record** the facts accurately.
- **Report** the concern immediately.

At **TaylorITEX CIC**, we would always rather receive a genuine concern that turns out to be unfounded than miss an opportunity to protect someone who needs help.

Section 8 – Roles and Responsibilities

8.1 Safeguarding is Everyone's Responsibility

Safeguarding is everyone's responsibility. Every person working for or representing **TaylorITEX CIC** has a duty to help create and maintain a safe environment where learners, colleagues and visitors are treated with dignity, respect and care.

Everyone must remain alert to safeguarding concerns, respond appropriately and report any concerns without delay. No member of staff, volunteer or contractor should assume that someone else will take action.

8.2 Executive Director

The Executive Director has overall responsibility for ensuring that **TaylorITEX CIC** fulfils its safeguarding duties and promotes a culture where safeguarding is embedded throughout the organisation. This includes ensuring that:

- Appropriate safeguarding policies and procedures are in place.
- Adequate resources are available to support safeguarding activities.
- Staff receive appropriate safeguarding training.
- Safeguarding responsibilities are clearly understood.
- Safeguarding arrangements are regularly monitored and reviewed.
- Appropriate action is taken where safeguarding concerns arise.

8.3 Designated Safeguarding Lead (DSL)

The Designated Safeguarding Lead (DSL) for **TaylorITEX CIC** is: **Michael Taylor** The DSL is responsible for leading safeguarding across the organisation and acting as the main point of contact for safeguarding concerns.

The DSL will:

- Receive and manage safeguarding concerns and disclosures.
- Provide advice and support to staff and volunteers.
- Maintain confidential safeguarding records.
- Make referrals to external agencies where appropriate.
- Liaise with local safeguarding partners, the Police and other agencies.
- Monitor safeguarding trends and identify areas for improvement.
- Ensure safeguarding training remains current.
- Review safeguarding policies and procedures regularly.

8.4 Deputy Designated Safeguarding Lead (Deputy DSL)

The Deputy Designated Safeguarding Lead is: **Julie Mitchell**

The Deputy DSL supports the DSL and undertakes safeguarding responsibilities whenever the DSL is unavailable. The Deputy DSL has the authority to receive safeguarding concerns, make referrals and take appropriate safeguarding action where necessary.

8.5 Tutors, Staff and Volunteers

Every member of staff, tutor and volunteer has a responsibility to:

- Complete required safeguarding training.
- Remain alert to signs of abuse, neglect and exploitation.
- Promote a safe and respectful learning environment.
- Listen carefully to concerns raised by learners.
- Maintain appropriate professional boundaries.
- Report safeguarding concerns immediately.
- Record concerns factually and accurately.
- Cooperate with safeguarding investigations where required.
- Respect confidentiality while recognising that safeguarding concerns must be shared appropriately.

Staff must never attempt to investigate safeguarding concerns themselves.

8.6 Learners

Learners also have an important role in helping to create a safe and respectful learning environment.
Learners are encouraged to:

- Treat others with dignity and respect.
- Report concerns about their own safety or the safety of others.
- Follow the organisation's expected standards of behaviour.
- Respect the rights and wellbeing of other learners, staff and visitors.

Learners will always be listened to and taken seriously when raising safeguarding concerns.

8.7 Contractors, Visitors and Guest Speakers

Anyone delivering services or attending activities on behalf of **TaylorITEX CIC** is expected to:

- Behave professionally.
- Respect safeguarding arrangements.
- Follow staff instructions where safeguarding issues arise.
- Report any safeguarding concerns immediately to a member of staff.

Where appropriate, contractors and visitors may receive safeguarding information before engaging with learners.

8.8 Working with Partner Organisations

TaylorITEX CIC works alongside a range of partners, community organisations, employers, funding bodies and venue providers.

Where learning or activities are delivered jointly, safeguarding responsibilities will be clearly understood and appropriate information shared where necessary and lawful to protect individuals from harm.

TaylorITEX CIC will work cooperatively with external agencies to ensure safeguarding concerns are managed effectively and in the best interests of those involved.

8.9 Confidentiality and Information Sharing

Safeguarding information is confidential and will only be shared with those who need to know in order to protect an individual or fulfil a legal duty.

Information will be handled in accordance with the **Data Protection Act 2018**, **UK GDPR** and relevant safeguarding legislation.

Staff must never promise absolute confidentiality where safeguarding concerns are disclosed. Individuals should be informed that information may need to be shared to keep them or others safe.

8.10 Accountability

Every person representing **TaylorITEX CIC** is accountable for their safeguarding responsibilities.

Failing to report a safeguarding concern, deliberately ignoring signs of abuse or acting outside this policy may result in disciplinary action and, where appropriate, referral to external agencies.

By working together, everyone contributes to creating a culture where safeguarding is recognised, understood and acted upon promptly.

Section 9 – Prevent Duty, Mental Health, Online Safety and Artificial Intelligence (AI)

9.1 Introduction

Safeguarding extends beyond protecting people from physical abuse or neglect. Modern safeguarding also includes protecting individuals from radicalisation, exploitation, online harm, poor mental wellbeing and the misuse of emerging technologies such as Artificial Intelligence (AI).

TaylorITEX CIC recognises that these issues may affect learners, staff and volunteers in different ways. We are committed to creating an environment where concerns are recognised early and appropriate support is available.

9.2 The Prevent Duty

TaylorITEX CIC is committed to supporting the Government's Prevent Duty under the **Counter-Terrorism and Security Act 2015**.

The Prevent Duty aims to safeguard individuals who may be vulnerable to being drawn into terrorism or extremist ideology.

Staff are not expected to become experts in counter-terrorism. However, they should remain alert to behaviour or changes that may indicate a person is becoming vulnerable to radicalisation.

Possible indicators may include:

- Expressing support for extremist views.
- Sudden changes in behaviour or friendship groups.
- Using language that promotes hatred or violence.
- Becoming increasingly isolated.
- Accessing or sharing extremist material online.
- Showing intolerance towards others based on religion, race, culture or beliefs.

Any concerns should be reported immediately to the Designated Safeguarding Lead (DSL), who will assess the concern and seek advice or make referrals where appropriate.

9.3 Mental Health and Wellbeing

Good mental health is an important part of overall wellbeing and safeguarding.

TaylorITEX CIC recognises that many learners may experience stress, anxiety, depression, loneliness, trauma or other mental health challenges that affect their learning and daily lives.

While staff are not expected to diagnose mental health conditions, they should:

- Be approachable and supportive.
- Listen without judgement.
- Recognise changes in behaviour or wellbeing.
- Encourage individuals to seek appropriate support.
- Report safeguarding concerns where someone's safety may be at risk.

Where appropriate, learners may be signposted to specialist support services.
Mental Health Lead: Michael Taylor

9.4 Online Safety

Many learning activities take place online or involve the use of digital technology. TaylorITEX CIC is committed to helping learners use technology safely and responsibly. Staff should remain aware of risks such as:

- Online scams and fraud.
- Cyberbullying.
- Identity theft.
- Grooming.
- Sextortion.
- Sharing personal information.
- Fake websites and phishing emails.
- Harmful online content.

Learners should be encouraged to think critically about the information they access online and report anything that makes them feel unsafe.

9.5 Artificial Intelligence (AI)

Artificial Intelligence (AI) is becoming an increasingly common part of everyday life and education. TaylorITEX CIC actively encourages learners to develop AI skills while using these technologies safely, responsibly and ethically. AI can support learning by helping people to:

- Generate ideas.
- Improve writing.
- Translate text.
- Create images.
- Summarise information.
- Solve problems.
- Increase accessibility for people with additional needs.

However, AI also presents safeguarding risks. Staff and learners should be aware that AI-generated content may:

- Contain inaccurate or misleading information.
- Present biased or discriminatory responses.
- Generate convincing fake images, videos or audio (deepfakes).
- Be used to create scams or fraudulent communications.
- Encourage plagiarism or academic misconduct if used inappropriately.

TaylorITEX CIC expects AI to be used as a learning aid rather than a replacement for independent thinking or personal judgement.

Learners should never share sensitive personal information, passwords or confidential organisational data with public AI systems unless authorised to do so.

9.6 Safe Digital Practice

Everyone using digital technology whilst learning or working with TaylorITEX CIC should:

- Protect personal information.
- Use strong passwords.
- Think carefully before sharing information online.
- Verify information before accepting it as accurate.
- Respect the privacy and rights of others.
- Report concerns about online abuse, scams or inappropriate digital content.
- Use AI and other digital tools responsibly and ethically.

9.7 Reporting Concerns

Any concerns relating to:

- Radicalisation.
- Extremism.
- Mental health where there is a safeguarding risk.
- Online abuse.
- AI misuse affecting safety or wellbeing.
- Digital exploitation.

must be reported immediately to the Designated Safeguarding Lead (DSL) in accordance with this policy.

Where there is an immediate risk of harm, emergency services should be contacted without delay.

Section 10 – Responding to Safeguarding Concerns

10.1 Introduction

Every safeguarding concern must be taken seriously.

If you witness, suspect or receive information that suggests an individual may be at risk of abuse, neglect or exploitation, you must act promptly. You do not need proof that abuse has occurred, and you are **not expected to investigate**.

Your responsibility is to:

- **Recognise** the concern.
- **Respond** appropriately.
- **Record** what you have seen or been told.
- **Report** the concern without delay.

Acting quickly can help protect someone from further harm.

10.2 If Someone Is in Immediate Danger

If you believe that someone is at immediate risk of serious harm or requires urgent medical assistance:

1. **Call 999 immediately.**
2. Take reasonable steps to ensure the person's immediate safety, without putting yourself or others at risk.
3. Inform the Designated Safeguarding Lead (DSL) as soon as it is safe to do so.
4. Record the actions taken as soon as possible.

Where emergency services are contacted, the safeguarding reporting process must still be followed.

10.3 If Someone Tells You About Abuse

If a learner, colleague or visitor discloses that they are experiencing abuse or neglect:
Do:

- Stay calm and give the person your full attention.
- Listen carefully without interrupting.
- Take what they say seriously.
- Allow them to speak in their own words.
- Reassure them that they have done the right thing by telling someone.
- Explain that you cannot promise to keep the information secret because your priority is to keep them safe.
- Report the concern immediately to the Designated Safeguarding Lead.

Do Not:

- Promise confidentiality.
- Ask leading or investigative questions.
- Press the person for additional details.
- Express shock, disbelief or anger.
- Attempt to investigate the concern yourself.
- Delay reporting the information.

10.4 Recording a Concern

Safeguarding records should be completed as soon as possible while the information is still fresh.
Records should:

- Be factual and objective.
- Include dates and times where known.
- Record exactly what was seen, heard or disclosed.
- Use the person's own words where possible.
- Clearly distinguish between facts and personal observations.
- Be signed, dated and submitted to the Designated Safeguarding Lead.

Staff should never alter or destroy safeguarding records.

10.5 Reporting a Concern

All safeguarding concerns, regardless of how small they may appear, must be reported immediately to the Designated Safeguarding Lead (DSL).

- **Designated Safeguarding Lead (DSL): Julie Mitchell**
- **Deputy Designated Safeguarding Lead: Michael Taylor**

If neither the DSL nor Deputy DSL is immediately available and delaying action would place someone at increased risk, staff should contact the appropriate emergency or safeguarding agency directly and inform the DSL as soon as possible.

It is always better to report a genuine concern than to ignore it.

10.6 What Happens Next?

Once a concern has been reported, the Designated Safeguarding Lead will:

- Review the information received.
- Assess the level of risk.
- Speak with the reporting member of staff if clarification is required.
- Decide whether advice or referral to external agencies is necessary.
- Maintain confidential safeguarding records.
- Monitor the situation where appropriate.
- Keep the reporting individual informed where this is appropriate and lawful.

The Designated Safeguarding Lead may seek advice from safeguarding professionals before deciding on the most appropriate course of action.

10.7 Confidentiality and Information Sharing

Safeguarding information is confidential and will only be shared with people who need the information in order to protect an individual or fulfil a legal responsibility. Staff must never discuss safeguarding concerns with colleagues, friends or family members unless they are directly involved in managing the concern.

Information will be shared lawfully, proportionately and in accordance with the **Data Protection Act 2018**, **UK GDPR** and relevant safeguarding legislation.

10.8 Record Keeping

TaylorITEX CIC maintains secure and confidential safeguarding records. Safeguarding records will:

- Be stored securely.
- Be accessible only to authorised individuals.
- Be retained in accordance with legal and organisational requirements.
- Be handled in compliance with data protection legislation.

Accurate record keeping helps ensure continuity of support and protects both the individual concerned and the organisation.

10.9 Escalating Concerns

If a member of staff believes that a safeguarding concern has not been dealt with appropriately, or that an individual remains at risk, they have a responsibility to raise the concern again.
Concerns may be escalated to:

- The Executive Director.
- The appropriate safeguarding authority.
- The Police or emergency services where necessary.

Staff should never ignore a concern simply because someone else has chosen not to take action.

10.10 Remember

Whenever you have a safeguarding concern, remember these four simple steps:

Recognise → Respond → Record → Report

You are **not expected to investigate** or determine whether abuse has occurred.Your responsibility is to act promptly, report your concerns and allow the appropriate safeguarding procedures to take place.If you are ever unsure, **report the concern and seek advice from the Designated Safeguarding Lead.**


CONCERN IDENTIFIED
IS SOMEONE IN IMMEDIATE DANGER?
YES
NO
CALL 999
LISTEN & REASSURE
INFORM DSL
RECORD FACTS
REPORT TO DSL
DSL ASSESSES RISK
REFERRAL / SUPPORT / MONITOR
SAFEGUARDING RECORD CLOSED OR ONGOING

Section 11 – Professional Boundaries, Lone Working and Safer Practice

11.1 Introduction

Professional conduct plays an essential role in safeguarding. Maintaining clear boundaries helps to protect learners, staff, volunteers and the reputation of **TaylorITEX CIC**.

Everyone working on behalf of TaylorITEX CIC is expected to behave professionally, act with integrity and demonstrate respect in all interactions with learners, colleagues, partners and members of the public.

11.2 Professional Boundaries

Positive and supportive relationships with learners are encouraged. However, these relationships must always remain professional.

Staff, volunteers and contractors must:

- Treat every learner with dignity, fairness and respect.
- Maintain appropriate professional boundaries at all times.
- Avoid favouritism or behaviour that could be misinterpreted.
- Never exploit a position of trust.
- Challenge inappropriate behaviour respectfully and professionally.

Staff must not:

- Develop inappropriate personal relationships with learners.
- Engage in flirtatious or sexual behaviour.
- Exchange gifts of significant value.
- Borrow money from, or lend money to, learners.
- Accept hospitality that could compromise professional judgement.
- Meet learners socially unless this forms part of an authorised TaylorITEX CIC activity.

11.3 Communication with Learners

TaylorITEX CIC recognises that digital communication is an important part of modern learning. Communication with learners may take place using:

- Email.
- Telephone.
- SMS text messaging.
- WhatsApp.
- Online learning platforms.
- Video conferencing systems.

All communication must:

- Be professional and respectful.
- Relate to learning or legitimate organisational business.
- Take place during reasonable hours wherever possible.
- Protect the learner's privacy.
- Comply with the organisation's Data Protection and Privacy Policy.

Staff must never use personal communication channels to develop inappropriate relationships with learners.

11.4 Social Media

Social media can provide valuable opportunities for communication but also presents safeguarding risks. Staff should:

- Maintain appropriate privacy settings.
- Consider carefully before accepting learners as personal friends or followers.
- Avoid discussing learners or organisational matters online.
- Never post confidential information.
- Report any safeguarding concerns identified through social media.

Where official TaylorITEX CIC social media accounts are used, communication should remain professional and appropriate at all times.

11.5 Lone Working

Some members of staff may work alone when delivering learning, visiting community venues or undertaking outreach activities. Where lone working cannot be avoided, TaylorITEX CIC will take reasonable steps to reduce risk.

Staff should:

- Inform an appropriate colleague where they are working.
- Keep a charged mobile phone available.
- Be aware of emergency procedures and exits.
- Carry out a dynamic risk assessment of the environment.
- Leave immediately if they feel unsafe.
- Report any incidents or concerns promptly.

No member of staff is expected to place themselves at unnecessary risk.

11.6 Working in Community Venues

TaylorITEX CIC delivers learning in a variety of locations, including community centres, partner organisations and hired premises. Before delivering sessions, staff should ensure that they are familiar with:

- Fire evacuation procedures.
- First aid arrangements.
- Emergency contact procedures.
- Safeguarding arrangements at the venue.
- Safe access and exit routes.

Any safeguarding or health and safety concerns identified at a venue should be reported to the appropriate manager without delay.

11.7 Managing Challenging Behaviour

All learners have the right to be treated fairly and with respect.

Where challenging behaviour occurs, staff should:

- Remain calm and professional.
- Use de-escalation techniques where appropriate.
- Avoid confrontation.
- Prioritise the safety of everyone present.
- Seek assistance if the situation escalates.
- Report any safeguarding or safety concerns.

Violence, threats, intimidation or abusive behaviour towards staff, learners or visitors will not be tolerated.

11.8 Personal Safety

Staff should always consider their own safety while carrying out their duties. This includes:

- Trusting their professional judgement.
- Avoiding situations where they feel vulnerable.
- Not entering unsafe environments.
- Reporting incidents, near misses or safety concerns.
- Following organisational health and safety procedures.

Safeguarding responsibilities do not require staff to put themselves at risk.

11.9 Use of Personal Devices

Personal mobile phones, tablets and laptops should be used responsibly when carrying out TaylorITEX CIC business. Staff should:

- Protect devices with passwords or biometric security.
- Avoid storing confidential learner information on personal devices unless authorised and appropriately secured.
- Ensure personal devices used for work comply with the organisation's Data Protection and Privacy Policy.
- Report the loss or theft of any device containing organisational information immediately.

Where possible, organisational systems and approved platforms should be used for storing and sharing information.

11.10 Safer Practice

Every member of staff contributes to safeguarding through their everyday behaviour. Good safeguarding practice includes:

- Being approachable and respectful.
- Leading by example.
- Challenging inappropriate behaviour.
- Reporting concerns promptly.
- Respecting confidentiality.
- Following organisational policies and procedures.
- Continuing to develop safeguarding knowledge through training.

Creating a safe learning environment depends upon everyone working together with professionalism, consistency and care.

Section 12 – Managing Allegations, Whistleblowing and Safer Recruitment

12.1 Introduction

TaylorITEX CIC is committed to maintaining the highest standards of professional conduct and safeguarding practice.

Any allegation, concern or complaint suggesting that a member of staff, volunteer, contractor or other person working on behalf of TaylorITEX CIC has behaved in a way that may place an individual at risk will be taken seriously, investigated appropriately and managed fairly.

The welfare and safety of learners will always be the primary consideration.

12.2 Allegations Against Staff, Volunteers or Contractors

An allegation may arise where it is believed that a member of staff, volunteer or contractor has:

- Behaved in a way that has harmed, or may have harmed, a learner or another individual.
- Committed, or may have committed, a criminal offence.
- Behaved in a manner that indicates they may pose a safeguarding risk.
- Breached professional boundaries or the TaylorITEX CIC Code of Conduct.

Any allegation, regardless of how minor it may appear, must be reported immediately.

Staff must not attempt to investigate allegations themselves.

12.3 Reporting an Allegation

Any allegation concerning a member of staff, volunteer or contractor should be reported immediately to the **Executive Director**.

Where the allegation concerns the **Executive Director**, it should be reported directly to the **Designated Safeguarding Lead (DSL)** or, where appropriate, to the relevant safeguarding authority or the Police. All allegations will be:

- Taken seriously.
- Managed confidentially.
- Recorded accurately.
- Investigated in accordance with organisational procedures and relevant legislation.
- Reported to external agencies where required.

Both the person making the allegation and the individual who is the subject of the allegation will be treated fairly throughout the process.

12.4 Low-Level Concerns

TaylorITEX CIC encourages staff to report concerns about behaviour that may not meet the threshold for a formal safeguarding allegation but could indicate poor professional judgement or a developing safeguarding risk. Examples may include:

- Inappropriate comments.
- Poor professional boundaries.
- Unprofessional communication.
- Favouritism.
- Behaviour that makes others feel uncomfortable.

Reporting low-level concerns helps to promote a culture of openness, accountability and continuous improvement.

12.5 Whistleblowing

TaylorITEX CIC encourages staff, volunteers and contractors to raise genuine concerns where they believe that:

- Safeguarding procedures are not being followed.
- A learner or colleague may be at risk.
- Poor or unsafe practice is taking place.
- Unlawful or unethical behaviour has occurred.

Concerns should normally be raised with the Executive Director or the Designated Safeguarding Lead. Where this is not appropriate, concerns may be raised directly with the relevant statutory authority or regulatory body.

Individuals who raise concerns honestly and in good faith will not suffer discrimination, victimisation or any other detriment as a result of doing so.

12.6 Safer Recruitment

TaylorITEX CIC is committed to recruiting staff and volunteers who are suitable to work with adults in a learning environment.

Recruitment procedures are designed to reduce the risk of unsuitable individuals gaining access to learners. Where appropriate, recruitment will include:

- A completed application form or curriculum vitae (CV).
- A structured interview.
- Verification of identity.
- Verification of qualifications where relevant.
- Employment history checks.
- References.
- Right to work checks.
- Disclosure and Barring Service (DBS) checks where required for the role.

Recruitment decisions will always consider safeguarding responsibilities alongside skills, experience and suitability.

12.7 Induction and Training

All new staff and volunteers will receive an induction appropriate to their role.
This will include:

- The TaylorITEX CIC Safeguarding Policy.
- Reporting procedures.
- Professional boundaries.
- Prevent Duty awareness.
- Online safety.
- Artificial Intelligence (AI) awareness where appropriate.
- Health and Safety procedures.

Safeguarding training will be refreshed regularly to ensure staff remain confident in recognising and responding to safeguarding concerns.

12.8 Learning from Concerns

TaylorITEX CIC believes that safeguarding is strengthened through reflection and continuous improvement.

Following safeguarding incidents, allegations or significant concerns, the organisation will review its procedures where appropriate to identify lessons learned and improve future practice.
This may include:

- Updating policies.
- Providing additional staff training.
- Improving risk assessments.
- Reviewing organisational procedures.
- Sharing learning with staff where appropriate.

The aim is not only to respond effectively to safeguarding concerns but also to prevent similar issues from occurring in the future.

Section 13 – Monitoring, Training and Quality Assurance

13.1 Our Commitment to Continuous Improvement

Safeguarding is an ongoing responsibility that requires regular review, training and continuous improvement.

TaylorITEX CIC is committed to ensuring that its safeguarding arrangements remain effective, responsive and compliant with current legislation, statutory guidance and recognised best practice.

We believe that a strong safeguarding culture is built through learning, reflection and a commitment to continually improving the way we protect and support those who engage with our organisation.

13.2 Safeguarding Training

All staff, volunteers and others working on behalf of TaylorITEX CIC will receive safeguarding training appropriate to their role. Training will ensure individuals understand:

- Their safeguarding responsibilities.
- How to recognise abuse, neglect and exploitation.
- How to respond to safeguarding concerns and disclosures.
- Reporting procedures.
- Professional boundaries.
- The Prevent Duty.
- Online safety and digital safeguarding.
- The safe and responsible use of Artificial Intelligence (AI), where appropriate.

Safeguarding training will be refreshed periodically, and additional training may be provided where legislation, guidance or organisational needs change.

13.3 Designated Safeguarding Lead (DSL) Development

The Designated Safeguarding Lead (DSL) and Deputy DSL will undertake appropriate safeguarding training to ensure they remain knowledgeable and confident in fulfilling their responsibilities. This will include keeping up to date with:

- Changes in safeguarding legislation.
- National and local safeguarding guidance.
- Prevent Duty developments.
- Emerging safeguarding risks.
- Good practice within the education and community sectors.

13.4 Monitoring Safeguarding Practice

TaylorITEX CIC will monitor the effectiveness of its safeguarding arrangements through a range of quality assurance activities, including:

- Reviewing safeguarding concerns and outcomes.
- Monitoring safeguarding records for accuracy and completeness.
- Reviewing incidents, trends and emerging risks.
- Seeking feedback from learners and staff where appropriate.
- Reviewing safeguarding procedures following significant incidents.
- Monitoring compliance with this policy.

Monitoring helps identify opportunities to strengthen safeguarding practice and improve the support provided to learners and staff.

13.5 Learning from Experience

Every safeguarding concern provides an opportunity to learn.
Where appropriate, TaylorITEX CIC will review safeguarding incidents to identify:

- What worked well.
- Any areas for improvement.
- Additional training needs.
- Improvements to policies or procedures.
- Opportunities to reduce future risk.

Learning from experience helps ensure that safeguarding arrangements continue to develop and remain effective.

13.6 Policy Review

This Safeguarding Policy will be formally reviewed **at least annually**. An earlier review may take place where:

- Legislation changes.
- National safeguarding guidance is updated.
- Funding or regulatory requirements change.
- Organisational changes affect safeguarding arrangements.
- A significant safeguarding incident identifies the need for improvement.

The Executive Director and Designated Safeguarding Lead are responsible for ensuring that this policy remains accurate, relevant and effective.

13.7 Quality Assurance

TaylorITEX CIC is committed to maintaining high standards of safeguarding practice. This includes:

- Promoting a positive safeguarding culture.
- Encouraging staff to raise concerns without hesitation.
- Ensuring safeguarding procedures are consistently applied.
- Maintaining accurate and confidential records.
- Supporting staff through supervision, guidance and training.
- Working collaboratively with partner organisations and statutory agencies.

Safeguarding is considered as part of the organisation's wider commitment to quality, wellbeing and continuous improvement.

13.8 Measuring Success

TaylorITEX CIC will consider its safeguarding arrangements to be effective when:

- Learners report feeling safe and supported.
- Staff understand their safeguarding responsibilities.
- Concerns are recognised and reported promptly.
- Appropriate action is taken to protect individuals from harm.
- Staff receive regular safeguarding training.
- Policies remain up to date and reflect current legislation and good practice.
- A culture of openness, trust and accountability is evident throughout the organisation.

Success is not measured simply by the number of safeguarding concerns reported, but by the confidence of staff and learners to recognise concerns, speak up and know that appropriate action will be taken.

13.9 Final Statement

Safeguarding is not the responsibility of one individual—it is a shared commitment across the whole organisation.



By working together, remaining vigilant and acting with professionalism, compassion and integrity, TaylorITEX CIC will continue to provide a learning environment where everyone is treated with dignity, respected as individuals and supported to achieve their full potential.

Appendix A – Safeguarding Concern Report Form

A one-page form for staff to record safeguarding concerns.



TaylorITEX Community Interest Company

APPENDIX A

SAFEGUARDING CONCERN REPORT FORM

A one-page form for staff to record safeguarding concerns

Confidential – Handle with care. Record the facts as soon as possible and pass this form to the Designated Safeguarding Lead (DSL) without delay.

1. DETAILS OF THE PERSON OF CONCERN (if known)

Full Name:	Date of Birth (if known):
Address (if known):	Telephone (if known):

Learner / Service User: ☐ Staff Member: ☐ Volunteer: ☐ Visitor: ☐ Other: ☐

If other, please specify:

2. DETAILS OF THE PERSON REPORTING THE CONCERN

Full Name:		Role:
Contact Number:		Email:

3. CONCERN DETAILS

Date and Time of Concern:	Location where concern arose:

Nature of Concern (please tick all that apply):

☐ Physical ☐ Emotional / Psychological ☐ Sexual ☐ Financial ☐ Neglect ☐ Domestic Abuse ☐ Discriminatory ☐ Other

If other, please specify:

Please describe exactly what was seen, heard or disclosed.
Use the person's own words as far as possible.

4. ACTION TAKEN

What action did you take?

Was 999 called?	Yes ☐	No ☐	Was the DSL informed?	Yes ☐	No ☐
Name of DSL / Deputy DSL informed:			Date and Time reported to DSL:		

5. ADDITIONAL INFORMATION

Any other relevant information (e.g. names of others present, previous incidents, ongoing risk):

6. DECLARATION

I confirm that the information recorded above is accurate to the best of my knowledge and belief.

Signed:	Date:

Please hand this form to the Designated Safeguarding Lead (DSL) immediately.
If someone is in immediate danger, call 999 first.

THANK YOU FOR SPEAKING UP

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Appendix B – Key Contacts

Contact	Details
Emergency Services	999
Police (Non-emergency)	101
NHS	111
Designated Safeguarding Lead	Mick Taylor – 07388 265 215
Deputy Designated Safeguarding Lead	Julie Mitchell – 07760 788 193
Lincolnshire County Council Adult Safeguarding Team	• Children's safeguarding - 01522 782111 (Monday to Friday, 8am to 6pm) • Adults safeguarding - 01522 782155 (Monday to Friday, 8am to 6pm) • 01522 782333 (outside office hours)

Safeguarding is everyone's responsibility.

Recognise • Respond • Record • Report

If in doubt, speak up.

Thank you for helping TaylorITEX CIC remain a safe place to learn, work and grow.