

## Eglantine - Safeguarding Young People & Vulnerable Adults

### Introduction

Eglantine recognises that the welfare of our students and vulnerable adults is everyone's responsibility. Everyone that comes into contact with our students has an important role to play. The fundamental principles of this policy are based on legislation and also a moral duty to safeguard the welfare of students and adults whilst receiving education, training and care at Eglantine, including off-site students, those on placement, excursions or trips. This policy primarily deals with the protection of students and adults at risk.

Safeguarding students and vulnerable adults covers more than Child Protection. Issues including Child Sexual Exploitation (CSE), Peer on Peer abuse, health and safety, e-Safety, radicalised behaviour, Young Carers, mental health and wellbeing. This policy should be read in conjunction with the following:

- Health & Safety Policy
- Grievance (inc. Bullying & Harassment) Policy
- Data Protection Policy
- Prevent Policy
- Equal Opportunity Policy

### Eglantine Personnel

Eglantine's policy is for all staff to have an enhanced DBS check. Staff are supervised until a satisfactory check has been completed.

Eglantine has a designated Safeguarding leader and an out-sourced consultant for H&S training and advice. The nominated Safeguarding leader is experienced and qualified in Health & Safety and Safeguarding. They are responsible for delivering staff refresher training at regular intervals to include changes to legislation. In addition, all staff are required to complete annual external safeguarding training certification. All training will be documented on CPD logs and in the company, HR files at the Eglantine office. All staff must read and understand *Keeping Children Safe in Education 2021*. This is a statutory guidance from the Department for Education. ***Keeping children safe in education 2021 (publishing.service.gov.uk)***

All of Eglantine's policies and procedures are adhered to by subcontractors and associates; safeguarding update training is mandatory for all such personnel.

### The Designated Safeguarding Leader is responsible for:

- Overseeing the referral of cases of suspected abuse or allegations to the relevant investigating agencies.
- Providing advice and support to other staff on issues relating to safeguarding.
- Maintaining a proper record of any safeguarding referral, complaint or concern (even where that concern does not lead to a referral).
- Liaising with the local authority, and other appropriate agencies.
- Ensuring staff receive basic training in safeguarding issues, including Prevent
- The designated safeguarding leader will complete ongoing refresher, and annual external training at Level 3 or above

## Safeguarding Reporting Process

Where a member of staff suspects that a student or adult at risk is being abused, they must:

- Allow the individual to speak without interruption
- Never trivialise or exaggerate the issue
- Never make suggestions, coach or lead in any way
- Reassure the individual and let them know they were right to report the matter.
- Always ask enough questions to clarify understanding but not probe or interrogate.
- Be honest – the staff member should let the individual know that it cannot be kept a secret and someone else will need to be told.
- Try to remain calm, remembering that this is not an easy thing for them to do.
- Not show emotions – to show anger, disgust or disbelief may stop the individual talking. This may be because the individual feels they are upsetting the staff member or feel the staff member's negative feelings are directed towards them.
- Let the individual know they are taking the matter very seriously.
- Make them feel secure and safe without causing them any further anxiety.
- Make a written record as soon as it is practically possible of what has happened.
- The concern must be factual and not contain the staff member's opinions or analysis.

Terms such as "I think..." and "In my opinion...." must be avoided.

**The member of staff must report all concern needs immediate to the Eglantine office on [info@eglantineonline.co.uk](mailto:info@eglantineonline.co.uk) or call 07786980934**

## The Safe Learner

Everyone at Eglantine should feel able to raise or report any concerns about learner's safety or potential failures in Eglantine's safeguarding policy. Eglantine has a complaints procedure available to students and members of staff and visitors who wish to report concerns or complaints. These can be found on the Eglantine website <https://www.eglantineonline.co.uk/policies>

Whilst we encourage members of our community to report concerns and complaints directly to us, we recognise this may not always be possible. Children, young people, and adults who have experienced abuse at school can contact the NSPCC 'Report Abuse in Education' helpline on 0800 136 663 or via email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Eglantine will take all concerns reported seriously and all complaints will be considered and responded to in line with the relevant and appropriate process.

Sue Richardson  
Managing Director

Updated April 2025  
Review Date: April 2026

How To Report A Safeguarding Concern			
Who	Concern	Action	Contact
Employer	Concerns about learners' welfare	Report incident to designated safeguarding team at Eglantine and employers designated safeguarding lead.	<b>Contact Immediately:</b> <ul style="list-style-type: none"> <li>• <a href="mailto:info@eglantineonline.co.uk">info@eglantineonline.co.uk</a></li> <li>• 07786980934</li> <li>• Sue Richardson</li> <li>• Ensure you have a record of event/written disclosure</li> </ul>
Assessor	Concerns about learners' welfare	Report incident to designated safeguarding team at Eglantine	<b>Contact immediately</b> <ul style="list-style-type: none"> <li>• Learner's employer and Eglantine</li> <li>• <a href="mailto:info@eglantineonline.co.uk">info@eglantineonline.co.uk</a></li> <li>• 07786980934</li> <li>• Sue Richardson</li> <li>• Ensure you have a record of event/written disclosure</li> </ul>
Learner	Concerns about your welfare or that of others	Report incident to assessor or designated safeguarding team at Eglantine	<b>Contact immediately</b> <ul style="list-style-type: none"> <li>• Eglantine</li> <li>• <a href="mailto:info@eglsntineonline.co.uk">info@eglsntineonline.co.uk</a></li> <li>• 07786980934</li> <li>• Sue Richardson</li> <li>• Assessor</li> </ul>