

Child Friendly Safeguarding Policy and Procedures for Step Up Tutoring

Effective Date: 21st October 2024

Last Reviewed: 24th February 2025

1. Introduction

At Step Up Tutoring (“we”, “us”, or “our”), looking after children and young people is the most important thing. This policy shows how we try our hardest to create a safe environment for students and protect them from harm, abuse, and neglect. All employees, contractors, volunteers, and anyone involved with the company who may meet with students have to follow this policy.

2. Purpose

The purpose of this policy is to:

- Make sure all the students getting tutoring services are protected from harm.
 - Showing how we will look out for and deal with moments where we believe students are not safe.
 - Show how we safely choose our staff.
 - Make sure tutoring sessions are safe and respectful.
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3. Scope

The people who have to follow this policy are:

- All employees, tutors, and volunteers working with Step Up Tutoring.
- All students who are being tutored, including online and in-person sessions.

- Parents, guardians, and caregivers, making sure they understand how we look after our students.
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4. Legal Framework

We looked at several sections of laws and guidance to help write this policy, including:

- The Children Act 1989 and 2004
 - Working Together to Safeguard Children (2018)
 - Keeping Children Safe in Education (2023)
 - The Education Act 2002
 - The Safeguarding Vulnerable Groups Act 2006
 - The UK General Data Protection Regulation (UK GDPR)
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5. Definition of Safeguarding

Safeguarding is defined as protecting children from abuse and being left alone, ensuring their health and bringing up are not damaged, and providing a safe space for them to grow and learn. Safeguarding also involves taking action to promote the safety of children when concerns are spotted.

6. Types of Abuse

All staff should be aware of the following types of abuse:

- **Physical Abuse:** The use of physical force that may cause injury or harm.
 - **Emotional Abuse:** Not looking after someone's feelings, which may affect how a child feels about things in the future.
 - **Sexual Abuse:** Forcing or tricking a child to take part in sexual activities, whether or not the child is aware of what is happening.
 - **Neglect:** Not meeting a child's basic physical, emotional, or mental health needs lots of times.
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7. Responsibilities

All Tutors

All tutors must:

- Make sure they're keeping kids as safe as possible.

- Follow the instructions in this policy as soon as they see something that might put a child in danger.
- Keep tutoring professional, respect students, and make sure that relationships with students are appropriate.
- Complete safeguarding training which Step Up Tutoring will give.
- Have read and signed the “Promoting Good Practices” document.

Designated Safeguarding Lead (DSL)

The DSL is responsible for:

- Making sure the safeguarding policy and procedures has all the correct information.
- Providing advice and support to staff regarding safeguarding concerns.
- Acting as the main point of contact for external agencies such as local authorities and social services.
- Ensuring that safeguarding issues are addressed in a timely and appropriate manner.

DSL Contact Information:

Name: Sam Foster

Email: safeguarding@stepuptutoring.co

Phone: +44 7421062838

8. Reporting Concerns

If a member of staff or a contractor suspects that a student is at risk of harm they must take the following steps:

1. **Listen:** Make sure that if the child is saying private information that you listen without judgement. You must avoid promising to keep things private as we may need to tell the people who can help, however you should look after the individual.
2. **Record:** Keep notes about the concern in writing in the [Safeguarding Concerns Form](#), completing it as the instructions tell you to.
3. **Report:** Contact the DSL immediately to report the concern. If the DSL is unavailable, report the concern to a director.
4. **Follow-Up:** Work with the DSL to provide any additional information as needed. Do not attempt to investigate the concern independently.

In the absence of the DSL, contact one of the directors, the local safeguarding/child welfare authorities, or the NSPCC at 0808 800 5000 or [nspcc.org.uk](https://www.nspcc.org.uk).

In cases where a student is in immediate danger, staff should contact emergency services by calling 999.

9. Online Safety

With more people having tutoring online, we always think about the importance of making sure students are safe when online. Staff and tutors must:

- Use secure, approved platforms for online tutoring sessions.
- Ensure that both students and tutors are in appropriate places during online sessions (e.g., no private tutoring from bedrooms).
- Obey data protection laws and company policies regarding the use of digital tools and student information.

Parents or guardians should be told the platform used and provided with login details where applicable.

10. Safer Recruitment and Vetting Procedures

We make sure we are careful with who we hire. All employees, contractors, and volunteers who work with children will undergo the following checks:

- **Disclosure and Barring Service (DBS) Check:** All tutors working with children will be required to have an up-to-date DBS check.
 - **Identity Verification:** All staff will have to show proof of identity and right to work in the UK.
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11. Training

All staff, contractors, and volunteers will have safeguarding training during their induction process and more training at regular intervals after that. Training will cover:

- The signs of abuse and neglect.
- How to respond to safeguarding worries.
- The responsibilities and procedures talked about in this policy.

The DSL has had safeguarding training for their role.

12. Confidentiality and Information Sharing

All safeguarding concerns will be handled with the utmost confidentiality. Information will only be shared with relevant individuals or authorities, in compliance with data protection laws and safeguarding procedures.

When sharing information, the following principles will be applied:

- Information is shared only with those who need to know.
 - Information shared is accurate, relevant, and necessary.
 - The welfare of the student is the primary consideration when sharing information.
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13. Whistleblowing

Tutors are encouraged to report any concerns they may have about the safeguarding practices within the company. We always want to make sure that people feel they can be honest and will protect whistleblowers from any form of punishment after speaking out.

Concerns should be reported to the DSL. If the concern involves the DSL, it should be reported to the company directors (HR) or the local authority's safeguarding team.

All whistleblowers who are making an honest claim are protected from retaliation as stated in the [whistleblowing policy for contractors](#).

14. Recordings

Recordings may take place during online sessions to keep the student and tutor safe in case one is accused. Recordings will be securely sent to the Designated Safeguarding Lead, who will store the videos on a secure computer, and the original video will be deleted, as well as the email containing the video file. The computer is password locked, in a secure address and all the files will be locked by a separate password. The computer is on a local network connected to private WiFi and the recordings will not be uploaded to a cloud storage service. They will only be reviewed if an investigation is launched on a tutor or a student's behaviour during an online session, and can only be accessed by the Designated Safeguarding Lead. Recordings will be deleted off of the computer following the time stated below.

Recordings may only take place when:

- A parent/guardian of the tutee has given permission.
- The tutor has confirmed a recording will happen with the parent/legal guardian.
- The tutor has made the parent aware of the nature and uses of the recording.

Recordings of the session can be stored for no more than 72 hours. 72 hours after the recording has finished, they must be deleted.

Any legal claims from either the tutoring party or the tutee party must be made within these 72 hours for the recordings to be available. A recording can only be kept longer than the standard 72 hours if a claim has been made about a session within the time period.

15. Allegations

Allegations are taken very seriously at Step Up Tutoring and will be dealt with promptly and efficiently.

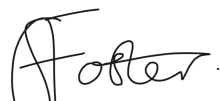
Parents can send allegations about tutors to the managing director at MD@stepuptutoring.co. They should include as much detail as possible, including dates, locations, and what happened. Following an allegation, tutoring will be suspended between the tutor and the student until the investigation is concluded.

False allegations are also taken very seriously. If a student's allegation is proven to be false, the student may not be provided our services any longer, and the matter will be taken to the necessary authorities. If a tutor's allegation is proven to be false, the tutor will be subject to the disciplinary procedures, and the matter will be taken to the necessary authorities.

15. Monitoring and Review

This safeguarding policy will be reviewed annually or earlier if there are changes in legislation or guidance. Feedback from staff, students, and parents will be considered to ensure the policy remains effective.

Signed:



Sam Foster, Managing Director