Public

Safeguarding Policy

1. Introduction

This policy supports our core value: "To act with integrity, inclusivity and respect" and our commitment to "ensuring our safeguarding practices reflect government guidance and meet our regulatory responsibilities".

Through the application of this policy, Xact aims to to protect and keep safe our staff, individuals and stakeholders i.e. those at risk of harm.

This policy may also be appropriate for activities conducted outside of those services provided by Xact i.e. careers events, exhibitions and trade shows.

Also refer to our Prevent Policy should also be refered to for safeguarding concerns involving radicalisation, extremism and terrorism.

2. Legal Framework:

This policy has been developed in accordance with following legislation and statutory guidance:

a) Apprenticeships, Skills, Children and Learning Act 2009

b) Care Act 2014

c) Children Act 2004 and 1989

d) Childcare Act 2006

e) Crime and Disorder Act 1998

f) Education Acts

g) Equality Act 2010

h) Housing Act 1996

i) Human Rights Act 1998

j) Keeping Children Safe in Education - DfE Statutory Guidance for Schools & Colleges (KCSIE)

k) Ofsted Education Inspection Framework

l) Prevent Duty Guidance – Home Office

m) What to do if you are Worried a Child is being Abused – Advice for Practitioners

n) Working Together to Safeguard Children – DfE Statutory Guidance

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3.   Key Definitions

Board: Board of Directors

Child: Individual under age of 18

DfE: Department for Education

DSL: Designated Safeguarding Lead. See 11. Responsibilities for details

DDSL: Deputy Designated Safeguarding Lead. See 11. Responsibilities for details

Individuals: Those receiving our services

LADO: Local Authority Designated Officer.

PMG: Performance Management Group consisting of Directors and an Independent Governance Advisor.

Safeguarding: Process of protecting vulnerable people, whether from crime, other forms of abuse and harm or being drawn into terrorist related activities.

Services: E.g. Development, organisational, delivery, RPL, courses, apprenticeship training programme, learning support, submission, assessment, internal quality assurance, moderation, qualifications, CPD activities etc. etc

Staff: Employee, agency worker, contractor, sole trader, volunteer e.g. manager, supervisor, administrator, tutor, assessor, mentor, internal quality assurer, work experience etc.

Stakeholders: Apprentice, apprentice employer, apprenticeship training provider, End Point Assessment Organisation, customer, supplier, user and those with whom we associate.

Young person: Child aged 16-17

Xact: Xact Consultancy and Training Limited

4.   Scope

This policy applies to all staff members, including Directors and anyone working on behalf of Xact, individuals and stakeholders receiving our services.

For individuals and apprentices, this policy applies regardless of location and covers all aspects of our programmes of services.

5.   Objectives

We believe that learning environments and places of work should be environments in which everyone feels safe and protected and that it is the responsibility of everyone to ensure that individuals are kept safe from harm.

As a provider of training, apprenticeships and qualifications, we have a statutory responsibility to ensure that our safeguarding arrangements and welfare promotion activities comply with our duties under legislation.

Therefore, through this policy, the governing body of Xact has implemented safeguarding principles and welfare promotion arrangements across the business.

6. General Principles

We believe that:

a) We have a responsibility to provide an environment in which everyone feels safe, where staff, individuals and stakeholders treat each other with mutual respect and develop good relationships built on trust

b) Adults, children and young people should never experience abuse of any kind

c) We have a responsibility to promote the welfare of adults, children and young people to keep them safe and to practise in a way that protects them

d) Adults, children and young people, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have a right to equal protection from all types of harm or abuse

e) Some adults, children and young people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues

7. Safeguarding Principles

Safeguarding is about protecting a person's right to live in safety, free from abuse and neglect.

Safeguarding children and young people's welfare is defined in KCSIE as:

a) protecting children from maltreatment

b) preventing impairment of children's mental and physical health or development

c) ensuring that children grow up in circumstances consistent with the provision of safe and effective care

d) taking action to enable all children to have the best outcomes

7.1 Children

The Children Act 1989 defines a child as anyone who has not yet reached their 18th birthday.

7.2 Adults

The safeguarding of adults is covered under The Care Act 2014, which aims to:

a) prevent harm and reduce the risk of abuse or neglect to adults with care and support needs

b) safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives "Making Safeguarding Personal"

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c) promote an outcomes approach in safeguarding that works for people resulting in the best experience possible

d) raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.

An adult at risk of harm, previously referred to as a vulnerable adult, is an individual aged 18 years or over who:

i) has needs for care and support (whether or not the local authority is meeting any of those needs), *and*

ii) is experiencing, or at risk of, abuse or neglect, *and*

iii) as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

8. Risks and Types of Abuse

The following list in which Xact will take action to protect individuals from harm:

a) neglect

b) physical abuse

c) sexual abuse, including online sexual abuse

d) emotional abuse

e) domestic abuse, including teenage relationship abuse

f) child-on-child abuse

g) racist, disability, gender and homophobic or transphobic abuse

h) bullying, including online bullying and prejudice-based bullying

i) gender-based violence

j) sexual harassment

k) sexual violence

l) radicalisation and/or extremist behaviour

m) sexual exploitation and trafficking

n) criminal exploitation, including county lines

o) risks linked to the use of technology and social media

p) grooming

q) upskirting

r) substance misuse

s) mental health issues

t) gang activity and serious violence

    u) female genital mutilation

    v) forced marriage

    w) fabricated or induced illness

    x) homelessness

    y) honour-based violence (so-called), *and*

    z) other issues not listed which pose a risk to children and adults at risk of harm

The risks and types of abuse listed above can be perpetrated by adults, as well as children.

Further information about the risks and types of abuse can be found in Appendix A together with the signs that an individual may be displaying as a result of suffering from harm.

It is recognised that some adults, children and young people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues. Further details of Individuals at Risk can be found in Appendix B.

9.   Safeguarding Activities

We will endeavour to keep staff, individuals and stakeholders safe by ensuring:

    a) effective policies and practices are in place that put interests of staff, individuals and stakeholders at the forefront of our business and to safeguard them from harm, abuse or neglect and to meet our statutory and regulatory requirements

    b) adoption of adult care and child protection safeguarding measures in accordance with the law, regulatory guidance and best practice

    c) health, safety and wellbeing of individuals, including their mental health

    d) risk assessments are undertaken to ensure the provision of safe physical environments for staff, individuals and stakeholders

    e) provision of first aid, where necessary

    f) needs of those who have special educational needs, disabilities, or specific medical conditions are met through reasonable adjustments

    g) personal security is maintained, taking into account national and local context

    h) Designated Safeguarding Lead (DSL) is appointed to oversee safeguarding activities

    i) training, guidance and information about safeguarding, risks and types of abuse, healthy choices and good practice is provided to educate our staff and individuals

    j) promotion of positive behaviour and performance and, where necessary, tackling poor behaviour and performance

   k) conducting appropriate identity and vetting checks on staff members who interact with adults, children and young people at risk of harm

   l) provide a clear process to those who wish to make a complaint or report abuse

   m) allegations of abuse or harm are responded to appropriately

   n) concerns raised will be treated seriously and supportively

   o) maintain online safety and IT security

   p) provide appropriate training to staff and individuals

   q) securely document and share with appropriate persons and agencies any concerns raised and make referrals where appropriate

10. Promoting Safeguarding and Welfare

We will promote and encourage staff, individual and stakeholder welfare as a preventative measure to harm. This will be achieved by embedding into the curriculum for individuals and through staff development activities relevant topics such as online safety, lone working, self-care, stress management, fraudulent activities and scams, harassment at work, health and safety, equality diversity and inclusion, community cohesion, British values and the Prevent agenda.

11. Responsibilities

The following members of staff are responsible for safeguarding activities:

   a) **Operations Director** - Governor for Safeguarding for Xact: Ensure that safeguarding and related activities are robust and consistently applied and that Xact fulfils its legal and statutory obligations.

   b) **PMG**: Ensure compliance of our safeguarding and related activities, and to examine and set actions based on board meeting safeguarding and prevent logs.

   c) **Apprenticeship Manager**: Designated Safeguarding Lead (DSL): Oversee safeguarding activities and advise PMG on compliance, risks and issues.

   d) **Courses Manager**: Deputy Safeguarding Lead (DDSL): Support DSL.

   e) **Managers**: Ensure that:

      i) DSLs and DDSLs are supported and committed to this policy and related activities.

      ii) an ethos is created which upholds the core value to act with integrity, inclusivity and respect

      iii) staff undertake appropriate safeguarding training

      iv) staff read and understand Part One and Annex A of KCSIE and complete annual return.

f) **All Staff**: understand Xact's safeguarding policy and associated processes and procedures; provide a safe environment for other staff members, individuals and stakeholders; undertake regular updating training as appropriate; understand and carry out the 5Rs approach:

5Rs Approach:

Recognise	be aware of indicators of abuse or neglect and be prepared to identify individuals that may benefit from early help and support
Respond	know what to do if an individual discloses that they or another person are being abused or neglected (or are at risk of)
Record	know how to maintain appropriate levels of confidentiality and what records should be kept
Report	know the safeguarding reporting processes
Refer	be aware of the referral process to appropriate agencies

Note: Contact details for key responsible roles in safeguarding process are contained in Appendix E.

12. DSL: Designated Safeguarding Lead

Has overall responsibility for the day-to-day oversight of safeguarding, child protection and online safety within Xact.

Whilst the activities of the DSL may be delegated to a DDSL, the ultimate lead responsibility for safeguarding and child protection remains with the DSL and this responsibility cannot be delegated. The DSL:

a) Is supported by the Board to undertake their duties by affording the additional time, funding, training, resources to conduct their role effectively.

b) Undergos training to provide them with the knowledge and skills to conduct their roles, which will be annually updated

c) Will develop their knowledge and skills through a variety of methods at regular intervals

d) Is responsible for ensuring that the Operations Director and the Board are kept informed of significant issues.

e) Will act as the main contact with Worcestershire Safeguarding Partnership and other agencies and make any referrals or requests for early intervention support, as appropriate.

DSL role and responsibilities is outlined further in Appendix C.

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13.   Reporting and Responding to Safeguarding Concerns

Xact encourages staff to maintain the attitude that *"it could happen here"* and any safeguarding concerns must be acted on immediately with regards to protection and welfare of staff, individuals or stakeholders including those at risk of harm,

In all circumstances, person's immediate health and safety takes priority and we must consider the need for:

a) Immediate medical attention and/or

b) Immediate protective action

In these circumstances, staff may need to make immediate contact with emergency health services, the Police or Children's or Adult's Social Care. The staff member concerned should also make immediate contact with a DSL or DDSL and follow the procedure below.

Disclosures of risk, abuse or neglect can be frightening and difficult for those concered. The staff member who has been put into a position of trust by a disclosure may also find the situation problematic.

It is important for staff members to act in a manner that fosters trust while making it clear that we cannot keep the matter secret and that we have a duty to follow our processes to ensure that appropriate action is taken to keep the them safe from harm.

Staff should:

i) React calmly and in an ecouraging manner

ii) Advise person concerned that they are right to disclose the issue

iii) Emphasise to them that they are not to blame

iv) Take what is being said seriously and communicate this with the person concerned

v) Keep questions to minimum necessary for ensuring a clear and accurate picture of events

vi) Donot investigate. This is a matter for professionals

vii) Be clear that there are certain persons and/or agencies who will have to be informed to ensure that appropriate action is taken

viii) Be clear that it is part of their role to keep people safe

ix) Complete a full written record of event as soon as possible using Safeguarding and Welfare Reporting Form, including exact words used, behaviour and other forms of communication

x) Not delay in passing information to DSL or DDSL

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14. Concerns and Allegations of Inappropriate Behaviour or Welfare matters

14.1 Inappropriate Behaviour

When a member of staff is concerned or receives an allegation about inappropriate behaviour about a member of staff, individual or stakeholder, they should:

a) Immediatey report matter to a DSL, Operations Director, Independent Governance Advisor or DDSL as appropriate, *and*

b) Take any appropriate action, and for matters involving inappropriate behaviour of*:*

   i) Directors, report matter to Independent Governance Advisor for appropriate action

   ii) employees, report matter to their Line Manager for appropriate action under Disciplinary Policy

   iii) non-employee staff members, report matter to their Contracts Manager for appropriate action under their contractual arrangements

   iv) individuals or stakeholders refer to Behaviour and Appearance Policy for further action

   v) member of staff, report matter to the LADO. See 14.5 LADO Reporting Criteria

14.2 DSL: Welfare Actions

Undertake an assessment which will result in one of following courses of action:

a) Provide support through our internal support mechanisms, *or*

b) Undertake a request for early intervention from relevant local authority social care service, *or*

c) Make a referral to statutory services i.e. where child or adult might be in need, is in need or suffering, or is likely to suffer harm

d) No further action, ensuring matter is recorded in Safeguarding/Welfare Reporting Form

A further detailed process is outlined in Appendix D.

14.2.1 Additional DSL Actions

A DSL should consider following additional actions:

a) Decide whether or not further inquiries are required prior to any referral

b) In accordance with guidance given by relevant local authority social care services in which the person concerned resides, undertake an assessment of level of need

c) Incases of of inappropriate behaviour by a member of staff, report matter to the LADO. See 14.5 LADO Reporting Criteria

14.3 Welfare Actions: Staff Member

When there is a concern or allegation about the welfare of a staff member:

a) Staff member, matter should be immediately referred to both DSL and Operations Director

b) Director, matter should be immediately referred to both DSL and the Independent Governance Advisor

c) DSL, matter should be immediately referred to both their DDSL and Operations Director

14.4 Welfare Actions: Missing Individual

Any individual whose whereabouts is unaccounted when they are expected to be in receipt of our services, will be contacted via most appropriate method:

a) Employer e.g. co-ordinator, line manager, mentor etc

b) Individual's mobile phone

c) Other appropriate contact

If there is no prompt resolution:

d) Responsibility to confirm that they are safe is passed to their employer

e) Where no employer is involved, all reasonable activities will be underetaken to confirm that the individual concerned is safe

14.5 LADO Reporting Criteria

When a concern or allegation about inappropriate behaviour by a member of staff meets any of the criteria below, DSL will report the matter to the LADO within one working day of it coming to notice:

a) They behave in a way that has harmed, or may have harmed a child, young person or adult

b) They may have committed a criminal offence against or in relation to a child, young person or adult

c) They behave towards a child, young person or adult in a way that indicates they may pose a risk of harm

d) They have behaved towards a child, young person or adult in a way that indicated that they are unsuitable to continue working with vulnerable persons.

The LADO wil consider nature, content and context of allegation and agree a course of action with the DSL within one working day. Xact may be required to involve Police and/or social care services.

14.6   Actions: Concern about Xact's Safeguarding Practices

When someone has concerns about our safeguarding activities e.g. poor or unsafe practices, potential failures, etc, the concern should be raised through the our Whistleblowing Policy.

If a staff member feels unable to raise the concern through our Whistleblowing Policy, the NSPCC helpline is available as an alternative route for concerns relating to both children and adults.

Tel: 0800 0280285   08:00 to 20:00 Monday to Friday

Email: **help@nspcc.org.uk**

NSPCC: **website**

15.   Record Keeping

An At Risk Register will be maintained on a securely hosted area of the Xact server, with access restricted in accordance with the our Data Management Policy.

The register will support the DSL and DDSL in their safeguarding duties and contain case files, contact records and referral forms.

Any allegations or concerns made should be recorded on the Safeguarding/ Welfare Reporting Form, the data from which, will be transferred to the At Risk Register.

The At Risk Register should also contain records of allegations or concerns reported where investigation has resulted in no further action or being unfounded. This is to demonstrate that all allegations and concerns have been dealt with appropriately and in accordance with this policy.

The data contained in the 'At Risk Register' will be maintained in accordance with the Xact Record Retention Policy.

16.   Confidentiality and Information Sharing

Xact has a duty to share relevant information with appropriate agencies in matters relating to the protection of children and adults at risk at the earliest opportunity as per statutory guidance.

Staff cannot promise confidentiality in situations which might compromise safety or wellbeing and information will be disclosed to relevant persons/agencies on a need to know basis.

Except for the sharing of information to agencies/persons described above, staff must continue to keep information confidential, as detailed in the our Data Management Policy.

17.   Policy Promotion

A copy of this policy is published on the policies page of our **website**

The policy is also available to all individuals through our digital learning platform (XLE).

All apprentices, their line managers and employer representatives will be provided a copy of this policy during the apprenticeship induction. A written record will be kept to confirm their reading and understanding.

A copy of this policy, together with Part One and/or Annex A of **KCSIE**, will be provided to all staff on appointment and a written record kept to confirm their reading and understanding of this policy.

Updates to the Policy will be communicated to staff who will be required to confirm in writitng that they have read and understood the updates.

Staff working directly with children will be required annually to confirm their reading and understanding of Part One of **KCSIE**.

Those staff that do not work directly with children shall be required to annually confirm their reading and understanding of Annex A of **KCSIE**.

18.   Staff Training

Safeguarding and child protection training (including online safety) will form part of mandatory induction training for all staff (including temporary staff and volunteers) on appointment.

All staff will also receive regular updating safeguarding and child protection training (including online safety) appropriate to their role, at least annually.

19.   Policy Compliance, Monitoring and Review

We will review this policy at least annually and it will also be revised following any national or local policy updates, local child protection concerns and/or any changes to our procedures.

20.   Associated Policies

This policy should be read in conjunction with the following policies:

    a)   Prevent Duty and British Values Policy

    b)   Bullying and Harassment Policy

    c)   Behaviour and Appearance Policies

    d)   Whistleblowing Policy

    e)   Equality, Diversity and Inclusion Policy

    f)   Health & Safety Policy

    g)   Data Management Policy

    h)   Record Retention Policy

    i)   Complaints Policy

    j)   Employee Policies

    k)   Reasonable Adjustments and Special Considerations Policy

    l)   Appeals Policy

    m)   Malpractice and Maladministration Policy

Appendix A: Types and Signs of Abuse and Harm

Everyone has a right to be treated with dignity and respect and not to be abused or harmed.

Abuse can be a single one-off act or something that happens over weeks, months or years. It can be accidental or deliberate. Just because there is no injury does not mean there is no abuse.

Abuse and neglect can occur and be defined in many ways and there can be no exhaustive list. The below provides some information about some of the differing types of abuse and neglect and the signs and symptoms a victim may be displaying:

Type of Abuse	Definition	Signs and Symptoms
Neglect	By others Passive form of abuse Carer fails to provide adequate care to meet needs (failure to meet sufficient supervision, nourishment, medical care, etc)	Bedsores Poor hygiene standards Unsanitary living conditions Unattended medical needs Weight loss or dehydration
Physical Abuse	Involves contact Is intended to cause feelings of intimidation, injury, physical suffering or bodily harm	Bruising, pressure marks, broken bones, abrasions, burns or signs of restraint Talking about pain, showing pain on movement Misusing pain medication
Sexual Abuse and Online Sexual Abuse	Forcing undesired sexual behaviour on another person Inappropriate touching of intimate areas	Bruising in the breast and genital areas Unexplained bleeding and/or broken skin in and around the genital or anal regions Unwanted pregnancy Sexually transmitted diseases
Emotional Abuse	May involve threats or actions causing mental or physical harm Causing humiliation or isolation	Unexpected withdrawal from normal activities Changes in behaviour Unusual depression or anxiety
Domestic Abuse	Psychological, physical, sexual, financial or emotional abuse by partners or family members.	Fear of partner or family members Reluctance to return home or be left at home
Child-on-Child Abuse	Physical, sexual or emotional abuse perpetrated by a child on a child	See signs and symptoms of physcial, sexual and emotional abuse.
Substance misuse	Misuse or excessive use of alcohol, drugs, and/or other medications	Signs of withdrawal Dilated pupils Iritability, anxiety, paranois or feelings of exhilaration

Sexual Exploitation	Abuse of a position of vulnerability, power or trust for sexual purposes. Threats or profiting financially, socially or politically from sexual exploitation of another person	Victim receiving reward (money, alcohol, drugs, affection) for performing or having others perform sexual activities on them (See Sexual Abuse).
Modern Slavery	Includes slavery, human trafficking, forced labour, domestic servitude.	Fear of those one lives or works with Forced work Unsanitary living conditions
Female Genital Mutilation (FGM)	A procedure where the female genitals are deliberately cut, injured or changed without medical reason	Mutilated genitals Consistent pain Reluctance to be examined Life-threatening complications during labour
Forced Marriage	Physical or emotional pressure is placed on an individual to marry (including violence, threats or shame)	Physical abuse Depression Unwillingness to talk about marriage Prior to marriage, no relationship between husband & wife
Fabricated and/or induced illness	Exaggeration of illness or deliberate cause of illness	Usually by parent against child Repeated visits to healthcare professionals Use of medication unnecessarily

General signs and symptoms of abuse and harm:

a) Distress and agitation about physical contact

b) Changes in personal hygiene and appearance

c) Loss of self-esteem

d) Self-neglect

e) Ill fitting and/or dirty clothing

f) Changes in behaviour

g) Loss of interest in activities that previously enjoyed

h) Depression or anxiety

i) Avoidance to make friends or socialise

Further information and support can be found:

a) Department for Education **document**

b) **NSPCC website**

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Appendix B: Individuals at Risk

There are some groups of individuals who are potentially at greater risk of harm because of the impact of previous experiences or their level of dependancy, and in some cases, may additionally find it difficult to communicate what is happening to them.

Examples of Individuals at Risk are those:

a) who are elderly or young

b) with special educational needs (SEN)

c) with disabilities and/or physical health issues

d) requiring mental health support

e) dependent on someone else for their care and wellbeing

f) living in adverse social environments

g) living in adverse family enviroments

h) who have previously experienced abuse or neglect

i) living alone or are socially isolated

j) who have previously had negative experiences of disclosing abuse or neglect

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Appendix C: DSL: Designated Safeguarding Lead Roles and Responsibilities

C1: Introduction

a) The Board is responsible for appointing an appropriate Manager as a DSL

b) The DSL has lead responsibility for safeguarding, child protection and online safety of the company

c) A DSL has appropriate status and authority to carry out their duties and responsibilities

d) A DSL is provided with time, funding, training, resources and support to effectively conduct their role and is supported by DDSL

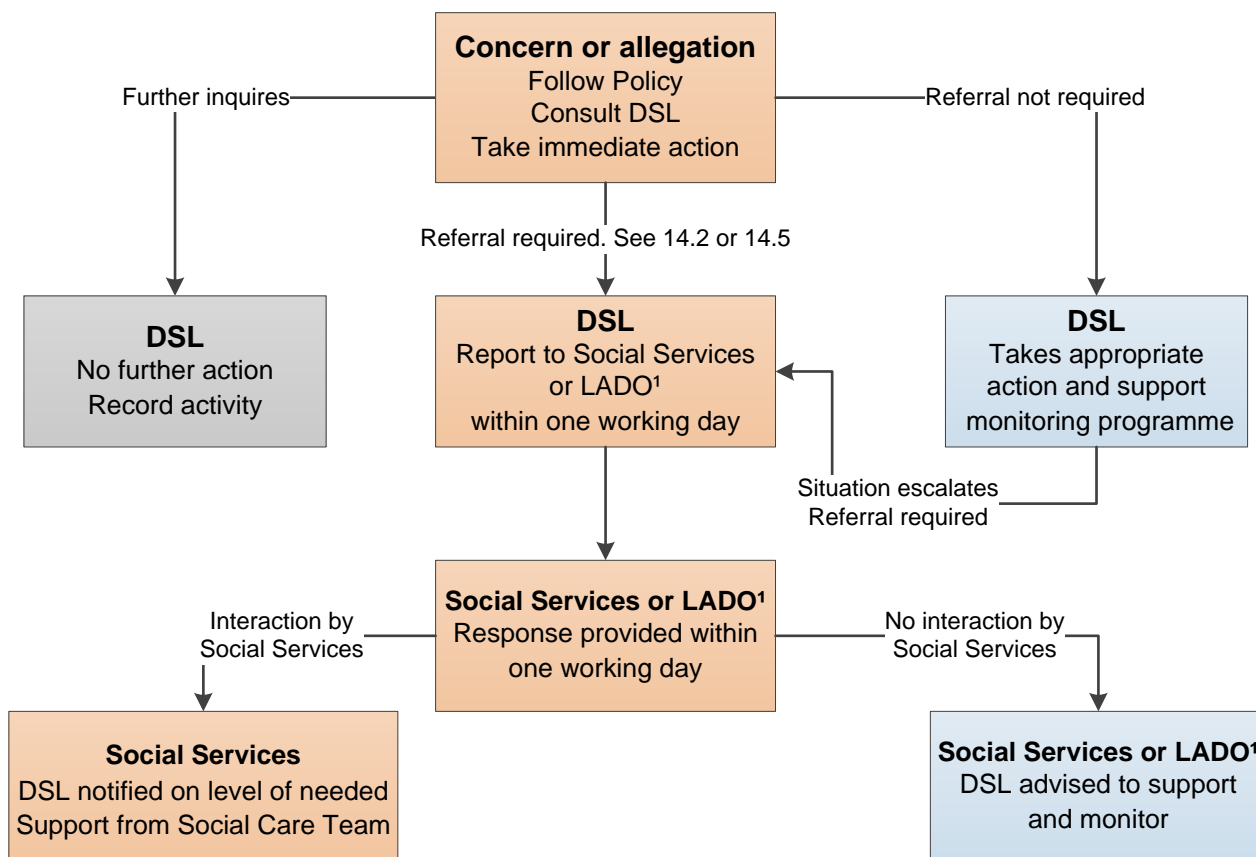e) A DSL or DDSL should always be available during working hours for staff to discuss any safeguarding matters

C2: Additional Responsibilities

Additional Responsibilities include:

a) Providing advice and support to staff on child welfare, safeguarding and child protection matters

b) Liaising with staff when making an agency referral so that needs of person concerned is considered holistically

c) Act as a point of contact with safeguarding partners

d) Managing referrals to relevant local authority social care teams and Channel programme for radicalisation concerns

e) Liaise with case manager and local authority designated officer LADO

f) Taking part in strategy discussions and inter-agency meetings

g) Contributing to assessment of children and adults at risk

h) Reporting crimes that may have been committed to Police, as appropriate

i) Promote supportive engagement with parents/carers, employers and others to promote the welfare of children and adults at risk

j) Promote and support an culture of listening and taking into account the views, feelings and wishes of staff, individuals and other stakeholders

k) Liaise with Governor for Safeguarding issues and ongoing enquiries under Section 47 of the Children Act and any Police investigations

l) Work with the Board and Managers to promote high educational outcomes for those individuals facing safeguarding challenges, or who have, or have had statututory social care intervetions

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m) Supporting Managers, teaching, assessment and quality assurance staff in providing reasonable adjustments

n) Reporting those who have been dismissed or left due to inappropriate behaviour i.e they pose a risk of harm to a child or adult to the Disclosure and Barring Services

o) Ensuring that child and adult at risk protection files are kept up to date

p) Ensuring confidentialty and security of information stored within legislative requirements

q) Ensuring that child protection files are transferred to new education establishment within statutory timeframes

r) Supporting the sharing of relevant information with safeguarding partners and other agencies, organisations and practitioners

s) Supporting other staff to undertake DDSL role

t) Undertaking formal training at regular intervals, including annual refresher training.

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Appendix D: Safeguarding Referral Process


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                    ┌─────────────────────────┐
   Further inquires │  Concern or allegation  │  Referral not required
   ────────────────┤      Follow Policy       ├────────────────────
                    │      Consult DSL         │
                    │   Take immediate action  │
                    └─────────────────────────┘
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Concern or allegation
Follow Policy
Consult DSL
Take immediate action

Further inquires

Referral not required

Referral required. See 14.2 or 14.5

DSL
No further action
Record activity

DSL
Report to Social Services
or LADO¹
within one working day

DSL
Takes appropriate
action and support
monitoring programme

Situation escalates
Referral required

Social Services or LADO¹
Response provided within
one working day

Interaction by
Social Services

No interaction by
Social Services

Social Services
DSL notified on level of needed
Support from Social Care Team

Social Services or LADO¹
DSL advised to support
and monitor

Note¹ LADO only involved in cases concerning inappropriate behaiour by Xact staff

Note: This flowchart should be used in conjunction with Sections 13 and 14

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Appendix E: Key Contacts

E1: Key Contacts: Xact

Designated Governor for Safeguarding	Operations Director
Designated Safeguarding Lead (DSL)	Apprenticeship Manager
Designated Safeguarding Officer (DSO)	Courses Manager
Contact	safeguarding@xact.org.uk 01386 277980

E2: Key Contacts: Worcestershire

Worcestershire Safeguarding Children Partnership

Website link

01905 822666

Worcestershire Safeguarding Adults Team

Website link

01905 768053