

Prospect Group of Companies

Policy No: 9

Title: Safeguarding Vulnerable Groups Policy and Procedures – Annexe F

DEFINITION: ‘The Company’ referred to herein is defined as The Prospect Group of Companies which incorporates the following:

Prospect Training Services (Gloucester) Limited



NCLP – Nationwide Community Learning Partnership



Annexe F

COVID-19 Safeguarding Response Plan

The Coronavirus Pandemic has temporarily changed the way in which our staff work with our learners, customers, partners and other external agencies. Our Safeguarding Vulnerable Groups Policy is still at the forefront of how we support and safeguard our learners and customers. We are continuing to follow UK Government Guidance and will review this addendum regularly. A summary of our COVID-19 Safeguarding Response Plan is below:

1. Vulnerable Groups

We work with vulnerable groups across our organisation and understand that at this time of uncertainty their vulnerability increases, they may become more isolated from their communities, they may struggle financially and their health and well-being may be impacted.

1.1 Our Adult Provision – Work & Health Programme

Following UK Government advice we have made the decision to close our centre which has led to no face-to-face contact with our customers. Each Change Coach is responsible for keeping in regular contact with their customers, this is via the telephone. Telephone contact is logged using our existing systems and our Safeguarding Incident Reporting Process is in place for any concerns that result from this contact. Our Safeguarding Manager has provided the staff with her contact details and is available for concerns to be reported, these will be actioned within the timeframes outlined in our policy, and considerations will be made to our partner agencies new COVID-19 working patterns. We understand that ongoing staff contact with our vulnerable customers without the usual support of their colleagues can impact on staff well-being. Therefore, our staff have direct contact with their line manager each day and all staff have been informed of the support in place for them via our Staff Wellbeing Officer.

1.2 Our Youth Provision – Study Programmes & NEET Provision

The UK Government has instructed the closure of all schools, colleges and further education providers. Therefore, from the 23/03/2020 and until further notice our delivery centres are closed. We understand that many of our learners fall into the vulnerable children category which includes:

- children who are supported by social care,
- those with safeguarding and welfare needs,
- those on child in need plans,
- on child protection plans,
- ‘looked after’ children,
- young carers,
- disabled children and
- those with [education, health and care \(EHC\) plans](#).

We will continue to support this group of learners, we have contacted all learners within this group to establish how we might safely continue to offer face-to-face delivery. Many of

this group are required to use public transport or they or their family members fall into the At-Risk category so are unable to attend sessions safely in-line with UK Government Social Distancing Guidance. Our support offer to this group of young people is tailored to their individual needs which includes regular telephone contact, access to contact with their existing mentors and learning materials being sent to them. Extra support is available for those with identified additional needs, and we will continue to support them to work towards preparing for adulthood outcomes. All of this contact is logged using our Child Protection Online Management System (CPOMS) which is monitored by our Safeguarding Manager who is working closely with the 3 Gloucestershire Safeguarding Children Executive (GSCE) Partner Agencies. Child Protection Plans and Child in Need Plans will continue to be adhered to, our Safeguarding Manager will attend telephone and video conferencing meetings in a timely manner to ensure the outcomes of these plans are being worked towards. EHCP Annual Reviews will also be held via telephone and video conferencing. Our organisation will continue to support the frontline social workers, the virtual school and other local authority staff to track and monitor our vulnerable learners.

We are also providing support to our mainstream learners, which includes regular weekly telephone contact, online and paper-based learning resources and support from tutors where required. Our staff have been instructed to be mindful that at this time all of our learners may feel anxious, isolated and their well-being may be impacted. Therefore, any concerns for our learners should be logged using our existing Safeguarding Incident Reporting Process (CPOMS)

1.3 Apprenticeship Learners

In line with UK Government advice the PTS Apprenticeship Team have been moved to working from home and our centres are closed. Which has led to no face to face contact with apprentices since the 23rd March 2020

We are in regular contact with all apprentices and employers to agree the best way to move forward and support the apprentice. We are utilising various forms of technology to help us to deliver teaching and learning, carry out 3-way reviews and gateway where possible.

Where an employer has placed an apprentice on furlough leave for more than 4 weeks, PTS are working with the employer to agree a planned break in learning.

Each Tutor/Assessor is responsible for keeping in regular contact with their apprentices via the telephone, video calls and/or emails. All contact is recorded using an email version of the PTS progress report. All staff would raise any Safeguarding issues via CPOMS. Our Safeguarding Manager has provided the staff with her contact details and is available for concerns to be reported, these will be actioned within the timeframes outlined in our policy. Our staff have direct contact with their line manager each day and all staff have been informed of the support in place to them via our Staff Wellbeing Officer and Safeguarding Manager.

1.4 NCLP

All NCLP learners are over the age of 19, therefore fall under the organisations Adult Safeguarding Process, which the NCLP staff team are fully aware of; this process remains in place during the COVID-19 Pandemic. The learners are supported via weekly telephone calls, which are all logged in line with Herefordshire County Council's

contact policy. The learners are being provided with access to virtual learning via Zoom, this has been risk assessed for safeguarding purposes in line with Herefordshire County Council's policy. For those learners who would prefer other methods of learning, telephone support is provided.

1. Arrangements for Designated Safeguarding Lead (DSL)

The organisations DSL is known as the Safeguarding Manager. The Safeguarding Manager will be available for all staff to report any safeguarding concerns during the hours of 8.45am to 4.45pm Monday to Friday, these can be reported in the following ways:

- By email katew@ptsyouth.co.uk
- By phone 07515 596957
- Via CPOMS. Kate Whereat should be alerted in all logs recorded (Youth Provision)

In the case of the DSL contracting the virus or for any other sickness or annual leave, the Deputy DSL Jane Trehearne will be available and is contactable during the same working hours:

- By email janet@prospect-training.org.uk
- By phone 07500 962071
- Via CPOMS staff should alert Kate Whereat and Jane Trehearne in any logs (Youth Provision)

It is advised that staff do not have contact with our learners or customers outside of these hours, all work mobile phones should be switched off out of normal working hours. In the exceptional circumstances where contact is made with a learner or customers outside of these hours and an urgent safeguarding concern should arise, if the DSL or Deputy DSL are not available, the concern should be reported to either:

- Police via 101
- Out of hours Gloucestershire Safeguarding Children Executive via 01452 614194

All records and details of this contact should then be reported and logged in line with our Safeguarding Incident Reporting Process as soon as possible on the following working day.

2. Updates to advice from our 3 GSCE partners:

3.1 Gloucestershire Safeguarding Children Executive (GSCE)

The GSCE have advised on their change to working practices, many of their staff are working from home. The arrangements for making referrals to the Multi-Agency Safeguarding Hub (MASH) remain the same, using the Liquid Logic Portal to complete a Multi-Agency Request Form (MARF). During the hours of 9am to 5pm all enquiries should go via email: childrenshelpdesk@gloucestershire.gov.uk out of hours reporting should go via 01452 614194.

The process for reports of concerns about a professional working with a child (Allegations Management) remain the same but this should be completed via <https://ges-online.com/Gloucestershire/eLADO/Live#!/Public>

All GSCE Training events have been cancelled until May 2020, this will be reviewed at this time. Therefore, any staff that are booked on to any training events during this

time will not be required to attend and should await further guidance from the Safeguarding Manager as to when this will be rebooked.

3.2 Gloucestershire NHS Clinical Commissioning Group

Our NHS staff are currently working front-line to safeguard and protect us from the Coronavirus Outbreak, this will mean that some of the NHS services which we refer to will have changed their working practices and their availability of services. Information on this can be found at www.gloucestershireccg.nhs.uk/nhs-in-gloucestershire-stepping-up-covid-19-response/

Our Safeguarding Manager will keep in regular contact with our NHS partners such as Children and Young Peoples Services (CYPS), Sexual Assault Referral Centre (SARC) Teens in Crisis (TIC) and 2gether Trust (Mental Health Services) to keep up to date with their working practices and the referral mechanisms put in place by these services to continue to support our vulnerable groups.

3.3 Gloucestershire Constabulary

Our local police are currently working front-line to keep us safe and ensure we are all adhering to Coronavirus lockdown measures set out by the UK Government, information on this can be found at www.gloucestershire.police.uk/ Their advice is to only use their 999 telephone number in an emergency. For any other matters their 101 telephone and online service is available. We still have a duty to report any concerns of a criminal nature and we may also require the police to carry out welfare checks on our customers and learners if we have any serious concerns about their well-being, this should only be done in a proportionate manner and where possible should always be requested via the Safeguarding Manager.

3. Working from Home Safeguarding Protocol

Many of our staff are now working from home. This is a new way of working for many of us, staff may feel isolated and the uncertainty relating to the Coronavirus Pandemic may have an impact on staff well-being. The advice and guidance provided below is to ensure staff are safeguarding themselves and our learners/customers:

- All staff should only contact learners/customers during work hours using work email or phones, personal mobiles, landlines or email addresses should not be used
- All managers should report twice daily on their staff whereabouts reporting on any sickness and leave to our central Line Manager Reporting System on Microsoft Team
- All staff should ensure they log any contact they have had with our learners and customers, with particular importance paid to the reporting of any safeguarding concerns
- Any virtual contact with our learners such as online delivery should not take place before being agreed by Senior Management, this is to ensure safeguarding protocol is followed. The following considerations should be made:
 - No 1:1 video chat's, groups only
 - Staff and children must wear suitable clothing, as should anyone else in the household.
 - Any computers used should be in appropriate areas, for example, not in bedrooms and where possible be against a neutral background.
 - The live class should be recorded and backed up elsewhere, so that if any issues were to arise, the video can be reviewed.
 - Live classes should be kept to a reasonable length of time, or the streaming may prevent the family 'getting on' with their day

- Language must be professional and appropriate, including any family members in the background
- Safeguarding Risk Assessments have been carried out for the use of live learning using webcams
- Senior Management are sure that any teaching/learning software and/or platforms are suitable and raise no privacy issues; or use cases against the providers terms and conditions (for example, no business use of consumer products)
- All staff should pay particular attention to their own health and well-being, this includes ensuring they have regular breaks and stop for refreshments whilst working. All staff should know that they can discuss any worries or concerns about their own well-being with either the Safeguarding Manager katew@ptsyouth.co.uk or the Staff Wellbeing Officer ettyw@trainandrecruit.com
Etty Wellington is the organisations Well-Being Champion, who is in daily contact with all of our staff.