

HUMANISE SOLUTIONS

Elevating People · Official Policy (Effective 1 January 2026)

Safeguarding Policy

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Approved by	Scott Ward (CEO)
Policy owner	CEO

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CITY & GUILDS ASSURED ALIGNMENT

Safe, inclusive learning environments and robust safeguarding arrangements underpin the quality of delivery required for City & Guilds Assured provision. Safeguarding is embedded across the learner journey, with a named Designated Safeguarding Lead, DBS-checked staff, annual training and clear reporting lines.

1. Policy statement

Humanise Solutions Ltd is fully committed to safeguarding and promoting the welfare of all individuals in its care, particularly children, young people and adults at risk. Safeguarding is fundamental to our values and the way we work, and is everyone's responsibility. We believe every learner has the right to feel safe, supported and respected, and we adhere to all relevant national laws and standards relating to safeguarding and protection in England.

2. Aims and purpose

This policy aims to: protect learners and others from harm, abuse, neglect and exploitation; create safe and inclusive environments in which people feel able to disclose concerns; set out clear reporting structures and responsibilities; and provide staff with the training, guidance and support to identify and respond to safeguarding concerns appropriately.

3. Scope

This policy applies to all employees, contractors, consultants, associates, volunteers and anyone working on behalf of Humanise Solutions Ltd, across all programmes, services and delivery settings, including online delivery.

4. Legislative and guidance framework

This policy reflects relevant legislation and statutory guidance, including the Children Act 1989 and 2004, the Care Act 2014, Working Together to Safeguard Children, the Counter-Terrorism and Security Act 2015 (the Prevent duty), the Equality Act 2010 and data protection law. Where we work with children or in education settings, we have regard to Keeping Children Safe in Education.

5. Definitions and categories of abuse

Abuse and neglect can take many forms. Staff are trained to recognise the signs of, among others:

- Physical abuse – causing physical harm.
- Emotional or psychological abuse – persistent ill-treatment affecting wellbeing.
- Sexual abuse and sexual exploitation.
- Neglect – persistent failure to meet basic needs.
- Financial or material abuse.

- Discriminatory abuse and bullying or harassment.
- Exploitation, including criminal exploitation, modern slavery and radicalisation/extremism.

6. Safeguarding principles

- Protection: we have a duty to protect individuals from harm, abuse, neglect and exploitation.
- Prevention: we take proactive steps to prevent harm, including safe recruitment, training and risk assessment.
- Partnership: we work with other organisations and agencies to address safeguarding effectively.
- Accountability: the welfare of the individual is paramount, and all actions are taken in their best interests and proportionately.

7. Roles and responsibilities

Designated Safeguarding Lead (DSL) – Scott Ward: leads on safeguarding policy, procedures and implementation; coordinates responses to concerns; liaises with external safeguarding partners and agencies; and maintains confidential safeguarding records. A Deputy Safeguarding Lead supports the DSL and acts in their absence. Senior management ensure the policy is implemented and resourced. All staff, associates and contractors complete mandatory training, model appropriate behaviour, and report any concern immediately.

8. Recognising and responding to concerns

Any member of staff who has a concern, or receives a disclosure, must take it seriously and act promptly. When receiving a disclosure, staff should: listen carefully and calmly without leading or interrogating; reassure the person they have done the right thing in sharing; not promise confidentiality; make an accurate, factual written record as soon as possible using the person's own words; and report to the DSL without delay. Staff must not investigate concerns themselves.

9. Reporting procedures

Concerns or allegations of abuse, bullying or neglect must be reported immediately to the Designated Safeguarding Lead. The DSL assesses the concern, determines the appropriate response and, where necessary, refers to external agencies such as local authority social care, the multi-agency safeguarding hub, or the police. In an emergency where someone is at immediate risk, staff should call 999. All matters must also be shared by email to the DSL (scott@humanisesolutions.com), irrespective of any other recording method, so that there is a clear record.

10. Allegations against staff and safe practice

Allegations or concerns about the conduct of a member of staff, associate or volunteer are taken seriously and managed in line with safe-practice expectations, including referral to the local authority designated officer (LADO) arrangements or relevant authority where appropriate. Staff maintain professional boundaries at all times, including online, in line with the Appropriate Behaviours expectations and the Code of Conduct.

11. The Prevent duty

Humanise Solutions fulfils its duty under the Prevent strategy to safeguard learners from the risk of radicalisation and extremism. Staff receive Prevent training, are alert to potential risks, and report concerns to the DSL, who liaises with the relevant channel/partners as appropriate.

12. Online safety

We promote safe and responsible use of technology in online and blended delivery, including safe use of the Digital Academy and communication channels. Concerns arising online are reported and managed in the same way as any other safeguarding concern.

13. Safe recruitment and training

All staff and associates involved in learner-facing delivery are subject to safe-recruitment checks, including DBS checks (enhanced where required) in line with our Staff Development and

Selection Process. All staff receive safeguarding and Prevent training at induction and at regular intervals, with refreshers embedded into team CPD; training records are maintained.

14. Information sharing, confidentiality and records

Information is shared on a need-to-know basis and in the best interests of the individual, in line with data protection law and safeguarding guidance. Safeguarding records are kept securely, separately from general records, and retained in line with our retention schedule.

15. Monitoring, review and contacts

Safeguarding data, incidents and trends are reviewed quarterly by the DSL and Leadership Team and inform our Continuous Improvement Plan. This policy is reviewed annually, or sooner if legislation or guidance changes. Designated Safeguarding Lead / Officer: Scott Ward – scott@humanisesolutions.com. All concerns, suspicions or allegations must be shared via email irrespective of the recording method.