



Policies and Procedures of **Proof-Reid®**



Child Protection Policy

- *Proof-Reid®* takes its responsibilities to safeguard and protect the interests of all young children and vulnerable adults extremely seriously. This policy is non-contractual but indicates the way in which *Proof-Reid®* intends to deal with such matters.

Scope of this Policy

- This policy applies to all self-employed Tutors and Mentors whose duties bring them into contact with children and/or vulnerable adults.

Aims of this Policy

- This policy aims to create and maintain the safest possible environment for the children and vulnerable adults we work with. All reasonable steps will be taken to prevent all parties, including our self-employed Tutors and Mentors from harm.

Legal Considerations

- The main acts for the protection and prevention of cruelty to children and vulnerable adults include:
 - The Protection of Freedoms Act 2012
 - The Children Act 1989 and 2004
 - The protection of Freedoms Act 2014
 - Safeguarding Vulnerable Groups Act 2006 (VBS)
 - Conduct of Employment Agencies and Employment Business Regulations 2003
 - Protection of Children Act 1999/Criminal Justice and Court Services Act 2000
 - Care Standards Act 2000
 - The Police Act 1997
 - The Children (Protection from Offenders) (Miscellaneous Amendments) Regulations 1997
 - The United Nations Convention on the Rights of the Child
 - The Rehabilitation of Offenders Act 1974
 - Health and Safety at Work etc. Act 1974 (HASAWA)

Definitions of this Policy

- A “Service User” is anyone who uses *Proof-Reid®* services.
- A “child” is anyone under the age of 18.
- A “vulnerable adult” is a person aged 18 years or over who is:
 - In residential accommodation provided in connection with care or nursing or receiving care or nursing at home



Policies and Procedures of **Proof-Reid®**



In lawful custody or under the supervision of a probation officer

- Receiving a welfare service of a prescribed description or direct payments from a social services authority
- Receiving services, or taking part in activities, aimed at people with disabilities or special needs because of his/her age or state of health
- It may be a person who is unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation. He/she may be elderly or frail, have learning disabilities, suffer from mental illness, have a physical disability, be a substance misuser, be homeless or in an abusive relationship.

Criminal Records

- Self-employed Tutors and Mentors must declare all criminal convictions, however long ago; and these will be taken into account when deciding on their suitability for working with children or vulnerable adults. No-one will be permitted to undertake a role which involves regular contact with children or vulnerable adults without a satisfactory Enhanced Disclosure and Barring Service (DBS) check.

GDPR Policy Statement

- *Proof-Reid®* believes that all records required for the protection of clients and for the efficient running of the organisation should be collected, maintained and kept according to the General Data Protection Regulation (GDPR), which came into place as of May 2018. *Proof-Reid®* fully adheres to the General Data Protection Regulation (GDPR).
- *Proof-Reid®* complies with the General Data Protection Regulation (GDPR). *Proof-Reid®* understands that, according to the General Data Protection Regulation (GDPR), personal written, oral, graphic or recorded data should:
 - Be obtained fairly and lawfully
 - Be held for specified and lawful purposes only
 - Be processed in accordance with the person's rights under the General Data Protection Regulation (GDPR)
 - Be adequate, relevant and not excessive in relation to that purpose
 - Be kept accurate and up-to-date
 - Not to be kept for longer than is necessary for its given purpose
 - Be subject to appropriate safeguards against unauthorised use, loss or damage
 - Be transferred outside the European Economic Area only if the recipient country has adequate data protection
 - Only be shared after consent is given
- Under the General Data Protection Regulation (GDPR), *Proof-Reid®* has a nominated data protection officer. The data protection officer for *Proof-Reid®* is the Director of *Proof-Reid®*.



Policies and Procedures of **Proof-Reid®**



Training

- All new clients/companies are educated on *Proof-Reid®* policies on Confidentiality and Data Protection as part of their induction process. Existing clients will be offered training on confidentiality, data protection and access to records. The data user/data controller will be trained appropriately in the General Data Protection Regulation (GDPR).

Plans and Supervision

- All activities or assignments involving children or vulnerable adults should be planned in advance to ensure they take into account the age range and ability of the service users. Self-employed Tutors and Mentors supervising assignments involving children/vulnerable adults should be competent to do so. Supervision should take account of the age, gender, nature of the activity and any special needs of the individuals.

Physical Contact

- On no account should any self-employed Tutor or Mentor have any physical contact with a child or vulnerable adult unless it is to prevent accident or injury to themselves or anyone else.

Consent to Tutor/Mentor

- Where appropriate, consent from parents or those with parental or caring responsibility should be obtained before a final decision is made on Tutoring/Mentoring the service user. If a child/vulnerable adult is hurt or distressed, the worker should do his/her best to comfort or reassure the affected person without compromising his/her dignity or doing anything to discredit the person's own behaviour.

Communication/Outside Contact

- Communication with children/vulnerable adults is vital in establishing relationships built on trust. Tutors and Mentors working with children or vulnerable adults should take care to listen to what they are saying and respond appropriately. Children and vulnerable adults are entitled to the same respect as any self-employed Tutor or Mentor. It should also be made clear to them what standards of behaviour and mutual respect are expected from them. Never make promises you cannot keep and never agree or disagree to issues you have no knowledge or have limited knowledge of.
- Those working with children/vulnerable adults should behave appropriately and ensure that language is moderated in their presence. Tutors and Mentors should also note that what may be acceptable language to their friends may not be acceptable to others.
- Communication between teacher and student outside lesson time including via social media, text, phone call, email is not appropriate and therefore is not permitted.
- Contact should not be made with any of the children/vulnerable adults with whom we are working with for any reason unrelated to the particular work. In particular, our self-



Policies and Procedures of *Proof-Reid*®



employed Tutors and Mentors and employees are required to maintain our reputation for integrity and responsibility in dealing with such people, and should not enter into any social or other non-work related arrangements with them.

- Failure to adhere to this policy or any part of the policy may lead to termination of contract subject to disciplinary procedures.

Behaviour and Abuse

- Tutors and Mentors should aim to promote an environment of trust and understanding and should not tolerate unsociable behaviour but should try to ensure good working relationships.
- All self-employed Tutors and Mentors at *Proof-Reid*® have a strict duty never to subject any child/vulnerable adult to any form of harm or abuse. This means that it is unacceptable, for example, to treat a child/vulnerable adult in any of the following ways:
 - To cause distress
 - Shouting or calling service users derogatory names
 - To slap a service user
 - To hold them in such a way that it causes pain, or to shake them
 - To physically restrain them except to protect them from harming themselves or others
 - To take part in rough games
 - To allow or engage in inappropriate touching of any kind
 - To do things of a personal nature for the person that they can do for themselves (this includes changing clothing, or going to the toilet with them unless another adult is present)
 - To allow or engage in sexually suggestive behaviour within a person's sight or hearing, or make suggestive remarks to or within earshot
 - To give or show anything which could be construed as pornographic
 - To seek or agree to meet them anywhere outside of the normal workplace without the full prior knowledge and agreement of the parent, guardian or carer
 - To engage with them online in an unacceptable manner
 - Give out your social media details and do not accept friendship requests on Facebook or follow under 18s on any other social media platform
 - Personal email addresses should never be exchanged
 - Engage with inappropriate conversations and if you feel a student is inappropriately seeking your attention, ask for support

Suspicious of Abuse

- Any worker who witnesses or suspects abusive behaviour towards a child/vulnerable adult should record the details and report it to *Proof-Reid*®. It is NOT the individual's responsibility to investigate his/her suspicions - this requires expertise he/she is not expected to have.
- Any allegations of abuse made against anyone working for or in connection with *Proof-Reid*® will be thoroughly investigated and advice may be sought from other safeguarding agencies.



Policies and Procedures of **Proof-Reid®**



- Serious breaches may lead to dismissal or termination of any agreement (for self-employed Tutors and Mentors).
- *Proof-Reid®* will appropriately record an allegation or reported incident. We will be responsible for contacting the statutory child protection agency such as the Local Safeguarding Children Board or the police if necessary.
- If a self-employed Tutor or Mentor in the course of their work in the profession, discovers that an act of Female Genital Mutilation appears to have been carried out on a girl under the age of 18 the teacher must report this to the police but preferably to *Proof-Reid®* first for a co-ordinated approach on reporting it to police.

Reporting Allegations and Concerns

- All allegations or suspicions of abuse must be reported immediately in accordance with the procedures set out by *Proof-Reid®*. In all cases where an allegation is made, or concerns have been raised, *Proof-Reid®* and any service providers will record the matter.
- Details will include, as far as practical:
 - 1) Name of child:
 - 2) Age:
 - 3) Home Address (if known):
 - 4) Date of Birth (if known):
 - 5) Name/s and Address of parent/s or person/s with parental responsibility:
 - 6) Telephone numbers if available:
 - 7) What is the nature of the concern?
 - 8) Is the person making the report expressing their own concerns, or passing on those of somebody else? If so, record details.
 - 9) What has prompted the concerns? Include dates and times of any specific incidents.
 - 10) Has the child been spoken to? If so, what was said?
 - 11) Has anybody been alleged to be the abuser? If so, record details.
 - 12) Who has this been passed on to, in order that appropriate action is taken? e.g. school, designated officer, social services etc.
 - 13) Has anyone else been consulted? If so, record details.
- Any abuse or suspicion of abuse towards children by staff, self-employed Tutors or Mentors or vice-versa, must be reported to the appropriate body.

Safety

- The safety of the people we work with is paramount and we are committed to providing a safe environment within which to work. Those working with children/vulnerable adults should ensure all appropriate risk assessments and security checks have been carried out prior to any assignment.



Policies and Procedures of **Proof-Reid®**



- If transporting children/vulnerable adults, the transport should be checked to ensure it is roadworthy and adequate for the purpose.

Gifts

- On no account should anyone from or working in partnership with *Proof-Reid®* give a child/vulnerable adult a gift or buy refreshments etc., which could be in any way considered as a bribe or inducement to enter into an inappropriate relationship with them.

Disclosure by a Child

- If a child discloses information to a member of staff or Tutor/Mentor that they have been emotionally, physically, sexually abused or if neglect is suspected, the reporting procedures must be followed, with reference to the following particular guidelines:

- 1) Never guarantee absolute confidentiality, as Child Protection will always have precedence over any other issues.
- 2) Listen to the child, rather than question him or her directly. Offer him / her reassurance without making promises, and take what the child says seriously.
- 3) Allow the child to speak without interruption.
- 4) Accept what is said – it is not your role to investigate or question. Do not overreact. Keep calm. Refrain from offering an opinion.
- 5) Alleviate feelings of guilt and isolation, while passing no judgement.
- 6) Advise that you will try to offer support, but that you must pass the information on.
- 7) Explain what you have to do and whom you have to tell.
- 8) Record the discussion accurately, as soon as possible after the event (in any event within 24 hours).
- 9) Use the child's words or explanations – do not translate into your own words, in case you have misconstrued what the child was trying to say.
- 10) Report the matter to Ryan Ricardo Reid (Director) *Proof-Reid®*.
- 11) If the Designated Person is not available, or it is inappropriate to approach them, the Tutor/Mentor with the concern, should make direct contact with the police or social services themselves.

Absence

- If a self-employed Tutor or Mentor is unable to attend the session because of sickness or any other reason, they must inform Ryan Ricardo Reid personally, by telephone or by another method agreed as soon as they are aware of their inability to function and adhere to the arrangements made. Failure to follow an acceptable notification procedure may result in the cessation of their Services with us.
- Unauthorised absence may be considered unacceptable and may also result in the cessation of their Services with us.



Policies and Procedures of *Proof-Reid*®



- If a client fails to give a self-employed Tutor/Mentor or *Proof-Reid*® at least 24 hours of notice prior to cancellation, then they are liable to pay 50% of the session's fee.
- If, while representing *Proof-Reid*®, a self-employed Tutor or Mentor fails to give Ryan Ricardo Reid and their client at least 24 hours of notice prior to cancellation, then *Proof-Reid*® will only pay them 50% of their next session's fee and therefore reimburse our client with a 50% discounted session the next time that the self-employed Tutor/Mentor teaches their child.

Data Security

- We take the security of personal information extremely seriously.
- We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss. We only keep it as long as is reasonable and necessary, which may be to fulfil statutory obligations.
- We will take all reasonable steps to protect your personal information, but data can never be guaranteed as 100% secure. Please note that we will not be liable for any breach of security unless we have been negligent.
- Our Web site may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those Web sites or advertisers.
- The personal information we collect will be used by our staff at *Proof-Reid*® so that they can support you.
- We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. This never involves us selling or sharing your personal information.
- We may use personal information to:
 - Provide important advice and support
 - Provide or administer activities relating to all our services: updating with important administrative messages
 - Provide information about our plans: this may be letting people know about new or enhanced services that we hope will be useful and interesting
- We will look after any personal information that is shared with us and take all reasonable care to safeguard your personal information.
- Steps taken to protect online data:
 - Password protected files, folders and documents



Policies and Procedures of *Proof-Reid*®



- Restricted access to database
- Regular password updates
 - Organised filing system supporting a search feature

Confidentiality and Security

- You must respect the privacy of Ryan Ricardo Reid and the other self-employed Tutors and Mentors associated with *Proof-Reid*®.
- You must maintain a professional approach at all times, keep all information gained in the course of your time with *Proof-Reid*® confidential.
You should not discuss my household, domestic or health situation with others.
- *Proof-Reid*® may update its data protection policy in accordance with national legislation and shall comply with the General Data Protection Regulation.
- In the course of the provision of the Services, the Company in Agreement with *Proof-Reid*® is likely to have access to secret or confidential information (whether recorded in writing or on computer disk or in any other manner) regarding the affairs of the Tutees, other *Proof-Reid*® clients, customers and business associates.
- During the provision of the Services and after the cessation of such provision, the Company in Agreement with *Proof-Reid*® shall not use (save for the benefit of *Proof-Reid*®) and shall not disclose, divulge or communicate directly or indirectly to any third party any such confidential information without *Proof-Reid*® prior written consent.
- All personal information regarding children/vulnerable adults is highly confidential and should only be shared with appropriate people on a need to know basis. Information will be stored securely on a hard drive which only the Director has exclusive access to.
- Anyone who is likely to have access to confidential material regarding children or vulnerable adults, or any of the bodies on behalf of whom *Proof-Reid*® is working, may be required to sign a nondisclosure agreement. The requirement for confidentiality is emphasised.
- All of those involved with *Proof-Reid*® will be made aware of this policy and a copy will be available via the *Proof-Reid*® website (www.Proof-Reid.com).
- Furthermore, a copy of this policy will be made available to all relevant bodies with whom we work with and will be made available to parents and carers of children/vulnerable adults with whom we work with and plan to work.
- Any concerns about the assignment or people involved should be addressed with *Proof-Reid*® Director Ryan Ricardo Reid.

Breach of this Policy

- Failure to follow the guidelines in this policy is considered a serious offence and will be investigated thoroughly and dealt with through our disciplinary procedure for self-employed Tutors and Mentors.



Policies and Procedures of *Proof-Reid*®



- Serious breaches may lead to dismissal and termination of any agreement (for self-employed Tutors and Mentors).

Implementation, Monitoring and Reviews

- Ryan Ricardo Reid (Director) has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices.