



## SG-005-1.0a Safeguarding Policy

October 2025

### 1. INTRODUCTION

MGTS places the highest importance on Safeguarding, and the safety and wellbeing of our learners is paramount in all activities. This policy sets out MGTS' commitment and approach to its duty to safeguard and promote the wellbeing of learners.

### 2. OUR SAFEGUARDING POLICY

This policy applies to all colleagues, including Senior Managers and the Board of Trustees, paid staff (including contractors), agency staff, learners or anyone working on behalf of or with MGTS.

### 3. THE PURPOSE OF THIS POLICY IS:

- To protect children, young people and vulnerable adults (hereafter referred to as 'learners') who receive MGTS services.
- To provide colleagues with the overarching principles that guide our approach to Safeguarding and child protection.

MGTS believes that learners should never experience abuse of any kind. We have a responsibility to promote the welfare of all learners to keep them safe.

Safeguarding incidents and/or behaviours can be associated with factors outside MGTS and can also occur between learners outside of MGTS. All colleagues, but especially the Designated Safeguarding Lead, should be considering the context within which such incidents and/or behaviours occur. This is known as contextual Safeguarding, which simply means assessments of learners should consider whether wider environmental factors are present in the learner's life that are a threat to their safety and/or welfare.

MGTS publicises and promotes its Safeguarding Policy, procedures and good practice guidance and is committed to ensuring that concerns are taken seriously and acted upon swiftly and appropriately.

### 4. LEGAL FRAMEWORK

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Acts 1989 and 2006
- The Education Act 2011
- United Convention of the Rights of the Child Sept 1990
- Data Protection Act 2018
- Human Rights Act 1998
- Sexual Offences Act 2003

- What to do if you are worried a child is being abused (March 2015)
- Keeping Children Safe in Education: (September 2023)
- Sexual Violence and Sexual Harassment between children in schools and colleges (2021)
- Counter-Terrorism and Security Act 2015
- Revised Prevent Duty Guidance: for England and Wales (Home Office April 2021)
- Working Together to Safeguard Children July 2018
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Special Educational Needs and Disability (SEND) code of practice: 0-25 years – Statutory Guidance for organisations which work with and support children and young people who have special educational needs or disabilities; HM Government Jan 2015
- Police Act 1997 (Protection of Vulnerable Adults) Regulations 2013
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2019
- Information Sharing: Advice for practitioners providing Safeguarding services to children, young people, parents and carers; HM Government July 2018
- Online Safety Act 2023

## **5. THIS POLICY SHOULD BE READ ALONGSIDE OUR POLICIES AND PROCEDURES ON:**

- Equal Opportunities and Diversity
- Harassment and Bullying
- Information Security
- Mobile phone
- Prevent
- Health and Safety
- Safer Recruitment
- Complaints
- Whistleblowing
- Quality Assurance

## **6. WE RECOGNISE THAT:**

- The welfare of children and young people is paramount, as enshrined in the Childrens Act 1989 and 2006.
- All learners, regardless of age, disability, sex, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse.
- Some learners are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with learners and their parents, carers and other agencies is essential in promoting apprentice welfare.

## **7. CHILD PROTECTION**

MGTS is fully committed to Safeguarding the welfare of all children in its care. It recognises the responsibility to promote safe practice and to protect children from harm, abuse and exploitation. For the purposes of this policy and associated procedures a child is recognised as someone under the age of 18 years.

Staff will work together to embrace difference and diversity and respect the rights of children and young people.

These guidelines are based on the following principles:

- The welfare of children is the primary concern.
- All children, whatever their age, culture, disability, sex, language, racial origin, socio-economic status, religious belief and/or sexual identity have the right to protection from all forms of harm

and abuse.

- Child protection is everyone's responsibility.
- Children have the right to express views on all matters which affect them, should they wish to do so.
- MGTS shall work in partnership together with children and parents/carers to promote the welfare, health and development of children.

**MGTS will:**

- Respect and promote the rights, wishes and feelings of children.
- Promote and implement appropriate procedures to safeguard the well-being of children and protect them from abuse.
- Recruit, train, support and supervise its staff and Trustees to adopt best practice to safeguard and protect children from abuse and to reduce risk to themselves.
- Require staff, members and volunteers to adopt and abide by this Child Protection Policy and these procedures.
- Respond to any allegations of misconduct or abuse of children in line with this Policy and these procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
- Observe guidelines issued by local Child Protection Committees for the protection of children.
- Ensure all Safeguarding concerns that are raised are recorded and logged in the safeguarding file, whilst maintaining confidentiality.
- Hold regularly Safeguarding team meetings, including a Trustee from the Board, where concerns can be confidentially shared and the investigation process can be reviewed.
- Regularly monitor and evaluate the implementation of this Policy and these procedures.

## 8. EXAMPLES OF SAFEGUARDING CONCERNS AND ALERTS

All colleagues must be vigilant in recognising potential safeguarding concerns. The following are examples of situations that may indicate a learner is at risk and require reporting:

**Physical Abuse:**

- Unexplained bruises, burns, fractures or injuries
- Injuries in unusual locations or patterns
- Reluctance to discuss injuries or improbable explanations
- Flinching when approached or touched
- Wearing clothing to hide injuries

**Emotional Abuse:**

- Low self-esteem or excessive self-criticism
- Sudden changes in behaviour or personality
- Withdrawal from social situations
- Depression, anxiety or self-harm behaviours
- Fear of failure or making mistakes
- Developmental delays

**Sexual Abuse:**

- Inappropriate sexual knowledge or behaviour for age
- Sexually explicit language or drawings
- Changes in behaviour such as becoming withdrawn or aggressive
- Physical symptoms such as soreness or bruising in the genital area
- Pregnancy or sexually transmitted infections
- Self-harm or eating disorders

**Neglect:**

- Poor personal hygiene or appearance
- Inadequate or inappropriate clothing
- Frequent hunger or tiredness

- Untreated medical conditions
- Poor attendance or punctuality
- Lack of supervision appropriate to age

#### **Radicalisation and Extremism:**

- Expressions of extremist views or intolerance
- Possession of extremist literature or materials
- Increased isolation from family and peers
- Changes in behaviour, dress or appearance
- Expression of desire to travel to conflict zones
- Glorification of violence

#### **Online Safety Concerns:**

- Evidence of cyberbullying (as victim or perpetrator)
- Sharing or receiving inappropriate images
- Contact with unknown adults online
- Excessive secrecy about online activities
- Signs of grooming or online exploitation
- Exposure to harmful content

#### **Criminal Exploitation (including County Lines):**

- Unexplained acquisition of money or expensive items
- Unexplained absences or travel
- Relationship with controlling or older individuals
- Signs of physical harm or substance misuse
- Carrying weapons or drugs
- Involvement with gangs

#### **Peer-on-Peer Abuse:**

- Bullying (including cyberbullying)
- Physical abuse between learners
- Sexual violence or harassment
- Initiation/hazing activities
- Prejudice-based violence
- Upskirting or sharing of nude/semi-nude images

#### **Domestic Abuse:**

- Disclosure of violence or abuse at home
- Unexplained injuries or absences
- Fear of going home
- Becoming withdrawn or aggressive
- Over-compliance or people-pleasing behaviours

This list is not exhaustive. Any concern about a learner's welfare should be taken seriously and reported immediately following the procedures outlined in Section 11.

## **9. KEEPING LEARNERS SAFE**

### **9.1 Learner Safety**

We will seek to keep learners safe, protect them and prevent abuse towards them by:

- Having an effective, up to date Safeguarding policy, procedures and practices which are promoted to all learners, colleagues and employer partners working with and for MGTS.
- Valuing learners, listening to and respecting them in all aspects of our work and training.
- Appointing a Designated Safeguarding Lead (DSL) for learners, Designated Safeguarding Officers and a Lead Trustee for Safeguarding to implement and monitor our Safeguarding policy, procedure, and practices.

- Adopting child protection and Safeguarding practices through recognised procedures and a code of conduct for colleagues and employer partners.
- Ensuring that we act swiftly if an allegation is made against a member of the MGTS team. This will then be investigated and a referral made through LADO (Local Authority Designated Office) as required.
- Gaining commitment to the policy by providing effective management for colleagues and employer partners through supervision, support, training and quality assurance measures.
- Recruiting colleagues safely, through the Safer Recruitment process, ensuring all necessary Safeguarding checks are made to protect learners from harm.
- Ensuring that we provide a safe physical environment for our learners and colleagues by applying effective health and safety measures in accordance with the law and regulatory guidance.
- Creating and maintaining an anti-bullying and harassment environment and ensuring that we have a policy and procedures to help deal effectively with any bullying or harassment that does arise.
- Delivering appropriate Safeguarding training to learners supported by leaflets, posters and one-to-one discussions. This promotes the creation of a positive Safeguarding culture, where learners feel they can disclose their concerns, will be believed and appropriate action will be taken to protect them.
- Using our Safeguarding procedures to share concerns and relevant information with appropriate agencies who need to know, and involving learners, parents, families and carers as appropriate.
- Sharing information about Safeguarding and Safeguarding good practice with learners, their families, colleagues and employer partners as appropriate.
- Ensuring that we have effective complaints and whistleblowing measures in place.
- Ensuring that the policy is accessible to all, including public access via our website.
- Presenting and promoting the policy, practices, and procedures to all stakeholders, including employer partners and learners.
- Promoting the policy, processes and responsibilities as part of colleagues', learners and employer partners' induction and training, including access to ongoing training and a clear process of how to raise concerns.
- Ensuring that all colleagues, employer partners and learners understand how to follow our documented process and procedures for raising, recording and investigating Safeguarding concerns, and have access to simple instructions and diagrams which are displayed throughout the centres, online and within handbooks.
- Ensuring learners understand how to access support and guidance, for example via the Designated Safeguarding Lead, Designated Safeguarding Officers, Safeguarding & Wellbeing Officer and through referral to external agencies where appropriate.
- Developing and delivering a comprehensive programme of contextualised Safeguarding training to all colleagues and employer partners who are working with learners or for whom we are a training provider.
- Ensuring all colleagues complete regular comprehensive mandatory training, including how to promote and implement the policy and procedures, and fully understand their own responsibilities and as well as those of all stakeholders.
- Gaining commitment to the policy by ensuring that all learners working with the organisation, and their employers, remain engaged with the policy and Safeguarding processes, including regular workplace reviews with learners and employer partners that include a continued focus on Safeguarding and wellbeing.
- Maintaining accurate and detailed records of all Safeguarding incidents and concerns via the Designated Safeguarding Lead (DSL), using a secure electronic system, and only sharing relevant information with appropriate individuals and organisations.
- Recording and storing information about Safeguarding and welfare issues professionally and securely.
- Ensuring effective monitoring and governance of our Safeguarding and wellbeing procedures, practices and culture through our Strategic Safeguarding Committee, which includes representatives from colleagues, employer partners and a member of the Governing Body.
- Ensuring that the Board of Trustees review the effectiveness of our Safeguarding policy, practice, and procedures annually, in order to incorporate changes and updates in legislation

and recommended practice.

## 9.2 Residential Learners

MGTS is committed to protecting and supporting our residential learners. While with MGTS we will strive to support learners in collaboration with and in support of their specified employer with any concerns or risks raised with MGTS.

We will offer regular wellbeing support specifically dedicated to residential learners alongside information relevant and specific to their accommodation and location.

## 9.3 Online Safety

MGTS is committed to ensuring that while learners are at MGTS premises they are protected from the dangers presented online. To do this we will filter and monitor what apprentices are accessing online.

We will prevent, detect and remove illegal content depicting, promoting or facilitating:

- Child sexual abuse
- Controlling or coercive behaviour
- Terrorism
- Suicide

We will also prevent access to the following:

- Pornography
- Serious violence
- Bullying
- Self-harm
- Eating disorders
- Gambling

## 10. DESIGNATED SAFEGUARDING OFFICER RESPONSIBILITIES

MGTS Designated Safeguarding Lead (DSL) is the Curriculum Manager, who has been delegated the appropriate authority to enable them to complete the role.

The DSL has a key duty to take the lead responsibility for raising awareness within MGTS of issues relating to the welfare of our learners and the promotion of a safe environment for individuals who are training within MGTS.

The DSL is also responsible for ensuring staff, visitors and learners have the correct security checks (DBS register), and for collating and interrogating the data to analyse and inform any necessary changes. These results are reported at regular meetings to ensure continuous improvement. This ensures that commitment to the policy is demonstrated at all levels of the organisation.

**The Designated Safeguarding Lead will be expected to:**

- Oversee the referral of cases of suspected abuse or allegations to Social Care Services.
- Oversee the referral of cases to the Channel programme where there is a radicalisation concern.
- Provide advice and support to other colleagues in relation to Safeguarding and child protection issues.
- Maintain a record of any child protection referral, complaint or concern (even where the concern does not lead to a referral).
- Liaise with the Local Authority and other appropriate agencies.
- Ensure that colleagues receive appropriate training in Safeguarding and child protection issues and are aware of this policy.
- Ensure that all colleagues are trained to an acceptable standard, by establishing and

maintaining a training plan/schedule and monitoring compliance with this, ensuring action is taken for non-compliance.

### **10.1 Deputy Designated Safeguarding Lead**

To ensure that there is sufficient support for Safeguarding issues throughout MGTS, Deputy Designated Safeguarding Leads (DDSLs) who have received Designated Safeguarding Lead training will be available to support colleagues on Safeguarding issues in the absence of the DSL.

**The DDSLs will be expected to:**

- Refer cases of suspected abuse to the DSL or direct to Local Authority Children's Social Care in the absence of the DSL.
- Refer cases of suspected radicalisation to the DSL or Channel Programme in the absence of the DSL.
- Provide advice and support to other colleagues in relation to Safeguarding and child protection issues.
- Maintain a record of any child protection referral, complaint or concern (even where the concern does not lead to a referral).

### **10.2 Contact Details**

- Designated Safeguarding Lead (DSL): Adam Murray
- Deputy Designated Safeguarding Lead (DDSL): Paul Adderley
- Designated Safeguarding Officer (DSO): Lin Atkins
- Designated Safeguarding Officer (DSO): Andy Baines
- Designated Safeguarding Officer (DSO): Dave Cartwright
- Designated Safeguarding Officer (DSO): John Miller
- Designated Safeguarding Officer (DSO): Keith Myatt
- Designated Safeguarding Officer (DSO): Debbie Smith
- Designated Safeguarding Officer (DSO): Karlie Soanes
- Email: [safeguarding@mcts.co.uk](mailto:safeguarding@mcts.co.uk)
- Safeguarding telephone number: 024 7663 0333 ext.774

### **10.3 External Agencies:**

Name	Contact Details
Coventry Safeguarding Children Partnership and Adult Safeguarding Board	<a href="mailto:CoventryCSCP@coventry.gov.uk">CoventryCSCP@coventry.gov.uk</a> 024 7697 5477
Coventry City Council Multi Agency Safeguarding Hub (MASH)	<a href="mailto:mash@coventry.gov.uk">mash@coventry.gov.uk</a> 024 7678 8555
West Midlands Police Child Abuse Investigation Unit	024 7653 9044
West Midlands Police Safeguarding Adult Services	0121 101 EXT: 8811 3255/3226/3278
Worcestershire Family Front Door	01905 822666
Worcestershire Safeguarding Adult Board	<a href="mailto:Safeguardingadultsbo@worcestershire.gov.uk">Safeguardingadultsbo@worcestershire.gov.uk</a> 01905 844474

## **11. REPORTING PROCEDURES**

All colleagues have a responsibility to report safeguarding concerns immediately. Early reporting can prevent harm and ensure timely support for learners.

MGTS uses the MyConcern online reporting system to ensure all safeguarding concerns are recorded, tracked, and acted upon swiftly and appropriately.

## 11.1 Immediate Actions When a Concern Arises

If a colleague, learner, or any individual identifies or receives a disclosure of a safeguarding concern, they must:

1. Stay calm and listen carefully without showing shock or disbelief
2. Allow the person to speak freely without interruption
3. **NOT** promise confidentiality – explain that information may need to be shared to keep them safe
4. **NOT** investigate or ask leading questions
5. Record the concern immediately using the individual's own words where possible
6. Note the date, time, location, and any witnesses
7. Report the concern immediately using the MyConcern system or by speaking directly to a member of the Safeguarding Team

*In cases of immediate danger, contact emergency services (999) first, then report via MyConcern or directly to the Safeguarding Team.*

## 11.2 MyConcern Reporting System

MGTS operates the MyConcern online reporting system to ensure consistent and secure reporting of all safeguarding concerns.

### Accessing MyConcern:

- Scan the QR code displayed on safeguarding posters located throughout the centre
- Scan the QR code on the safeguarding business cards distributed to all Year 1 students by Paul Adderley (Deputy Designated Safeguarding Lead)
- QR codes provide direct access to the online MyConcern form

### Completing a MyConcern Report:

- Answer all questions on the online form
- Provide as much detail as possible including dates, times, locations, and specific concerns
- Include factual observations, not opinions or assumptions
- Use the individual's own words where possible when describing disclosures
- Submit the completed form

### Automatic Notifications and Secure Storage:

- Once submitted, the MyConcern system automatically notifies all Designated Safeguarding Officers and Leads
- All form details and responses are automatically stored in a secure safeguarding Microsoft Teams channel
- Access to this channel is restricted to Designated Safeguarding Officers and Leads only
- The Safeguarding Team can log actions taken and track progress on each concern
- All records are maintained securely and confidentially in accordance with data protection requirements

## 11.3 Direct Reporting to a Safeguarding Officer

If a learner or any individual prefers to speak directly to a member of the Safeguarding Team rather than completing the online form, the following process applies:

### Step 1: Initial Disclosure

- The Safeguarding Officer will listen to the concerns without interruption
- The Officer will remain calm and reassuring
- The Officer will not investigate or ask leading questions
- The Officer will take contemporaneous notes during or immediately after the conversation

### Step 2: Documentation

- The Safeguarding Officer must complete a MyConcern form on behalf of the individual

- All information disclosed must be recorded accurately using the individual's own words where possible
- The form must be completed as soon as possible after the disclosure, ideally within the same day
- This ensures the concern is properly logged in the MyConcern system and all Safeguarding Team members are notified

### **Step 3: Confirmation**

- The individual should be informed that their concern has been logged
- They should be advised of the next steps and timescales
- They should be provided with contact details for follow-up

## **11.4 Step-by-Step Response Process**

Once a concern is reported via MyConcern:

### **Step 1: Immediate Notification (Instant)**

- All Designated Safeguarding Officers and Leads receive automatic notification
- Concern is reviewed by the DSL or DDSL as a priority
- Immediate risk assessment conducted

### **Step 2: Initial Review (Within 24 Hours)**

- DSL or DDSL reviews all details submitted via MyConcern
- Initial assessment of risk level and urgency
- Decision made on immediate actions required
- In cases of immediate danger, emergency services contacted without delay

### **Step 3: Investigation and Action Planning (Within 48 Hours)**

- DSL determines appropriate action and assigns responsibility
- Actions logged in the MyConcern system via the secure Microsoft Teams channel
- May include referral to external agencies, internal support arrangements, or further investigation
- Reporter and relevant parties informed of outcome and next steps

### **Step 4: External Referral (If Required)**

- DSL makes referrals to appropriate agencies within 24 hours of determination
- Agencies may include Local Authority Children's Social Care, Police, or Channel Programme
- All referrals and communications logged in MyConcern system
- DSL maintains contact with external agencies throughout the process
- Parents/carers informed unless this would place the learner at greater risk

### **Step 5: Ongoing Monitoring**

- All actions, updates, and outcomes logged in the MyConcern system
- Regular reviews conducted and documented
- Case closed when appropriate with full documentation of outcomes

## **11.5 Out of Hours Reporting**

If a safeguarding concern arises outside normal working hours:

- Use the MyConcern system via QR code access (available 24/7)
- Alternatively, contact the DSL or DDSL on the safeguarding telephone number: 024 7663 0333 ext.774
- If no response and the matter is urgent, contact the local Multi Agency Safeguarding Hub (MASH)
- **In emergencies where there is immediate danger, always call 999**
- Ensure the concern is logged in MyConcern at the earliest opportunity

## 11.6 Anonymous Reporting

Concerns can be reported anonymously if preferred, however this may limit the ability to investigate fully or provide feedback. Anonymous reports can be made:

- Via the MyConcern system (Type “Anonymous” in the name field and [safeguarding@mgts.co.uk](mailto:safeguarding@mgts.co.uk) in the email field)
- Via the safeguarding email: [safeguarding@mgts.co.uk](mailto:safeguarding@mgts.co.uk)
- Through the whistleblowing procedure
- Via external agencies such as the NSPCC Helpline: 0808 800 5000

All anonymous reports received will still be investigated appropriately and logged in the MyConcern system.

## 11.7 Record Keeping and Data Security

All safeguarding concerns reported via MyConcern are:

- Stored securely in the dedicated safeguarding Microsoft Teams channel
- Accessible only to Designated Safeguarding Officers and Leads
- Maintained in accordance with GDPR and Data Protection Act 2018 requirements
- Shared only on a need-to-know basis
- Retained in line with statutory requirements and organisational data retention policies
- Protected by appropriate technical and organisational security measures
- Subject to regular backup and security reviews

**The MyConcern system ensures:**

- Complete audit trail of all concerns and actions
- Consistent approach to recording and responding to concerns
- Secure storage and appropriate access controls
- Ability to identify patterns and trends in safeguarding concerns
- Evidence of effective safeguarding practice for inspection and audit purposes

## 12. INVESTIGATION PROCESS

When a safeguarding concern is reported, MGTS follows a structured investigation process to ensure appropriate action is taken whilst protecting the welfare of the learner.

### 12.1 Initial Assessment (Within 48 Hours)

Upon receiving a safeguarding concern, the DSL will:

- Review all available information and documentation
- Assess the level of risk to the learner
- Determine whether the concern meets the threshold for external referral
- Consider whether immediate protective action is required
- Identify any other learners who may be at risk
- Consult with senior management and/or external agencies as appropriate

### 12.2 Investigation Stages

#### Stage 1: Information Gathering (Days 1-3)

- DSL or appointed investigator gathers relevant information
- May include interviews with the learner (if appropriate and safe)
- Review of attendance records, behaviour logs, and previous concerns
- Consultation with relevant colleagues who have contact with the learner
- Liaison with employer partners if applicable

- All information gathering conducted sensitively and confidentially

### **Stage 2: Risk Assessment (Days 3-5)**

- Comprehensive risk assessment completed
- Consideration of contextual safeguarding factors
- Assessment of immediate and ongoing risk levels
- Identification of protective factors
- Determination of required safeguarding measures
- Documentation of assessment outcomes

### **Stage 3: Action Planning (Days 5-7)**

- Development of appropriate safeguarding action plan
- Identification of support services required
- Assignment of key worker/support person if needed
- Agreement of monitoring arrangements
- Communication plan established (what can be shared and with whom)
- Timescales for review set

### **Stage 4: Implementation (Ongoing)**

- Action plan put into effect
- Support services engaged
- Regular monitoring and check-ins with learner
- Communication with relevant parties maintained
- Adjustments made as circumstances change

## **12.3 External Agency Involvement**

When a referral to external agencies is required:

- DSL makes formal referral within 24 hours of determination
- Written referral sent to appropriate agency (MASH, Police, Channel, etc.)
- MGTS cooperates fully with external investigations
- DSL maintains regular contact with investigating agencies
- Information shared appropriately whilst maintaining confidentiality
- Internal investigation may be paused pending external investigation outcome
- MGTS continues to support the learner throughout the process

## **12.4 Allegations Against Staff**

If an allegation is made against a member of MGTS staff:

- Immediate report made to the Chief Executive or designated senior manager
- Alleged staff member may be suspended pending investigation
- Referral made to Local Authority Designated Officer (LADO) within 24 hours
- Full cooperation with LADO investigation
- Disciplinary procedures followed in accordance with HR policies
- Support provided to all parties involved
- Outcomes may include no further action, additional training, disciplinary action, or dismissal
- DBS referral made if staff member is dismissed or resigns due to safeguarding concerns

## **12.5 Decision-Making**

Decisions regarding safeguarding concerns are made by:

- DSL for initial assessments and internal actions
- Senior Management Team for significant concerns or allegations against staff
- External agencies for matters requiring statutory intervention

- Multi-agency meetings where complex cases require coordinated response

All decisions are:

- Made in the best interests of the learner
- Based on evidence and professional judgement
- Documented with clear rationale
- Reviewed regularly as circumstances change

## 12.6 Communication During Investigation

Throughout the investigation process:

- Learner kept informed of what is happening (age-appropriately)
- Parents/carers informed unless this increases risk to the learner
- Relevant colleagues provided with need-to-know information only
- Confidentiality maintained at all times
- Regular updates provided to all appropriate parties
- Clear explanations given of timescales and next steps

## 12.7 Timescales

Standard investigation timescales:

- Initial assessment: Within 48 hours
- External referral (if required): Within 24 hours of determination
- Full investigation: Typically 10-15 working days
- Complex investigations: May extend beyond 15 days with regular reviews

***In cases of immediate risk, all actions are expedited and may occur within hours.***

## 12.8 Investigation Outcomes

Possible outcomes of a safeguarding investigation:

- No further action required (concern unfounded)
- Monitoring and support plan implemented
- Referral to external agencies for ongoing support
- Internal disciplinary action (if staff involved)
- Changes to organisational practice or procedures
- Multi-agency safeguarding plan established
- Police investigation or prosecution (serious cases)

## 12.9 Review and Learning

Following completion of an investigation:

- Case review conducted by Safeguarding Team
- Lessons learned identified
- Changes to policy or practice implemented as needed
- Staff training needs identified and addressed
- Strategic Safeguarding Committee informed
- Annual review of patterns and trends in safeguarding concerns

### 13. CONTACT INFORMATION

For queries regarding this policy:

**Designated Safeguarding Lead**

Midlands Group Training Services Limited  
Gulson Road  
Coventry, CV1 2JG  
Tel: 07856915037  
Email: adam.murray@mcts.co.uk

**Policy Owner:** Chief Executive Officer

Date	Summary of Changes	Version:	Author (Updated by):
30 <sup>th</sup> October 2025	Old policy added to new formatting. Examples of safeguarding concerns and alerts added Reporting procedure updated Investigation process added Updated contact details (changed DDSL from Thomas Farrington to Paul Adderley)	1.0	Jordan Geoghegan Quality & Compliance Manager

**Next Review:** See Document Control Register

Policy Approved By:



David Bridgens  
**Chief Executive Officer**  
30.10.2025