

Safeguarding and Prevent Policy

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Reporting a safeguarding cause for concern/incident flowchart

TLDR; For safeguarding reporting processes, click [here](#).

Purpose, scope and aims

Makers is committed to safeguarding and promoting the welfare of all of our students and staff. For the purposes of this policy, our students include all applicants, apprentices, and academy students at all stages of their journey (including pre-course, immersive, job hunters, alumni and accelerator developers).

We will ensure that all staff and students are aware of this policy and share our commitment to ensuring the safety and wellbeing of our community. We aim to ensure that our staff are vigilant about safeguarding issues and work alongside agencies and professional bodies to keep both our students and staff safe from harm.

At Makers, we see our community as a safe place for people to explore controversial issues and where our staff are trained to encourage and facilitate this. We are committed to advancing the fundamental British values of the rule of law, individual liberty, democracy and mutual respect and tolerance of those with different faiths and beliefs.

This policy applies to all members of staff, including permanent, temporary and support staff, governors, volunteers, contractors and external service or activity providers.

Aims

The aims of this policy are to:

- Ensure that all staff understand the principles of safeguarding, radicalisation and extremism
- Ensure that all staff and students understand Makers' safeguarding policy and how our policies and processes keep them safe from harm
- Identify the expectations of staff in relation to safeguarding
- Ensure that relevant safeguarding practices and policies are in place
- Ensure the rights of all of our staff and students to learn and work in a safe environment
- To prevent abuse through student support offered to all students and staff
- To provide guidelines for staff in handling matters relating to actual or suspected abuse
- To ensure that all Makers staff, students and partner employers act responsibly and professionally at all times
- To prevent the risk of abuse by ensuring procedures and standards are in place

Promoting this policy

All Makers staff will be made aware of this policy upon joining the company during their induction and again at quarterly All-Hands updates. Any updates to this policy will be communicated with staff via Slack and at All-Hands meetings. All staff will be required to sign via MyConcern to confirm that they have read and understood the safeguarding policy. Staff

will also be required to undertake bi-annual policy into practice sessions to increase engagement and understanding of this policy.

When updating this policy, we will consult as many key stakeholders as possible to ensure that the policy remains comprehensive and relevant.

Commitments

In order to ensure that Makers' fulfils our safeguarding responsibilities, we will:

- Maintain a safe, respectful and supportive learning environment
- Ensure that anyone working or studying with Makers is aware of our commitment to the Prevent Duty and Safeguarding
- Ensure that all staff working with Makers, whether paid or unpaid, have been subject to a DBS check
- Provide training on safeguarding and Prevent to all of our staff and ensure this training is updated every two years
- Help students become valuable members of society and encourage the treatment of others with respect and tolerance
- Establish a culture where there is a shared commitment to valuing diversity and respecting differences

In return, Makers Academy expects the following from our staff, employers and students:

- Abide by the British Values
- Never tolerate a lack of respect for individuals
- Celebrate difference and promote diversity
- Be inclusive and accepting of difference

Safeguarding

Makers is committed to safeguarding and promoting the welfare of all our students and staff including vulnerable individuals and young people.

What is safeguarding?

Safeguarding is the action we take to promote the welfare of individuals and protect them from harm.

Safeguarding involves keeping people safe, including taking preventative measures. It encompasses health and safety, welfare, and physical and mental well-being as well as Makers' duties under the Prevent strategy regarding anti-radicalisation.

Safeguarding adults at risk

An adult at-risk adult is defined as an individual who:

- Has support and/or care needs and;
- Is experiencing, or is at risk of abuse or neglect; and
- As a result of their support and/or care needs is unable to protect themselves from the risk of or the experience of abuse or neglect

Students can disclose information about their circumstances at the application stage, registration and at any time throughout their course of study with Makers Academy.

Any member of staff who becomes aware of a safeguarding concern regarding an adult at risk should act by reporting the concern via MyConcern. A DSO will be assigned to the concern to support the next steps and take appropriate action. The wishes of the individual who is thought to be, or who report that they are at risk, will be fully respected at all stages of a disclosure.

Safeguarding non-vulnerable adults

If a student or member of staff who does not meet the definition of an adult at risk, is the subject of abuse or makes a disclosure, the full range of Makers safeguarding support services will be offered.

Where appropriate and with the consent of the student, external referrals can be made. Any action taken by Makers Academy staff should be both appropriate and proportionate.

Employers also have a duty to safeguard any Makers student they employ. Makers are committed to supporting employers, staff and students to recognise their responsibilities, through guidance and training.

Prevent

The Prevent strategy is part of the [UK Government's CONTEST counter-terrorism strategy](#). Makers must “have due regard to the need to prevent people from being drawn into terrorism”.

Purpose of Prevent

The aim of Prevent is to safeguard vulnerable individuals who may be at risk of becoming involved in any kind of terrorist-related activities or extremism. Makers will regularly assess the risk of radicalisation to our staff and students, and put procedures and policies in place to mitigate identified risks. Our prevent risk assessment can be found [here](#).

All staff have a responsibility to monitor and report potential radicalisation to our Designated Safeguarding Officer (DSO) team via MyConcern.

There isn't a place for Extremism at Makers of any kind. This applies to any part of the company including (but not limited to), staff, students, alumni, community, suppliers, or contractors.

Teaching and learning

We aim to build the resilience of our staff and students to extremist narratives by fostering and maintaining an open and inclusive culture where hard topics are discussed and debated. Our students and staff have access to a wider development curriculum that covers aspects of prevent and extremist narratives. Staff also have access to a range of training and resources in which they can inform themselves of such narratives and their counter-narratives.

Responsibilities

Makers will ensure that all staff:

- Have undertaken training in the Prevent duty and how to spot signs of radicalisation and extremism
- Are aware of when and how concerns should be reported
- Promote the fundamental British values of democracy, the rule of law, individual liberty and mutual tolerance and respect through their conduct, behaviour and attitude at all times

What are British Values?

The UK Government has outlined four fundamental British values:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith

Makers expects all staff, students, employers and contractors to uphold and promote British values through their behaviour, conduct and attitude.

Channel

Channel is an early intervention programme that provides support to people who are identified as being vulnerable to being radicalised and drawn into terrorism. The Channel programme takes a multi-agency approach to protect vulnerable people by

- Identifying individuals at risk
- Assessing the nature and extent of the risk
- Developing the most appropriate support plan for the individuals concerned

Channel interventions are dependent on the individual. Each programme is tailored to meet the needs of the person who has been referred. Channel is a voluntary programme so consent from the individual is required before a support plan can be put in place. Support

activities can include interventions around health, education, housing, mentoring, faith guidance, or diversionary activities such as sports or art.

Referrals to the Channel panel can be made by anyone, including education and training providers.

Guest Speakers

Makers recognise the value that external guest speakers bring to both our staff and students. From time to time we invite guests to come to Makers Academy to speak to our staff, students and apprentices about topics that may be of interest to them. These talks are usually focused on technology, specifically coding and software development.

We aim to balance freedom of speech with the need to protect any vulnerable staff or students we have from radicalisation. More information on how we achieve this can be found in our [Guests and events policy](#).

Run, Hide, Tell

The National Police Chiefs' Council (NPCC) has issued guidance on how to react in the event of a weapons or firearms attack. The NPCC recommends the run, hide, tell strategy to keep individuals safe in these scenarios.

RUN to a place of safety. This is a far better option than surrendering or negotiating. If there's nowhere to go then...

HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.

Makers Academy promotes the Run, Hide, Tell reaction for all of our staff, students and employers.

Reporting a concern or incident

All safeguarding concerns and incidents relating to students should be reported via [MyConcern](#) as soon as possible.

All safeguarding concerns and incidents relating to Makers' staff should be reported to the People Team via our normal HR practices.

Recognising and reporting low-level safeguarding concerns

A concern is an interaction, observation or disclosure that gives you cause for concern but does not lead you to believe an individual is at risk of harm to themselves or others. Concerns can relate to safeguarding, academic progress or an individual's behaviour.

Concerns could include a student becoming detached, isolating themselves from others, sudden changes in appearance or regular non-attendance as examples.

Concerns should be logged on MyConcern by the staff member raising the concern. Concerns will be triaged by the relevant DSO. The DSO, staff member who raised the concern and any other relevant parties will be able to review and update the concern directly on MyConcern to assess whether the situation has escalated or if any further action is necessary (i.e. referral to an external agency).

Reporting safeguarding incidents

A safeguarding incident is an incident that causes physical or mental harm, or risk of harm, to an individual or others.

If a student or member of staff is in immediate danger, actions should be taken to safeguard them from the risk of harm including calling emergency services or medical assistance where required. If a student or member of staff is not in immediate danger but a criminal offence has occurred or is likely to occur, a DSO and police should be contacted.

All safeguarding incidents must be documented on MyConcern by the reporting member of staff. Further information or guidance regarding completing the safeguarding concern and incident form is available from the DSOs.

The DSOs will be responsible for any subsequent follow up of safeguarding incidents.

A Responding to Safeguarding Concerns and Incidents flowchart can be found in [Appendix 1](#).

Concerns from students or employers

Employers and students do not have access to MyConcern to report concerns and safeguarding incidents in the same way as Maker's staff. Students and employers can report concerns via our dedicated safeguarding inbox - safeguarding@makers.tech.

Further information for students and employers can be found in the [student and employer policy](#).

Disclosures

If a student or member of staff discloses a concern about their safety or well-being, the staff member hearing the disclosure should listen clearly to and record all of the information given, without making judgements or assumptions.

The **5R** (Recognise, Respond, Report, Record, Refer) process should be followed.

Recognise, Respond, Report, Record, Refer

Recognise - All staff have a responsibility to recognise behaviour that may indicate abuse or a welfare concern. Whether abuse occurs on our premises, at home, at work or any other setting in which our students may find themselves, all staff play a role in recognising possible abuse, investigating and acting.

Respond - Action should be taken to secure the immediate safety of the staff member or student if necessary including calling 999 for emergency services if required. Get brief details about what has happened but do not probe or conduct a mini-investigation.

Report - All disclosures should be reported to the organisation's safeguarding team via MyConcern for further action.

Record - As far as possible, reports should be written contemporaneously by the person to whom the disclosure has been made. Records about safeguarding concerns will be stored confidentially on MyConcern. Access will be limited to the safeguarding team dealing with the concern.

Refer - The DSO will decide on an appropriate course of action and if necessary or appropriate, make a referral to an outside organisation.

In deciding whether to refer or not, the DSO should take into account:

1. The individual's wishes and preferred outcome
2. Whether the individual has the mental capacity to make an informed decision about their own and others' safety
3. The safety or wellbeing of children or other adults with care and support needs
4. Whether there is a person in a position of trust involved
5. Whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- The police if a crime has been committed and/or
- Local adult social services for possible safeguarding enquiry
- Relevant regulatory bodies such as Ofsted
- Service commissioning teams

- Family/relatives as appropriate (seek advice from adult social services)

The DSO should keep a record of the reasons for referring to the concern or reasons for not referring, this will be logged on MyConcern.

Recordkeeping

All safeguarding and welfare concerns, discussions and decisions made will be recorded on MyConcern and stored on the system confidentially.

Roles and responsibilities

Designated safeguarding officers (DSOs)

Our core DSO team consists of:

Catherine Malik - Head of Developer Success (Apprentices/Accelerator Devs)

Rachel Boston - Head of Journey Success (Academy students/Jobhunters)

Jess Redfern - People Manager (Makers staff)

Our Deputy DSO is:

Chelsea Evans - Safeguarding and Attendance Coordinator

Our cover DSOs are:

Chloe Thornton - Quality and Compliance Manager

Diana Constantinou - Head of Developer Success

Madalena Hoye - Director of Delivery

Imy Harrison - Director of People and Ops (From June 2022)

The Designated Safeguarding Officers can be contacted via email at:

safeguarding@makers.tech

The role of the DSO includes:

- **Managing referrals**
 - Refer students to external support when appropriate and with the consent of the student
 - Liaise with other agencies where appropriate
 - Complete referrals to the Channel programme where necessary
- **Record keeping**
 - Support the maintenance and administration of safeguarding concerns via MyConcern
 - Help maintain a chronology of concerns and incidents for each student via MyConcern

- **Interagency working and information sharing**
 - Liaise with other agencies as appropriate
 - Maintain an up to date list of local safeguarding and prevent contacts
 - Disseminate local safeguarding knowledge and information from key contacts to all Makers staff.
- **Safeguarding training**
 - Undertake DSO training which is refreshed every two years
 - Act as a source of support, advice and expertise to staff members on safeguarding matters
 - Regularly update knowledge and skills in safeguarding and prevent
 - Ensure that each member of Makers staff has access to, has read and understood the Safeguarding and Prevent policy
 - Ensure that each member of Makers staff has completed Safeguarding and Prevent training which is refreshed every two years
- **Raising awareness**

The DSOs will:

 - Ensure that the Safeguarding and Prevent policy is reviewed on an annual basis
 - Communicate any changes or updates to the safeguarding policy or processes
 - Provide regular safeguarding and prevent briefings to the team to increase knowledge and awareness of local and regional safeguarding and prevent issues
- **Quality assurance**
 - The DSOs will:
 - Take responsibility for remedying any deficiencies and/or weaknesses identified in our safeguarding and prevent policy and processes
 - Provide regular reports to the Governance Board in relating to the policy, training and external referrals

Senior Management Team (SMT)

The Senior Management Team will ensure that the policies and procedures adopted by Makers are implemented and sufficient resources and time are allocated to enable staff members to discharge their safeguarding responsibilities.

If you do not feel that you have sufficient time, resources or knowledge to discharge your responsibilities under safeguarding, please speak to your SMT representative as soon as possible.

All staff

All Makers Academy staff, governors, volunteers and external providers have a responsibility to

- Know how to recognise signs and symptoms of abuse
- Know how to respond to a safeguarding disclosure
- Act immediately on concerns about a student or staff member's welfare
- Comply with the safeguarding processes set out in this policy
- Attend and complete all required training

Training

There are three levels of safeguarding training at Makers:

Level	Training	Staff	Frequency
Basic	Level 2 safeguarding adults Prevent training MyConcern training	All Makers staff	Upon joining the company Refreshed every two years
Enhanced	Policy into practice training	All staff who have unsupervised or regular contact with students Optional for staff outside of this category	Upon joining the company Refreshed twice per year
Advanced	Designated safeguarding officer (DSO) training	DSOs and the safeguarding team	Upon joining the DSO team Refreshed every two years or with changing systems/legislation (minimum)

All staff will undertake formal safeguarding training once every three years. This will be supplemented with bi-annual policy in practice sessions, learning materials and quarterly briefings.

The safeguarding team will provide briefings to all staff upon any changes to legislation and procedures relevant to safeguarding and prevent. The safeguarding team will also provide regular information and learning resources from local and national sources.

Our approach to staff safeguarding training

Makers will implement a blended learning style for the delivery of safeguarding training. This will include but is not limited to:

- Online and e-learning courses and modules
- Workshops and face-to-face training sessions
- External training and guest speakers
- Scenario testing/case studies
- Topical debates and discussions

Confidentiality, consent and information sharing

Makers Academy recognises that all matters relating to safeguarding are confidential.

The DSOs, Director of Delivery or any member of the safeguarding team will disclose any information about a student to other members of staff or employers on a need-to-know basis, and in the best interests of the student.

Staff must never promise to keep disclosures confidential as this may compromise the student's safety or wellbeing.

Site security

All staff members have a responsibility to ensure that our sites are safe for students, visitors and other employees. Staff should report any concerns that may compromise safety to a DSO via MyConcern.

The identity of all visitors should be checked upon entry to the building. Any individual who is not known or identifiable should be challenged for reassurance and clarification.

IT security

Makers is committed to ensuring that all staff, students and apprentices accessing Makers services are safe whilst using our equipment and network. We have deployed laptop management software across our fleet of laptops that blocks access and downloads of software and applications which have not been previously approved by the Operations team. IT usage is monitored by the software and laptops can be disabled remotely by the Operations team in case of emergency or if a Maker is in breach of either our acceptable usage policy or our code of conduct.

Staff safety

To maintain safety for both staff and students and to uphold professional boundaries, staff should avoid:

- Befriending students on social media
- Distributing their personal telephone numbers
- Conducting home visits or transporting students to and from locations without prior approval
- Developing personal relationships with students

It is also important for staff to be mindful of the following when conducting yourself:

- Building rapport is a natural part of the coaching process and will always be encouraged at Makers, however, it is of the utmost importance that all staff maintain professional boundaries at all times.
- Do not promise to keep secret any concerning disclosures even if asked to do so by the students. Makers are committed to safeguarding all of our students and can only do so if correct reporting procedures are followed.
- Avoid spending extended periods of time alone with students in a closed environment.
- Be cautious when giving students personal advice based solely on your own opinion, wherever possible information given should be based on facts and guidance (signposting).
- If at any point you feel unsafe or uncertain in the company of a learner, remove yourself from the situation and inform your line manager and a DSO.

Safer recruitment

Makers adhere to a safer recruitment process to ensure that appropriate checks are carried out on all new staff that work with or come into contact with students including Enhanced DBS checks in line with the Disclosure and Barring Service requirements. More information regarding our safer recruitment checks can be found in the [Recruitment policy](#).

Disclosure and Barring Service Checks

The Disclosure and Barring Service (DBS) is an agency that helps employers make safer recruitment decisions by carrying out background checks and providing details of an individual's criminal record. Carrying out a DBS check will help Makers identify if a member of staff or potential applicant is unsuitable to work with students.

Modern slavery statement

Makers is committed to working towards the eradication of slavery and human trafficking. Our [Modern Slavery policy](#) reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

Policy Review

This policy will be reviewed and updated at least annually or in line with any company or legislative changes.

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Approved by

Madalena Hoyer, Director of Delivery

Appendix 1

Reporting a safeguarding cause for concern/incident flowchart

