

SAFEGUARDING POLICY

Version 1.1 01/08/2025
Next Review 01/08/2026

ELA TRAINING SERVICES

Safeguarding Policy



@elatrainingsservices
@elaadultlearning



@elatrainingsservicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025
Next Review 01/08/2026

Key Elements

- This document sets out the responsibilities and expectations for all employees of ELA Training Services in relation to and promoting the health, safety, wellbeing, ethical and professional conduct and safeguarding of all stakeholders of ELA Training Services. Implementation is monitored by the Chief Operating Officer and supported by the board of Directors.

- Implementation is monitored by the Chief Operating Officer and supported by the board of Directors.

Agreed by: Catherine Goodwin, Chief Operating Officer, ELA Training Services.



@elatrainingervices
@elaadultlearning



@elatrainingervicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

Table of Contents

Key Elements	2
Statement of Intent	5
Definition and Scope	6
Additional Responsibilities	7
Application of this Policy	8
Policy Aims	9
Visiting speakers	13
Volunteers	13
ELA Training Services' Records of Concern Reporting Protocol	13
ELA Training Services' Incident, Near Miss Accident Reporting Protocol	16
ELA Training Services' Reporting Form	17
Reporting Safeguarding Concerns and Whistleblowing	19
Review	20



@elatrainingervices
@elaadultlearning



@elatrainingervicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING



ELA defines Safeguarding as including **vulnerable person protection**, our **Prevent Duty**, and **Data Protection**. **E-Safety** is a principle that underpins all elements of safeguarding.

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

SAFEGUARDING POLICY

Statement of Intent

Chief Operating Officer's statement of commitment to an unbiased, non-partisan, non-discriminatory and ethical workplace.

- The Operating Board Members of ELA Training Services wish to make it clear that the propagation of extremist religious views, partisan political views and discriminatory practices by employees and stakeholders will not be tolerated.
- All employees are expected to offer a balanced presentation of views and opinions to learners while carrying out their duties and taking part in extracurricular activities that are provided or organised by or on behalf of the ELA Training Services, including through the distribution of promotional materials. Extremist religious views, partisan political views and discriminatory practices by employees and stakeholders **MUST** be reported and dealt with robustly.
- We take our commitment to providing an unbiased, non-partisan, non-discriminatory and ethical workplace seriously. Failure to observe the above could lead to disciplinary action (including summary dismissal) and referral to government, regulatory organisations and education authorities.
- ELA Training Services is committed to protecting the health, safety and welfare of our stakeholders. It is our policy to ensure, as far as is reasonably practicable, that all required tasks and activities are carried out with the minimum of risk to all our stakeholders.
- Taking advice from policies and Legislation i.e. Care Act (2014), Keeping Children safe in Education (KCSIE Update 2025) and Working Together to Safeguard Children (DfE latest update Dec 2023). We have relevant policies that complement our Safeguarding procedures to make this Policy as comprehensive as possible including:

- Health and Safety Policy
- Safer Recruitment Policy
- Data Protection and GDPR Policy
- E-Safety Policy
- Photography and Filming Policy
- Whistleblowing Policy
- Dignity Policy and Procedure
- ICT and AI Acceptable use Policy
- Prevent Policy
- Equality and Diversity Policy


 @elatrainingervices
 @elaadultlearning

 @elatrainingervicesuk
 @elaadultlearning

 company/ela-training-services
 company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

Definition and Scope

We define stakeholders as everyone who is or is perceived to be affected by the operations of ELA Training Services. This especially includes and is not restricted to employees, young people and vulnerable adults with whom our work brings us into contact with.

We define vulnerable adults as those who are or may be for any reason unable to take care of themselves, or unable to protect themselves against significant harm or exploitation. We make it clear that although most of the procedures and guidelines are designed to be used by ELA Training Services staff to safeguard ELA Training Services learners, the procedures and guidelines are also intended to be used with reasonable discretion by stakeholders to protect other stakeholders.

In the context of child protection, children and young people refers to anyone under 18 years of age. It is the responsibility of everyone at ELA Training Services to promote the protection of all stakeholders, especially vulnerable and young people.

We define Safeguarding as the action we take to promote the welfare of stakeholders and protect them from harm. It means caring for learners appropriately and protecting them from that which is not in their best interests. It includes the health and safety, protection and pastoral care of young and vulnerable people. Connected to safeguarding is the phrase 'Duty of Care'; there is a legal responsibility that all employees who work with stakeholders have a duty to look after them properly; young and vulnerable people especially depend on adults for their safety and well-being.

ELA Training Services acknowledges the duty of care to safeguard and promote the welfare of young people and vulnerable adults and is committed to ensuring that our safeguarding practice reflects our statutory responsibilities and government guidance and complies with best practice and regulatory requirements. This policy recognises that the welfare and interests of young people and vulnerable adults are paramount in all circumstances.

It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all people are equally regarded, and their right to protection from harm or abuse is consistently upheld.

ELA Training Services is committed to safeguarding the welfare of ELA Training Services stakeholders and has developed this Safeguarding Protection Policy and Procedure to support all stakeholders in putting into practice this commitment.

[@elatrainingervices](#)
[@elaadultlearning](#)[@elatrainingervicesuk](#)
[@elaadultlearning](#)[company/ela-training-services](#)
[company/ela-education-services](#)

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

This policy establishes the roles and responsibilities of everyone who works for ELA Training Services in relation to the protection of all stakeholders, especially vulnerable people with whom their work brings them into contact with.

In following this policy, staff are always expected to maintain a sense of proportion, apply common sense to situations and protect the subject's welfare as priority.

This policy is based on, and reflects, the principles of both UK legislation and guidance and other relevant ELA Training Services policies and procedures. The approach has been developed in such a way as to be consistent with 'Best Practice' within the field of safeguarding.

It is also the duty of ELA Training Services to ensure that persons are not placed in situations where abuse might be alleged. It is not intended that the policy should restrict staff from normal ways of working, but colleagues always need to consider how an action or activity may be perceived as opposed to how it is intended.

Additional Responsibilities

The Operational Board Members of ELA Training Services will ensure the promotion, commitment to, and the training of its employees in implementing the Safeguarding policy.

An 'ELA Safeguarding and Wellbeing Team' has been appointed with a Designated Safeguarding Lead and 3 Deputy Safeguarding Leads. All 4 members of the team have completed Designated Safeguarding Lead training.

The role of the Safeguarding and Wellbeing Team is to help ensure that a culture and awareness of Safeguarding is embedded right across the business from recruitment and induction of staff, through to the delivery and pastoral support of Apprentices in all delivery teams. It also ensures that new resources, best practice, changes in procedures and legislative updates can be distributed effectively as members can share these in their own team meetings. The group also reviews previous and current safeguarding issues to discuss lessons learned and best practice.

ELA's Safeguarding and Wellbeing Team (and how to report a safeguarding issue) have been added to PowerPoint slides for all apprentice inductions and teaching resources to ensure awareness of the Designated Safeguarding Leads and Deputy Leads. How to report a safeguarding concern has been added to all email signatures and branded virtual meeting backgrounds.

All staff complete mandatory Safeguarding training on joining the organisation as part of their induction, with regular updates in team and standardisation meetings. The Chief Operating Officer also sends out awareness raising communications and training activities on a regular basis to further promote the culture of safeguarding, embed good safeguarding practices and raise awareness across the organisation.



@elatrainingsservices
@elaadultlearning



@elatrainingsservicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

The Safeguarding and Wellbeing Team deliver specific topics relating to Safeguarding monthly as part of ELA Training Services e-meet.

Safeguarding resources have been added to the learner e-Portfolio in the form of Teaching, Learning and Assessment Plans which learners must complete as part of their Apprenticeship journey. This helps refresh their knowledge of the subject and ensures they are aware of ELA's approach and reporting protocols.

ELA Training Services promote well-being by applying principles of good practice by undertaking to:

- Treat stakeholders with care, respect and dignity
- Recognise that those working for ELA Training Services will be perceived by stakeholders and young people as trusted representatives of ELA Training Services
- Ensure communication with stakeholders is open and clear to allow the process of risk assessments to stake holders of its activities (where applicable)

ELA Training Services will fulfil our local and national responsibilities as laid out in the following documents:

- The Procedures of the Borough of Hounslow's Safeguarding Boards (Apr 2025)
- Keeping Children Safe in Education: Statutory guidance for schools and colleges (DfE update 2025)
- The Data Protection Act (2018)
- The General Data Protection Regulation (GDPR) (Regulation (EU) 2018)
- The Care Act (2014)
- The Prevent Duty (2023) as part of the Counter-Terrorism and Security Act (2015)
- Working Together to Safeguard Children (DfE 2023)
- Mental Health and Behaviour in Schools: Departmental Advice (DfE 2018)
- The Education Act 2002 s175 / s157

Application of this Policy

This policy and procedures are widely promoted and are mandatory for everyone involved in ELA Training Services: for ELA Training Services staff, L&D Coaches / assessors, associates and stakeholders.

ELA Training Services is committed to safeguarding the welfare of every young person and vulnerable adult in its care and all adults associated with our organisation will be expected to share our ethos and actively engage in looking after vulnerable and young people safely.

The ELA Training Services Safeguarding Policy and Guidance is known to all staff, L&D Coaches / assessors and associates.

[@elatrainingervices](#)
[@elaadultlearning](#)[@elatrainingervicesuk](#)
[@elaadultlearning](#)[company/ela-training-services](#)
[company/ela-education-services](#)

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Policy Aims

- To provide protection for the stakeholders and young people who receive ELA Training Services' services, including the stakeholders of our L&D Coaches/assessors via the learner code of conduct.
- To provide ELA Training Services staff, L&D Coaches/assessors and their families with guidance on procedures they should adopt in the event that they suspect a vulnerable person may be experiencing or be at risk of harm.

ELA Training Services staff roles and responsibilities:

We will seek to safeguard stakeholders and learners by:

- Valuing, listening to and respecting them; adopting safeguarding guidelines through procedures and a code of conduct for staff, L&D Coaches/assessors and stakeholder; promoting and prioritising the safety and wellbeing of stakeholders, young and/or vulnerable people.
- Recruiting staff and L&D Coaches/assessors safely, ensuring all necessary checks are made, preventing the employment/deployment of unsuitable individuals (**Safer Recruitment Policy**).
- Sharing information about safeguarding and good practice with ELA Training Services Guardianship stakeholders, employers, staff, L&D Coaches/assessors and their families.
- Sharing information about concerns with agencies who need to know, and involving employers and stakeholders appropriately; providing effective management for ELA Training Services staff, L&D Coaches, and assessors through supervision, support and training; providing a safe and secure environment for all stakeholders; ensuring all stakeholders are safe and secure and protected from harm; ensuring that all ELA Training Services Guardianship stakeholders know who to turn to for help, advice or support ([with access 24-hours per day](#)).
- Appointing a Designated Safeguarding Lead (DSL) who has overall responsibility for the safeguarding and welfare of all ELA Training Services Guardianship stakeholders.
- Ensuring that everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate training to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to stakeholders, young and/or vulnerable people.


 @elatrainingervices
 @elaadultlearning

 @elatrainingervicesuk
 @elaadultlearning

 company/ela-training-services
 company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

- Ensuring that all staff and L&D Coaches/assessors follow ELA Training Services policies and procedures relating to safeguarding and welfare and are aware of who in ELA Training Services is responsible for safeguarding.
- Ensuring that the relevant persons are aware of the special needs or particular vulnerabilities of individual ELA Training Services stakeholders.
- Ensuring appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern.
- Ensuring that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored.
- At ELA Training Services safeguarding is everyone's responsibility. Within ELA Training Services, the Operational Board Members oversee the day-to-day welfare and safeguarding matters, placement of ELA Training Services learners with L&D Coaches/assessors, induction and recording systems.
- The Senior Quality and Safeguarding Manager is the Designated Safeguarding Lead (DSL) and has responsibility for implementing the ELA Training Services Safeguarding Policy. The (DSL) is trained to Level 4 in Safeguarding and is responsible for reporting any allegations of abuse and concerns that occur to the relevant authorities.
- The role of Designated Safeguarding Lead includes the responsibilities of Prevent Lead and Data Protection Lead.

Implementing ELA Training Services' Safeguarding Policy:

- ELA Training Services considers it the duty of L&D Coaches/assessors and Members of Staff to protect stakeholders, young and/or vulnerable people from abuse. This is the fundamental element of our safeguarding policy.
- All L&D Coaches/assessors and adults in the training environment must understand their responsibilities in being alert to the signs of abuse, and their responsibility for referring any concerns to the DSL.
- All L&D Coaches/assessors and adults in the training environment must understand the responsibility placed on ELA Training Services for vulnerable person protection.
- Not all concerns about stakeholders, young and/or vulnerable people relate to abuse, there may well be other explanations. It is important that all concerns are considered in the context of safeguarding.



@elatrainingsservices
@elaadultlearning



@elatrainingsservicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

- It is not a staff member's responsibility to investigate a concern. The responsibility is to act on concerns and take appropriate action according to company procedures.

Confidentiality and Appropriate Disclosure of Information

- Records of Concern and Incident Reports must be used as detailed in their protocols. Confidentiality is crucial to all our relationships, but the welfare of the stakeholder, young and/or vulnerable person is paramount. Confidentiality cannot be maintained if the withholding of information will prejudice the welfare of the subject.
- All information that has been collected on any subject will be kept locked and secure and access will be strictly limited to the DSL. The DSL will be responsible for sharing information with the appropriate authorities.
- Following advice from organisations and professionals in the field of safeguarding, the DSL will make staff particularly aware of any current areas of concern.

What to do if a person makes a disclosure

- ELA Training Services is committed to ensuring that it meets its responsibilities in respect of safeguarding by treating any allegation seriously and sensitively. Records of Concern and Incident Reports must be used as detailed in their individual protocols.

The Safeguarding Step Response to Disclosure Procedure for ELA Training Services staff is as follows:

- Stay calm.
- Listen to what the stakeholder/young/vulnerable person is actually saying.
- Reassure them that they have done the right thing by disclosing.
- Do not promise total confidentiality, as subsequent disclosure could then lead to the stakeholder/young/vulnerable person feeling betrayed.
- Explain that you are obliged to inform the DSL who may need to involve other authorities.
- Reassure the subject that the people who will be informed will be sensitive to their needs and will be looking to help protect them. Inform them that it is not in their interests to keep the disclosure confidential, and it will have to be passed on to the appropriate agencies.
- Make a note of any conversations with the subject as soon as possible after the conversation has taken place, giving as much detail as possible, including when and where the conversations took place, and using the actual words used by the subject.



@elatrainingsservices
@elaadultlearning



@elatrainingsservicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

- Draw a diagram, if appropriate, to show the position of any bruises or marks the subject shows you, trying to indicate the size, shape and colour.
- Keep all records factual. Be aware of not making assumptions or interpretations of what the subject is telling you. Store all records securely.
- Do not interrogate the subject or push for more information. Ensure that any questions asked are open, not leading or closed questions.
- Discuss your concerns with the DSL who will report this information to an appropriate agency (the Designated Officer previously called the Local Authority Designated Officer-LADO).
- The person to whom the disclosure was made should ensure that the stakeholder/young and/or vulnerable person who has disclosed the information is informed about what will happen next, so they can be reassured about what to expect.
- You may report your concerns directly to your local Designated Officer if you are not satisfied with the response from ELA Training Services. You will find contact details for your local Social Care Referral and Assessment Team online. The details will be on your Local Council website.

Safeguarding Response Framework:

RECOGNISE	RESPOND	REPORT	RECORD
<p>Identify any concern, disclosure, or accusation relating to harm, abuse, neglect, or risk.</p> <p>Take all concerns seriously—never dismiss or minimise what is shared.</p> <p>Listen carefully without interruption.</p> <p>Do not ask leading questions or attempt to investigate.</p>	<p>Stay calm and respond appropriately.</p> <p>Reassure the individual that speaking up was the right thing to do.</p> <p>Do not promise confidentiality—explain that the information will be shared with those who can help.</p> <p>Inform them you will pass the concern to the Designated Safeguarding Lead (DSL)</p>	<p>Immediately report all concerns to one of ELA’s DSLs</p> <p>Confirm to the individual that their concern will be escalated to ensure safety.</p>	<p>Accurately record all relevant details using ELA’s safeguarding reporting process.</p> <p>Include dates, times, names, and exact words where possible.</p> <p>Records enable DSLs to assess next steps and share information with external agencies if required.</p>



@elatrainingervices
@elaadultlearning



@elatrainingervicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

Visiting speakers

- The Prevent Duty Guidance requires ELA to have clear protocols for ensuring that any visiting speakers, whether invited by staff or by learners, are suitable and appropriately supervised.
- ELA is not permitted to obtain a DBS disclosure or Children's Barred List information on any visiting speaker who does not engage in regulated activity or perform any other regular duties for or on behalf of the company.
- "'Extremism' is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas. Terrorist groups very often draw on extremist ideas developed by extremist organisations."
- In fulfilling its Prevent Duty obligations ELA Training Services do not discriminate on the grounds of race, colour, nationality, ethnic or national origin, religion or religious belief, sex or sexual orientation, marital or civil partner status, disability or age.

Volunteers

- ELA will request an enhanced DBS disclosure and Children's Barred List information on all volunteers undertaking regulated activity with learners at or on behalf of the company.
- Under no circumstances will ELA Training Services permit an unchecked volunteer to have unsupervised contact with learners.
- It is ELA Training Services policy that a new DBS certificate is required for volunteers who will engage in regulated activity.

ELA Training Services' Records of Concern Reporting Protocol

- Within 1 hour or immediately (if possible) of any Disclosure and/or Concern, email a short message about the Disclosure and/or Concern to safe@ela-training.co.uk
- An investigating officer should respond within an hour. If not, contact one of the Deputy Designated Safeguarding Leads on **+44 (0)208 017 1425**. Those involved must complete the [Safeguarding Expression of Concern Form - ELA – Fill in form](#)
- An investigating officer should respond within 24 hours. If not, contact one of the Deputy Designated Safeguarding Leads on **+44 (0)208 017 1425**.



@elatrainingervices
@elaadultlearning



@elatrainingervicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

- Be clear as to the persons involved. These reports must be understood by neutral external stakeholders. Therefore, you should list the full names of persons and their role at the beginning of the incident report and assign initials to them. For example, Fred Bloggs, staff (FBs), John Smith, learner (JSI) etc. You can then use their initials in the body of the incident report. Initials allow us to impart a degree of confidentiality.
- Save a copy of the report securely for your professional records.

If any form of Restraint or Physical Intervention is used during the accident, incident or near miss then staff must clearly state the manner and duration of the restraint and the training/rationale that they had to apply the restraint.

NOTES:

- Do not use emotive language e.g. “stormed out of a room”. It is more professional and unprejudiced to say “left the room running and slammed the door after them”
- Do not use any opinion – stick to the facts of the event.
- If any First Aid is administered, details of this must be included in the form

Follow our Safeguarding Policy Guidelines (what to do if a person makes a disclosure)

- ELA Training Services is committed to ensuring that it meets its responsibilities by treating any allegation seriously and sensitively. Records of Concern and Incident Reports must be used as detailed in their protocols.
- Follow the Safeguarding 5 Step Flowchart to support your response.
- Stay calm.
- Listen to what the young person/vulnerable adult is actually saying.
- Reassure them that they have done the right thing by telling you.
- Do not promise the young person/vulnerable adult that this can be kept secret, as subsequent disclosure could then lead to the young person/vulnerable adult feeling betrayed. Explain that you are obliged to inform other people.
- Reassure the young person/vulnerable adult that the people who will be informed will be sensitive to their needs and will be looking to help protect them. Inform them that it is not in their interests to keep the disclosure confidential, and it will have to be passed on to the appropriate agencies.


 @elatrainingervices
 @elaadultlearning

 @elatrainingervicesuk
 @elaadultlearning

 company/ela-training-services
 company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

- Make a note of any conversations with the young person/vulnerable adult, trying to make these as detailed as possible, including when and where the conversations took place. Draw a diagram, if appropriate, to show the position of any bruises or marks the young person/vulnerable adult you observe, trying to indicate the size, shape and colour.
- Record as soon as possible and use the actual words used by the young person/vulnerable adult.
- Keep all records factual. Be aware of not making assumptions or interpretations of what the young person/vulnerable adult is telling you. Store all records securely.
- Do not interrogate the young person/vulnerable adult or push for more information. Ensure that any questions asked are open, not leading closed questions. Do not ask the young person/vulnerable adult to repeat what they have told you, for another person. Record accurately.
- Discuss your concerns with the ELA Training Services Duty DSL
- Who will report this information to an appropriate agency (the Designated Officer previously called the Local Authority Designated Officer-LADO).
- The person to whom the disclosure was made should ensure that the young person/vulnerable adult who has disclosed the information is informed about what will happen next, so they can be reassured about what to expect.
- You may report your concerns directly to your local LADO if you are not satisfied with the response from ELA Training Services. You will find contact details for your local Social Care Referral and Assessment Team online. The details will be on your Local Council website.

NOTE : Do not engage in any ELA Training Services work until you are confident in this procedure.

- Do not use any opinion – stick to the facts of the event.
- If any First Aid is administered, details of this must be included in the form.
- Do not engage in any ELA Training Services work until you are confident in this procedure.



@elatrainingervices
@elaadultlearning



@elatrainingervicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

ELA Training Services' Incident, Near Miss Accident Reporting Protocol

Incident, Near Miss or Accident Reporting Protocol

Within 1 hour or immediately (if possible) of any accident, incident or near miss, an email a short message about the must be emailed to safe@ela-training.co.uk. An investigating officer should respond within an hour. If not, contact one of the Deputy Designated Safeguarding Leads on +44 (0)208 017 1425.

Within 24 (working) hours of any accident, incident or near miss, those involved must complete the correct form [Safeguarding Expression of Concern Form - ELA – Fill in form](#) An investigating officer should respond within 24 hours. If not, contact one of the Deputy Designated Safeguarding Leads on +44 (0)208 017 1425.

Be clear as to the persons involved. These reports must be understood by neutral external stakeholders. Therefore, you should list the full names of persons and their role at the beginning of the incident report and assign initials to them. For example, Fred Bloggs, staff (FBI), John Smith, learner (JSm) etc. You can then use their initials in the body of the incident report. Initials allow us to impart a degree of confidentiality.

Save a copy of the report securely for your professional records.

If any form of Restraint or Physical Intervention is used during the accident, incident or near miss then staff must clearly state the manner and duration of the restraint and the training/rationale that they had to apply the restraint.

NOTES:

- Do not use emotive language e.g.: “stormed out of a room”. It is more professional and unprejudiced to say, “left the room running and slammed the door after them”.
- Do not use any opinion – stick to the facts of the event.
- If any First Aid is administered, details of this must be included in the form.
- If this incident includes a disclosure or cause for concern, follow our Safeguarding Policy Guidelines or the “5 Steps to Handling Disclosures and Records of Concern V5.0 1/8/2022” poster that is included in your pack. Contact your line manager immediately if you do not have access to this.
- Do not engage in any ELA Training Services work until you are confident in this procedure


 @elatrainingervices
 @elaadultlearning

 @elatrainingervicesuk
 @elaadultlearning

 company/ela-training-services
 company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

ELA Training Services' Reporting Form

- You can locate the form here:



[Safeguarding Expression of Concern Form - ELA – Fill in form](#)

How ELA respond to a disclosure/report

Recognise	Respond	Refer	Record
<p>Identify and take seriously all safeguarding concerns, disclosures, and allegations.</p> <p>Assess the situation promptly and determine the appropriate action in line with ELA's safeguarding procedures and statutory guidance.</p>	<p>Act in a timely, appropriate, and proportionate manner.</p> <p>This may include: Listening carefully and reassuring the individual without making promises of confidentiality. Discussing next steps with the person raising the concern. Where safe and appropriate, engaging with the adult at risk to understand their wishes.</p>	<p>Escalate concerns to the Designated Safeguarding Lead (DSL) immediately.</p> <p>Where external referral is required: Consider whether the concern meets statutory thresholds. Take into account the wishes of the adult at risk. If consent is withheld, assess whether the nature of the concern imposes a legal or safeguarding duty to report.</p>	<p>Document all relevant information clearly and accurately, including: Details of the concern or disclosure. Actions taken and decisions made. Rationale for referrals or non-referrals.</p> <p>Records must be completed promptly and stored securely in accordance with ELA's safeguarding policy.</p>



@elatrainingervices
@elaadultlearning



@elatrainingervicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

Monitoring of Safeguarding Referrals

ELA is committed to ensuring that all safeguarding referrals are managed, tracked, and reviewed effectively to maintain the safety and wellbeing of learners, staff, and stakeholders. The following processes apply:

Central Recording

All safeguarding referrals are logged in the Safeguarding Referral Log, maintained by the Safeguarding and Wellbeing Team.

Each entry includes:

- Date and time of referral
- Name and role of referrer
- Details of concern
- Actions taken and outcomes
- Any external agency involvement

Secure Storage

Records are stored securely in compliance with GDPR and ELA's Data Protection Policy. Access is restricted to the DSL, Deputy DSLs, and senior leadership as appropriate.

Ongoing Monitoring

The DSL reviews all open referrals weekly to ensure timely action and escalation where necessary.

Progress updates are documented, including communication with external agencies and internal stakeholders.

Quality Assurance

A monthly safeguarding report is produced for the Senior Leadership Team, summarising:

- Number and type of referrals
- Concerns with response times
- Outcomes and any patterns or trends

Monthly audits are conducted by the Safeguarding and Wellbeing Team to check compliance with policy and identify areas for improvement.

Escalation and Feedback

Any delays or concerns in referral handling are escalated immediately to the DSL and, if necessary, to the COO.

Feedback is provided to the original referrer where appropriate, ensuring confidentiality is maintained.



@elatrainingervices
@elaadultlearning



@elatrainingervicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

Continuous Improvement

Lessons learned from referrals are incorporated into staff training and policy updates. The Safeguarding Working Group supports the Safeguarding and Wellbeing Team in best practice and resources for staff, employers and learners on programme.

Acceptable Behaviour promotes Safeguarding

Our objective is to create a workplace which is free from harassment and bullying and to ensure that all employees are treated with dignity and respect.

Everyone is responsible for promoting this objective and complying with this procedure. It is important to recognise that conduct which one person may find acceptable, another may find totally unacceptable. This includes when you are at work on training courses or on Company social events.

Managers have specific responsibility for creating and respecting an inclusive culture within their area (both in the workplace or at work-related events outside of the workplace) and for utilising the support available to ensure that informal and formal complaints are dealt with sensitively, appropriately and in line with the procedures set out in this policy.

Reporting Safeguarding Concerns and Whistleblowing

At ELA Training Services, we are committed to maintaining a safe and supportive environment for all learners, staff, and visitors. We have clear and robust policies and procedures in place for reporting safeguarding concerns, including those involving staff, peers, or visitors, as well as concerns about poor safeguarding practices. All individuals are encouraged to report any concerns promptly and without fear of reprisal. This includes using the whistleblowing procedure to raise issues confidentially and, if necessary, anonymously. Reports will be taken seriously, investigated thoroughly, and addressed in line with our safeguarding and whistleblowing protocols. Our procedures are regularly reviewed to ensure they remain effective and compliant with statutory guidance and inspection requirements (**Whistleblowing Policy**)



@elatrainingervices
@elaadultlearning



@elatrainingervicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services

SAFEGUARDING POLICY

Version 11 01/08/2025

Next Review 01/08/2026

Review

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Director of Operations.

Adoption Date	Updated	Review Date	COO
10/2018	06/11/2025	01/08/2025	



@elatrainingervices
@elaadultlearning



@elatrainingervicesuk
@elaadultlearning



company/ela-training-services
company/ela-education-services