

Safeguarding & Child Protection Policy

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Owner: Kirsty Fox, Principal & Designated Safeguarding Lead

1. Purpose and Scope

1.1 Organisational context

Love2Learn Education is an independent provider of specialist tuition, mentoring and outreach education for children and young people who are unable to access full-time school.

We deliver education and support both online and in person through Section 19 provision, EOTAS, Alternative Provision Outreach commissioned by schools, and specialist SEND tuition commissioned by parents, schools or local authorities.

Although we are not a school, we recognise that our work involves regular contact with children and young people, including those with complex and additional needs. We therefore adopt safeguarding standards and training expectations that are equivalent to, or exceed, those set out in Keeping Children Safe in Education 2026, ensuring consistent protection for all learners.

Keeping Children Safe in Education 2026 is statutory guidance for schools and colleges and does not come into force until 1 September 2026. Love2Learn Education is adopting it now, ahead of that date, so that our practice is aligned from the point it takes effect.

1.2 Purpose of this policy

This Safeguarding and Child Protection Policy sets out how Love2Learn Education works to ensure the safety, wellbeing and welfare of children and young people who access our services.

The purposes of this policy are to:

- Protect children and young people from harm while they are receiving support from Love2Learn Education.
- Provide clear expectations, responsibilities and procedures for safeguarding and child protection.
- Support staff, tutors, volunteers and families to understand their role in safeguarding.
- Promote a safe, inclusive and trauma-informed culture where safeguarding is understood as everyone's responsibility.

Love2Learn Education also recognises its duty to safeguard adults at risk in accordance with the Care Act 2014. An adult at risk is defined as someone aged 18 or over who has care and support needs and may be unable to protect themselves from harm or exploitation.

This policy applies to all individuals working on behalf of Love2Learn Education, including the Principal, employed staff, self-employed tutors, volunteers, contractors and sessional staff.

1.3 Definition of safeguarding

Safeguarding and promoting the welfare of children means:

- Providing help and support to meet the needs of children as soon as problems emerge.
- Protecting children from maltreatment, whether that occurs within or outside the home, including online.
- Preventing the impairment of children's mental and physical health or development.
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best possible outcomes.

At Love2Learn Education, safeguarding is not a single action or process. It is a shared responsibility that informs decision-making, professional conduct, communication and daily practice. All staff and tutors are expected to remain vigilant, to act in the best interests of the child at all times, and to raise concerns promptly where a learner's safety, wellbeing or welfare may be at risk.

2. Legal and Policy Framework

Love2Learn Education's safeguarding arrangements are informed by relevant legislation, statutory guidance and best practice guidance for England. Although we are not a school, we align our safeguarding approach with national expectations for education providers and alternative provision, applying statutory guidance in full wherever this is relevant to our work.

Our safeguarding arrangements are informed by relevant law and statutory guidance for England, including:

- Keeping Children Safe in Education 2026 – applied in full as best practice for all education providers.
- Working Together to Safeguard Children (2023) – statutory guidance for inter-agency working.
- Education Act 1996, Section 19 – suitable education for children unable to attend school.
- Children Acts 1989 and 2004.
- SEND Code of Practice (2015).
- Equality Act 2010 and the Public Sector Equality Duty.
- Data Protection Act 2018, UK GDPR and the Data (Use and Access) Act 2025.
- Crime and Policing Act 2026, including the removal of the supervision exemption from the definition of regulated activity.
- Counter-Terrorism and Security Act 2015 (Prevent Duty).
- Working Together to Improve School Attendance (2024).
- Domestic Abuse Act 2021.
- Alternative Provision statutory guidance and the Department for Education's voluntary national standards for non-school alternative provision.

In addition, Love2Learn Education follows the procedures and expectations of the relevant local Safeguarding Partnerships in every area where we operate.

Where learners are supported within school or other commissioned settings, staff and tutors are required to follow both Love2Learn Education safeguarding procedures and the safeguarding arrangements of the host organisation.

3. Key Principles

Love2Learn Education believes that:

- Children and young people must never experience abuse of any kind.
- Safeguarding and promoting welfare is everyone's responsibility, not just the DSL's.
- Children's voices should be listened to, valued and acted upon.
- All children, regardless of age, disability, gender identity, race, religion or belief, sex or sexual orientation, have an equal right to protection.
- Some learners, particularly those with SEND, SEMH or previous trauma, may require additional safeguarding measures and consistent, person-centred support.
- Working collaboratively with parents, carers, commissioners and multi-agency professionals is essential to effective safeguarding.

4. Types of Abuse and Safeguarding Concerns

All staff and tutors must remain alert to signs of abuse, neglect and exploitation. This includes, but is not limited to:

- Physical, emotional and sexual abuse, and neglect. Emotional abuse may include verbal abuse such as criticism, belittling or name-calling.
- Child-on-child abuse, including harassment and violence.
- Child sexual exploitation and child criminal exploitation, including county lines. This may in some cases constitute modern slavery.
- Domestic abuse, including child to parent or carer abuse.
- Online abuse, including the making or sharing of nudes or semi-nudes.
- Radicalisation and extremism.
- Forced marriage and female genital mutilation.
- Financial exploitation.
- Concerns relating to a learner's mental health, where these may also indicate a safeguarding risk, for example self-harm or disordered eating.

Safeguarding issues often overlap and rarely present in isolation. Staff should exercise professional curiosity and consider the whole picture of a learner's circumstances rather than viewing any single concern alone.

4.1 Children potentially at greater risk of harm

Some groups of children are potentially at greater risk of harm than others. Given the nature of Love2Learn Education's work, a significant proportion of our learners fall into one or more of these groups, so heightened awareness applies broadly across our cohort rather than to a small minority of cases. These groups include, but are not limited to:

- Children who have a social worker, including those subject to a Child in Need or Child Protection Plan.
- Children who are, or have been, absent from education for prolonged periods, including those experiencing emotionally based school avoidance.
- Children accessing elective home education, EOTAS or alternative provision, who may be less visible to other services.
- Young carers.
- Children with SEND, including additional barriers linked to communication, sensory or medical needs.
- Children experiencing mental health difficulties.
- Looked after children and previously looked after children.
- Children who are LGB or gender-questioning.

Where a learner falls within one or more of these groups, this should inform how staff plan sessions, communicate with the learner and family, and respond to any changes in presentation or attendance.

5. Our Commitment

We will seek to keep children and young people safe by:

- Valuing, listening to and respecting every learner.
- Appointing a Designated Safeguarding Lead (DSL) and Deputy Designated Safeguarding Lead(s).
- Adopting and embedding safeguarding best practice across all policies and procedures.
- Providing regular safeguarding and online safety training for all tutors and staff.
- Applying safer recruitment procedures to all staff, including enhanced DBS checks, references and right to work verification.
- Maintaining clear procedures for responding to concerns, disclosures and allegations.
- Conducting individual risk assessments where necessary to reduce risk and plan appropriate support.
- Upholding strict data protection and information sharing protocols.
- Creating a safeguarding culture where everyone feels confident to raise concerns or whistleblow if something does not feel right.

5.1 Safeguarding leadership and cover arrangements

Love2Learn Education has appointed a Designated Safeguarding Lead (DSL) who holds overall responsibility for safeguarding and child protection across the organisation.

One or more Deputy Designated Safeguarding Leads (Deputy DSLs) are also appointed to support safeguarding practice and ensure continuity of safeguarding leadership.

During periods when the DSL is unavailable, including annual leave, an identified Deputy DSL will assume the role of Acting Designated Safeguarding Lead and will hold full responsibility for safeguarding and child protection during that time.

Clear arrangements are in place to ensure safeguarding concerns can be responded to promptly at all times. Details of current safeguarding leads and out-of-hours safeguarding pathways are communicated to staff, families and partner agencies.

The dsl@love2learneducation.com mailbox is a shared mailbox, monitored by the Deputy DSL during any period when they are acting up as Acting Designated Safeguarding Lead. This ensures a safeguarding concern reaches an appropriate safeguarding lead even when the DSL is personally unavailable.

5.2 Concerns or allegations about a staff member, tutor or volunteer

Where a concern or allegation is raised about a member of staff, a self-employed tutor, a volunteer or a contractor, this must be reported immediately to the DSL, who will consider whether the concern meets the harm threshold and, where appropriate, make a referral to the Local Authority Designated Officer (LADO) without delay.

Concerns that do not meet the harm threshold, sometimes described as low-level concerns, must still be recorded and reported to the DSL, so that patterns of behaviour can be identified over time.

Where a concern or allegation relates to the conduct of the DSL themselves, this must not be reported through the DSL. Instead, it must be reported directly to the Business Manager, who will consider the concern and, where it meets the harm threshold, refer directly to the Birmingham Local Authority Designated Officer (LADO).

5.3 Reporting a safeguarding concern about a learner

All staff and tutors must report safeguarding concerns immediately to the DSL using the Love2Learn Education Safeguarding Report Form.

A clear Safeguarding Reporting Process, including decision-making and escalation steps, is available as a document and must be followed by all staff, tutors and volunteers.

If a concern arises while working in a school, college or other setting, tutors must also follow that organisation's safeguarding procedure and notify the Love2Learn Education DSL without delay.

In an emergency, or if a child is at immediate risk of harm, staff must contact the police on 999 and inform the DSL as soon as possible.

5.4 Professional conduct and boundaries

All tutors and staff are expected to maintain professional boundaries at all times, including:

- Communicating with students only through approved channels, for example Pencil Spaces, school-approved platforms, or Love2Learn-issued systems.
- Avoiding private contact with students or families via social media or personal accounts, other than WhatsApp, which may be used to contact parents as needed, and may be used to communicate with older students where appropriate and when a group has been set up by Love2Learn including the DSL for oversight.
- Conducting tuition in appropriate, visible or supervised environments, with a responsible adult within earshot.

- Being transparent about online interactions and ensuring a responsible adult is aware of lesson times and access details.
- Reporting any boundary concerns or breaches immediately to the DSL.

Further guidance, including a safeguarding reporting video for tutors, is available within the linked Safeguarding Reporting Process document.

5.5 Safeguarding as an alternative provision and EOTAS provider

Where Love2Learn Education is commissioned by a school to deliver Alternative Provision Outreach, the commissioning school remains responsible for the safeguarding of the pupil and for satisfying itself that the placement continues to meet the pupil's needs.

To support commissioning schools in meeting this responsibility, Love2Learn Education will:

- Provide written confirmation that appropriate safeguarding checks have been carried out on any individual working with a commissioned pupil.
- Notify the commissioning school promptly of any change in the individual(s) delivering a pupil's provision.
- Maintain accurate records of where each pupil is based during provision hours, including any subcontracted or satellite delivery.
- Cooperate fully with placement reviews, which should take place at least half-termly, or more frequently where complexity or risk requires it.
- Bring any safeguarding concern affecting a placement to the commissioning school's attention immediately, so that the placement can be reviewed without delay.

Where Love2Learn Education coordinates or delivers EOTAS provision directly for a local authority or family, equivalent oversight is maintained through our Complex Case Coordination service, in line with the levels of coordination set out in that service specification.

5.6 Safeguarding records and data protection

All safeguarding concerns, disclosures and actions taken will be recorded securely through our internal safeguarding system.

Records are retained until the learner reaches the age of 25, or longer where legally required.

Records will be stored securely and shared only on a need-to-know basis to protect the safety and privacy of children, families and staff.

Data handling complies with the Data Protection Act 2018, UK GDPR and the Data (Use and Access) Act 2025.

5.7 Whistleblowing and escalation

Love2Learn Education promotes an open culture in which tutors and staff can raise safeguarding or professional conduct concerns without fear of reprisal.

Anyone who feels a safeguarding issue has not been handled appropriately can refer to the Love2Learn Education Whistleblowing Policy, or contact:

- The DSL, or the Business Manager where the concern relates to the DSL.

- The Birmingham Local Authority Designated Officer (LADO). Email: ladoteam@birminghamchildrenstrust.co.uk. Telephone: 0121 675 1669. Contacts for other local authorities we work with are set out in the Multi-Council Safeguarding Contacts and Procedures document.
- The NSPCC Whistleblowing Advice Line on 0800 028 0285.

6. Contact Details

Designated Safeguarding Lead (DSL)

Name: Kirsty Fox

Phone: 0121 809 5399 | 07543 117776

Email: dsl@love2learneducation.com (shared mailbox, monitored by the Deputy DSL when acting up)

NSPCC Helpline: 0808 800 5000 | help@nspcc.org.uk

7. Policy Review

This policy will be reviewed annually, or sooner if:

- There are updates to legislation or statutory guidance, for example Keeping Children Safe in Education or Working Together to Safeguard Children.
- Learning from incidents, feedback or new risks identifies a need for revision.

All tutors and staff must confirm they have read and understood the latest version each academic year.

Contact Information

For safeguarding concerns: dsl@love2learneducation.com

For any queries about this policy, please contact:

Kirsty Fox, Principal & DSL

Love2Learn Education

kirsty@love2learneducation.com

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