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1. PURPOSE

The Chartered Institution of Railway Operators (CIRO) provides learning opportunities for adults who work in Rail Operations. Safeguarding learners is an integral part of CIRO’s policies and procedures in order to provide a safe and welcoming environment in which all individuals are respected equally.

The Safeguarding and Prevent Policy reflects the importance of the CIRO’s responsibility to safeguard and promote the welfare of all our learners and staff by protecting them from physical, sexual or emotional abuse, neglect and bullying. CIRO is committed to providing an environment for all our learners so that they can learn in a relaxed and secure atmosphere.

2. DEFINITIONS

➢ Safeguarding is the process of protecting children and people at risk, from harm or damage, whether from crime, other forms of abuse or from being drawn into terrorism-related activity. It is a term that relates to the action taken to promote the welfare of children and protect them from harm. Safeguarding is defined in Keeping Children Safe in Education (2021) as:
  • protecting children from maltreatment;
  • 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; and
  • taking action to enable all children to have the best outcomes.

➢ Abuse is any behaviour towards a person that deliberately or unknowingly causes harm, endangers life or violates their rights. Abuse may be:
  o Physical
  o Sexual
  o Psychological – repeatedly being made to feel unhappy, humiliated, afraid or devalued by others
  o Financial or material – stealing or denying access to money or possessions
  o Neglect, including self neglect
  o Discriminatory – abuse motivated by discriminatory attitudes towards race, religion, gender, disability or cultural background
  o Cyber – bullying
  o Radicalisation and promotion of terrorism (Prevent Strategy)
  o Modern slavery

➢ A adult at risk is in need of special care, support, or protection because of age, disability, or risk of abuse or neglect.

➢ Young people – under the age of 18.

➢ CIRO recognises that some adults are vulnerable to abuse. The Care Act 2014 states that safeguarding responsibilities apply to any adult who:
  o has needs for care and support (whether or not the local authority is meeting any of those needs)
  o is experiencing, or at risk of abuse or neglect
  o as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect
➢ Sometimes, a single traumatic event may constitute significant harm, e.g. violent assault, suffocation or poisoning. More often, significant harm is a compilation of significant events, both acute and long-standing, which interrupt, change or damage the adult’s physical and psychological development.

➢ Sexual Abuse involves forcing or enticing a young person or vulnerable adult to take part in sexual activities, including non-contact activities, or grooming a young person or vulnerable adult in preparation for abuse (including via the internet).

➢ Mental Health problems can, in some cases, be an indicator that a young person or adult at risk has suffered or is at risk of suffering abuse, neglect or exploitation. Staff are well placed to observe young people day-to-day and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one.

➢ Online Safety. The internet and other digital and information technologies are powerful tools, which open new opportunities for everyone both socially and educationally. At CIRO we encourage our students to use digital resources responsibly.

➢ Prevent and Channel (see appendix A for guidance)
  Prevent is the Government’s strategy to stop people becoming involved in violent extremism or supporting terrorism, in all its forms. Prevent works within the non-criminal space, using early engagement to encourage individuals and communities to challenge violent extremist ideologies and behaviours.

  Channel is an early intervention multi-agency process designed to safeguard vulnerable people from being drawn into violent extremist or terrorist behaviour. Channel works in a similar way to existing safeguarding partnerships aimed at protecting vulnerable people.

➢ Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

➢ Extremism is vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect & tolerance of different faiths and beliefs.

3. POLICY STATEMENT

This policy and its procedures are based on the following principles and legal context

• The welfare of young people and adults at risk is of primary concern
• All young people and adults at risk, whatever their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/or sexual identity have the right to safeguarding from abuse
• It is everyone’s responsibility to report any concerns about abuse to the Designated Safeguarding Lead, and the responsibility of the Social Services Department and the Police to conduct, where appropriate a joint investigation
• All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately
• All personal data will be processed in accordance with the requirements of the General Data Protection Regulation Act (2018)
4. LEGAL CONTEXT

- Keeping Children Safe in Education September 2021: Statutory Guidance for Schools and Colleges
- The Care Act (2014)
- Health, Safety at Work Act 1974
- Safeguarding Vulnerable Groups Act 2006
- Sexual violence and sexual harassment between children in schools and colleges (2021)
- The Equality Act (2010)
- The Prevent Duty within the The Counter-Terrorism and Security Act (2015)

5. AIMS OF THE POLICY

The purpose of this policy is to inform all those involved in the delivery of CIRO’s learning programmes of their responsibilities when working with young adults and adults at risk and that they are fully engaged in being vigilant about raising awareness. The CIRO will work alongside other professional bodies and agencies to ensure that young adults and vulnerable adults are safe from harm.

The principle objectives of this policy are that:

➢ All those involved in the delivery of the CIRO’s learning programmes will understand what radicalisation and extremism are and why we need to be vigilant.
➢ All learners and staff will know that CIRO has policies in place to keep them safe from harm and that CIRO regularly reviews its systems to ensure they are appropriate and effective.

6. SCOPE OF THE POLICY

This policy applies to all CIRO employees, independent contractors, visitors and persons acting on behalf of CIRO and they and learners are required to take shared responsibility for the safeguarding and safety of any young person and adult at risk studying on the CIRO academic or apprenticeship programme.

All CIRO employees, independent contractors and persons acting on behalf of the CIRO are in a position of trust, in particular those staff who teach, support, assess and guide or in any way interact with learners, young people and adults at risk.

The Chief Executive Officer has responsibility for the oversight of the Safeguarding and Prevent Policy with delegated responsibility to relevant members of the CIRO team.

The Designated Safeguarding Lead is responsible for safeguarding and prevent concerns and will liaise directly with the Chief Executive Officer as deemed necessary.

Employers also have a responsibility to the learners they employ. The CIRO also recognise that it has a duty to help employers, staff and learners to recognise their responsibilities, through guidance, support and training.

7. GENERAL PRINCIPLES

As a training provider and End-Point Assessor the CIRO has a duty to safeguard its learners and to take such steps that try to ensure the safety of its learners (young people or adults at risk) at all
times. As part of this duty, CIRO will raise with all stakeholders what they can do to ensure that learners are not exposed to threats or dangers. All key stakeholders involved in the delivery of the apprenticeship training programme have safeguarding responsibilities:

**Employer:**
The apprentice employer is also responsible for safeguarding by:

- understanding what is meant by safeguarding and promote the welfare of learners
- be aware of their statutory duties towards the welfare of young people and adults at risk
- be familiar with CIRO’s guidance, in particular, the reporting arrangements
- ensuring employees working alongside learners are free from convictions and of sound character and judgement and will not pose as any threat or danger to learners

**CIRO Staff, Contractors and visitors:**
All CIRO employees, independent contractors and persons acting on behalf of the CIRO, have a legal responsibility under the Prevent Duty to make sure that:

- They have undertaken training in the Prevent Duty as identified by their management
- They are aware of when it is appropriate to refer concerns about learners to the Designated Safeguarding Lead, who has responsibility for Prevent concerns
- They exemplify British values of "democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs" into their practice

**Learners:**
All learners are informed that if they have a concern over their own personal welfare and wellbeing that they do not feel comfortable talking to their tutor about, they are to contact the Designated Safeguarding Lead.

**Safe recruitment:**
Staff are recruited through a safe and quality recruitment process, with DBS checks completed for all staff involved with the delivery of an apprenticeship training programme. The preferred recruitment process is on personal recommendations but when this option has been exhausted, positions are advertised, and potential candidates selected for interview on competency. To assist with our safeguarding duty interview questions specific to safeguarding are included within Appendix B.

**Freedom of Speech:**
CIRO must manage freedom of speech in line with its Safeguarding Policy, specifically with regard to Prevent and in-line with the Counter Terrorism and Security Act 2015. The CIRO has a legal duty to ensure that a speaker exercising their right to freedom of speech does not commit an offence under current legislation and the principles of how this will be managed are detailed in the Freedom of Speech, Events & British Values Policy.

**Whistle Blowing:**
All concerns raised by a whistle blower about the well-being of a young person or adult at risk will be taken seriously and every effort will be made to deal with each concern fairly, quickly and proportionately in accordance with the CIRO Whistle Blowing Policy.

**8. SEXUAL HARASSMENT**
This policy reflects the changes in national guidance as a consequence of the publication of revisions to ‘Keeping Children Safe in Education’ which became statutory on 1 September 2021.
CIRO is committed to providing a safe environment for all its learners and staff free from discrimination on any ground and from harassment at work including sexual harassment.

We will operate a zero-tolerance policy for any form of sexual harassment, treat all incidents seriously and promptly investigate all allegations of sexual harassment.

Any person found to have sexually harassed another will face disciplinary action, up to and including dismissal from their training programme or employment.

All complaints of sexual harassment will be taken seriously and treated with respect and in confidence. No one will be victimised for making such a complaint.

**Definition of sexual harassment**

Sexual harassment is unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated. It includes situations which create an environment which is hostile, intimidating or humiliating for the recipient. Sexual harassment may be physical, verbal and non-verbal. Examples of conduct or behaviour which constitute sexual harassment include, but are not limited to:

- Unwelcome physical contact including patting, pinching, stroking, kissing, hugging, fondling, or inappropriate touching
- Physical violence, including sexual assault
- The use of threats or rewards to gain sexual favour
- Comments on an individual's appearance, age, private life, etc.
- Sexual comments, stories and jokes
- Sexual advances
- Repeated and unwanted social invitations for dates or physical intimacy
- Insults based on sex
- Sending sexually explicit messages (by phone or email or social media)
- Display of sexually explicit or suggestive material
- Sexually-suggestive gestures
- Wolf-whistling

Anyone can be a victim of sexual harassment, regardless of their sex and of the sex of the harasser.

We recognise that sexual harassment may also occur between people of the same sex. What matters is that the sexual conduct is unwanted and unwelcome by the person against whom the conduct is directed.

We recognise that sexual harassment can be a manifestation of power relationships and often occurs within unequal relationships in the workplace, for example between manager or supervisor and staff member or trainer and learner.

All sexual harassment is prohibited whether it takes place within our training environment or outside, including at social events or training sessions.

**What will happen following a complaint of sexual harassment**

Anyone who is subject to sexual harassment should, if possible, inform the alleged harasser that the conduct is unwanted and unwelcome. We recognise that it may not be possible for the victim to inform the alleged harasser. If a victim cannot directly approach an alleged harasser, they can
approach the Designate Safeguarding Lead or any staff member. When a staff member receives a complaint of sexual harassment, they will

- reassure the victim that the complaint will be taken seriously
- record the dates, times and facts of the incident(s)
- ascertain the views of the victim as to what outcome they want
- ensure that the victim understands the company’s procedures for dealing with the complaint
- discuss and agree the next steps: either informal or formal complaint, on the understanding that choosing to resolve the matter informally may still result in pursuing a formal complaint if they are not satisfied with the outcome

We will identify specific staff and provide them with special training to enable them to assist victims of sexual harassment.

Support

We recognise that because sexual harassment often occurs in unequal relationships within the workplace, victims often feel that they cannot come forward. We understand the need to support victims in making complaints.

If the victim wishes to deal with the matter informally, the person receiving the complaint will

- give an opportunity to the alleged harasser to respond to the complaint and ensure that the alleged harasser understands the complaints mechanism
- facilitate discussion between both parties to achieve an informal resolution which is acceptable to the complainant, or
- refer the matter to the Designated Safeguarding Lead who will ensure that a confidential record is kept of what happens
- ensure that the above is done speedily and within one day of the complaint being made

If the victim wants to make a formal complaint or if the informal complaint mechanism has not led to a satisfactory outcome for the victim, the formal complaint mechanism should be used to resolve the matter.

Sanctions and disciplinary measures

Anyone who has been found to have sexually harassed another person under the terms of this policy is liable to any of the following sanctions:

- verbal or written warning
- suspension
- dismissal

The nature of the sanctions will depend on the gravity and extent of the harassment. Suitable deterrent sanctions will be applied to ensure that incidents of sexual harassment are not treated as trivial. Certain serious cases, including physical violence or actual abuse, will result in the immediate dismissal of the harasser.

Implementation of this policy

CIRO will ensure that this policy is widely disseminated. It will be included in learner and staff handbooks and on our website. We will also inform employers about this policy.
All learners and staff will be trained on the implementation of this policy and we will ensure regular updating of learners and staff on this policy. CIRO recognises the importance of monitoring this sexual harassment policy and will ensure that it anonymously collects statistics and data as to how it is used and whether or not it is effective. Data will include reports of low-level concerns. Our advisory board will receive regular reports on the effectiveness of this policy, including the number of incidents, how they were dealt with, and any recommendations made. This will be done on a yearly basis as a minimum. As a result of this report, CIRO will evaluate the effectiveness of this policy and make any changes needed.

9. REPORTING SAFEGUARDING CONCERNS

All members of staff working closely with young people and adults at risk have to be alert to possibilities of abuse. Any concerns about the behaviour of any adult with respect to young people and adults at risk should be reported to the Designated Safeguarding Lead:

Tina Morris – Designated Safeguarding Lead
Email: safeguarding@railwayoperators.co.uk
Identify all emails as URGENT in the email subject
Tel: 07958 610202

If information is disclosed by a learner to an CIRO employee, independent contractor or person acting on behalf of the CIRO they should:

- Stay calm
- Reassure the learner that they have done the right thing
- Listen without making judgements
- Try not to ask questions, but if required, make sure they are open-ended questions to clarify understanding and not to probe or investigate
- Not give an opinion or offer advice
- Not promise confidentiality, and explain that this will be referred to the Designated Safeguarding Lead
- Record what the learner said, using theirs words where possible. Sign and date the record
- Inform the Designated Safeguarding Lead as soon as possible and pass on the written record
- Maintain confidentiality and do not discuss with others
- If a learner reports unsafe practices or safeguarding issues in their working environment, the learner should be advised to follow their company’s reporting or whistle blowing procedures – this should also be reported to the Designated Safeguarding Lead

All CIRO employees, independent contractors or persons acting on behalf of the CIRO should be alert to the possibilities of harm and they should inform only – and not investigate or offer advice. If a safeguarding issue is brought to their attention, they must treat it as a matter of urgency and contact the Designated Safeguarding Lead.

Any concern must be documented and emailed to the Designated Safeguarding Lead within 2 hours of the disclosure unless the young person or adult at risk is in immediate harm, where the relevant authorities will be contacted immediately. In this situation the young person or adult at risk will be accompanied and be kept safe until the relevant authorities arrive.

10. THE ROLE OF THE DESIGNATED SAFEFGUARDING LEAD

The role of the Designated Safeguarding Lead is:
- To receive information from anyone who has a safeguarding concern and to record it.
• Provide professional advice, support and guidance to staff regarding any suspicion of abuse, if a young person or adult at risk makes a disclosure or in relation to the possible abuse of trust
• Assess the information promptly and carefully, clarifying and obtaining more information about the matter as appropriate
• Consult initially with a statutory safeguarding agency to test out any doubts or uncertainty
• Make a formal referral to a statutory safeguarding agency or the Police
• To receive information about events that are planned in the company that may involve young people or adults at risk, and the plans that indicate how safeguarding will be covered

11. CROSS-REFERENCED DOCUMENTS

• CIRO Freedom of Speech, Events & British Values Policy
• CIRO Whistle Blowing Policy
• CIRO IT Acceptable Use Policy

Authorisation

<table>
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<th>[Signature]</th>
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Document Control

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<td>Next Review Date</td>
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<td>Replaces Version/Date</td>
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APPENDIX A - GUIDANCE ON PREVENT AND THE CHANNEL PROGRAMME

What is Prevent?
Prevent is the Government’s strategy to stop people becoming involved in violent extremism or supporting terrorism, in all its forms. Prevent works within the non-criminal space, using early engagement to encourage individuals and communities to challenge violent extremist ideologies and behaviours.

What is Channel?
Channel is part of the government Prevent strategy. Channel is an early intervention multi-agency process designed to safeguard vulnerable people from being drawn into violent extremist or terrorist behaviour. Channel works in a similar way to existing safeguarding partnerships aimed at protecting vulnerable people.

Who does Channel work with?
Channel is designed to work with individuals of any age who are at risk of being exploited by extremist or terrorist ideologues. The process is shaped around the circumstances of each person and can provide support for any form of radicalisation or personal vulnerabilities.

How does Channel work?
Each Channel Panel is chaired by a local authority and brings together a range of multi-agency partners to collectively assess the risk and can decide whether a support package is needed. The group may include statutory and non-statutory partners, as well as lead safeguarding professionals. If the group feels the person would be suitable for Channel, it will look to develop a package of support that is bespoke to the person. The partnership approach ensures those with specific knowledge and expertise around the vulnerabilities of those at risk are able to work together to provide the best support.

What does Channel support look like?
Channel interventions are delivered through local partners and specialist agencies. The support may focus on a person’s vulnerabilities around health, education, employment or housing, as well as specialist mentoring or faith guidance and broader diversionary activities such as sport. Each support package is tailored to the person and their particular circumstances.

How will the person be involved in this process?
A person will always be informed first if it’s felt that they would benefit from Channel support. The process is voluntary, and their consent would be needed before taking part in the process. This process is managed carefully by the Channel Panel.

Who can make a referral?
Anyone can make a referral. Referrals come from a wide range of partners including education, health, youth offending teams, police and social services.

What happens with the referral?
Referrals are first screened for suitability through a preliminary assessment by the Channel Coordinator and the local authority. If suitable, the case is then discussed at a Channel panel of relevant partners to decide if support is necessary.

Raising a concern
If you believe that someone is vulnerable to being exploited or radicalised, please use the established safeguarding or duty of care procedures within your organisation to escalate your concerns to the appropriate leads, who can raise concerns to Channel if appropriate.
CIRO Designated Safeguarding Lead

Tina Morris – Designated Safeguarding Lead
Email: safeguarding@railwayoperators.co.uk
Identify all emails as URGENT in the email subject
Tel: 07958 610202

Channel Guidance
The government have produced a Channel and Prevent Duty Guidance document which is available on the government website www.gov.uk/government/publications/channel-guidance
APPENDIX B – CIRO SAFER RECRUITMENT INTERVIEW QUESTIONS

Possible interview questions – pick one or two (not all)

1. Tell us what you have done in the last 12 months to actually improve learner protection in the workplace. How did this action arise?
   (Follow up with: Whom did you talk to? What were the results?)

2. Is there a safeguarding policy in your current workplace?
   (Follow up with: How is it monitored? What steps have you taken to improve things?)

3. Give me an example of when you have had safeguarding concerns about a learner.
   (Follow up with: What did you do? Whom did you involve? What was the outcome?)

4. Tell us about a situation which you felt fell short of safeguarding standards.
   (Follow up with: How did it arise? Whom did you speak to? What actions did you take?)

5. Have you ever had to challenge the views of someone more senior than yourself in relation to safeguarding concerns?
   (Follow up with: What were the circumstances? How did you go about it? What was the outcome?)

6. What are your feelings about learners who make allegations against teachers or staff?

7. How do you feel when someone holds an opinion which differs to your own? How do you behave in this situation?

8. Have you ever had concerns about a colleague? How did you deal with this?
APPENDIX C – SAFEGUARDING, PREVENT AND LEARNING SUPPORT REPORT FORM

Reporting Form

Safeguarding, Prevent and Learning Support

[CONFIDENTIAL]

Reporting individual – please complete SECTION(l) 1 and 3 only

Designated Safeguarding Lead – please complete SECTION 2 only

SECTION 1 to be completed by the reporting individual

<table>
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<tr>
<th>PART A – Main Details</th>
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<tbody>
<tr>
<td>Date concern raised</td>
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<tr>
<td>Who is the person in need of support?</td>
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<tr>
<td>What is their Date of Birth?</td>
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<tr>
<td>Their contact details</td>
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<td>• E-mail address</td>
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<th>PART B - Details of the Concern</th>
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<tr>
<td>a) How has the concern manifested?</td>
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<td>b) Describe what has happened, when and where</td>
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<td>c) What are the person’s views about this?</td>
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<td>d) Describe the risks or any injuries or harm experienced by the person (If applicable)</td>
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<td>e) Does the person require learning support?</td>
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### PART C – Nature of Concern

Select all that apply by placing an ‘X’ in the box:

**Safeguarding**
- Physical abuse
- Sexual abuse
- Sexual exploitation
- Domestic abuse
- Financial/material abuse
- Self-neglect
- Neglect/Acts of Omission
- Discrimination
- Organisational
- Psychological
- Modern slavery

**Prevent**
- At risk of being radicalised or drawn into extremism/terrorism

**Learning Support**
- Care leaver
- Carer
- Anxiety
- Dyslexia
- Dyscalculia

**Other**
- Other (provide details below)

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### PART D – Consent to Report

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<th>Answer</th>
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<td>What does the person want to happen?</td>
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<td>Has the person involved given consent for these concerns to be raised (Y/N)?</td>
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<td>Did the person have mental capacity to given consent (Y/N)?</td>
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**SECTION 3 to be completed by the reporting individual**

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