

Fully Spoken Safeguarding Policy

1. Introduction

Fully Spoken is committed to the highest standards of safeguarding. We work with neurodivergent learners, including children and vulnerable adults, and we take seriously our duty to promote their safety and well-being. This policy outlines our safeguarding commitments, principles, and procedures to protect all users of our services.

2. Scope

This policy applies to all coaches, staff, contractors, volunteers, and any other third parties working with or on behalf of Fully Spoken.

3. Key Safeguarding Principles

- **Safety:** The physical and emotional safety of learners is our priority.
- **Confidentiality:** Information is shared only when necessary and with appropriate consent or legal justification.
- **Accountability:** All individuals involved with Fully Spoken are responsible for upholding safeguarding practices.

4. User Eligibility

Fully Spoken works with learners of all ages. Specific additional safeguards apply when supporting minors (under 18) or adults at risk.

5. Communication and Privacy

Coaches must communicate with learners only during designated sessions or via authorised channels. Personal contact outside of agreed communication methods is not permitted without explicit consent and clear safeguarding rationale.

6. Monitoring and Oversight

Fully Spoken may review communications and session arrangements to ensure safeguarding and quality standards are met. Concerns raised by learners, parents/guardians, or staff will be investigated promptly.

7. Actions and Consequences

- **Warnings:** Issued for minor or first-time breaches.
- **Suspensions:** Temporary suspension pending review if more serious concerns arise.
- **Termination:** Permanent removal for serious breaches or confirmed safeguarding failures.
- **Legal Action:** Where necessary, we report to external safeguarding bodies or law enforcement.

8. Responsibilities of Coaches and Staff

- Maintain appropriate professional boundaries at all times.
- Immediately report safeguarding concerns to the Designated Safeguarding Lead (DSL).
- Maintain up-to-date safeguarding training and awareness.
- Avoid personal social media contact with learners.

9. Safeguarding Training and Awareness

All coaches must:

- Read the government guidance on safeguarding.
- Stay informed of best practices in safeguarding and online safety.
- Report incidents or suspicions promptly.
- Fully Spoken may offer safeguarding training upon request, and any associated costs will be disclosed in advance. Coaches may also be signposted to free or accredited external training providers.
- All coaches must complete safeguarding and Prevent Duty training at their own cost prior to delivering services. Proof of training completion must be submitted to Fully Spoken before any client work begins.

10. Data Protection

We comply with the Data Protection Act 2018 and GDPR. Personal information is stored securely and only shared for safeguarding, legal or service-related purposes.

11. Review and Updates

This policy is reviewed annually or sooner if legislation changes. Significant updates will be shared with all relevant parties.

12. Safer Recruitment

Fully Spoken is committed to safer recruitment practices. All coaches must:

- Provide two professional references (including one recent).
- Undergo qualification and ID verification.
- Complete an enhanced DBS check or equivalent.
- Provide overseas police checks if applicable.

13. Mandatory Safeguarding and Prevent Training

All coaches must complete:

- Current safeguarding training.
- Prevent Duty training, as required under the Counter-Terrorism and Security Act 2015.
- Training must be renewed every three years and evidence provided.

14. Online Safety

Coaches must:

- Use secure, approved platforms.
- Enable privacy settings.
- Avoid unauthorised recording.
- Report inappropriate behaviour to the DSL immediately.

15. Parental/Guardian Involvement

For learners under 18:

- Parents must be informed of sessions.
- Consent is required for recordings or in-person meetings.
- Parents may be present or nearby during online sessions.

16. Whistleblowing

Fully Spoken supports safe whistleblowing. Any staff or contractor can report concerns confidentially. Whistleblowers are protected under the Public Interest Disclosure Act 1998.

17. Modern Slavery and Human Trafficking

Fully Spoken has zero tolerance for modern slavery. Coaches must:

- Be alert to signs of exploitation.
- Report suspicions to the DSL.
- Cooperate with investigations.

18. Contact Us

If you have concerns or questions about this policy, please contact: support@fullyspoken.com

GENERAL SAFETY TIPS

- Do not share personal details unnecessarily.
- Report inappropriate behaviour or safety concerns.
- Verify ID, qualifications, and DBS checks.
- Build trust before financial transactions.

Thank you for being part of Fully Spoken. Safeguarding is everyone's responsibility, and we value your commitment to a safe, inclusive learning environment.