

# MediPro<sup>+</sup>

## Safeguarding

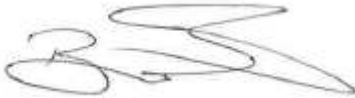


Version 5

07 February 2023

## SAFEGUARDING

Name and Role of Author: Emily Hanley, HR Administrator  
Name and Role of Responsible Person: Rebecca Brannan-Robson, Safeguarding Lead  
Ratified by: Brian English, Managing Director  
Signed:



Date Ratified: 17/02/2023

### Version Control

This policy and procedure will be reviewed annually or as changes in legislation dictate.

Version Number	Date	Reason for Update
2	24/08/2021	Due to version 1 being out of date.
3	09/08/2022	With the closing of MCS, amendments needed to be carried out.
4	28/11/2022	Streamlining to make it easier to understanding, and amendments to terminology.
5	07/02/2023	Addition of local authority contact information

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### Key safeguarding contacts

Below is a list of key safeguarding contacts within Medipro, for further advice, guidance, or to share a concern, please contact the following:

#### **Designated Safeguarding Lead**

Internal: 01325609030 ext. 306  
External: 02039 814643  
Email: [safeguarding@medipro.co.uk](mailto:safeguarding@medipro.co.uk)

#### **Appointed Safeguarding Champions**

For information on who is your local safeguarding champion, please contact [safeguarding@medipro.co.uk](mailto:safeguarding@medipro.co.uk) who will pass their information to you.

#### **Tutors**

For information on who your designated tutor is, please check Bud. There will be a contact email and number there for you to contact your tutor if you wish to share a concern with them.

Should you wish to find your own support, a list of resources and organisations is available within the QR code section of this policy.

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## SAFEGUARDING

### Purpose

The following policy provides information and guidance for all learners and staff regarding the safeguarding of adults at risk within Medipro. Where a learner or an employee requires further information regarding safeguarding, they should contact their line manager, tutor, their local Safeguarding Champion, or the designated Safeguarding Lead. You can do so by emailing your concern to [safeguarding@medipro.co.uk](mailto:safeguarding@medipro.co.uk).

### Scope

This policy applies to all our learners, tutors, staff, and subcontracted staff; we expect this policy to be adhered to by all. It deals with the protection of all learners, staff, visitors and adult at risk.

An adult at risk is a person who is or may need community care services by reason of mental or other disability, age or illness, or someone who is or may be unable to take care of themselves or are unable to protect themselves against harm or exploitation due to circumstantial changes.

As a training provider, we have a moral duty and are committed to the safeguarding of all our learners, regardless of their age and vulnerability.

Although legislation is specifically related to children and adults at risk as defined below, Medipro is committed to safeguarding all our learners, and the terms student and learner are used simultaneously within this policy. We understand it is also our obligation to protect children and young adults from harm. If you wish to see information on safeguarding children and young adults, please see our Safeguarding Children and Young Adults Policy.

### Promotion

Within MediPro, we expect this policy to be adhered to by everyone, including third-party providers that work with our company.

As a measure to promote this, we carry out the following proactive action:

- Safer Recruitment
- Company Induction
- CPD Opportunities

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### Our Intentions

Safeguarding is the act of protecting and keeping people safe from significant harm.

It is a term used to describe MediPro's obligation to protect everyone from the following:

- Abuse, neglect, or any inappropriate relationships
- Adverse impacts and disadvantages that coincide with any aspect of mental ill health
- Alcohol and drug misuse
- Bullying (this includes cyberbullying)
- Crime and a fear of crime
- Concealed pregnancy
- Domestic abuse and violence; physical, financial, emotional or neglect
- Eating disorders
- Exploitation (this includes financial, sexual, or criminal exploitation – County Lines)
- Fabricated Induced illness (where a vulnerable individual, or their carer fabricates a person's illness – also called Munchausen by Proxy)
- Faith and Honour-based abuse (which can include Female Genital Mutilation)
- Forced and arranged marriage
- Grooming (whether in person, over the phone, online etc.)
- Homelessness (this would include unstable housing)
- Human trafficking
- Inappropriate supervision (excessive supervision, from tutors, parents, partners)
- Individuals or groups promoting or presenting violent extreme ideologies
- initiation/hazing type violence and rituals
- Immigration issues (including Asylum Seeking)
- Issues arising where learners are missing from education
- Modern slavery
- Not understanding or ignoring the additional safeguarding vulnerabilities of learners with special education needs and disability (SEND), and how these barriers can be overcome
- Sexual violence and harassment between learners (peer-on-peer abuse)
- Sexting
- Self-harm (including risky behaviour)

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- Radicalisation (**see Prevent Policy for further information**)
- Unsafe environments and activities
- Victimisation and prejudice due to any protected factors; age, race, religion or belief, sexual orientation, gender and gender reassignment, disability, pregnancy and maternity, marriage & civil partnership.

This list is non exhaustive. If Medipro has cause for concern that any learner or member of staff may be at risk of significant harm because of one or more of the above, or a circumstance that may not be listed previously, it will be treated as a safeguarding concern.

### Roles and responsibilities

Within Medipro, safeguarding is everyone's responsibility, including learners. All individuals mentioned below are responsible for safeguarding adults at risk, and ensuring that any concerns are referred to appropriate authorities, or members of staff.

#### Designated Safeguarding Lead:

- Ensure necessary measures are taken to promote and preserve the safety of all learners, staff, and visitors
- To implement and promote this policy, ensuring that it is reviewed and monitored in accordance with any changes in legislation and guidance
- To monitor staff training and ensure that all staff are trained in Prevent and Safeguarding at the appropriate level for their job roles.
- To overview recruitment to ensure that safer recruitment processes are followed and adhered to.
- Promote good safeguarding practice within Medipro
- To overview the reports completed by staff members, or fellow learners.
- To be a point of contact for all staff and learners about safeguarding
- To help educate and protect both learners and staff members on safeguarding.
- Refer cases of suspected abuse to the appropriate authorities and liaise and share information where appropriate.

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### Safeguarding Champions:

- Be the first point of contact for learners and colleagues in your area; making sure they feel supported and protected.
- Encourage open communication amongst colleagues to increase awareness of safeguarding and prevent.
- Work closely with the Safeguarding Lead to ensure best practice.
- To promote safeguarding practices across the business, including cascading information to colleagues.
- Be involved with safeguarding and prevent strategies within Medipro.
- Support staff that make referrals
- Keep up to date with refresher training and CPD as required.

### Tutors:

- Understand the procedure to report concerns and know who to seek advice from.
- Know who to share information with, and when it is appropriate.
- To attend and complete all relevant/necessary safeguarding training.

### All Staff:

- Understand and recognise signs of abuse or neglect, including what an adult at risk is.
- Express to individuals that have disclosed information to you, that you will need to pass this on to relevant.
- Seek advice and report concerns to the Safeguarding contacts to ensure that a concern has been logged.
- To report incidents, and address concerns or complaints openly and honestly to the Safeguarding Lead.

### Learners:

- Understand and recognise signs of abuse or neglect for peers that may be at risk.
- Seek advice and report concerns to someone you feel comfortable to approach; Tutors, Safeguarding Champions, or the Safeguarding Lead.

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### Guidance for Staff

In all cases where a staff member is concerned for an adult at risk or deems a learner or fellow staff member of being at risk of significant harm, they should contact the Safeguarding Lead.

In the event of someone disclosing a safeguarding concern to yourself, you must:

1. **Recognise** – notice behaviours and be wary of behaviours that an adult at risk or learner may be at risk.
2. **Respond** – when approached with a concern, you should respond appropriately, and be respectful when someone comes to you to share this issue with you. Be clear that you will act sensitively, thank them for sharing, and explain the process of what will happen next. Do not act leading questions or interrogate; give reassurance and be non-judgemental – even if the allegation is made against a colleague.
3. **Record** – record what is said, including the time, date, and location.
4. **Report** – speak to the safeguarding team, either by speaking to the appointment safeguarding champions or by speaking to the safeguarding lead. Do not guarantee confidentiality, as you may need to share this when referring further.
5. **Refer** – the Safeguarding Lead will be there to assist you with a referral.

All staff need to be aware of the different types of safeguarding issues that can arise, and what types of abuse and maltreatment they should be on alert for. For definitions and explanations on these types of abuse, definitions can be found within Appendix A.

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### Referral Process

In the event The Safeguarding Lead is informed by staff of a concern, they will follow up each referral with a call for confirmation and share any information.

Information needed for a safeguarding referral:

1. Individuals full name, address, contact information (e.g., email/phone number), date of birth, ethnic origin, and first language who the concern is about.
2. Whether or not it is considered an urgent or non-urgent referral
3. Details of the concern – identifying what the concerns are, must be concise, non-judgemental, and not include any personal opinions or view. Only information should be given. If someone has been injured, details and descriptions of any injuries must be included. You must identify the source of any third-party information.
4. Record the category of the suspected abuse – it may be more than one category.
5. Details of any other person(s) on scene (witnesses).
6. Details of the alleged perpetrator (if known) – or a suspected individual including their relationship to the individual
7. Individuals consent – this must always be sought wherever possible. The referrer must tell the learner and explain why they are making a referral, and where the referral is sent too. If consent cannot be given, or has not been provided by the individual, the reason for this must be recorded.
8. Any additional information (only if relevant).

The Safeguarding Lead will be the single point of contact with the individual, liaising with the staff member who had referred this case, and the agency dealing with the referral. It is the safeguarding Leads duty to support staff members making referrals, and potentially attending Court for safeguarding issues.

For more guidance on the safeguarding process for students, please feel free to check out the Safeguarding Process Map within Appendix B.

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### Support for staff

All staff within Medipro will have the opportunity to access help in relation to safeguarding. This is available for anyone if they feel they need or would benefit from it, either immediately following the incident, or at any time in the future.

### Receiving information about a learner from another person

If a member of staff receives information about a student or overhears information about a learner which suggests there is a safeguarding concern or issue, this must be recorded on the Safeguarding Referral Form (Appendix B) and shared with the Safeguarding Lead. Medipro has a duty to refer these concerns to relevant local authorities for the area and may need to contact the police if a learner is in immediate danger.

### If a staff member suspects a student has a safeguarding concern

If a member of staff at Medipro suspects that a learner is at risk from a safeguarding issue, they must discuss these concerns with the Safeguarding Lead through the Safeguarding Referral Form (Appendix C). They must not take independent action.

### Allegations against staff

When Medipro is made aware of an allegation or complaint against a member of staff regarding safeguarding concerns, the Safeguarding Lead must be consulted as soon as possible.

Where Medipro receive an allegation from the police about a current staff member, the Safeguarding Lead should contact the Managing Director immediately.

If from an internal source, the information should be shared with the Safeguarding Lead, and they should contact HR immediately. Depending on the seriousness of the allegation, the police should also be informed.

The Safeguarding Lead will follow Medipro's Disciplinary Procedure when an allegation is made against a staff member. For further information on this, please see Medipro's Disciplinary Policy, or ask HR for guidance.

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### Peer-on-peer abuse

All staff need to be aware that abuse is abuse: any inappropriate behaviour spotted between learners should not be tolerated or passed off as 'banter'. Medipro has a duty of care to all learners, and a concern like this should be raised in the same way as any other concerns. Peer-on-peer abuse is not specifically related to insults or harassment, and may include bullying (including cyber-bullying), sexting, and any other form of physical or sexual abuse. It can also include learners being subjected to initiation/hazing types of violence.

If you are a learner and believe that you are a victim of peer-on-peer abuse or suspect that another learner is a victim of peer-on-peer abuse, you should speak directly to your Tutor, or the Safeguarding Team.

### Safer recruitment of staff

Medipro will take appropriate and necessary steps during recruitment and staff selection to ensure that staff that could be considered a risk are prevented from working with learners and adults at risk.

Along with performing the necessary checks for right to work, adequate professional references, and a rigorous interview process, all staff that may potentially encounter adult at risks and learners are subject to an enhanced Disclosure and Barring Services (DBS) check. Where a concern is raised, Medipro will carry out responsibilities as per current legislation, and formal guidance.

For further information regarding our recruitment strategy, guidance can be found on the Recruitment and Selection Policy. If you have any questions, speak to HR.

### Education and training

During company induction, all staff are provided sufficient information, instruction, and training at the appropriate level for their role on the topic of safeguarding. Training on safeguarding adults at risk is mandatory for all our staff and must be completed every two years to ensure that staff are familiar with the process.

The training covers identification of risks, appropriate procedural actions, and documentation via e-learning packages.

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All participation and completion of training will be monitored by appropriate individuals, and any lack of action will be identified through the Personal Development Review Process.

### Practice based learning and apprenticeships

Medipro has a responsibility to ensure the health, safety, and welfare of all its learners whilst they undertake work placements, or apprenticeships with their employers. We will ensure that employers are aware of our Safeguarding Policy and ensure that they are compliant with Safeguarding and Prevent duties for any learner placed with them. This is to ensure that all our learners' wellbeing is always safeguarded.

### Sub-contracted provision

All sub-contractors that work with Medipro will be required to have safeguarding arrangements in place that are consistent and meet the same standard as the policies we hold. Medipro undertakes a full Due Diligence check on any potential sub-contractors prior to awarding them with a contract. This check will include a review of the organisations Safeguarding Policies and Procedures, it's Prevent Policy and strategy, and clear evidence of compliance with mandatory Safeguarding and Prevent training amongst their staff.

### Learners with criminal convictions

Medipro is committed to ensuring that all our learners are treated fairly, and we welcome applications from a wide range of people with diverse backgrounds: including those with criminal convictions. Medipro is committed to quality opportunity amongst individuals, and selects people based on their skill, qualifications, and experience – not their background or personal circumstances. Having a criminal conviction will not necessarily prevent a learner from studying at Medipro.

However, Medipro is aware and mindful of its duty of care it owes the learners, staff, and public that visit our facilities, to ensure that we act responsibly and reasonably to protect their health, safety, and welfare. Due to this, we expect all learners with criminal convictions to disclose them on application, and pre-enrolment. If a criminal conviction is disclosed, or otherwise brought to Medipro's attention, we will work

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with the individual to determine the level of risk posed by the conviction, not only to the individual, but to others that may be around them.

They will be required to complete a criminal convictions disclosure notice, and provide Medipro with further information about the offence, and contact details for any relevant third party e.g., a probation officer that is working with the individual. The information that is given to us will be used to assess whether there is any risk posed to themselves, to other learners and to staff if they were to be enrolled on a course at Medipro.

An interview must take place with the Safeguarding Lead, prior to enrolment to approve the application and sign off the form once completed.

Where a medium to high risk is identified, this will be referred to the Safeguarding Lead, and enrolment will be deferred until a decision is reached.

For further information, please see Disclosure and Barring Service (DBS) Policy.

### Guest Speakers

Medipro is committed to ensuring that all our learners are safe when studying and ensure that all our Guest Speakers are assessed with careful consideration before allowing them to visit our premises. To ensure that learners are safe, guest speakers will not be left alone with any learner in any context. A contact (a member of staff, e.g., tutor) will be appointed to ensure that learner's safety is upheld whilst the guest speaker is on site. Before they are booked to come onto our premises to deliver content, all content (slides/presentations and other learning materials) are checked to ensure that no content that is inappropriate, or radical in nature.

### Safety of Visits

On the event that learners are off-site, Medipro has a duty of care to ensure that all learners are safe when visiting other premises. Risk assessments will be conducted before any off-site visit is to take place, to ensure that activities, staff, and the site itself is safe. In continuation, an insurance provision will be put in place – whether that's supplied by Medipro, or the current learner's employer. This is to be reviewed on a case-by-case basis.

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### Faith facilities

As a training provider, it is our duty to ensure that facilities are made available for those of any faith (or those without faith) to access appropriate facilities for pastoral care and for religious purposes.

With this in mind, we have designated Multi Faith rooms across our training centres that available where the option and opportunity to practice their faith is available to our learners, and our staff. These facilities include prayer mats, and multiple religious books for our learners and staff to practice their faith in a safe, quiet, and respectful environment.

### Lone Working

Sometimes it may be appropriate or necessary for one of our staff members to have one-to-one contact with or supervise a small group of learners. If this happens, there are things that our staff members do to ensure that this is safe as possible.

1. Make sure they are somewhere with the individual, or with the small group where other people can see and hear you and know where you are.
2. Tell another staff member that you are alone with said learner(s).
3. Make a record as soon as possible afterwards of why you were alone with this individual, or small group (e.g., invigilating an assessment).
4. Tell your manager or supervisor, and your nominated safeguarding lead.

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### QR Codes

National Domestic Abuse Helpline



Citizen's Advice Bureau



National Centre for Domestic Violence



Galop



Women's Aid



Scottish Women's Aid



Welsh Women's Aid



Jewish Women's Aid



Shakti Women's Aid (Scotland)



Refuge



Southall Black Sisters



Muslim Women's Helpline



Apprentice Support Handbook



Medipro Prevent Policy



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### LADO CONTACTS FOR ALL CENTRES




#### Definitions:

**Local Authority Designated Officer (LADO)** – “an individual who is notified when a professional or volunteer who works with children has behaved in a way that harms/could harm a child, possibly committed an offence against a child, or may pose a risk to a child.”

**Multi Agency Safeguarding Hub (MASH)** – “a multi-agency team that work together to make assessment of the risk to a child and make a decision on what to do to best protect that child”.




**Early Help Process** – “the act of taking action to support a child, young person, or their family life of a problem or as soon as it emerges”.



Each area has its own specific contacts. For further information, please feel free to reach out to the following contacts.

Stockton on Tees	
<p><b>Multi Agency Safeguarding Hub (MASH) – The Childrens Hub</b></p> <p><b>Code:</b> 01429284284  <b>Email:</b> <a href="mailto:childrenshub@hartlepool.gcsx.gov.uk">childrenshub@hartlepool.gcsx.gov.uk</a>  <b>Website:</b> <a href="https://tinyurl.com/23t94m3k">https://tinyurl.com/23t94m3k</a></p>	
<p><b>Local Authority Designated Officer (LADO)</b></p> <p><b>Website:</b> <a href="https://tinyurl.com/5dbbvsh">https://tinyurl.com/5dbbvsh</a></p>	
<p><b>Early Help Process</b></p> <p><b>Website:</b> <a href="https://tinyurl.com/3w897uww">https://tinyurl.com/3w897uww</a></p>	

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Newmarket	
<p><b>Multi Agency Safeguarding Hub (MASH)</b></p> <p><b>Code:</b> 03456061499  <b>Website:</b> <a href="https://tinyurl.com/2h3u8xxx">https://tinyurl.com/2h3u8xxx</a></p>	
<p><b>Local Authority Designated Officer (LADO)</b></p> <p><b>Code:</b> 03001232044  <b>Email:</b> <a href="mailto:LADO@suffolk.gov.uk">LADO@suffolk.gov.uk</a>  <b>Website:</b> <a href="https://tinyurl.com/3h4a6z2u">https://tinyurl.com/3h4a6z2u</a></p>	
<p><b>Early Help Process</b></p> <p><b>Website:</b> <a href="https://tinyurl.com/2fcnrp5h">https://tinyurl.com/2fcnrp5h</a></p>	

Bristol	
<p><b>Multi Agency Safeguarding Hub (MASH)</b></p> <p><b>Code:</b> 01179036444  <b>Website:</b> <a href="https://tinyurl.com/ytr27cnk">https://tinyurl.com/ytr27cnk</a></p>	
<p><b>Local Authority Designated Officer (LADO)</b></p> <p><b>Website:</b> <a href="https://tinyurl.com/yc3m3cbj">https://tinyurl.com/yc3m3cbj</a></p>	

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Appendix A  
dated 17/10/2022

### Definitions and Explanations of Abuse

- **Concealed Pregnancy** – a concealed pregnancy is when a woman knows that she is pregnant but does not tell any health professional that she is. This also includes when a woman tells a healthcare professional but conceals the fact that she is not accessing antenatal care, or when a pregnant woman tells another person, and they conceal the fact from all health agencies.
- **Cyber abuse** – harassment, threatening behaviour or intimidation using mobile phones, instant messaging, e-mail, chat rooms or social networking sites like Facebook or Twitter. This can include cyberbullying, sexting (though sexual in nature), trolling (provoking people through harmful posts and content).
- **Discriminatory abuse** – includes forms of harassment, slurs, or similar treatment aimed at a person specifically because of their race, gender and gender identity, age, disability, sex, sexual orientation, or religion.
- **Domestic violence** – any incident or pattern of incidents of controlling, coercive, threatening behaviour, act of violence or abuse between those aged 16 or over, are intimate partners, or family members regardless of gender or sexuality.
- **Eating Disorders** – a range of psychological conditions that cause unhealthy eating habits to develop and can have serious health consequences or may result in death if left untreated. These can include anorexia nervosa, bulimia nervosa, binge-eating disorder, pica (craving/consuming non-food substances, e.g., dirt, soil, laundry detergent), avoidant or restrictive food intake disorder.
- **Fabricated Induced Illness (FII)** – when a person exaggerates or deliberately causes symptoms of illness (Munchausen’s syndrome). However, this can also appear when a parent or carer exaggerates or deliberately causes symptoms of illness in an adult at risk. This is known as Munchausen’s syndrome by proxy.
- **Faith based abuse** – a type of abuse that is mistreatment ‘justified’ by faith, and religious beliefs. This can include shunning, supernatural fear which can

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result in mistreatment or ritual/multi murders, or the potential of being abused within a religious cult-like setting.

- **Female Genital Mutilation (FGM)** – the partial or total removal of external female genitalia for non-medical reasons. It's also referred too as female circumcision, cutting, or sunna. There can sometimes be religious, social, or cultural reasons given to explain FGM.
- **Financial/material abuse** – the misuse of a person's funds or property. Access and use of these funds/assets can be obtained without their knowledge or full consent, or in the case of an adult that is not competent, not in their best interest.
- **Forced marriage** – a marriage conducted without the valid consent of one or both parties and causes significant emotional and potential physical harm to a person.
- **Hate Crime** – any crimes that are targeted at a person because of hostility or prejudice towards that person's protected characteristics; disability, race, ethnicity, religion or belief, sexual orientation, gender, or gender identity.
- **Honour based abuse** – a violent crime or incident which may have been committed to protect or defend the honour of the family or community that person lives in. This also links to 'honour killing', in which an individual's life is taken due to familial or community shame linked to an act that they committed (e.g., refusing to marry).
- **Human Trafficking** – the illegal movement of people, typically for the purposes of forced labour or commercial sexual exploitation. The victims tend to be promised better prospects and living opportunities, and are then exploited, held within poor conditions, and often suffer extreme violence, harassment, and threats.
- **Modern Slavery** – this can take many forms, but covers the trafficking of people, forced labour, servitude, and slavery.
- **Neglect** – the act of failing to provide necessary care, assistance, guidance, or attention that causes physical, mental, or emotional harm.
- **Physical abuse** – physical abuse is defined as the use of physical force that can result in bodily injury, or physical pain or impairment. This can include but is not limited to hitting, shaking, burning, suffocating, or drowning.

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## SAFEGUARDING

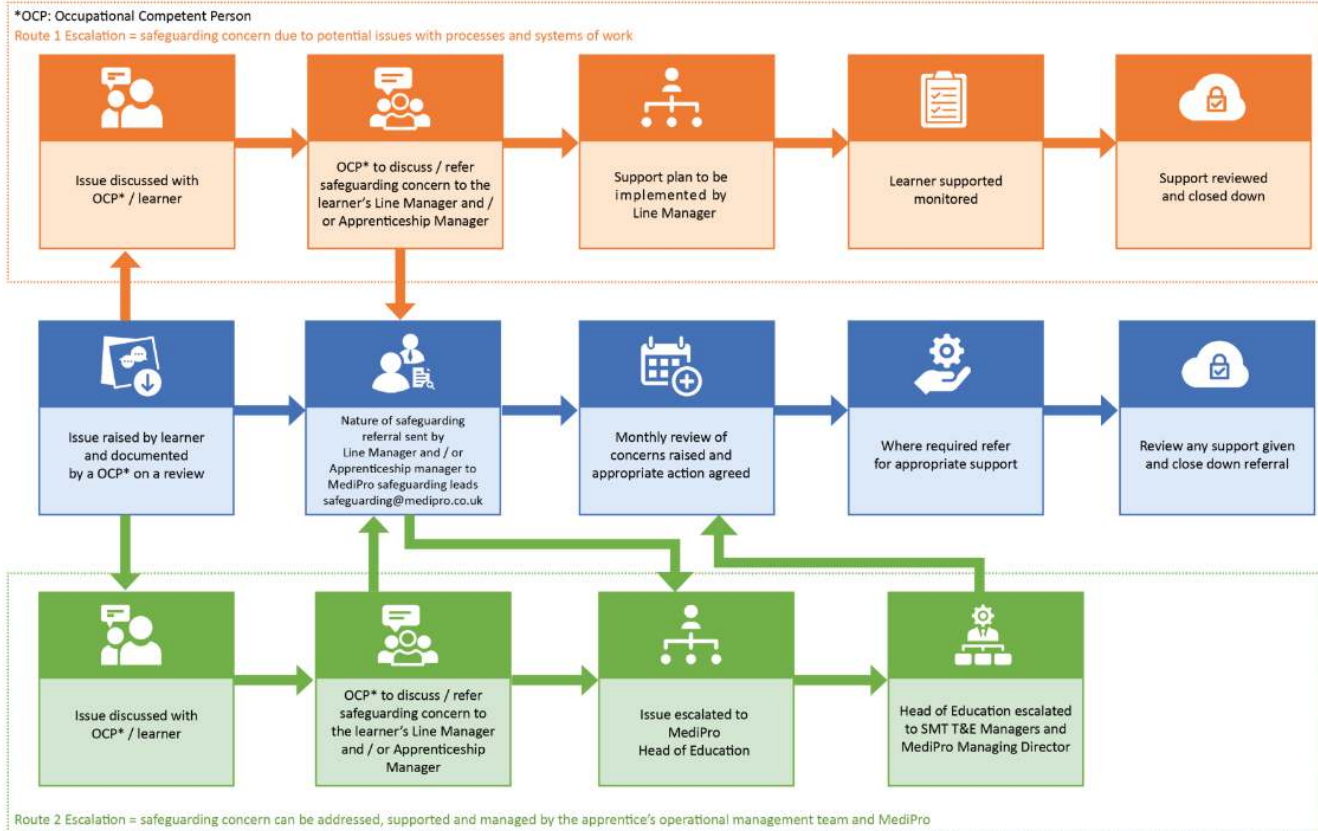
- **Psychological abuse** – a form of abuse where an individual is intent on causing mental or emotional pain or injury to another person. This can include gaslighting,
- **Risky behaviours** – behaviour with uncertainty about its outcome, with a potential to harm or pose risk to an individual. This can be consciously, or non-consciously controlled behaviour conducted by this person. This can include the likes of unsafe sex, substance abuse, gambling, reckless driving.
- **Self-harm** – deliberate self-injury as a way of dealing with difficult thoughts, feelings, painful memories, or overwhelming situations and experiences.
- **Self-neglect** – when an adult failure to take care of themselves that cause, or is likely to cause serious physical, mental or emotional harm.
- **Sexual abuse** – the act of forcing or coercing someone into unwanted or undesirable sexual behaviour. This includes forcing or enticing an adult at risk to participate in sexual activities. This includes physical sexual content, penetrative or non-penetrative acts.
- **Violent Extremism** – the act of advocating, engaging in, preparing or supporting ideology that justifies and motivates violence to further social, economic, or political objectives.

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## SAFEGUARDING

Appendix B  
dated 17/02/2023

### MediPro<sup>+</sup> LEARNER SAFEGUARDING PROCESS




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## SAFEGUARDING

Appendix C  
dated 28/10/2022

### Student Safeguarding Referral Form

	The following QR code will take you to the Safeguarding Referral Form.
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MediPro Limited,  
Faraday House,  
Sopwith Close,  
Preston Farm Industrial Estate,  
Stockton-on-Tees ,  
TS18 3TT.  
Tel. 01325 609030  
Email: [info@medipro.co.uk](mailto:info@medipro.co.uk)