SEND Tuition with Hannah's Hub: Safeguarding Policy

Person Responsible for this Policy: Hannah Lawrence

Policy last updated: June 2026
Next update: June 2027

1. Policy statement

SEND Tuition with Hannah's Hub is committed to safeguarding and promoting the welfare of all children and young people who receive tuition through our services. Safeguarding means protecting children from maltreatment, preventing impairment of health or development, ensuring they grow up in safe circumstances, and taking action to enable them to have the best outcomes.

All tutors, staff, and contractors have a duty of care to keep learners safe from harm, abuse, neglect and exploitation during tuition sessions and in any associated communication.

2. Scope and legal framework

This policy applies to:

- All in-person tuition taking place in a client's home arranged through SEND Tuition with Hannah's Hub
- All children and young people under 18, and any vulnerable adults receiving tuition
- All staff, tutors (employed or self-employed), and anyone acting on behalf of SEND Tuition with Hannah's Hub

The policy is informed by:

- Working Together to Safeguard Children (England) guidance and local safeguarding arrangements
- NSPCC guidance for private tutors and organisations working with children
- Safer recruitment guidance for organisations working with children (e.g. Keeping Children Safe in Education principles, adapted for tuition)

3. Roles and responsibilities

The Director/Owner (Hannah Lawrence) has overall responsibility for ensuring this policy is implemented and reviewed annually.
A Designated Safeguarding Lead (DSL) is appointed to receive concerns, advise tutors, and liaise with local safeguarding partners and/or the NSPCC.

The Designated Safeguarding Lead is:
Hannah Lawrence
Company Owner and Tuition Coordinator
07745723953
sendtutoryorkshire@gmail.com

All tutors are responsible for:

- Following this safeguarding policy and related procedures
- Completing safeguarding training as required

- Reporting any safeguarding concerns immediately to the DSL

Parents/carers are responsible for providing a safe home environment for tuition and remaining available and contactable during sessions.

4. Safer recruitment of tutors

Before any tutor starts working with learners, SEND Tuition with Hannah's Hub will ensure:

- Enhanced DBS check (with children's barred list check where appropriate) is obtained and recorded, and the tutor is encouraged to join the DBS Update Service.
- References are taken and verified, including from recent child-related roles where possible.
- The onboarding process explores motivation to work with children, boundaries, and safeguarding understanding.
- Any gaps in work history are explored and recorded.
- Tutors complete basic safeguarding training (and refresh this at least every 2–3 years).
- No tutor may work with children arranged by SEND Tuition with Hannah's Hub until all checks are satisfactorily completed.

5. Code of conduct for tutors

Tutors must:

- Act as positive role models, treating learners with respect, fairness, and dignity
- Maintain professional boundaries at all times, including in language, tone, and physical proximity
- Avoid tuition in bedrooms; teach only in appropriate communal spaces such as the kitchen, dining room, or living room
- Ensure doors are open where possible and that a parent/carer is on the premises and within earshot for under-18s, unless an agreed alternative risk-assessed arrangement exists
- Never use physical punishment, humiliating treatment, or discriminatory behaviour
- Follow the SafeTouch framework as set out by Trauma Informed Schools UK
- Communicate about lessons and progress primarily with the parent/carer, not directly with the child outside of sessions
- Keep interactions outside of tuition to a minimum and always professional

Tutors must not:

- Be alone with a learner in a bedroom or bathroom
- Drive learners in their own car without explicit written parental consent and a risk assessment
- Give learners gifts, money, or their personal phone number or social media details
- Consume alcohol or use drugs before or during tuition

6. Safe environment in the client's home

Before tuition starts, SEND Tuition with Hannah's Hub will:

- Ask parents to confirm that tuition will take place in a quiet, appropriate communal room with good visibility.
- Ask parents to keep pets in another room during lessons where they may cause distraction or risk to the tutor or learner.

- Ask parents to inform tutors and SEND Tuition with Hannah's Hub about ongoing building work or hazards that might affect safety.

During sessions:

- A parent/carer must be present on the premises and available; parents are encouraged to sit in or remain within earshot, particularly for younger children.
- Sessions should not be held if the home is clearly unsafe (violence, obvious hazards, intoxication); the tutor must remove themselves and inform the DSL immediately.

7. Online safety (if applicable)

If any sessions move online:

- Parents/carers must give consent and agree on the platform used.
- The tutor will only use approved, secure platforms and professional accounts.
- Sessions must not be arranged directly with the learner; all scheduling must go via the parent/carer.
- The learner should be in a communal space at home, not a bedroom, and a parent/carer should be nearby or conducting regular checks.
- Sessions must not be recorded without explicit written consent from the parent/carer and SEND Tuition with Hannah's Hub.

8. Recognising abuse and neglect

Tutors will be given basic information on the main categories of abuse:

- Physical, emotional, sexual abuse, and neglect
- Additional safeguarding risks such as bullying (including cyberbullying), online abuse, domestic abuse, child criminal/sexual exploitation, grooming, self-harm, female genital mutilation (FGM), child trafficking, or radicalisation, where relevant to the age group
- Tutors are not expected to diagnose abuse, but they must remain alert to:
- Unexplained injuries, changes in behaviour, anxiety, or withdrawal
- Sexualised behaviour that is not age-appropriate
- Consistent signs of neglect such as persistent hunger, poor hygiene, or inappropriate clothing
- Signs or disclosure of non-recent abuse

9. Responding to concerns or disclosures

If a tutor has a concern or receives a disclosure:

- Listen and reassure
- Stay calm, listen carefully, and take the child seriously.
- Do not promise confidentiality; explain that you may need to share the information to keep them safe.
- Record
    - Write a factual record as soon as possible, including dates, times, what was said, observations, and who was present.
- Report
    - Contact the DSL as soon as possible the same day and share the written record.
- The DSL will decide whether to:
    - Talk with the parent/carer (unless doing so would increase risk), and/or

    - Seek advice from the local authority children's services or NSPCC helpline, and/or
    - Make a formal referral to children's services or the police.
- In an emergency where a child is at immediate risk of harm, tutors must contact the police (999) and/or children's services directly, then inform the DSL afterwards.

10. Allegations about tutors or staff
Any allegation that a tutor or member of staff has:
- Harmed, abused, or behaved inappropriately towards a child, or
- Possibly committed a criminal offence against a child, or
- Behaved in a way that indicates they may pose a risk to children

must be reported immediately to the DSL or, if the concern is about the DSL, to the Director/Owner or directly to the local authority.

The DSL will:
- Take the allegation seriously and record details
- Seek immediate advice from the Local Authority Designated Officer (LADO) or equivalent, and follow their guidance on managing the allegation
- Suspend or restrict duties of the tutor where appropriate, pending investigation

11. Information sharing and data protection
SEND Tuition with Hannah's Hub will collect and store personal data (e.g. learner details, contact information, safeguarding records) in line with UK GDPR and data protection law. Information will be:
- Kept secure and only shared with those who need to know in order to keep the child safe
- Shared with external agencies (e.g. children's services, police) when this is necessary for safeguarding purposes, even without consent where appropriate in law

12. Training, supervision and review
All tutors must read and agree to this safeguarding policy before beginning tuition.

Safeguarding training (level appropriate to role) will be required on induction and refreshed at least every 2–3 years.

The DSL will undertake more advanced safeguarding training and update it regularly.

This policy will be reviewed at least annually, or sooner if legislation or guidance changes, or after a serious incident.

13. Complaints and whistleblowing
Parents, learners, tutors or others who are worried about any aspect of safeguarding or conduct should:
- Raise concerns with the DSL or Director/Owner via the contact details set out in this policy.
- If not satisfied, or if the concern is about the DSL/Director, they may contact the local authority children's services, the LADO, or the NSPCC directly.

- Tutors are encouraged to use whistleblowing procedures if they believe safeguarding concerns are not being taken seriously or appropriately addressed

14. Safeguarding contact numbers

Hannah Lawrence (Hannah's Hub Designated Safeguarding Lead) - 07745723953

Children's Social Work Services (office hours)
Leeds - 0113 3760336
Bradford - 01274 433999
Kirklees - 01484 456848
Wakefield - 0345 8503503
Calderdale - 01422 393336
Sheffield - 0114 2734855
Rotherham - 01709 336080
Barnsley - 01226 772423
Doncaster - 01302 737777
York - 01904 551900
North Yorkshire - 0300 131 2 131
East Riding - 01482 395500

Children's Social Work Service (out of hours)
Leeds - 0113 535 0600
Bradford - 01274 431010
Kirklees - 01484 414960
Wakefield - 0345 8503503
Calderdale - 01422 288000
Sheffield - 0114 2734855
Rotherham - 01709 336080
Barnsley - 01226 787789
Doncaster - 01302 796000
York - 0300 131 2131
North Yorkshire - 0300 131 2 131
East Riding - 01482 393939

Local Authority Designated officer (LADO)
Leeds - 0113 378 9687
Bradford - 01274 435600
Kirklees - 01484 221126
Wakefield - 01977 727032
Calderdale - 01422 394 086
Sheffield - 0114 273 4855
Rotherham - 01709 336491
Barnsley - 01226 772341
Doncaster - 01302 737332
York - 01904 551783
North Yorkshire - 01609 798005
East Riding - 01482 395500