



# ELA TRAINING SERVICES

## Concerns and Incident Reporting Protocol



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# ELA'S WELLBEING TEAM

## Your Trainer, Assessor or Portfolio Coach

Each member of ELA's learning delivery and support team is trained and duty-bound to report all disclosures within 1 hour of receiving them. If you do not feel safe or are worried about yourself, someone else or something, you must speak to someone that you trust. Our team are here to help. Please contact your trainer, assessor, portfolio coach, any one of the people below or simply email [safe@ela-training.co.uk](mailto:safe@ela-training.co.uk) with your concern.



**Ali Khan**

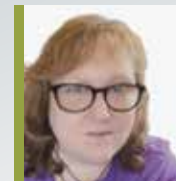
ali@ela-training.co.uk  
07832 328587

Designated Safeguarding Lead (DSL) and has responsibility for implementing the ELA Training Services Safeguarding Policy and for reporting any allegations of abuse and concerns that occur to the relevant authorities. The role of Designated Safeguarding Lead currently includes the responsibilities of Prevent Lead and Data Protection Lead. Ali holds a Level 3 Certificate in Safeguarding and Level 2 in Mental Health First Aid.



**Cheryl Head**

cheryl@ela-training.co.uk  
07483 318425



**Wendy Johnson**

Wendy@ela-training.co.uk  
07944365433

Designated Deputy Safeguarding Leads (DDSL) are responsible for recording and reporting any allegations of abuse and concerns that occur to the relevant authorities (deputising in the absence of the DSL). Wendy is qualified as an Advanced Designated Safeguarding Lead at Level 4 and Cheryl is qualified as a Designated Safeguarding Lead at Level 3.



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## ELA Record of Concern Form (November 2021)

### Key Elements



<https://forms.gle/sgqCGowBtEjWaxmc7>

- This document sets out the responsibilities and expectations for all employees of ELA Training Services in relation to and promoting the health, safety, wellbeing, ethical and professional conduct and safeguarding of all stakeholders of ELA Training Services.
- Implementation is monitored by the Managing Director and supported by the board of Directors.

**Agreed by: Ali Khan, Managing Director, ELA Training Services**

### ELA Training Services' Records of Concern Reporting Protocol:

- Disclosures and Records of Concern Reporting Protocol. This protocol is used in conjunction with the “**5 Steps to Handling Disclosures and Records of Concern V 5.0 01/08/2022**” poster that is included in your pack. Contact your line manager immediately if you do not have access to this. Do not engage in any ELA Training Services work until you are confident in this procedure.



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- Within 1 hour or immediately (if possible) of any Disclosure and/or Concern, email a short message about the Disclosure and/or Concern to [safe@ela-training.co.uk](mailto:safe@ela-training.co.uk). An investigating officer should respond within an hour. If not, contact Ali Khan, the Director of ELA Training Services on +44 (0) 7832328587, or contact one of the Deputy Designated Safeguarding Leads Sandra Chatwood on +44 (0) 7483318425.
- Within 24 hours of any Disclosure and/or Concern, those involved must complete the correct form (<https://forms.gle/sgqCGowBtEjWaxmc7>). An investigating officer should respond within 24 hours. If not, contact Ali Khan, the Designated Safeguarding Lead at +44 (0) 7832328587, or contact one of the Deputy Designated Safeguarding Leads Sandra Chatwood on +44 (0) 7483318425.
- Be clear as to the persons involved. These reports must be understood by neutral external stakeholders. Therefore, you should list the full names of persons and their role at the beginning of the incident report and assign initials to them. For example, Fred Bloggs, staff (FBI), John Smith, pupil (JSm) etc. You can then use their initials in the body of the incident report. Initials allow us to impart a degree of confidentiality.
- Save a copy of the report securely for your professional records.

**If any form of Restraint or Physical Intervention is used during the accident, incident or near miss then staff must clearly state the manner and duration of the restraint and the training/rationale that they had to apply the restraint.**

#### NOTES:

- Do not use emotive language eg: “stormed out of a room”. It is more professional and unprejudiced to say “left the room running and slammed the door after them”
- Do not use any opinion – stick to the facts of the event.
- If any First Aid is administered, details of this must be included in the form.



## Follow our Safeguarding Policy Guidelines (What to do if a person makes a disclosure)

- ELA Training Services is committed to ensuring that it meets its responsibilities by treating any allegation seriously and sensitively. Records of Concern and Incident Reports must be used as detailed in their protocols.
- Follow the Safeguarding 5 Step Flowchart to support your response.
- Stay calm.
- Listen to what the young person/vulnerable adult is actually saying.
- Reassure them that they have done the right thing by telling you.
- Do not promise the young person/vulnerable adult that this can be kept secret, as subsequent disclosure could then lead to the young person/vulnerable adult feeling betrayed. Explain that you are obliged to inform other people.
- Reassure the young person/vulnerable adult that the people who will be informed will be sensitive to their needs and will be looking to help protect them. Inform them that it is not in their interests to keep the disclosure confidential, and it will have to be passed on to the appropriate agencies.
- Make a note of any conversations with the young person/vulnerable adult, trying to make these as detailed as possible, including when and where the conversations took place. Draw a diagram, if appropriate, to show the position of any bruises or marks the young person/vulnerable adult you observe, trying to indicate the size, shape and colour.
- Record as soon as possible and use the actual words used by the young person/vulnerable adult.
- Keep all records factual. Be aware of not making assumptions or interpretations of what the young person/vulnerable adult is telling you. Store all records securely.
- Do not interrogate the young person/vulnerable adult, or push for more information. Ensure that any questions asked are open, not leading closed questions. Do not ask the young person/vulnerable adult to repeat what they have told you, for another person. Record accurately.



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- Discuss your concerns with the ELA Training Services DSL
- Who will report this information to an appropriate agency (the Designated Officer previously called the Local Authority Designated Officer–LADO).
- The person to whom the disclosure was made should ensure that the young person/vulnerable adult who has disclosed the information is informed about what will happen next, so they can be reassured about what to expect.
- You may report your concerns directly to your local LADO if you are not satisfied with the response from ELA Training Services. You will find contact details for your local Social Care Referral and Assessment Team online. The details will be on your Local Council website.

**NOTE : Do not engage in any ELA Training Services work until you are confident in this procedure.**

- Do not use any opinion – stick to the facts of the event.
- If any First Aid is administered, details of this must be included in the form.
- If this incident includes a disclosure or cause for concern, follow our Safeguarding Policy Guidelines or the “5 Steps to Handling Disclosures and Records of Concern V2.0 Update March 2018” poster that is included in your pack. Contact your line manager immediately if you do not have access to this.
- Do not engage in any ELA Education Group work until you are confident in this procedure.

### ELA Training Services’ Incident, Near Miss Accident Reporting Protocol

#### Incident, Near Miss or Accident Reporting Protocol

- Within 1 hour or immediately (if possible) of any accident, incident or near miss, an email a short message about the must be emailed to [incident@ela-training.co.uk](mailto:incident@ela-training.co.uk). An investigating officer should respond within an hour. If not, contact Ali Khan, the Designated Safeguarding Lead Director at ELA Training Services at +44 (0) 7832328587.



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- Within 24 (working) hours of any accident, incident or near miss, those involved must complete the correct form (<https://forms.gle/sgqCGowBtEjWaxmc7>) and email it to [incident@ela-training.co.uk](mailto:incident@ela-training.co.uk). An investigating officer should respond within 24 hours. If not, contact Ali Khan, the Designated Safeguarding Lead Director at ELA Training Services at +44 (0) 7832328587.
- Be clear as to the persons involved. These reports must be understood by neutral external stakeholders. Therefore, you should list the full names of persons and their role at the beginning of the incident report and assign initials to them. For example, Fred Bloggs, staff (FBI), John Smith, learner (JSm) etc. You can then use their initials in the body of the incident report. Initials allow us to impart a degree of confidentiality.
- Save a copy of the report securely for your professional records.

**If any form of Restraint or Physical Intervention is used during the accident, incident or near miss then staff must clearly state the manner and duration of the restraint and the training/rationale that they had to apply the restraint.**

### NOTES:

- Do not use emotive language eg: “stormed out of a room”. It is more professional and unprejudiced to say “left the room running and slammed the door after them”.
- Do not use any opinion – stick to the facts of the event.
- If any First Aid is administered, details of this must be included in the form.
- If this incident includes a disclosure or cause for concern, follow our Safeguarding Policy Guidelines or the “5 Steps to Handling Disclosures and Records of Concern V5.0 1/8/2022” poster that is included in your pack. Contact your line manager immediately if you do not have access to this.
- Do not engage in any ELA Training Services work until you are confident in this procedure



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## ELA Training Services' Reporting Form

- You can locate the form here:



<https://forms.gle/sgqCGowBtEjWaxmc7>

- Acceptable Behaviour promotes Safeguarding
- Our objective is to create a workplace which is free from harassment and bullying and to ensure that all employees are treated with dignity and respect.
- Everyone is responsible for promoting this objective and complying with this procedure. It is important to recognise that conduct which one person may find acceptable, another may find totally unacceptable. This includes when you are at work on training courses or on Company social events.
- Managers have particular responsibility for creating and respecting a considerate culture within their area (both in the workplace or at work-related events outside of the workplace) and for utilising the support available to ensure that informal and formal complaints are dealt with sensitively, appropriately and in line with the procedures set out in this policy.
- The Company's Position on Bullying and Harassment
- All employees have a duty not to bully or harass each other nor to help anyone else to do so.
- We will not tolerate bullying or harassment in our workplace or at work-related events outside of the workplace, whatever the seniority of the perpetrator and whether the conduct is a one-off act or repeated course of conduct, and whether done purposefully or not. Neither will we tolerate retaliation against, or victimisation of, any person involved in the bringing of a complaint of harassment or bullying. You should also be aware that if a court or tribunal finds that you have bullied or harassed someone you could be liable to compensate the victim. In some circumstances the treatment may amount to a crime punishable by a fine or imprisonment.



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- We will take appropriate action if any of our employees are bullied or harassed by our customers or suppliers.
- Allegations of bullying and harassment will be treated seriously. Investigations will be carried out promptly, sensitively and, as far as possible, confidentially.

## Review

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Director of Operations.

Adoption Date	Updated	Review Date	Director
10/2018	1/8/2023	1/8/2024	


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