



POLICIES

M.E.A.T Ipswich Ltd has over 35 different policies which are located in the Policies, Procedures and Forms folder held in their main office along with electronic copies.

If there is a particular policy that you would like to see and discuss please contact M.E.A.T Ipswich Ltd's staff. Within this section you will find various policies' you may like to access.

M.E.A.T Ipswich Ltd revises policies and procedures on an annual basis or sooner if deemed necessary with regards to changes with legislation and updates within the company. Hard copies will not print off annually; however these will be changed, amended/updated and kept electronically.

POLICIES BELOW:

Equality of Opportunities	Policy 1
Health and Safety at Work	Policy 2
Whistle blowing	Policy 13
Appeals	Policy 14
Personal Harassment Policy	Policy 16
Sustainability Policy	Policy 27
Safeguarding Young Persons & Vulnerable Adult Policy	Policy 29
Anti Bullying Policy	Policy 30
Every Child Matters	Policy 31
Policy on Information, Advice and Guidance	Policy 34

Signed:

JANE DALE
Managing Director



POLICY ON EQUALITY OF OPPORTUNITIES

Company Employees

M.E.A.T (Ipswich) Ltd is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. M.E.A.T (Ipswich) Ltd aims to create a culture that respects and values differences, that promotes dignity, equality and diversity, and encourages individuals to develop and maximise their true potential.

The policy is to provide equality and fairness for all in our employment and in the provision of services and not to discriminate regardless of an employee's sexual orientation, marital status, age, creed, colour, race or ethnic origins. This principle will apply in respect of all conditions of employment, including pay, hours, holiday entitlements, shift work, work allocation, guaranteed earnings, sick pay, pension, recruitment, training, promotion and redundancy. To ensure that due priority is given to this area the Company's General Manager has undertaken training and is responsible for Equality and Diversity.

This policy statement embraces the Equality Act 2010 (protected characteristics), Race Relations Act 1997, Sex Discrimination Act 1976, Age Discrimination Regulations 2006, and Disabled Persons (Employment) Act 1944, 1958 & 1995. The Disability Discrimination Act 1995 – we undertake not to treat any employee or job applicant less favourably because of a reason relating to his or her disability, than other people, to whom that reason does not apply. Unless we can justify such treatment after all reasonable adjustments have been explored. Unreasonable behaviour includes Racial and Sexual Harassment of any nature and immediate disciplinary procedures will be instituted if an incident is reported or observed.

M.E.A.T (Ipswich) Ltd is committed to promoting good harmonious working environment where all are treated with respect. Prevent unlawful direct and indirect discrimination, harassment and victimisation. Fulfil all legal obligations and associated codes of practice; take lawful affirmative where appropriate, regarding all breaches as misconduct.

Learners

The above principles are applied to learners and in addition the Company will ensure that all training materials used will, as far as we are able, be free from bias and will not unnecessarily promote stereotypes.

Signed:

JANE DALE
Managing Director.



Policy 2

HEALTH AND SAFETY POLICY STATEMENT

M.E.A.T (Ipswich) Ltd recognises as a Company it has a duty to comply with the Health and Safety at Work Act, Management of Health and Safety at Work Regulations and other existing health and safety legislation, to provide a healthy and safe working environment for all its employees and any others that may be affected by the organisation's undertakings.

To ensure compliance with the above, M.E.A.T (Ipswich) Ltd undertakes the following:

- To promote and implement health and safety measures, as far as is reasonably practicable, to ensure the health safety and welfare of all employees, learners on a government funded schemes and those that may be affected by their actions. This may include young persons or vulnerable persons.
- To protect everyone from foreseeable hazards in relation to the Organisations undertakings. This also includes visitors and contractors.

To assist in the above, those employed within the organisation will work with the management team to ensure compliance with relevant health and safety legislation, in particular the management team will ensure;

- The provision and maintenance of safe and healthy working conditions, taking into account the applicable statutory requirements and best practice guidance.
- Adequate resources to enable statutory health and safety obligations and Agencies contractual requirements are met.
- Consultation and communication with its employees, and Employers in respect of health and safety.
- Regular reviews of health and safety management performance of M.E.A.T (Ipswich) Ltd and Employers against national and sector specific targets to demonstrate continuous improvement in matters of health and safety.

The policy will be applied equally and fairly and without exception. It will be reviewed by the Management Team annually and revised when appropriate.

Signed:

A handwritten signature in blue ink that reads "Jane Dale". The signature is written in a cursive, flowing style.

JANE DALE,
Managing Director.



POLICY ON DATA PROTECTION AND CONFIDENTIALITY

The Company is registered under the Data Protection Act and will endeavour to operate systems that are secure and respect the confidential nature of any information provided to its members of staff.

M.E.A.T (IPSWICH) Ltd needs to gather and use certain information about individuals. These can include customers, suppliers, business contacts, employees, learners and other people the organisation has a relationship with or may need to contact.

This data protection policy ensures M.E.A.T (IPSWICH) Ltd complies with data protection law and follows good practice. Protects the rights of staff, learners, customers and partners. Is open about how it stores and process individuals' data and Protects itself from the risks of a data breach.

The Data Protection Act 1998 describes how organisations including M.E.A.T (IPSWICH) Ltd must collect, handle and store personal information. These rules apply regardless of whether data is stored electronically, on paper or on other materials.

To comply with the law, personal information is collected and used fairly, stored safely and not disclosed unlawfully.

M.E.A.T (IPSWICH) Ltd will follow the Data Protection Acts eight important principles

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and keep up to date
5. Not be held for any longer than necessary
6. Processed in accordance with the rights of data subjects
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area

This applies to all data that the company holds relating to identifiable individuals this can include names of individual, postal addresses, email addresses, telephone numbers. This will help to protect M.E.A.T (IPSWICH) Ltd from some security risks including, breaches of confidentiality, failing to offer choice and reputational damage.



Key staff and those who have access to data have key areas of responsibility; when data is stored on paper, it should be kept in a secure place where unauthorised people cannot see it and kept in a locked drawer or cabinet, printouts should not be left where unauthorised people can see them (on printer) and data printouts should be shredded. When data is stored electronically, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts.

New employees

On appointment, new members of staff will be thoroughly briefed on the Company's policies and procedures. Training will be given to staff to ensure they protect and respect all information that may be deemed as confidential, from whatever source.

All employees

Will ensure that all records or materials of a sensitive nature are stored in secure conditions.

Although information relating to learners is confidential, and kept in individual learners files, relevant information relating to additional social and/or learning needs is provided to the appropriate people.

Elaine Wright is the nominated Data Protection person responsible for M.E.A.T (IPSWICH) Ltd.

Signed:

A handwritten signature in blue ink that reads "Jane Dale".

JANE DALE
Managing Director.



WHISTLEBLOWING POLICY

M.E.A.T (Ipswich) Limited is committed to ensure that the affairs of the company are conducted in such a way as to avoid the possibilities of fraud, corruption, malpractice or financial irregularities.

M.E.A.T (Ipswich) Limited endeavours to ensure that there is a climate of openness within the management of the affairs of the company.

M.E.A.T (Ipswich) Limited employs external organisations to carry out the work of Internal and External Audit to ensure those financial procedures and financial regulations are adhered to within the company.

This policy covers suspected allegations of fraud, financial irregularities, corruption, bribery, dishonesty, acting contrary to the company code of ethics for staff, criminal activities or failing to comply with a legal obligation, a miscarriage of justice or ignoring a serious risk to health.

Anonymous complaints cannot have the full weight of one in which the person who complains or raises the matter gives his/her full name. However, the person who makes an initial allegation will be expected to make a full and signed statement giving as many of the known facts as possible to the General Manager if the matter relates to the Managing Director.

The person who makes the complaint will have the right to expect confidentiality in the first instance.

If, on investigation, the matter is shown to have substance, which warrants further investigation and action, it may be necessary to disclose the name of the complainer to the alleged perpetrator to allow the matter to be fully disclosed in the public interest in which case the permission of the complainer will be sought in advance. A person who reports a serious matter internally under the area of cover above will be able to claim protection under the Public Disclosure Act 1998.

Signed:

A handwritten signature in blue ink that reads "Jane Dale".

JANE DALE
Managing Director.



APPEALS POLICY

It is the policy of the organisation if you are not satisfied with the assessment decision given by your assessor you can appeal against it.

If you decide to make an appeal consider the following points: -

- Clarify the reason why you have not been given an assessment decision of 'competent';
- Try to resolve the problem with the assessor first before a formal appeal is made;
- If the problem cannot be resolved after speaking with the assessor, ask if the assessor will carry out a re-assessment;
- Ask if another assessor can assess the material or observe you performing the task. (You can request video evidence);
- If the problem cannot be resolved, clearly define the nature of your appeal and put into writing to the Managing Director, who will investigate your appeal;
- Keep a copy of the assessment evidence so that the Managing Director can review your evidence and make a decision.

If you are still not satisfied with the appeal decision you can ask the Food and Drink Qualification External Verifier to review the case. (If you do not know who this person is, please ask).

Appeals should normally be settled within the organisation and not involve the external verifier. However, they may be brought to the attention of the external verifier, if necessary.

Signed:

JANE DALE
Managing Director.



PERSONAL HARASSMENT POLICY AND PROCEDURE

M.E.A.T (Ipswich) Limited deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all employees, learners and visitors.

M.E.A.T (Ipswich) Limited recognise the need to implement this policy and all employees, learners and visitors are expected to comply with it.

Many people in our society are victimised and harassed as a result of their race, colour, ethnic or national origin, religious belief, political opinion or affiliation, gender, marital status, sexual orientation, gender reassignment, age or disability.

Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.

M.E.A.T (Ipswich) Limited recognise that personal harassment can exist in the workplace, as well as outside, and that this can seriously affect employees and learners working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

M.E.A.T (Ipswich) Limited will take disciplinary action at the appropriate level against employees and/or learners committing any form of personal harassment.

Signed:

A handwritten signature in blue ink that reads "Jane Dale".

JANE DALE
Managing Director



SUSTAINABILITY POLICY

There is a growing awareness of the need to protect the environment, a view supported by M.E.A.T (Ipswich) Limited.

Employees, learners and visitors should make every effort within their sphere of control to minimise any adverse effect of M.E.A.T (Ipswich) Limited on the environment.

M.E.A.T (Ipswich) Limited urges employees and learners to:

- turn off lights when not required
- turn down heating levels
- purchasing eco friendly company vehicles and plan journeys to minimise the fuel used on M.E.A.T (Ipswich) Limited business
- co-operate with any recycling initiatives for waste paper that are introduced
- maximising recycling opportunities
- minimal printing of documentation
- low energy efficient electrical equipment and installation
- providing cycle brackets for staff and learners

M.E.A.T (Ipswich) Limited has a policy forbidding smoking on its premises.

Signed:

A handwritten signature in blue ink that reads "Jane Dale". The signature is written in a cursive, flowing style.

JANE DALE,
Managing Director.



ANTI-BULLYING POLICY

Statement of Intent

M.E.A.T (Ipswich) Ltd is committed to providing a caring, friendly and safe environment for all of our employees, learners and visitors so they can work and/or learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable. If bullying does occur, all employees, learners and visitors should be able to report this in a non-threatening environment and know that incidents will be taken seriously and dealt with promptly and effectively. We are a *TELLING* training provider. This means that anyone who knows that bullying is happening is expected to tell any member of staff.

What Is Bullying?

Bullying is the use of aggression with the intention of hurting another person either physically or emotionally. Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical pushing, kicking, hitting, punching or any use of violence
- Racist racial taunts, graffiti, gestures
- Sexual unwanted physical contact or sexually abusive comments
- Homophobic because of, or focussing on the issue of sexuality
- Verbal name-calling, sarcasm, spreading rumours, teasing
- Cyber All areas of internet, such as email & internet chat room misuse
Mobile threats by text messaging & calls
Misuse of associated technology, i.e. camera & video facilities

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect and to learn or work in a respectful environment. Pupils who are bullying need to develop different ways of behaving.

Training Providers have a responsibility to respond promptly and effectively to issues of bullying.



Objectives of this Policy

- All staff, employers, learners and parents should have an understanding of what bullying is.
- All teaching and non-teaching staff should know what the policy is on bullying, and follow it when bullying is reported.
- All learners and employees should know what the training school policy is on bullying, and what they should do if bullying arises.
- As a training organisation we take bullying seriously. Learners and parents should be assured that they will be supported when bullying is reported.
- Bullying will not be tolerated.

Signs and Symptoms

A learner may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- is frightened to attend training workshops
- changes their usual routine
- begins to truant
- becomes withdrawn anxious, or lacking in confidence
- starts stammering
- attempts or threatens suicide or runs away
- cries themselves to sleep at night or has nightmares
- feels ill in the morning
- begins to perform poorly in work
- has possessions which are damaged or " go missing"
- asks for money or starts stealing money (to pay bully)
- has unexplained cuts or bruises
- becomes aggressive, disruptive or unreasonable
- is bullying other children or siblings
- stops eating
- is frightened to say what's wrong
- gives improbable excuses for any of the above
- is afraid to use the internet or mobile phone
- is nervous & jumpy when a cyber message is received
- changes their behaviour

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated.



Procedures

1. Report bullying incidents to staff
2. In cases of serious bullying, the incidents will be recorded by staff/employer and details taken of where this occurred
3. In serious cases employer/parent/guardian should be informed and will be asked to come in to a meeting to discuss the problem at the earliest possible convenience
4. If necessary and appropriate, police will be consulted
5. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
6. An attempt will be made to help the bully (bullies) change their behaviour

Outcomes

- 1) The bully (bullies) may be asked to genuinely apologise. Other consequences may take place.
- 2) In serious cases, suspension or even exclusion will be considered depending on employers policy
- 3) If possible, the pupils will be reconciled
- 4) After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.
- 5) M.E.A.T (Ipswich) Ltd will offer to assist learning in finding alternative employment

Prevention

- Equality of Opportunity training

HELP ORGANISATIONS:

Children's Legal Centre
Parent line Plus
Bullying Online

0845 345 4345
0808 800 2222
www.bullying.co.uk

Signed:

A handwritten signature in blue ink that reads "Jane Dale".

JANE DALE
Managing Director



Policy 29

SAFEGUARDING YOUNG PERSONS AND VULNERABLE ADULT POLICY



M.E.A.T
(Ipswich) Limited



Policy Summary

MEAT (Ipswich) Ltd has a statutory obligation to safeguard and promote the welfare of its learners (under the Children Act 1989 and Section 175 of the Education Act 2002).

The policy covers:

Learners under the age of 18

Learners over the age of 18 who have learning or physical disabilities or suffer from mental ill health

Learners who have concerns regarding their siblings or offspring

Child/Vulnerable Adult abuse can involve any one or more of the following:

Neglect

Physical injury/violence

Sexual abuse

Emotional abuse

Financial abuse

Discriminatory abuse

MEAT (Ipswich) Ltd implements the policy in the following ways:

Staff must make it clear that they cannot guarantee confidentiality if a young person wishes to disclose a situation of abuse.

Staff must refer the young person to a designated member of staff.

Designated Staff

The **Senior Nominated Person** is:

Elaine Wright.



Introduction

Everyone in the training and education sector shares an objective to help keep children and young people safe by contributing to:

Providing a safe environment for children and young people to learn in a training and education setting. Identifying children and young people who are suffering or likely to suffer significant harm and taking appropriate action with the aim of making sure they are kept safe both at home and in the training and education setting

Achieving this objective requires systems designed to:

- Prevent unsuitable people working with children and young people
- Promote safe practice and challenge poor and unsafe practice
- Identify instances in which there are grounds for concern about a child's welfare and initiate or take appropriate action to keep them safe
- Contribute to an effective partnership working with all those involved in providing services for children and young people (Safeguarding Children and Safer Recruitment in Education' DfES 2007)

For local authorities, schools, Training Providers and FE colleges, safeguarding therefore covers more than the contribution made to child protection in relation to an individual child/young person.

Safeguarding and promoting the welfare of children is defined as:

- Protecting a child from maltreatment
- Preventing the impairment of a child's health or development
- Ensuring that a child is growing up in circumstances consistent with the provision of safe and effective care
- Undertaking that role so as to enable a child to have optimum life chances and to enter adulthood successfully (Safeguarding Children and Safer Recruitment in Education' HM Gov 2007)

The policy aims to safeguard the interests of individual learners and outline the legal framework in which MEAT (Ipswich) Ltd operates in relation to Child Protection issues. MEAT (Ipswich) Ltd believes that young people attending training are usually mature enough and have a right to make important decisions about their own lives. In supporting our learners, there are occasions where a hasty response may not be in the best interests of the young person concerned. It is therefore intended that this policy and procedure be applied with sensitivity and respect.

Once an issue has been identified and raised by a learner relating to the protection of a child or vulnerable adult, MEAT (Ipswich) Ltd will refer the case to the relevant Social Services Department as promptly as possible.



General Principles

MEAT (Ipswich) Ltd recognises that it has a statutory obligation under the Children Act 1989 and Section 175 of the Education Act 2002, to safeguard and promote the welfare of its learners. This document offers guidance and outlines procedures that should be followed in all cases of suspected abuse and situations of serious risk. It applies to all learners under the age of 18 or those over 18 who are considered to be “vulnerable adults”. A Vulnerable Adult is a person aged 18 yrs or over who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to care for him or herself, or unable to protect him or herself against significant harm or exploitation.’ (Lord Chancellor Dept. 1997 and ‘No Secrets’ DoH 2000).

MEAT (Ipswich) Ltd also recognises its responsibility to safeguard children and vulnerable adults in the wider community, for instance, if a learner has younger siblings, offspring or a vulnerable adult within their family.

What is Abuse?

Abuse can involve inflicting harm or failing to act to prevent harm and can include any one or more of the following:

Physical abuse; Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Emotional Abuse; Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill- treatment of another. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse; Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non- penetrative acts.

They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.



Neglect; Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. (Working Together to Safeguard Children, HM Gov 2006)

The Children Act 1989 places a duty on local authorities to take steps to protect children and gives certain powers to the Police so that they can take action to protect them where necessary. The Act defines a child as a person under the age of 18. **The Police and Social Services have the primary legal responsibility to protect children and investigate allegations of abuse.**

In relation to vulnerable adults, the Government sets out key principles in its guidance document 'No Secrets' (DOH, 2000), which says 'the protection of vulnerable adults should always receive a high priority and that all agencies should be able to clearly demonstrate they are able to respond to abuse with prompt, timely and appropriate action'.

This document outlines two forms of abuse, in addition to those previously mentioned, that may occur in relation to vulnerable adults. These are:-

Financial Abuse; including theft, fraud, exploitation, the misuse of possessions or benefits and pressure applied in relation to financial transactions

Discriminatory Abuse; that is based on a person's disability, including harassment

MEAT (Ipswich) Ltd Policy

MEAT (Ipswich) Ltd duty of care, has a responsibility to act if there is a cause for concern and to notify the appropriate agencies so that they can investigate and take any action. However, it is not MEAT (Ipswich) Ltd responsibility to investigate allegations or suspicions of abuse.

MEAT (Ipswich) Ltd has a responsibility to provide information to Social Services about a learner or family, if required for a protection assessment.

In addition, MEAT (Ipswich) Ltd may also provide help or a specific service to a learner as part of a protection plan agreed at a Child Protection Case conference and could also contribute to reviewing a learner's progress in this regard.



Therefore MEAT (Ipswich) Ltd response to its role in safeguarding the welfare of its learners concerning abuse is:

- To ensure a risk assessment is undertaken in admitting a learner who may pose a threat to others
- To ensure the person who discloses abuse is offered all possible support
- To refer the learner to Social Services or other appropriate agency e.g. the Police or NSPCC, when the young person requests it or the situation necessitates it
- To appoint a nominated Senior Staff member and designated staff members with responsibility for child protection
- To provide appropriate staff training to ensure staff are aware of the issue of protection from abuse and the procedures to follow
- To raise awareness of issues relating to abuse within MEAT (Ipswich) Ltd
- To work together with the Local Safeguarding Children's Boards

To review and monitor the policy and its procedures as set out below

Procedure

When a learner discloses to a member of MEAT (Ipswich) Ltd staff that abuse has taken place, the Individual staff member should:

- Listen
- Stay calm
- Take him/her seriously
- Ask clarification questions only (if necessary). Remember that it is not your duty to investigate
- Inform him/her that they will need to tell someone else

Remember staff cannot make guarantees of confidentiality. **If possible, they should warn the learner about this before (s)he discloses the abuse.** If the learner then does not wish to continue (s)he should be encouraged to access support from specialist organisations.

A member of staff should not question the learner in depth. This is because asking leading questions or attempting to investigate the allegations could jeopardise any criminal investigation that may follow, the member of staff should re-assure the learner that they are doing the right thing in telling, but avoid making comments or judgements.

M.E.A.T

1. If the young person wishes to continue to disclose the abuse, the member of staff should:
 - Refer the learner to the Designated Person as soon as possible
 - Inform the young person of the action that would follow the conversation and assure them that they will be kept informed of developments
 - Write down what the learner has told them as soon as they can, using the learner's own words, including the time, the setting and names of those present and give this to the Designated Person
 - If the learner volunteers the information, it is useful to record the general nature of the allegation, where and when it occurred, who was involved and if any other persons were present.
 - This written account should be signed, timed and dated by the member of staff

If the disclosure is made by a parent/guardian/carer, **the member of staff should follow the same procedure and refer them to the Designated Person.**

Individual staff should never deal with abuse disclosures in isolation and should always refer to a Designated Person with responsibility for child/vulnerable adult protection. These are the only people who should make the decision of whether or not to report suspected abuse to Social Services or the Police.

2. Once a referral is made to the Designated Person, they will undertake to ensure that the learner is not in any immediate danger and seek medical attention if needed.
3. **The learner will be asked to repeat the disclosure they have made.** Every effort will be made to communicate with the learner in a way that is appropriate to their age, understanding and preference. This is especially important for learners with a disability or those whose preferred language is not English. The learner will be asked if there are younger children or any vulnerable adults who might also be at risk. However, the Designated Person will avoid asking leading questions and will not attempt to investigate the allegations. A written account will be made of the disclosure and the context.
4. If the learner wishes to take the allegation forward, the Designated Person should support the learner in contacting Social Services, the Police, and the NSPCC.
5. When a learner is not sure about taking the allegation forward, the Designated Person can, without necessarily identifying the person in question, discuss concerns with Social Services or the Police, so that an informed decision can be reached.

M.E.A.T

6. Following consultation, the Designated Person will ask for the learner's views, if it is clear that they can understand the significance and consequences of a referral to Social Services or the Police. However, it remains the responsibility of the Designated Person to take whatever action is necessary to ensure the learner's safety and that of any other children or vulnerable adults who may be at risk. The Designated Person will always discuss cases and referrals with the Senior Nominated Person before taking action.
7. Where practicable, concerns will be discussed with a parent or guardian unless this may, either by delay or the behavioural response it prompts, place the learner at risk of harm. The learner's view will also be considered in deciding whether to contact their parent/guardian. A written record will be made of any discussion with parents or guardians.
8. In the event of a decision to report, the Designated Person should inform the learner of the proposed action and the reasons for the decision. Ideally this should happen before the appropriate agency is informed, unless doing so would place the young person at greater risk.
9. The Designated Person should contact the Social Services Department of the appropriate Local Authority by telephone in the first instance and record the date and time that this took place. The Designated Person will agree with the recipient of the referral what the learner and parents will be told, by whom and when. The Designated Person will make a confirmation of the referral in writing.
10. Where a learner decides not to take the matter further (and the designated person agrees), the learner will be asked to sign a written statement to that effect.
11. All concerns, discussions, decisions made and reasons for those decisions will be recorded. Written records will be kept in a securely locked location where unauthorised persons cannot access them.
12. The Designated Person will be the contact if Social Services or the Police require further information about the learner and if necessary, represent MEAT (Ipswich) Ltd at multi-agency strategy discussions or protection conferences.
13. There may be instances where more than one member of the designated staff will be involved in a particular Disclosure. On occasions, designated staff may work collaboratively to deal with a case.



14. On an annual basis, the designated person will undertake a review of protection cases that have been recorded and review the procedures to ensure that they are kept up to date. It will also include details of any staff training undertaken by staff on the issue of Child Protection.

Allegations against Staff

These should be referred immediately to the designated person who will then inform and involve other agencies and Managers as and where necessary. This would then move in to MEAT (Ipswich) Ltd Disciplinary Procedures, taking account of any current DfES guidelines 'Safeguarding Children and Safer Recruitment in Education', Chapter 5 – DfES 2007).

Designated Staff

The Designated Staff are: **Elaine Wright** **01473 270757**
Jane Dale **01473 270757**

Access to the Policy

All staff must be familiar with all policies and procedures relating to safeguarding, these are held at MEAT (Ipswich) Ltd.

Signed:

A handwritten signature in blue ink that reads "Jane Dale".

JANE DALE
Managing Director



ECM POLICY

Every child Matters (ECM) is a Government policy designed to improve the well-being and life chances of all children. It focuses on five interrelated key outcomes, which every child should be given the necessary support to achieve.

Outcomes

These are:

- be healthy
- stay safe
- enjoy and achieve
- make a positive contribution
- achieve economic well-being

For a Training Provider effectively, it must work towards of these outcomes, ensuring the welfare and happiness of all its learners so that they are able to learn and develop fully. The Every Child Matters policy has be written to raise awareness of the ECM outcomes, and to enable all stakeholders (staff and those external to the organisation) to understand MEATs aims and some of the steps it is taking to achieve these aims.

Provision

M.E.A.T (Ipswich) Ltd takes responsibilities to Every Child Matters seriously and all its learners in achieving ECM outcomes. M.E.A.T (Ipswich) Ltd endeavours to embed ECM within its provision.

All learners are treated as individuals, their needs, wants and aspirations are catered for whenever reasonably possible.

For example if a learner would like to attend M.E.A.T (Ipswich) Ltd to learn butchery techniques not available at their workplace i.e. beef butchery – they work in pork processing. Training on the job, assessor/trainers will extend visiting time to complete one to one training in practical or/and theory.

Fast tracking due to change in personal circumstances for example Pregnancy, learner wishing to complete before baby is due.

ECM embedded in lesson plans.

Learners are given healthy food, snacks and drinks when attending M.E.A.T (Ipswich) Ltd.

Advanced Apprenticeships are offered 3 day taster sessions before commitment is made and learner is signed up.

Learners are encouraged to give something to communities by raising money for charities.

Trips and competition to learn through stimulation and challenging experiences are available.



Policies and Procedures

Supportive for all learners, resulting in excellent relationship between trainers/assessors, learners and employers.

Target Services

Tutorials
Sign post to access
Agency for specialist support

Celebrating Success

Learner of the Month and Year
National and Local competition winners (National recognition – via Butchers Hall)
Newsletters

Work with Employers/parents/guardians

Work is carried out to work with employer and parents/guardian to resolve issues
IAG (information, advice and guidance) is available
Information sessions and hands on practical experiences is offered
Newsletters
Questionnaires
Website

Conclusion

M.E.A.T (Ipswich) Ltd places high priority on the safety and well-being of its learners, believing that only health, happy learners can achieve. Many of our learners were non academic achievers with little esteem, therefore the ECM principles are essential in order learners fulfil their potential.

Signed:

A handwritten signature in blue ink that reads "Jane Dale".

JANE DALE
Managing Director.

Policy 34



POLICY ON INFORMATION, ADVICE AND GUIDANCE

The purpose of our Information, Advice and Guidance Service is to support enquirers considering learning with M.E.A.T (Ipswich) Ltd and to support learners in achieving their aspirations, including their learning and career goals through training with M.E.A.T Ipswich Ltd. In the delivery of Information, Advice and Guidance (IAG), we support enquirers and learners in making decisions about their learning and career planning based on their individual needs, circumstances and interests. We place an emphasis on opportunities for independent self-assessment and decision making by providing information and advice that is easy to access, clear, relevant and up to date. Our service is delivered in accordance with the principles of the nationally recognised **matrix** quality standard (www.matrixstandard.com) and the company's Data Protection Policy.

We contribute to the company's commitment to "deliver an outstanding learner experience".

Our Service aims to deliver IAG to enquirers and learners who are registered on, or considering registering for, a qualification or course with M.E.A.T Ipswich Ltd. Our objectives are to:

- empower enquirers and learners to achieve their learning and career goals and to develop independence in their decision making
- ensure that the delivery of IAG is responsive to changes and developments both internally and externally, including changes to our learner markets
- support the improvement of learners' completion and progression rates
- work proactively and collaboratively internally to enhance the effective delivery of IAG
- identify and work in partnership with external organisations to inform and enhance our service to our learners.

We will achieve these objectives by:

- raising awareness of the service so that enquirers and learners know what they can expect and how to access it
- producing and regularly reviewing an annual development plan to ensure we continually improve our service

M.E.A.T

- providing timely and targeted IAG to learners at key points along their journey that recognises and is responsive to diverse and distinct need
- ensuring our information and advice is personalised, accessible, accurate, up to date and applies innovative technology where appropriate
- providing opportunities for learners to access advice and guidance in a variety of ways including online discussion forums, email and telephone
- ensuring members of staff have the training, skills and knowledge appropriate to their roles
- encouraging and acting on learner and staff feedback
- identifying key internal and external stakeholders and agreeing processes by which we can work collaboratively.

Our staff work collaboratively to deliver IAG to enquirers and learners in line with service standards. A yearly IAG development plan outlines how the IAG policy is translated into services and actual practice.

We aim to provide IAG which respects the needs of the individual enquirer or learner and is in their best interests. We deliver a service that is targeted to the specific needs of enquirers and learners at different stages of their learner journey.

We are committed to developing the IAG service through continuous quality improvement and to ensure the expertise of staff using appropriate frameworks.

Signed:



JANE DALE
Managing Director.