



# Open Doors Online English Tutoring

Open Doors. Open Minds. Open Lives.

## Safeguarding Policy

**Person Responsible for this Policy: Miss Emily Grant**

**Policy last updated: 12<sup>th</sup> January 2026**

**Next update: 30<sup>th</sup> September 2026**

### **1. Introduction, Government Guidance and Aims**

Emily Grant, owner of Open Doors Online English Tutoring, is committed to the wellbeing and safeguarding of all children, adults and staff who attend tuition with them. This policy's main aim is to provide all children and adults with a comprehensive, secure and clear commitment to safeguarding and a framework to ensure all children attending tuition at Open Doors Online English Tutoring are protected from harm.

This Safeguarding and Child Protection Policy is written with consideration of the following Department for Education statutory guidance:

- Keeping Children Safe in Education (2025)
- Working Together to Safeguard Children (2023)

and the following guidance from HM Government:

- Prevent Duty Guidance (2024)
- Information Sharing: advice for practitioners providing safeguarding services (2024)

and the following Department for Education non-statutory guidance:

- After-school clubs, community activities and tuition: safeguarding guidance for providers (2025)
- What to do if you're worried a child is being abused (2015)

In addition, this setting operates in accordance with the local authority in partnership to keep children safe.

In cases where a criminal offence has been committed or it is suspected that one has been committed, the matter must be reported immediately to the local police force using the 101 service. In an emergency this must be reported using the 999 service.

Definitions of 'significant harm' are taken from Section 47 of The Children Act (1989).

This policy must be read in conjunction with the **Health and Safety Policy** and the **Risk Assessment**.

These are available to all parents whose children use the tuition of Open Doors Online English Tutoring and are available on the Policies section of the public-facing website, which can be found here: [englishtutoringonlineopendoors.co.uk](http://englishtutoringonlineopendoors.co.uk)

For the purpose of this policy, 'children' refers to any student attending tuition. 'Adults' or 'Clients' refers to parents or other responsible adults who are responsible for supervising the child while tuition is taking place or who those who are care-givers to the child.

The aims of this policy are:

- To ensure that all who come into contact with Open Doors Online English Tutoring understand the importance of safeguarding and that it is everyone's responsibility.
- To support any child who makes a disclosure of abuse.
- To ensure everyone at Open Doors Online English Tutoring knows who to inform in the event of a disclosure, concern or safeguarding issue and to ensure they are alert to the signs of possible child abuse.
- To aid everyone at Open Doors Online English Tutoring in understanding and recognising specific safeguarding concerns.
- To ensure, in accordance with The Children Act 1989, that the welfare of the child is paramount at all times.

## **2. Designated Safeguarding Lead**

The Designated Safeguarding Lead is

- Name: Emily Grant
- Job Title: English Teacher and Tutor, Owner of Open Doors Online English Tutoring
- Contact Details: email: [EmilyGrant@opendoorsenglishtutoring.onmicrosoft.com](mailto:EmilyGrant@opendoorsenglishtutoring.onmicrosoft.com) / telephone: 07517749751

The role of the Designated Safeguarding Lead (DSL) is to:

- Be a point of advice on safeguarding and pastoral issues.
- Have overall responsibility for safeguarding.
- Raise awareness of safeguarding amongst those attending the setting.
- Manage referrals to the local authority.

- Manage the record-keeping of safeguarding concerns and ensure records are kept up to date. The records of any safeguarding concern will be held by the DSL until the Student turns 25, after which, these records will be deleted.
- Make referrals to the local authority Prevent Officer under the Counter-Terrorism and Security Act 2015.

### **3. Safeguarding Issues**

For further details and definitions of types of abuse and neglect, we can reference DfE guidance *Working Together to Safeguard Children (2023)* and *Keeping Children Safe in Education (2025)*. External training will also reference these documents including definitions of abuse and neglect.

#### **a. Types of abuse**

For the purposes of this policy, Emily Grant at Open Doors Online English Tutoring is aware of and vigilant to the following types of abuse and safeguarding issues:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Child on child abuse (see below)
- Extremism and radicalisation
- Sexual harassment
- Bullying
- Substance abuse
- Online exploitation and abuse
- Domestic abuse

#### **b. Contextual safeguarding**

They are also aware that safeguarding incidents and behaviours can occur outside the home environment and are vigilant to reports of these. These contextual safeguarding issues form part of external training. These include:

- Child Sexual Exploitation
- Child Criminal Exploitation
- Female Genital Mutilation
- Honour Based Abuse
- Knife Crime
- Children Absent from Education

#### **c. Child on child abuse**

They are vigilant to the possibility of child on child abuse at the setting. Close supervision of children attending the setting is designed to mitigate this risk, however they maintain the attitude of 'it could happen here'.

Such abuse can include:

- abuse in intimate personal relationships between children.
- harmful sexual behaviour including but not limited to the use of inappropriate sexual language, sharing of nude or semi-nude images or videos, upskirting, sexual violence.
- bullying (including cyberbullying).
- physical abuse such as:
  - o hitting
  - o kicking
  - o shaking
  - o biting
  - o hair pulling
  - o otherwise causing physical harm

In the event of suspected child on child abuse involving one or more children who attend the setting against another child who attends the setting and where there is reasonable cause to suspect significant harm the case must be referred to the local authority.

#### **d. Children with Additional Educational Needs, Disabilities and other vulnerabilities**

Emily Grant at Open Doors Online English Tutoring is aware that children with Additional Educational Needs, disabilities or health issues may face additional safeguarding issues. They are vigilant to:

- Any indicators of possible abuse not in keeping with the child's additional needs or history.
- Any communication challenges the child faces in disclosing the abuse (for example, if the child is non-verbal).
- The fact that children with additional needs or other vulnerabilities are disproportionately impacted by abuse and behaviours such as bullying.
- That children who are (or are perceived to be) lesbian, gay, bisexual or trans are more likely to suffer child on child abuse and are more vulnerable to abuse.

#### **4. Reporting Concerns about a child**

Emily Grant at Open Doors Online English Tutoring is aware that barriers to reporting abuse exist, and that some children may not be ready or not know how to tell someone that they are being abused. They are aware that children with Additional Educational Needs or disabilities are more vulnerable to abuse. They never assume that an issue has been reported or disclosed by another person.

If a child discloses abuse:

- They will stop and listen straight away without delay.
- They will write notes as soon as possible after the conversation.
- They must not guarantee confidentiality.
- They use TED – Tell me, Explain to me, Describe to me. They can ask children whether they have been harmed and the nature of that harm, without asking leading questions.

- They will not conduct their own investigation but will refer immediately.
- They will maintain a calm and professional attitude and prioritise the wellbeing of the child at all times.

Reports to the local authority children's safeguarding board must be undertaken:

- As soon as possible and within 2 hours of the concern being raised or suspected.
- For a child at risk or suspected to be at risk of significant harm, the concern must be raised immediately.
- In person or by telephone as required by local services.

They note that it is usually best practice to share concerns with parents/ carers. However, for children at risk of significant harm (or where there is reasonable cause to suspect this), it may not be appropriate to do so. Decisions on whether to share information must be made by the DSL. It may be helpful to refer to the following guidance:

- o <https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>

The DSL will decide if a concern should be raised with the local authority. If a child is at risk of significant harm, in accordance with Section 47 of The Children Act (1989), statutory child protection agencies will conduct the investigation and the DSL must not investigate. At all times, decision-making in this regard must be documented, including:

- Who raised the concern (include details of date, time, job title).
- Who was the concern raised about (include details of child's name, date of birth, address, school).
- What decision was made and why – what were the reasons for making the referral.
- Who was consulted.
- What action was taken.
- Whether parents/ carers were consulted and if not, why not.

## **5. Useful Contact Details**

### Contacts

DSL: Emily Grant, Owner of Open Doors Online English Tutoring: email: [EmilyGrant@opendoorsenglishtutoring.onmicrosoft.com](mailto:EmilyGrant@opendoorsenglishtutoring.onmicrosoft.com) / telephone: 07517749751

### Local authority contact

If the parent/guardian or student wishes to raise a safeguarding concern about Emily Grant then they should contact the Local Authority Designated Officer for Cornwall:

Telephone: 01872 326536

Email: [lado@cornwall.gov.uk](mailto:lado@cornwall.gov.uk)

They can also raise a concern with The Tutor's Association:  
[info@thetutorsassociation.org.uk](mailto:info@thetutorsassociation.org.uk)

### Specialist helplines

Police – immediate threat - 999

Police – serious concerns – 101

Prevent (non-emergency advice) – 0800 011 3764

NSPCC helpline – 0808 800 5000

Childline – 0800 1111

Ofsted – 0300 123 4666

### **Safeguarding Agreement between the Tutor, Client and Student**

In order to ensure that all students who attend tuition at Open Doors Online English Tutoring are properly safeguarded, the Tutor (Emily Grant, English Teacher and Tutor and Owner of Open Doors Online English Tutoring), the Client (the Student's parent, carer, or the adult in the building supervising the Student during the lessons if different to the former) and the Student (the young person taking tuition) agree to the following conditions:

#### **General conduct:**

- Both the Student and Tutor should be appropriately dressed for lessons. In order to uphold high safeguarding standards, there should not be any logos of institutions visible on clothing the Student or Tutor wears.
- The Student and Tutor agree to be punctual to lessons and the Client understands that they are responsible for the Student's punctuality as well as the Student themselves.
- The Student and Tutor will ensure they join lessons with a laptop, have a secure internet connection and that there are no distractions, such as messages or mobile phones, during lessons.
- The Tutor, Client and Student agree to treat one another with respect.
- The Client must take responsibility for ensuring that the Student does not share any of the Bramble lesson recordings or any resources with which they have been provided with any other Student or adult.
- Students agree to adhere to the following Class Contract:
  - Treat the Tutor with respect. This means that they must not say or do anything that might upset or offend the Tutor.
  - Do not speak over the Tutor.
  - Show their enthusiasm and be curious: do not be afraid to ask questions as this can create interesting discussions.

- Know that it is ok to make mistakes: this is how we learn.
  - Try their best: have a go at all work set, voice their ideas and ask for help if stuck.
  - Focus on the assigned task: do not engage in off-topic conversation or activities or cause distraction.
  - Do not doodle or write on the whiteboard if they have not been asked to. Save their creativity energy for the tasks and therefore maintain focus.
  - Follow the instructions of the Tutor at all times.
- If the Tutor deems that the Student has broken this understanding, they will remind the Student of the Class Contract so they can positively change their behaviour. If a Student has to be asked to change their behaviour more than once in a lesson, the Tutor reserves the right to ask the Student to leave the lesson. In this instance, a refund would not be issued and the Tutor would notify the Client of the issue after the lesson to discuss next steps. If a Student's behaviour becomes a cause for concern and does not improve, the Tutor reserves the right to terminate their ongoing tuition.

### **Conduct in group lessons:**

- Group lessons are defined as any lesson where more than one student is present.
- All of the students in the group agree to adhere to the following Class Contract:
  - Treat each other and the Tutor with respect. This means that they must not say or do anything that might upset or offend anyone in the group.
  - Take it in turns to speak so that everyone's voice is heard and valued. Do not speak over another Student or the Tutor.
  - Show their enthusiasm and be curious: do not be afraid to ask questions as this can create interesting discussions for everyone.
  - Know that it is ok to make mistakes: this is how we learn.
  - Try their best: have a go at all work set, voice their ideas and ask for help if stuck.
  - Focus on the assigned task: do not engage in off-topic conversation or activities or distract anyone in the group.
  - Do not doodle or write on the whiteboard if they have not been asked to. Save their creativity energy for the tasks and therefore help everyone to keep focused.
  - Follow the instructions of the Tutor at all times.
- If the Tutor deems that the Student has broken this understanding, they will remind the Student of the Class Contract so they can positively change their behaviour. If a Student has to be asked to change their behaviour more than once in a lesson, the Tutor reserves the right to ask the Student to leave the lesson. In this instance, a refund would not be issued and the Tutor would notify the Client of the issue after the lesson to discuss next steps.
- If a Student has been asked to leave a group lesson part way through, they must do so immediately and will not be permitted to re-join that lesson. In the event that they do so, an alternative Bramble room will be set up by the Tutor and emailed to the Clients.
- If a Student's behaviour becomes a cause for concern and does not improve, the Tutor reserves the right to terminate their ongoing tuition.
- No Student is permitted to share the contact details of another Student or their own details during a group lesson. Clients undertake responsibility to ensure the Student does not use the Bramble lesson room at times outside of agreed lessons and if the Student chooses to listen Bramble lesson recordings to support their revision, the Client must ensure that the Student uses this for revision purposes only and does not

share it with others or negatively comment about any of the members in the group or the contributions they made. Additionally, any resources the Student has been given must not be shared with any other students or adults. If any of this is broken, the Tutor reserves the right to ask the Student to leave the lesson immediately and their ongoing tuition would be terminated.

- To help minimise distracting background noise in a group lesson, Clients should try to ensure the Student is in a quiet location.

### **Communication:**

- All communication will occur via email ([EmilyGrant@opendoorsenglishtutoring.onmicrosoft.com](mailto:EmilyGrant@opendoorsenglishtutoring.onmicrosoft.com)) unless in the case of a medical or safeguarding emergency, or if it has not been possible to notify the other party of a need to reschedule a lesson in under 48 hours' notice via email due to technical failure, in which case, the Tutor or Client can be contacted via phone. A message should be left if either party is unavailable to receive the call.
- All lesson reports, resources, homework and marked work will be sent to the email address owned by the Client that they have provided. Under no circumstances should the Student's email address be shared with the Tutor. If the Student needs to communicate with the Tutor, they must do so using the Client's email with the Client's permission. The Student is never permitted to contact the Tutor via phone.
- Under no circumstances will the Client or Student attempt to find or contact the Tutor via any means not listed above, including social media. Under no circumstances will the Tutor attempt to find or contact the Client or Student via any means not listed above, including social media.
- If the Student attends a group lesson, they must not share any contact details with the other Students or Tutor attending the group, regardless of whether they are known to them already.

### **Location of lessons:**

- Lessons will be conducted securely online via Bramble.
- All lessons will be recorded and securely stored via Bramble to ensure that there is transparency about what is covered lessons, to allow the Student to view the recordings to support their ongoing development and revision, and to ensure the highest safeguarding standards can be upheld. These recordings will be deleted 1 year after the Student's tuition has terminated.
- Both the Student and Tutor will ensure that they are in an appropriate location for the lesson. This is defined as an area in which disruption from other people or noises is kept to a minimum, a place in which there are no items in the background that may cause offense or could identify the Student's or Tutor's location or reveal anything about their personal life. Such items may include, but are not limited to, photographs and uniform with logos or institution names. It is advised that both the Student and Tutor are sat at a desk, use a device that allows them to use voice (and preferably have access to a webcam; laptops or desktops are the preferred devices) and that lessons are taken, where possible, in a neutral location such as an office, living area or dining area

and that taking the lesson in bedrooms should be avoided where possible. There must be a responsible adult (18 years or older) present in the building in which the Student is taking their lessons and it is advisable to ensure that an adult either sits in the lesson with the Student or is within earshot. The adult should be available to assist the Student, including in an emergency.

**Signed:**

**The Tutor**

Date: 12.01.2026

The Tutor: Miss Emily Grant

Signature:

**The Client (signing on behalf of themselves and the Student):**

Date:

The Client:

Signature: