

safeguarding policy (child and adult).



Policy Statement

Randstad Solutions ("Randstad") acknowledges its statutory and moral responsibility to safeguard and promote the welfare of children and adults at risk who are taught by, or come into contact with, our temporary workers ("candidates") and internal employees. Randstad is fully committed to safer recruitment and safeguarding practices which protect vulnerable individuals from maltreatment, impairment of health, and exploitation. This policy is applied equally to all Randstad employees and candidates placed across public, private, and education sector clients.

Randstad expects all employees and candidates to: (a) recognise and accept their personal responsibilities to keep children and adults at risk safe; (b) develop acute awareness of the signs and indicators of harm; and (c) report any safeguarding or child/adult protection concerns immediately and without delay to appropriate authorities and the Randstad Designated Safeguarding Lead.

Randstad will endeavour to safeguard children & adults at risk by:

- a) reporting concerns to the authorities in line with our misconduct process and co-operating fully with any subsequent investigation;
- b) recruiting all candidates in line with our Safer Recruitment Procedures for checking and registering candidates;

Randstad is also committed to reviewing its policy and processes at regular intervals, or when a change in legislation is made.

It is Randstad's policy that:

All employees and candidates accept responsibility for the welfare of children and adults at risk whom they come into contact with.

There is a designated safeguarding team within Randstad who will take action following any expression of concern.

Any Randstad employee is obliged to refer any safeguarding or child/vulnerable adult protection concerns to their line manager. Such concerns should always be treated as an incident/complaint and handled in accordance with the Company's established procedure.

Any Randstad employees or candidates who encounter Child Protection concerns in the context of their work on behalf of Randstad will be supported when they report their concerns in good faith.

Randstad expects that all employees and candidates will be aware of this Code of Practice and adhere to its principles in their approach to all children and adults at risk.

Roles and Responsibilities

All members of the internal staff, as well as Randstad temporary workers are informed and trained on their core responsibilities:

- recognise and accept their personal responsibilities to keep children & adults at risk safe;
- develop awareness of the issues which can cause children & adults at risk harm; and
- report any concerns they may have to an appropriate person in authority.

Designated Safeguarding Lead and wider safeguarding team

Randstad has a Designated Safeguarding Lead (DSL) who has overall responsibility for advising on any concerns about the protection of children and adults at risk and monitoring the effectiveness of this policy. The team includes the Designated Safeguarding Lead, Laura Finley, and Deputy Safeguarding Officers, Unda Tillere, Jon Ratcliffe. The team is contactable via a shared inbox at safeguarding@randstad.co.uk, via the designated high-risk/safeguarding reporting form, or by phone at 01582 811700. Robust operational cover is in place for absences. A confidential shared inbox and safeguarding tracker are used to manage concerns and allow transparent handovers.

The role of the designated safeguarding lead is to:

- know which external agencies to contact in the event of a child protection/safety concern coming to the notice of the Randstad;
- provide information and advice on child protection/safety to employees, candidates and external clients as appropriate;
- keep senior management within Randstad informed about any action taken and any further action required;
- ensure that proper records of incidents are maintained
- Where appropriate, make formal referrals to the appropriate authorities (i.e. NCTL, HCPC or DBS) if/when necessary.

Training and Communication

Operations team

All Randstad staff involved in the recruitment and placement process for roles involving children and adults at risk will be given dedicated and relevant safeguarding training upon commencement of their role. Training is provided via e-learning, compliance presentations, and peer training, covering:

- What is safeguarding
- How to identify a potential safeguarding matter
- Their responsibilities
- Reporting process
- Randstad's internal process

Temporary workers

In line with Keeping Children Safe in Education (KCSIE) and Care Act 2014, all temporary workers ("candidates") who are placed within a relevant setting or job role will be required to complete relevant training.

For education based roles working with children the training provided covers Safeguarding children, Prevent and Allergy awareness. In addition to this training all candidates will read, acknowledge and accept part 1 KCSIE and prevent duty.

Randstad provides all candidates with information and guidance related to safeguarding, spotting signs, categories of abuse and the reporting process.

All temporary workers receive a handbook to give additional guidance including their safeguarding responsibilities and the process for reporting and investigation of incidents.

Randstad also works closely with our clients to ensure where there any additional needs for a role this is reflected in the required elearning modules.

Safeguarding lead and team

Randstad's central safeguarding team all undertake adult and child safeguarding elearning training, as well as regular and frequent updated training and peer training.

The safeguarding lead will undertake practical level 3 training with a qualified external provider (such as NSPCC) that will be renewed every two years. The DSL will also complete safer recruitment training, Prevent training and allergy awareness training in line with Benedict's law.

Communication

Where there are any important changes or information updates in regards to safeguarding these will be communicated both internally and externally. This may include the review and update of our procedures, where this is necessary this will also be communicated to all relevant parties.

Communication will be done via email and verbally where appropriate, and reflected within our training.

Safeguarding Definitions

Randstad adopts the statutory definitions of safeguarding to ensure the highest standards of protection for all individuals.

Safeguarding Children and Young People

A child or young person is defined as anyone under the age of 18. Safeguarding children involves:

- Providing early help and support as soon as problems emerge;
- Protecting children from maltreatment, including online and outside the home;
- Preventing impairment of mental and physical health or development;
- Ensuring children grow up in circumstances consistent with safe and effective care; and
- Taking proactive action to enable the best possible outcomes for all children.

Categories and Indicators of Abuse

Abuse can be difficult to identify as signs are not always obvious. Staff must remain vigilant for the following four primary categories:

- **Physical Abuse:** Non-accidental physical injury or failure to prevent injury.
- **Sexual Abuse:** Forcing or enticing a child or young person to take part in sexual activities.
- **Emotional Abuse:** Persistent emotional maltreatment causing severe and adverse effects on emotional development, including persistent criticism, belittling, name-calling, and verbal abuse.
- **Neglect:** Persistent failure to meet basic physical, emotional, or educational needs.

Common behavioral indicators include unexplained changes in personality, becoming withdrawn or uncharacteristically aggressive, anxiety, and inappropriate knowledge of adult issues.

Specific Safeguarding Themes

Child Sexual Exploitation (CSE): A form of abuse where an imbalance of power is used to coerce or manipulate a child into sexual activity in exchange for items, status, or financial advantage.

Domestic Abuse: In accordance with the Domestic Abuse Act 2021, children who witness domestic abuse between family members are identified as victims due to the significant psychological impact. Including teenage relationship abuse such as physical, sexual and emotional abuse.

Female Genital Mutilation (FGM): FGM is illegal in the UK. Under s74 of the Serious Crime Act 2015, education professionals have a mandatory legal duty to report any disclosure or suspicion of FGM to the Police via the 101 line immediately.

Forced Marriage: A criminal offense under the Anti-social Behaviour, Crime and Policing Act 2014. This occurs when pressure or abuse is used to force a marriage, or when a child under 18 is married regardless of consent.

Child-on-Child Abuse: Abuse occurring between peers, including bullying, sexual harassment, and the non-consensual sharing of images. This includes the sharing and making of nudes or semi-nudes generated by AI. Any concern must be reported to the Randstad Safeguarding Lead immediately.

Safeguarding Adults at Risk

An adult at risk is defined as an individual aged 18 or over who is in need of community care services (due to mental or physical disability, age, or illness) and is unable to protect themselves from significant harm or exploitation. Safeguarding involves:

- Protecting the right to live in safety, free from abuse and neglect;
- Collaborative action between organizations to prevent and stop abuse; and
- Promoting the adult's wellbeing by taking their views and wishes into account.

Categories of Abuse per Statutory Guidance

1. Physical abuse
2. Domestic violence or abuse
3. Sexual abuse
4. Psychological or emotional abuse
5. Financial or material abuse
6. Modern slavery
7. Discriminatory abuse
8. Organisational or institutional abuse
9. Neglect or acts of omission
10. Self-neglect

Some common signs that there may be something concerning happening in a vulnerable adult or child's life include:

- Physical injuries (bruising, fractures, burns, bedsores)
- Fear
- Depression
- Unexplained weight loss
- Malnutrition
- Untreated medical problems
- Confusion
- Loss of sleep
- Unexpected or unexplained change in behaviour
- Unexplained shortage of money

These signs don't necessarily mean that someone is being abused, there could be other things happening in their life which are affecting their behaviour.

There may also be some concerning behaviour from those with adults at risk or children in their care, which raises concerns for the service users safety and wellbeing.

Child Criminal Exploitation

Child criminal exploitation is a form of child abuse where children and young people are manipulated and coerced into committing crimes.

County Lines is the police term for urban gangs exploiting young people into moving drugs from a hub, normally a large city, into other markets - suburban areas and market and coastal towns - using dedicated mobile phone lines or "deal lines". Children as young as 12 years old have been exploited into carrying drugs for gangs. This can involve children being trafficked away from their home area, staying in accommodation and selling and manufacturing drugs. This can include:

- Airbnb and short term private rental properties
- Budget hotels
- The home of a drug user, or other vulnerable person, that is taken over by a criminal gang- this may be referred to as cuckooing.

There are some signs to look out for if you're worried a child or young person has joined a gang, or is being criminally exploited.

- Frequently absent from school and doing badly at school
- Being angry and aggressive
- Having unexplained money and buying new things
- Wearing clothes or accessories related to gang colours or getting tattoos
- Using new slang words
- Making more calls or sending texts, possibly on a new phone
- Spending more time on social media, being secretive about time online

If you suspect a child is a victim of child criminal exploitation this should be treated as a safeguarding concern and appropriate reporting measures should be followed.

Mental Health

Mental health is an individual's cognitive, behavioral and emotional wellbeing. It's something we all have, including every child and young person. We use the term "mental health issues" to refer to mental health problems, conditions and mental illness. These issues may or may not be medically diagnosed.

All staff should be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem.

Mental health is as important to a child's safety and wellbeing as their physical health. It can impact on all aspects of their life, including their educational attainment, relationships and physical wellbeing. Mental health can also change over time, to varying degrees of seriousness, and for different reasons.

Negative experiences such as abuse and neglect can adversely impact a child's mental health. Mental health issues can also sometimes lead to safeguarding and child protection issues, for example if a child's mental health begins to put them or other people at risk of harm.

It can be hard for adults to recognise when a child needs support with mental health issues. And it can be difficult for young people to speak out about the challenges they're facing.

So it's crucial that anyone who works with children is able to recognise the signs that a child may be struggling with their mental health. And that they know how to take appropriate action to support children and young people in getting the help they need.

Recognising issues

Professionals need to be able to recognise the signs that a child may be struggling. However, it's important to remember that some mental health issues may not have visible signs. There are also factors that might make it more difficult for a child or young person to ask for help.

Signs of child mental health issues

There are ways you can identify if a child needs support with their mental health.

By being attentive to a child or young person's mood and behaviour, you can recognise patterns that suggest they need support.

Common warning signs of mental health issues include:

- sudden mood and behaviour changes
- self-harming
- unexplained physical changes, such as weight loss or gain
- sudden poor academic behaviour or performance
- sleeping problems
- changes in social habits, such as withdrawal or avoidance of friends and family.

These signs suggest that a child may be struggling, but there could be a number of different explanations for them.

If a member of staff has a mental health concern about a child, this should be treated as a safeguarding concern. This should be reported to your Randstad representative immediately. If you are working in a school setting, this should also be communicated to the on-site DSL as well as Randstad.

Reporting and Investigation Process

The process details how an issue may be raised and how this will be dealt with internally as well as possible outcomes.

For any investigations Randstad will ensure to:

- Identify possible communication channels, both internally and externally
- Acknowledge any concerns raised by our temporary workers, clients or external parties
 - As well monitor and raise any internal concerns
- Log and record this information via a specialised form and ticketing system
 - [High Risk/Safeguarding Reporting Form](#)

- The central log/ticket will give the concern a unique identifying number, and collect all relevant information
 - Body forms can be completed at this stage if necessary
- All potential safeguarding concerns will be addressed by the central safeguarding team as the highest priority
- The central safeguarding team will review the concerns and support the operations team
- Randstad will assist any external bodies, including the police, in their own investigations
 - This may include meetings, supplying information or completing documentation
- Where meetings are held, these will be recorded with all decisions and actions documented.
- The central log/tickets will be kept up to date with notes from the investigation process, with any supporting information and contacts attached
- Candidate records will be kept up to date
- Outcomes will be recorded and taken inline with relevant guidance, including referrals
- Communication will be made to all relevant parties to inform of outcomes and actions

As part of the safeguarding process, any candidate under investigation will have their current assignment with Randstad ended. Randstad will not provide any further work to the candidate until the allegation has been resolved. This is to ensure the safeguarding of both our candidates and end-users. We will give regular updates to candidates and offer support throughout the investigation process.

Reporting and Referrals

Reporting candidates

Once a full investigation has been undertaken Randstad will refer candidates if we feel there are issues that fall under the Four headings:

- (i) Has there been unacceptable professional conduct
- (ii) Conduct that may bring the profession into disrepute
- (iii) A conviction at any time of a relevant offence
- (iv) Actions that have caused harm or posed risk of harm to a child or adult at risk

Randstad understands it has a responsibility to refer any candidates who match the criteria above.

A review will be made of the location of the candidate, professional bodies they are members of and their job title to determine which bodies a referral will be necessary to. This can include DBS, PVG, Access NI, Disclosure Scotland, NMC, CQC, SSSC, TRA, EWC or HSPC. Randstad will follow the relevant process as determined by the regulator, but will always involve the collection and submission of all relevant evidence.

Referrals will be made by the safeguarding lead, assisted by the deputy safeguarding officers and where possible candidates will be made aware of referrals.

Once a referral is deemed necessary the following policy should be followed: [Randstad Unsuitable Work-seekers Policy](#).

In some cases a referral may be required prior to the investigation outcome. This may be in the instance a referral is needed to SSSC or LADO. These referrals will be made by the safeguarding lead or deputy.

Reporting candidates to the DBS

The DBS will consider cases that concern safeguarding matters (i.e. harm or the risk of harm to a child / vulnerable adult), barring individuals from working with children / adults at risk where appropriate. Referrals are made to the DBS when an employer or organisation, e.g. a regulatory body, has concerns that a person has caused harm, or poses a future risk of harm to vulnerable groups, including children.

In these circumstances the employer must make a referral to the DBS

The Safeguarding Vulnerable Groups Act 2006 (SVGA) places a legal obligation on regulated activity providers and personnel suppliers to refer any person to the Disclosure and Barring Service (DBS) who has:

- Harmed or poses a risk of harm to a child or vulnerable adult
- Satisfied the harm test (i.e. no action or inaction occurred but the present risk that it could was significant) or
- Received a caution or conviction for a relevant offence

We also need to have permanently removed the person from regulated activity through dismissal, permanent transfer from regulated activity (or would have if the person had not left, resigned, retired, or made redundant)

Learning lessons

After any cases where the allegations are substantiated, we will review the circumstances of the case to determine whether there are any improvements that we can make to the procedures or practice to help prevent similar events in the future.

Definition of low-level concerns

The term 'low-level' concern is any concern – no matter how small – that an adult working in or on behalf of the school may have acted in a way that:

- Is inconsistent with behaviour expected, including inappropriate conduct outside of work
- Does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to the designated officer at the local authority

Examples of such behaviour could include, but are not limited to:

- Being overly friendly with children
- Having favourites Taking photographs of children on their mobile phone
- Engaging with a child on a one-to-one basis in a secluded area or behind a closed door
- Using inappropriate or offensive language

Sharing low-level concerns

Randstad understands the importance of creating a culture of openness, trust and transparency and encourages all staff to share low-level concerns so that they can be addressed appropriately.

Randstad do this by:

- Ensuring staff are clear about what appropriate behaviour is, This is reflected within our code of conduct.
- Ensuring staff are confident in distinguishing expected and appropriate behaviour from concerning, problematic or inappropriate behaviour, in themselves and others

- Empowering staff to share any low-level concerns
- Empowering staff to self-refer
- Addressing unprofessional behaviour and supporting the individual to correct it at an early stage
- Providing a responsive, sensitive and proportionate handling of such concerns when they are raised

Responding to low-level concerns

If a low level concern is raised to randstad via a third party, we will liaise with the third party to support them to collect evidence where necessary by speaking:

- Directly to the person who raised the concern, unless it has been raised anonymously
- To the individual involved and any witnesses

The safeguarding lead will use the information collected to categorise the type of behaviour and determine any further action

Online Delivery

Randstad takes its responsibility seriously for the safety of all those using online platforms to receive and deliver education. Pupils, teachers/tutors, parents/carers, commissioning bodies and Randstad are all actively responsible for playing a role in ensuring online safety of children in a virtual/remote learning environment.

It is important that all staff who interact with children, including online, continue to look out for signs a child may be at risk. Any such concerns should be dealt with as per the Randstad safeguarding policy.

Further information can be found in Randstad's online tuition policy.

Prevent Duty

The duty in the Counter Terrorism and Security Act 2015 is "to have due regard to the need to prevent people from being drawn into terrorism." Prevent – is the Government's national counter terrorism strategy and aims to stop people being drawn in terrorism. It aims to reduce the risks of radicalisation and ensure people are given advice and support.

Extremism – is vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. This also includes extremism calls for the death of the armed forces, whether in the UK or overseas (Home Office 2015).

Radicalisation – refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

CHANNEL Process

CHANNEL is a Government early intervention initiative; it is a key element of the Prevent strategy and a process for safeguarding individuals by assessing their vulnerability to being drawn into terrorism. Channel assesses vulnerability using a consistently applied framework built around three dimensions:

- Engagement - with a group, cause or ideology.
- Intent - to cause harm.
- Capability - to cause harm.

The dimensions are considered separately as experience has shown, for example, that it is possible to be engaged without intending to cause harm and that it is possible to intend to cause harm without being particularly engaged.

Vulnerability to Radicalisation

All internal staff and temporary workers have a responsibility to take notice of patterns of behaviour that show whether a person is engaged in an ideology, is intent in causing harm or capable of committing violent acts. There are a number of behaviours and other indicators that may indicate a vulnerability to radicalisation and extremism.

Engagement factors are sometimes referred to as psychological hooks. These could include the needs of a person, their susceptibilities, their motivations and influences.

Engagement factors can also include:

- Feelings of grievance or injustice.
- Feeling under threat.
- A need for identity, meaning or belonging.
- A desire for status.
- A desire for excitement or adventure.
- A need to dominate and control others.
- A desire for political or moral change.
- Opportunistic involvement.
- Family or friends' involvement in extremism.
- Mental health issues.
- Spending increasing time in the company of other suspected extremists.
- Changing their style of dress or personal appearance to accord with the group.
- Their day-to-day behaviour becomes increasingly centered around an extremist ideology, group or cause.
- Loss of interest in other friends and activities not associated with the extremist ideology, group or cause.
- Possession of material or symbols associated with an extremist cause (e.g., the swastika for far right groups).
- Attempts to recruit others to the group/cause/ideology.
- Communications with others that suggest identification with a group/cause/ideology.
- Intent factors are those that show a person is ready to use violence to promote their views or achieve their aims.
- Clearly identifying another group as threatening what they stand for and blaming that group for all social or political ills,
- using insulting or derogatory names or labels for another group,
- speaking about the imminence of harm from the other group and the importance of action now,
- expressing attitudes that justify offending on behalf of the group, cause or ideology,
- condoning or supporting violence or harm towards others; or plotting or conspiring with others.

To have capability to cause harm requires skills, resources and networks to be successful.

- Having a history of violence,
- being criminally versatile and using criminal networks to support extremist goals,
- having occupational skills that can enable acts of terrorism (such as civil engineering, pharmacology or construction), or

- having technical expertise that can be deployed (e.g., IT skills, knowledge of chemicals, military training or survival skills).

The examples above are not exhaustive and vulnerability may manifest itself in other ways. There is no single route to terrorism nor is there a simple profile of those who become involved. For this reason, any attempt to derive a 'profile' can be misleading. It must not be assumed that these characteristics and experiences will necessarily lead to individuals becoming terrorists, or that these indicators are the only source of information required to make an appropriate assessment about vulnerability.

Prevention

Randstad employs various strategies to control the risk of abuse, radicalisation and extremism and target the causes and opportunities for abuse and neglect. These include:

- Acknowledgement of this policy for all randstad employees and temporary workers.
- Becoming a REC Audited Education member, which shows our commitment to consistent safer recruitment practices.
- Embedding a rigorous Recruitment, Selection and Vetting policy of all temporary workers.
- Embedding the principles of safeguarding into operational, management expectations and professional practice.
- On-going Safeguarding Awareness training for all Randstad employees and temporary workers.
- Randstad has a designated Safeguarding Lead to support on all areas concerned to safeguarding.

Escalating an incident or concern

Prevent concerns and/or incidents should be reported using Randstad's internal high-risk safeguarding reporting form. Individuals external to Randstad can email concerns directly to our DSL via safeguarding@randstad.co.uk

Once the DSL has been informed, they will decide whether to escalate to the local Police Prevent Officer. The DSL will then support the Channel process as appropriate. Referral to the Channel process is not a criminal intervention.

Filtering and Monitoring

Filtering and monitoring systems are used to keep pupils safe when using your school's IT system.

Filtering systems: block access to harmful sites and content.

Monitoring systems: identify when a user accesses or searches for certain types of harmful content on school and college devices

Filtering and monitoring is put in place to safeguard and protect children. Safeguarding is everyone's responsibility.

As Randstad is a recruitment agency, we do not provide IT equipment or software to children. However, if a candidate based in a school has concerns, they must notify the school DSL and the Randstad DSL via safeguarding@randstad.co.uk immediately.

All candidates are instructed to follow the school's policy and process in relation to filtering and monitoring. If you have any questions related to the school's policy or process this should be addressed with the school DSL.

Things to think about?

It is not recommended that you bring your own IT device into school to use within a lesson. If this is something you wish to do you must review the content you intend on sharing with the school DSL to ensure it meets the schools filtering and monitoring policy.

If you have any online content you wish to use as part of your lesson ensure it meets the schools policy on filtering and monitoring.

KCSIE specifics are outlined in relation to filtering and monitoring.

- The DSL is expected to take lead responsibility for filtering and monitoring. This should also be outlined in the DSL job description.
- All staff should receive appropriate safeguard and child protection training. This should now include understanding of expectations, applicable roles and responsibilities of filtering and monitoring.

The education setting is responsible for the following:

- Identify and assign roles and responsibilities to manage filtering and monitoring systems
- Review filtering and monitoring provision annually
- Block harmful and inappropriate content without unreasonably impacting teaching and learning.
- Have effective monitoring strategies in place that meet their safeguarding needs.

Working across the United Kingdom

Randstad operates across the United Kingdom. While we maintain a high standard of safeguarding across the business, roles based in Wales, Scotland, and Ireland may be subject to additional legislative requirements.

For roles in Wales involving regulated activity with children in schools, we adhere to the *Keeping Learners Safe* guidance. This requires staff to complete safeguarding training, which Randstad provides annually via a CPD-accredited e-learning platform to ensure full compliance.

Relevant legislation and guidance:

- Keeping Children Safe in Education 2026
- Working Together to Safeguard Children 2026
- Keeping Learners Safe (Wales)
- Wales safeguarding procedures
- Care Act 2014
- Human Rights Act 1998
- The Children Act 1989 & 2004
- Children and Social Work Act 2017
- Domestic Abuse Act 2021
- Data Protection Act 2018
- Mental Capacity Act 2005
- Adults with Incapacity (Scotland) Act 2000
- Guidance for Safer Working Practice for those working with children and young people in education settings (May 2019, with 2020 annexe)

This policy should be read in conjunction with

- [Randstad Standard Registration Policy](#)
- [Randstad Letter of assurance](#)
- [Randstad Unsuitable Work-seekers Policy](#)
- [Randstad Safer recruitment policy](#)