

Safeguarding Policy

Morrisby Ltd



Last update: July 2026
Next update due: July 2027

Morrisby is committed to protecting our clients and employees from all forms of abuse, including physical, emotional, sexual harm and neglect.

1. Purpose

Morrisby is committed to treating every client fairly and without discrimination, and expects staff to challenge any racist, discriminatory, or exclusionary behaviour they see. The purpose of this policy is to:

- Protect the children and adults at risk (our clients) who use the services of Morrisby, whether encountered in the centres within which Morrisby staff work or through communication within head-office, or through products developed by Morrisby.
- Protect the employees who work for Morrisby, whether on permanent, temporary or freelance contracts.
- To provide Morrisby staff, and freelancers representing Morrisby, with the principles by which we approach safeguarding.

2. Definitions of services

2.1 Safeguarding children and adults

At Morrisby a young person is defined as anyone under the age of 18.

HM Government defines safeguarding children [#] as:

- providing help and support to meet the needs of children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children
- taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework

An adult at risk* is defined as any person over 18 with care and support needs who is at risk of abuse or neglect and is therefore unable to protect themselves from the risk of or the experience of abuse or neglect.

As well as physical, emotional and sexual abuse and neglect, staff should stay alert to other risks our clients may face, including online grooming, exploitation, radicalisation, and abuse linked to harmful cultural practices. Because many of our meetings happen by phone or video, staff should be especially mindful of a client's wellbeing and surroundings during these calls.

New government rules are expected to make it a legal duty to report disclosures of child sexual abuse. Morrisby is preparing for this and will update this policy and the disclosure procedure once the rules apply.

* People First

<https://www.peoplefirstinfo.org.uk/staying-safe/abuse-and-neglect-safeguarding-adults/what-abuse-and-neglect-and-why-does-it-matter>

HM Government, Working Together to Safeguard Children 2026

https://assets.publishing.service.gov.uk/media/69fb1c28d0e316a40f269a5b/Working_together_to_safeguard_children_2026_a_guide_to_multi_agency_working.pdf

2.3 Other definitions

The term clients will be used throughout this document to describe the young people and adults who are customers of Morrisby.

The individual service at Morrisby is for any person (young person or adult) who buys a Morrisby Pass directly from the Morrisby website. The package includes a Morrisby assessment and the option of a careers guidance meeting remotely or via telephone.

The word 'centres' is used to encompass any location in which our clients are based, such as schools, colleges, universities, home, etc.

3. Stakeholders

Safeguarding is the responsibility of every Morrisby staff member who comes into contact with young people or adults at risk. Morrisby and all staff members are fully committed to protecting all young people and adults at risk that they encounter. Staff include permanent employees and freelancers, working at Head Office and those based in centres working as representatives of Morrisby.

4. Training

All Morrisby staff who provide guidance meetings with young people hold an Enhanced DBS, including the Children's Barred List Check, that has been issued within the last three years or registered with the DBS Update Service and checked annually, and a Level 2 Advanced

Safeguarding Children certificate, issued within the last two years. This includes freelancers. Morrisby records the date the safeguarding certificate was achieved and records the details of the DBS check for all staff.

All permanent Morrisby staff hold an Enhanced DBS, issued within the last three years.

Before joining Morrisby in a role with client contact, staff have their identity checked, references taken up, and are asked safeguarding-focused questions as part of the interview process. Safeguard training also covers adults at risk, where required.

Morrisby expects all staff to read this policy and the 'Procedure for reporting a disclosure' document.

5. Acting on safeguarding concerns

If a client is in immediate danger, staff must contact the emergency services (999) straight away, before following the steps below.

If a member of Morrisby staff suspects that a client is at risk of harm or neglect or if a client discloses that they are at risk of harm or neglect, the procedures outlined in the 'Procedure for reporting a disclosure' document should be adhered to; if any member of staff has concerns they should not ignore them and should act on these by following the appropriate procedure.

If any Morrisby staff member has concerns about the actions of a colleague, this must be raised with the Safeguarding Lead at Morrisby. Morrisby expects staff to behave professionally with clients at all times - this includes not contacting clients personally on social media, keeping clear boundaries during remote meetings, and never being alone with a young person outside an agreed guidance session. Any member of staff who raises a safeguarding concern in good faith, including about a colleague or manager, will be supported and will not face any negative consequences for doing so.

If any centre staff member receives a complaint or allegation against a Morrisby freelance or permanent member of staff, they should contact Morrisby's Safeguarding Lead.

6. Retention, storage and destruction of child protection records

The following relates to the retention, storage and destruction of child protection records. For Morrisby policies on retention, storage and destruction of data, see the Morrisby [Legal Information](#).

When a member of staff discloses a concern about a child or adult, they follow the 'Procedure for reporting a disclosure'. As part of the process, they report the disclosure via a form. This form is securely (via Send Safely) sent from the reporter to the Safeguarding Lead at Morrisby. The Safeguarding Lead stores this in a folder which resides within the shared

drive. Only the Safeguarding Lead at Morrisby, the Safeguarding Deputy, and directors have access to this.

Morrisby will only share information about a client's safety with those who need to know - such as the Safeguarding Lead, the relevant school, or the police. A client's safety always comes first.

Due to the nature of the disclosures Morrisby will report to School/Partnership/Boards, Morrisby will retain any disclosure reports for a period of six years (from the date of disclosure). After this time has passed, the record will be securely destroyed. The exception to this is if Morrisby is made aware of an ongoing safeguarding issue with the young person or adult within the six years, and must retain the records to support the ongoing issue. Morrisby deems that after six years, Morrisby has fulfilled their safeguarding obligations and has demonstrated compliance with their legal responsibilities.

7. Questions about safeguarding at Morrisby

For any questions about safeguarding at Morrisby, staff members and centre staff members should contact the Safeguarding Lead at Morrisby in the first instance, or the Safeguarding Deputy.

8. Morrisby's safeguarding representatives

Safeguarding Lead

Name: Joanne Carrington

Telephone: 0330 500 5000

Email: safeguarding@morrisby.com

Safeguarding Deputy

Name: Sarah Lewis

Telephone: 0330 500 5023

Email: safeguarding@morrisby.com

If neither the Safeguarding Lead nor Deputy can be reached and a client is at risk, staff should contact Gareth Bithell (COO), or the emergency services directly.

Name: Gareth Bithell

Telephone: 0330 500 5000

Alternatively you can contact customer support on 0330 500 5000 and your safeguarding concern will be escalated appropriately.