

Safeguarding POLICY

At Signet Solutions, we are fully committed to creating a **safe** and **supportive** environment for all our learners, staff, and visitors. We recognise our responsibility to safeguard and promote the welfare of all individuals and vulnerable adults, while attending training or assessment.

This policy applies to:

- All staff, including trainers, assessors, admin, and contractors
 - All learners enrolled in railway signalling courses
- Visitors, including employers and external assessors

Anyone can report a concern. We encourage that delegates speak to any member of staff or directly to our Designated Safeguarding Lead (DSL). Staff should report any concerns immediately to the DSL

All concerns are treated confidentially, but not anonymously—as we have a duty to act where risk is identified.

Our Designated Safeguarding Lead (DSL) is responsible for coordinating safeguarding arrangements, handling disclosures, and liaising with relevant agencies.

We recognise the following as safeguarding issues:

- Abuse: Physical, emotional, sexual, or neglect
- Bullying or harassment (including online or discriminatory)
- Mental health concerns or self-harm
- Radicalisation or extremism (Prevent Duty)
- Substance misuse
- Domestic violence or exploitation
- Unsafe work placements or practical training environments
- Signs of human trafficking

We take proactive steps to **protect** delegates and staff by:

- Providing regular safeguarding and Prevent training
- Embedding safety and conduct expectations in our induction
- Ensuring learners know how to raise concerns confidentially

Safeguarding Contact and Support

For urgent concerns or disclosures:

☎ DSL: Victoria Knight – +44 (0)7955 277483

Role: Safeguarding Lead / Quality & Compliance Manager

✉ Email: victoriaknight@signet-solutions.com

The Deputy Safeguarding Lead is (in the DSL's absence):

☎ Karen Jackson - +44 (0)7717 417436

Role: Deputy Safeguarding Lead / Office Manager

✉ Email: karenjackson@signet-solutions.com

External Support (non-emergency):

Local Authority Safeguarding Board:

Derby City Multi-Agency Safeguarding Hub (MASH):

Telephone: 01332 642855

Text: 07774 333 412

Email: AdultsMASH@derby.gov.uk

Monday to Friday from 9am to 5pm

Careline (Derby's out of hours emergency social care service):

Telephone: 01332 956606

Text: 07812 300177

For outside office hours

In emergencies call 999 (24hrs)



Andy Knight

Managing Director

Signet Solutions Limited