

4front Driving School

Safeguarding Policy and Reporting Procedures

Document Details	Policy Information
Policy Owner	Simon Harrison, Director, 4front Driving School
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Review Date	October 2027, or sooner if guidance or circumstances change
Applies To	All instructors, trainees and anyone working on behalf of 4front Driving School

1. Our commitment to safeguarding

4front Driving School is committed to providing a safe, respectful and supportive learning environment for every pupil.

We recognise that driving lessons often involve one-to-one contact in a private setting. Our pupils may include children under 18, adults who require additional support, and people experiencing anxiety, mental health difficulties, disabilities or other circumstances that may affect their safety or wellbeing.

Safeguarding means taking appropriate action to protect people from abuse, neglect, exploitation and harm. It also means maintaining professional boundaries, respecting individual rights, recognising concerns and reporting them to the appropriate services.

We will:

- Treat every pupil with dignity, respect and fairness.
- Take safeguarding concerns seriously, even where there is no proof of abuse.
- Listen to pupils without making assumptions or promises we cannot keep.
- Maintain clear professional boundaries in lessons, communications and online.
- Take reasonable steps to protect pupils and instructors from harm.
- Report concerns to the appropriate safeguarding service or emergency service.
- Keep accurate, factual and confidential records.
- Adapt our teaching to individual needs without making assumptions about a person's ability, diagnosis or circumstances.

Our supportive, client-centred teaching approach does not replace safeguarding responsibilities. Instructors must recognise when an issue falls outside their professional role and specialist help is needed.

2. Who this policy protects

This policy applies to all 4front pupils, including:

- Children and young people under 18.
- Adults who may be at risk of abuse or neglect.
- Autistic and other neurodivergent learners.
- Learners with disabilities, learning difficulties or additional support needs.
- Learners experiencing anxiety, emotional distress or difficult personal circumstances.
- Any person whose safety or wellbeing causes an instructor concern.

A person does not automatically meet the formal definition of an adult at risk simply because they have a diagnosis or disability. Concerns must be considered individually, with respect for the person's rights and autonomy.

For safeguarding purposes, anyone under 18 is a child, even if they hold a provisional driving licence.

3. Roles and responsibilities

Designated Safeguarding Lead

- Name: Simon Harrison
- Role: Director and Designated Safeguarding Lead
- Contact: Use the contact details published on the official 4front Driving School website.

Simon is responsible for:

- Maintaining and reviewing this policy.
- Ensuring instructors know how to recognise and report concerns.
- Maintaining access to current local safeguarding contacts.
- Receiving and recording concerns raised internally.
- Making appropriate external referrals where required.
- Keeping safeguarding records secure and access restricted.
- Reviewing incidents and identifying any changes needed to working practices.

All instructors and trainees

Every instructor and trainee working with 4front is responsible for safeguarding within their own work. They must:

- Follow this policy and any relevant professional guidance.
- Recognise and report concerns promptly.
- Record relevant facts accurately.
- Maintain professional boundaries.
- Cooperate with appropriate safeguarding authorities.
- Never investigate suspected abuse themselves.

Where a concern involves the Designated Safeguarding Lead

If a concern or allegation relates to Simon Harrison, it must not be dealt with solely through Simon or the normal internal reporting process. The person raising the concern should contact the appropriate local authority safeguarding team, the Local Authority Designated Officer (LADO) where relevant, or the police directly.

No one should be prevented from reporting a concern externally.

4. Recognising safeguarding concerns

Safeguarding concerns may arise from something an instructor sees, hears, is told or reasonably becomes worried about.

Examples include:

- Physical, sexual or emotional abuse.
- Neglect or lack of appropriate care.
- Bullying, harassment, coercion or controlling behaviour.
- Grooming, sexual exploitation or criminal exploitation.
- Domestic abuse or threats from another person.
- Financial exploitation or pressure.
- Online abuse, cyberbullying or inappropriate contact.
- Self-harm, serious emotional distress or a risk of suicide.
- A pupil expressing fear about returning home or being collected by someone.
- Inappropriate behaviour by an instructor, trainee, parent, carer or another person.
- A significant change in behaviour that raises a reasonable concern about safety or wellbeing.

A change in behaviour is not proof of abuse. Equally, an instructor does not need proof before reporting a concern.

5. The safeguarding response: recognise, respond, record, report and refer

Step 1 — Recognise

Take the concern seriously. Consider whether the pupil may be at immediate risk and whether the lesson can safely continue. Do not dismiss a concern because the pupil has a diagnosis, has previously experienced anxiety or has not provided a clear explanation.

Step 2 — Respond

If someone is in immediate danger, call 999.

If a pupil discloses something concerning:

- Stay calm and listen.
- Give them time to speak in their own words.
- Thank them for telling you.
- Reassure them that they have done the right thing by speaking up.
- Ask only simple, necessary questions to understand immediate safety.
- Do not ask leading questions or press them for details.
- Do not promise secrecy.
- Explain that you may need to share information with people who can help keep them safe.

Example Script:

"Thank you for telling me. I'm glad you felt able to speak to me. I can't promise to keep this secret if someone may be at risk, but I will only share the information with the people who need to help."

If the pupil becomes distressed while driving, pull over when safe and appropriate. Use the 4front Pull Over and Reset approach to help manage the immediate lesson situation, but do not allow a teaching strategy to delay necessary safeguarding action.

Step 3 — Record

As soon as practicable, make a confidential written record containing:

- The pupil's name and relevant contact details.

- The date, time and location of the concern.
- What was seen, heard or disclosed.
- The pupil's own words wherever possible.
- Any visible injuries or immediate safety concerns, described objectively.
- The names of people involved or present, where known.
- Actions taken, including any emergency response.
- Who was contacted, when and what advice was received.
- Any follow-up action required.

Separate facts from your own observations or interpretations. Do not diagnose, speculate or write conclusions that you cannot support. Do not make covert recordings, conduct interviews or seek evidence yourself.

Step 4 — Report

Report the concern promptly to the appropriate safeguarding service or emergency service, following the pathways in section 6. Do not wait until you have proof. Do not delay a necessary referral while trying to gather more information or obtain internal permission.

Inform the Designated Safeguarding Lead where appropriate, unless the concern involves that person or doing so could increase risk.

Step 5 — Refer and follow up

Provide the information requested by the relevant safeguarding service. Record the date, contact details, advice and any agreed actions.

If the situation remains unsafe, escalates or is not being addressed and there is continuing risk, seek further advice or escalate the concern to the appropriate authority.

The instructor's role is to recognise, respond and report. It is not to investigate or decide whether abuse has occurred.

6. Reporting pathways and who to contact

A. Immediate danger or emergency

Call **999** if:

- A pupil or another person is in immediate danger.
- A serious crime is taking place.

- Someone requires an urgent emergency response.

Give the operator the location, the nature of the risk and any information needed to protect the person. Follow the operator's instructions. Do not rely on an internal report or an online form where immediate action is needed.

B. Concerns about a child under 18

For a child who lives in Leicestershire, contact:

- **Leicestershire County Council — First Response Children's Duty Team**
- **Telephone:** 0116 305 0005 (Available 24 hours a day)
- **Website:** [Report abuse or neglect of a child](#)

Use this route if you suspect a child is being abused or neglected or needs urgent safeguarding intervention.

For a suspected significant-harm concern, contact the team by telephone immediately. Leicestershire County Council's professional referral guidance states that the written Multi-Agency Referral Form (MARF) should follow within 24 hours where that urgent referral route applies.

- **Professional referral form and guidance:** [MARF Guidelines & Form](#)

For a child who lives in Leicester City or another local authority area, use the children's social care service for the area where the child lives. If unsure, use GOV.UK to identify the correct council: Report child abuse to a local council.

Do not assume that a child is safe simply because a parent or carer is present. If you suspect that a parent or carer may be involved in the risk, seek advice from children's social care or the police before informing them.

C. Concerns about an adult at risk

An adult safeguarding referral may be appropriate where an adult has care and support needs, is experiencing or at risk of abuse or neglect, and because of those needs is unable to protect themselves from that risk.

For an adult living in Leicestershire:

- **Leicestershire County Council — Adult Social Care**
- **Office hours:** 0116 305 0004
- **Out of hours, evenings, weekends and bank holidays:** 0116 305 0888
- **Website:** [Report a concern about an adult](#)

The council provides routes for professionals to report welfare concerns and safeguarding concerns involving abuse or neglect. For an adult living in Leicester City or another local authority area, contact the relevant council's adult safeguarding service. If there is immediate danger or a crime requiring an emergency response, call 999.

Where an adult has capacity to make relevant decisions, respect their wishes and involve them as far as possible. However, do not assume that consent is always required before sharing information where someone is at risk of serious harm or another lawful safeguarding basis applies. Seek advice from the appropriate service if uncertain.

D. A concern or allegation involving an instructor or trainee

If information suggests that an instructor or trainee may have harmed a child, committed an offence against or involving a child, or behaved in a way that indicates they may pose a risk to children:

- Take the concern seriously and record the information.
- Do not investigate or confront the person in an attempt to establish the facts.
- Contact the relevant Local Authority Designated Officer (LADO) service for advice or referral.
- Contact the police immediately if a crime is suspected or someone is in danger.
- Take proportionate steps to prevent further risk while seeking advice from the appropriate authority.

For Leicestershire:

- **Leicestershire County Council — LADO service**
- **Information and referral route:** [Report a childcare worker or volunteer](#)

The council states that qualifying allegations should be referred to the LADO within one working day and that reports should not be delayed while further information is collected.

If the concern involves the Designated Safeguarding Lead, report directly to the LADO, the relevant safeguarding authority or the police, rather than relying on the internal process. If a concern relates to an adult pupil rather than a child, use the appropriate adult safeguarding or police route according to the nature of the concern.

E. A concern that may involve a crime

For a non-emergency crime or information about suspected criminal activity, contact the police on 101 or use the police's official reporting options. If someone is in immediate danger, call 999.

- **Police information:** [Police.uk Advice and Information](https://www.police.uk)

F. Advice when you are unsure

You do not have to decide whether a safeguarding threshold has been met before seeking advice. Use the appropriate local authority safeguarding team for advice about a child or adult, or the LADO where an allegation concerns someone working with children.

The NSPCC also offers advice to adults concerned about a child:

- **Telephone:** 0808 800 5000
- **Website:** [NSPCC Official Website](https://www.nspcc.org.uk)

Seeking advice from a professional body can help inform practice, but it does not replace an urgent safeguarding referral where one is needed.

7. Professional boundaries and safer working practices

All instructors and trainees must maintain appropriate professional boundaries.

Communication and social media

- Use professional communication channels wherever possible.
- Keep messages relevant to lessons, learning, scheduling and legitimate pupil support.
- Do not add pupils to personal social media accounts or encourage inappropriate private contact.
- Do not send inappropriate, sexual, discriminatory or personal messages.
- Do not promise secrecy or create a relationship of dependence.
- Keep relevant professional communications where they may be needed to clarify arrangements or address a concern.

Physical contact

- Avoid unnecessary physical contact.
- Explain any necessary contact beforehand and obtain agreement where appropriate.

- Respect a pupil's refusal or discomfort.
- Use a verbal explanation or demonstration wherever practical.

One-to-one lessons

- Maintain a professional learning environment.
- Give clear information about lesson arrangements, including collection and drop-off.
- Keep accurate lesson records.
- Avoid unnecessary isolation or changes to arrangements that cannot be justified by the lesson.
- Stop or adapt a lesson if continuing would create a safety risk.

Pupils under 18

- Make lesson, collection and drop-off arrangements clear.
- Communicate appropriately with parents or carers about practical arrangements, while respecting the young person's privacy.
- Do not automatically share a disclosure with a parent or carer if doing so may put the child at greater risk. Seek advice from children's social care or the police.
- Make sure the young person knows they can raise a concern, ask for a break or say they feel uncomfortable.

Neurodivergent and SEND pupils

- Communicate clearly and respectfully.
- Make reasonable teaching adjustments to support understanding and participation.
- Speak directly to the pupil rather than assuming a parent, carer or companion should speak for them.
- Do not interpret a diagnosis as proof of vulnerability, incapacity or inability to make decisions.
- Take disclosures and expressions of discomfort seriously, allowing appropriate time and communication support.

8. Confidentiality and safeguarding records

Safeguarding information is sensitive and must be handled securely.

4front Driving School will:

- Keep safeguarding records separate from routine lesson notes wherever practical.

- Only allow access to people who need access to safeguarding information to protect someone, respond to a safeguarding concern or fulfil a specific safeguarding responsibility.
- Store records securely and protect them against unauthorised access, loss or disclosure.
- Share information with safeguarding authorities where necessary and appropriate to protect someone from harm.
- Record what was shared, with whom, when and why.
- Retain records securely in line with applicable data protection requirements and a documented retention approach.

We will not promise absolute confidentiality where a person may be at risk. Information will be shared only as appropriate for the safeguarding purpose and in accordance with applicable law.

Do not put detailed safeguarding disclosures into ordinary lesson feedback, public-facing systems or general team messaging groups.

9. If a pupil becomes distressed or discloses a mental health concern

Instructors should respond with empathy and professionalism, while recognising the limits of their role.

- If the pupil is driving unsafely due to distress, bring the vehicle to a safe stop as soon as it is safe to do so.
- Listen calmly and give the pupil reasonable time to explain what they need.
- Do not attempt to provide therapy, diagnose a condition or promise to resolve a personal crisis.
- If there is immediate danger to the pupil or another person, call 999.
- If a safeguarding concern is disclosed, follow the reporting procedures in this policy.
- Where there is no immediate danger or safeguarding concern, discuss appropriate support options with the pupil, respecting their autonomy.

A supportive relationship is important, but it must remain a professional instructor–pupil relationship.

10. Allegations, complaints and concerns about 4front

Any pupil, parent, carer, instructor or other person may raise a safeguarding concern or complaint. Concerns can be raised using the contact details on the 4front Driving School website.

All concerns will be taken seriously and handled respectfully. Relevant information will be recorded and considered promptly.

Where a concern suggests abuse, neglect, criminal conduct or risk to a child or adult at risk, the appropriate external safeguarding or emergency service will be contacted. An internal complaint process must not delay an external referral.

Where a concern relates to the Designated Safeguarding Lead, the person raising it should contact the relevant external authority directly.

11. Training and policy review

4front Driving School will encourage all instructors and trainees to maintain appropriate safeguarding knowledge and to understand how this policy applies to their work.

The Designated Safeguarding Lead will review this policy at least annually and sooner where necessary, including after a significant incident or change in relevant guidance.

Local authority contact details and referral procedures will be checked periodically to ensure they remain current.

This policy is intended to support safe professional practice. It does not replace formal safeguarding training, statutory guidance, the DVSA's applicable requirements or advice from the relevant safeguarding authority.

12. Quick-reference action plan

Situation	Required Action
Immediate Danger	Call 999 immediately.
Child at Risk (<18)	Contact Leicestershire First Response Children's Duty Team on 0116 305 0005 (or local council).
Adult at Risk	Contact Leicestershire Adult Social Care on 0116 305 0004 (Out of hours: 0116 305 0888).

Situation	Required Action
Allegation Against Staff	Contact the local LADO service and the police if appropriate.
Listening Protocol	Listen carefully, do not investigate, and never promise secrecy .
Documentation	Record facts promptly using the person's exact words and detail all actions taken.
Reporting & Escalation	Report externally and follow up. Do not rely solely on internal reporting.
Data Protection	Maintain strict confidentiality. Store records securely and share on a need-to-know basis only.

Policy Review Date: October 2027

Policy Owner: Simon Harrison, 4front Driving School