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Webs Training Ltd (Webs) Grade 1 Safeguarding

Summary

In September 2010 Webs Training requested LSIS support through the Improvement Adviser Service (now the Improvement and Development Service) to assist their ambition to become a grade one provider. As part of this work, safeguarding and risk assessment practices were reviewed and developed resulting in a whole organisation strategy based on approaches promoted by LSIS. The Ofsted inspection November 2010 judged Webs to be outstanding overall, awarding a grade one for most aspects, including safeguarding.

About Webs Training

Webs is a private company based in Beeston, Nottingham which provides training services for the furniture industry.

Established in 1968, Webs currently delivers apprenticeships to 110 young people and vocational qualifications to 140 adults in the workplace. The majority of learners are employed; a few study whilst they complete custodial sentences in secure estates.

Assessors visit learners in their workplaces at least once per month. Off-the-job training is provided for Apprentices at the Webs training centre in Beeston.

The challenge

Webs had a strong ambition to become a grade one 'outstanding' provider for their learners. They had taken a pro-active approach to continuous improvement and recognised that external assistance could help them with their developments. Safeguarding was one of four aspects supported by LSIS advisers in 2010; the starting point for Webs was to review safeguarding evidence against the Common Inspection Framework (CIF) with a view to producing a strategy and updated policy.

The activity

Prior to the adviser's visit, Webs had set up a safeguarding working group which included both Designated Safeguarding Officers (DSOs) and two directors. During the first meeting a training needs analysis of attendees' commitment and knowledge was completed and a list of safeguarding priorities produced. The team worked together using the LSIS 'towards excellence' framework to examine their evidence, identify gaps and plan improvements.

The adviser supported safeguarding developments further by:

- Reviewing their draft safeguarding policy statement together with the two DSOs
- Supporting development of a safeguarding policy and strategy; providing exemplars and a version of the LSIS 'Whole Organisation Approach to Safeguarding' diagram which was agreed to underpin the new strategy
- Reviewing the Webs risk assessment and incident reporting documents and providing an example of a risk assessment template and an incident log together with the Government's 'Information Sharing: Guidance for Practitioners and Managers' publication

'The adviser was brilliant; he was always there to support us and went over and above in terms of commitment. He knew what we still needed to do and provided input which linked safeguarding to other relevant aspects such as equality and diversity. The examples of good practice reassured us that we were on the right track and really contributed to our grade one. He also linked us to another provider (ProVQ) who really helped us in the early stages and we have continued to work with them ever since.' (Lorraine Jameson, DSO, Webs)



The outcomes

Following LSIS Adviser support, a revised safeguarding policy and new strategy was produced, which demonstrates the Webs 'Whole Organisation'

approach to safeguarding and the links with equality and diversity, health and safety and Every Child Matters in contributing to 'learner wellbeing'.

The impact

Webs was judged to be outstanding at their inspection November 2010 overall and for most aspects including safeguarding. The Ofsted report published 05 January 2011 stated:

'Safeguarding arrangements for all learners are outstanding... Through risk assessment and detailed action planning, the provider identifies who are their most vulnerable learners. This has led to improvement, particularly in the residential aspect of the provision and employers' awareness.'

And

'Learners are able to make informed choices about their health and well-being and regularly use risk assessment to analyse hazards within the workplace. All learners feel safe.'

Safeguarding and risk assessment is firmly embedded and is demonstrated through the ethos promoted by staff:

"The most important thing in our jobs are the learners, and we endeavour to make sure learners are enjoying, achieving and at all times safe. Our risk assessments ensure that their safety and welfare is always at the frontline, whether at work, training or in the personal life." (Lee Hopkins, DSO, Webs)

Webs have since been part of a working group to develop a new training package for LSIS on e-safety and responsibility.

The lessons learned

Lorraine Jameson, DSO at Webs believes that the key to successful safeguarding is that everyone is aware and takes responsibility for it. Her top tips for developing effective and sustainable safeguarding practices are:

- Use the LSIS excellence gateway website and resources to help you. For example, the 'Towards Excellence' framework can help you to review your current practice. The LSIS 'Whole Organisation Approach to Safeguarding' diagram can be used to develop your strategy and approach. The e-learning package 'safeguarding and safer recruitment' can support staff training; it can be completed a module at a time so that everyone can do it at their own pace
- Get together with colleagues to review safeguarding practices – input from various staff adds different ideas and perspectives which is helpful to get a balanced view and plan forward, it also makes sure that everyone is 'singing from the same hymn sheet'
- Ensure commitment from the top and throughout the organisation. Our Operations Directors act as senior leads for safeguarding which

provides assurance that everyone buys in and any issues are resolved quickly

- Provide very clear guidance for staff and information for everyone involved. Our key challenge was to help staff to understand exactly what to report and how to report it, specifically clarifying whether something was a 'disclosure' or not. We developed a staff handbook, and in addition, posters, supported guidance for learners and a good practice guide for employers
- Keep everyone informed and talking about safeguarding. Embed safeguarding throughout your learner and employer journey and ensure leaders and managers are informed and involved - we have an annual report to the board
- Embed regular safeguarding training within your CPD plan and budget. We use our LSIS account credits purely for safeguarding. Four members of staff are now trained as facilitators for face to face LSIS safeguarding training

Useful links

Webs <http://www.webstraining.com/>

Information Sharing: Guidance for Practitioners and Managers publication
[https://www.education.gov.uk/publications/standard/ arc SOP/Page10/DCSF-00807-2008](https://www.education.gov.uk/publications/standard/arc_SOP/Page10/DCSF-00807-2008)

Links to related case studies

Should you wish to know more about this case study, contact Lorraine Jameson, DSO for Webs.

l.jameson@webstraining.com

Tel: 0115 9677771

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