



POLICY DOCUMENTS



FEB 2025

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Introduction



I'm Louisa and I run Believe and Bloom Education.

I'm a Qualified Primary School teacher with 20 years classroom experience, teaching across all ages and I have a lot of experience working alongside children with SEND and SEMH needs.

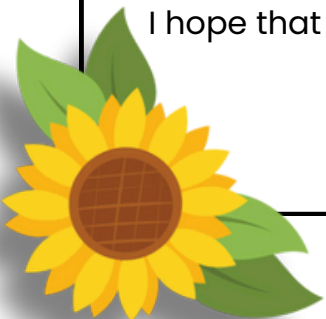
Believe and Bloom started in Jan 2022 and my aim is to support children with emotional and educational needs through my 3 core values: CONFIDENCE, CREATIVITY AND CURIOSITY.

I have a full Enhanced DBS and adequate business insurance which you are welcome to see on request.

If you would like to send me a 1 page profile about your child, stating their particular interests and how they learn best then I always find this useful and it will allow me to tailor my lessons accordingly.

I do have blank copies if you would like one.

I hope that this will be a positive and successful partnership with your child and your family.



Terms and Conditions

- No refund will be given for technical issues on your side. I am happy to have a free test call before the session to eliminate any issues.
- It is your responsibility to ensure your child attends the lesson.
- It is strongly advisable that a parent/ guardian is nearby at all times.
- Inappropriate actions and words are unacceptable; positive behaviour and mindset is promoted throughout all sessions. Please ensure your child is aware of this before the first session. Serious behaviour issues will result in a stop to the tuition, and no refund will be given.

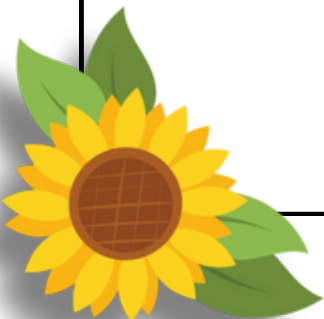
1:1 sessions

- All sessions must be paid for at least 24 hours prior to the lesson. Payment can be in bulk or a payment plan can be agreed.
- Cancellation policy – I understand that things might happen which means sessions may need to be cancelled. If I have to cancel a 1:1 session, you will have the choice to rearrange or receive a refund.
- Cancellation policy – As a small business, I require 24 hours notice if you need to cancel a session. If less than 24 hours notice is given, there will be no refund.
- The length of session stated is the time working with your child. If you would like to communicate with me then please allow 5 mins within this time. I feel it is important to give feedback at the end of each session so this is always advisable. No regular reports will be given unless a prior arrangement has been made. This can be added for an additional cost.

Group classes

- Group sessions must be paid for in bulk, rather than for individual sessions. No refund will be given if you miss a session. You are committing to the term.
- If you have paid for group classes, but a decision is made that it is no longer suitable for your child, we will have a conversation. A refund will only be given in exceptional circumstances.
- If I have to cancel an online group session, a recording will be sent. If you are not happy with this then a refund for that session will be issued.

By attending your first session you are accepting the terms and conditions stated here.

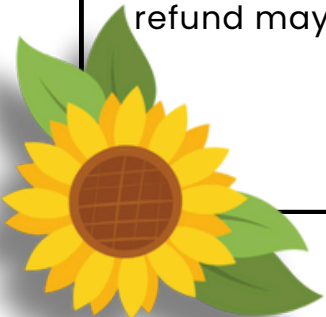


Home Ed at the Hub

The aim of these groups is to have fun and explore through play and exploration. It's a chance to develop social and communication skills as well as Maths/ English.

As well as working individually, the focus of these sessions is very much about developing social skills, such as communication, turn taking, and empathy.

- You are required to stay on site during the session but feel free to use the coffee shop and library facilities available. Please remember this is a public building; respect is needed for others that will be also using the facilities.
- I may take photos during the sessions of the activities to share on social media but there will be no photos of the children's faces and no names will be given. Please let me know if you have an issue with this.
- If I have to cancel, you will be informed via email/text and a full refund given. As places are limited, I require booking for the term in advance to reserve the place for your child. If you know you are unable to make a particular date when booking, please discuss this with me as you are booking that space for the term agreed. I accept that sometimes children are poorly and unable to attend. Unfortunately, as a small business, I will need 24 hours notice in order for you to receive a refund and this will only be granted once in each half term. I hope you understand. No refund will be given if less than 24 hours notice is given.
- I will provide all the resources needed unless stated on the ticket. Children are very welcome to bring their own pencil cases if they wish. It's a good idea to also have a drink to hand. No hot drinks will be allowed at the community table.
- There are toilets in the building. It will be your responsibility to take your child during the session if needed.
- Inappropriate actions and words are unacceptable; positive behaviour and mindset is promoted throughout all sessions. Please ensure your child is aware of this before the first session. Also we are in a public building so we need to consider others that may be around.
- It's important to understand that children in the group will all have different needs and we need to respect this. Serious behaviour issues will result in a stop to the tuition, and no refund will be given. It may be that the group is not right for your child, in which case we will have a conversation but a refund may only be given in exceptional circumstances.



Safeguarding

1. Purpose and scope

The purpose of this safeguarding policy is:

- to protect the children and young people who receive tutoring services from myself (Louisa Stanley) from harm;
- to outline my response to any allegations and/ or any concerns relating to the welfare of a child or young adult for whom I provide tutoring services to;
- to state the training I have undertaken to ensure that safeguarding protocols are up-to-date and understood by all.

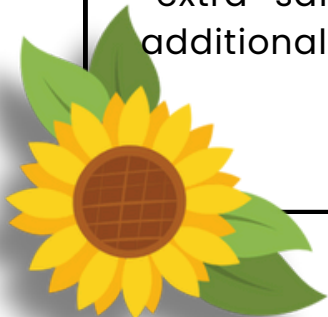
This policy applies to anyone working on behalf of Louisa Stanley. This policy will be reviewed and updated on an annual basis or earlier if there is a change in safeguarding protocols.

I believe that:

- children and young people should never experience abuse of any kind
- I have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

I recognise that:

- the welfare of children is paramount in all the work I do and in all the decisions I take
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.



Safeguarding

2. Responsibilities

I recognise that I have a responsibility for the safety and wellbeing of your child/ children whilst they are in lessons with me. This responsibility includes:

- ensuring I have a DBS check completed each year – I am on the Enhanced Update Service and you are welcome to see this on request;
- carrying out risk assessments for face to face work and home visits;
- take out adequate business insurance;
- ensuring that I undertake appropriate training; I keep up to date with legislation changes and I have also undertaken training from the NSPCC – Child Protection for Tutors 16/9/25.
- endeavouring to keep up-to-date with any new information about safeguarding and child protection and updating this policy accordingly to include any changes;
- reporting safeguarding concerns correctly to the Leicestershire County Council safeguarding team, the police or the NSPCC

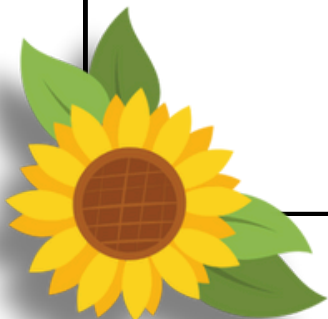
Leicester
Safeguarding
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WORKING TOGETHER
TO KEEP CHILDREN SAFE



- 1 • If you are concerned that a child is suffering significant harm and is in imminent danger you should contact the Police immediately for an emergency response.
- If you suspect that a child has suffered or is likely to suffer significant harm, refer this immediately by telephone to children's social care on 0116 305 0005. The child may have made a disclosure, presents with an injury causing suspicion, or may be in a situation that has escalated so much that the child could be in danger.

A written referral of the information shared must be submitted using the MARF within 24 hours.



Safeguarding

3. Recruitment

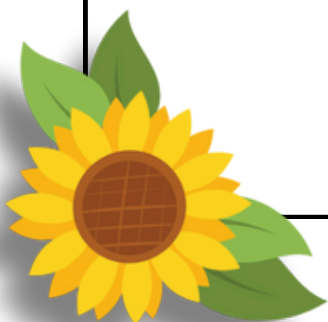
Anyone who may work with me as part of my tutoring business will have a DBS check prior to starting work and this check will be repeated on an annual basis.

4.. Reporting safeguarding concerns

This section outlines what I will do if a child tells me that they are being abused or I suspect that there are safeguarding concerns for a child who I tutor.

If a student tells me that they or another child is being abused I will:

- show that I have heard what they are saying, and that I take their allegations seriously;
 - encourage the child to talk, without prompting them or asking them leading questions. I will not interrupt;
 - When a child is recalling significant events I will not make a child repeat their account;
 - reassure the child that they can tell me anything that is worrying them, but that I cannot promise not to tell anybody because some things have to be passed on in order to keep them safe;
 - explain what actions I must take, in a way that is appropriate to the age and understanding of the child;
 - record what I have been told, as soon as I can, using exact words where possible;
 - make a note of the date, time, place and people who were present during the disclosure.
- I will then contact Leicestershire County Council or the NSPCC. If I am concerned that the child is in immediate danger, I will call the police.



Safeguarding

5. Ensuring safety within my sessions

I work with pupils both online and face to face so there are procedures that I put in place to keep children safe.

- In online sessions, parents are expected to be nearby. This helps them to keep track of what their child is doing and you are there for support if needed, whilst also allowing them to be independent.
- In online sessions, children are encouraged to have the camera on but this is not essential.
- In online sessions, I will often share my screen. I will only share appropriate, age related material and resources.
- Risk assessments will be carried out for face to face sessions.
- In face to face sessions, I will ensure that I have an emergency contact number.
- In face to face sessions, parents are encouraged to stay nearby. This helps to keep track of what their child is doing and you are there for support if needed, whilst also allowing them to be independent.
- Any photos or screenshots taken in sessions may be shared on social media but no names or faces will be shown unless prior agreement has been made. These photos will solely be used for content and marketing materials. It also allows me to keep a record of progress made in sessions.

6. Useful contact details

NSPCC Helpline

0808 800 5000

<https://www.leicestershire.gov.uk/education-and-children/child-protection-and-safeguarding>

ChildLine 0800 1111

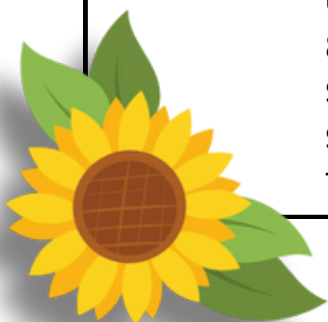
Lamp Mental Health 0116 2556286

UAVA (United Against Violence & Abuse) 0808 802 0028

Shelter (Homelessness) 0116 2546064

Samaritans 116 123

Trussell Trust (Food Banks) 01722 580180



Safeguarding

1 Phone 999 if a crime is being committed or if a child is in **immediate** danger.

Contact Leicestershire police on 101 if you think a crime has been committed but there is no immediate danger.

Contact our First Response Children's Duty Team if you think a child is being:

- neglected
- physically abused
- sexually abused

1 Telephone our First Response Children's Duty Team if you have **urgent** concerns about a child who needs a social worker or police officer today:

Call **0116 305 0005** (24 hour phone line)

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- 1
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Written: Jan 2025
Date for review: Jan 2026

