



Exclusion or Suspension of Services Policy

Date:

6th October 2025

Review date:

6th October 2026

Approved by:

Rob Grays – Chief Executive Officer

Contents

Definitions2

Purpose and Scope2

Role and Responsibilities2

Safeguarding Procedures3

Data Protection3

Enforcement.....3

Review4

Definitions

- **Adult at Risk** – any person aged 18 years and over, who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.
- **Child or Children** - any person under the age of 18.
- **Client** – an organisation, which engages with Prospero Group to purchase Work-Finding Services. This includes, amongst others: Schools, Local Authorities, Care Homes, Universities, Parents/Carers and Private Sector organisations.
- **Prospero Group** – is comprised of three entities: Prospero Teaching (including Prospero Childrens Education Services), Prospero Health & Social and Prospero Integrated.
- **Service User** – is defined to mean **Child, Children or Adult at Risk**.
- **Temporary Worker** – an individual receiving Work-Finding Services, delivered by Prospero Group. This includes, amongst others: Teachers, Tutors, Teaching Assistants, Care Assistants, Support Workers and Nurses.
- **Work-Finding Services** – taken to mean recruitment activity, advertising of roles and provision of work-related training, provided by Prospero Group.

Purpose and Scope

Prospero Group is committed to the safety and welfare of Children, of Adults at Risk, and of our Temporary Workers.

This policy outlines the exceptional circumstances under which exclusions, or a termination of services may be considered by Prospero Group, or where services may be suspended.

Temporary Workers are expected to treat this policy as an addition, and subordinate, to the Client's Use of Exclusion/Suspension Policy.

Prospero Group believe in fostering a supportive environment where challenging behaviour can be addressed constructively. Exclusions or suspension of services will only be used as a last resort after exploring all other avenues, and only ever after consultation with and approval from the Client.

Role and Responsibilities

Prospero Group will:

- Uphold a fair and consistent approach to managing the behaviour of Service Users.
- Provide Temporary Workers with support, training and resources for effective behaviour management.
- Report any incidents of disruptive and/or dangerous behaviour to the Client.
- Share information with the Client to enable them to conduct a thorough investigation of any serious incidents of disruptive behaviour.
- Implement, if required, a temporary or permanent exclusion or suspension of services in agreement with or as directed by the Client.

Temporary Workers must:

- Manage behaviour in accordance with Prospero Group's Behaviour Management Policy.

- Implement positive behaviour management strategies to address disruptive or inappropriate behaviour from the Service User.
- Clearly communicate behaviour expectations to Service Users.
- Inform Prospero Group and, if applicable, EDT and the police, of any incidents of concerning behaviour - including date, time, details, and any actions taken. Report to Prospero Group by completing our [Safeguarding or Incident Referral Form](#).
- Report serious incidents to Prospero Group for further assessment.
- Work collaboratively with Prospero Group, parents/carers/guardians (where applicable), the Client, and any other relevant stakeholders to develop a behaviour improvement plan when necessary.

Service Users must:

- Behave respectfully towards Temporary Workers, other Service Users, professionals, members of the public and the environment.
- Abide by the rules and expectations as set out and agreed with the Temporary Worker.
- Understand that repeated disruptive behaviour may result in consequences, including suspension of services or exclusion.

Where applicable, Parents/Carers/Guardians must:

- Discuss the rules and expectations as set out and agreed with the Temporary Worker, with the Service User and ensure understanding of expected behaviour.
- Work collaboratively with Prospero Group, the Temporary Worker and any other relevant stakeholders to address any recurring behaviour issues.
- Attend meetings and participate in the development and implementation of a behaviour improvement plan as needed.

Temporary vs. Permanent Exclusions or Suspension of Services

Temporary exclusions or suspension of services may be used as a cooling-off period to allow the Service User to reflect on their behaviour and develop a plan for improvement.

Permanent exclusions or suspension of services will only be considered in cases of extreme or persistent disruption that significantly compromises the safety and well-being of others in the service delivery environment.

Safeguarding Procedures

Prospero Group will follow established safeguarding procedures in accordance with local and national guidance. This may involve contacting the police, social services, or other relevant authorities depending on the circumstances.

Data Protection

Prospero Group will treat all Temporary Workers' data confidentially and in accordance with the requirements of the Data Protection Act 2018 and the General Data Protection Regulations 2018.

Enforcement

This policy will be enforced by Prospero Group's CEO, Managing Director, Operations Directors, Head of Compliance & Safeguarding, Head of HR and Data Protection Officer.

Failure to adhere to this policy may result in suspension / termination of the Temporary Worker's Work-Finding Services and referral to the Disclosure and Barring Service / relevant professional body, if applicable.

Review

This policy will be reviewed annually and may be updated in line with government guidance.