

# Policy and Procedure on Child Protection and Safeguarding

Hill House School

Policy Author	Tom Burford/Lidia Lechocki
Approval Date	May 2019
Next Review Date	May 2020
Version No	5
Policy Level	Children's Services
Staff Groups Affected	All Staff

## Contents

<b>1. Monitoring and review</b>	<b>2</b>
<b>2. Terminology</b>	<b>3</b>
<b>3. Definitions</b>	<b>3</b>
Age related arrangements	3
Child protection	4
Safeguarding	4
The difference between safeguarding and child protection	4
Abuse and neglect – child and adults context	6
<b>4. Purpose</b>	<b>6</b>
<b>5. Policy</b>	<b>7</b>
Safeguarding culture of the organisation	7
<b>6. High Risk Emerging Safeguarding Issues</b>	<b>8</b>
Contextual safeguarding	8
Bullying	8
Peer on peer abuse	8
Peer on peer abuse and sexual violence and harassment	9
Violence against women and girls (VAWG)	10
Female genital mutilation (FGM)	10
Forced marriage	10
Teenage relationship abuse	11
Honour-based violence	11
Preventing extremism and radicalisation	12
County lines and cuckooing	12
Missing young people and the link between missing and county lines	12
Sexting	13
Initiation/Hazing	13
Fabricated or induced illnesses (FII)	14
<b>7. Child Protection and Safeguarding Procedures</b>	<b>14</b>
Roles and responsibilities	14
Unexplained body marks	16
A disclosure from an Individual	17
Setting priorities	18
Carrying child protection examinations – professionals including medical professionals	18
Allegations against the Head of Service who is also the DSL	20
Death of someone in our care including rapid response to unexpected death	20
Abuse of position of trust	21

Volunteers .....	21
Contractors .....	21
Extended school and off-site arrangements .....	21
Use of mobile phones .....	21
Photography and images .....	22
Physical intervention and use of reasonable force .....	22
Staff Taking Medication or other substances .....	22
Information for individuals and relatives/carers .....	22
Recruitment and vetting .....	23
Requirements to inform Disclosure and Barring Services (DBS).....	23
Record-keeping .....	23
Monitoring.....	24
Training .....	24
Confidentiality and information sharing .....	24
Complaints and Monitoring .....	25
<b>8 Accountability.....</b>	<b>25</b>
Appendix 1: Relevant policies and documents.....	27
Appendix 2: Legislation and guidance.....	29
Appendix 3: Child Protection and safeguarding procedure (Flow chart) .....	30
Appendix 4: Types of abuse – children .....	31
Appendix 5: Types of abuse - adults.....	33
Appendix 6: A disclosure from an Individual – DSL reporting and recording procedure .....	0
Appendix 7: Key contacts.....	2

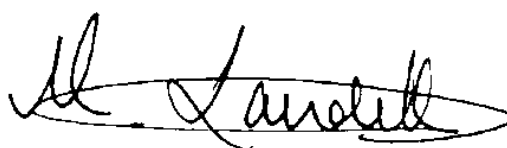
## 1. Monitoring and review

- 1.1. The Cambian (the Proprietor) will undertake a formal annual review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date shown below, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.
- 1.2. The local content of this policy will be subject to continuous monitoring, refinement and audit by the Head of Service.

Signed:



Anne Marie Carrie  
Proprietor and Cambian Group Safeguarding Lead  
Date: May 2019



Kate Landells  
Head  
22 May 2019

## 2. Terminology

2.1. Our aim is to use consistent terminology throughout this policy and all supporting documentation as follows:

'Establishment' or 'Location'	This is a generic term which means the Children's Home/school/college.
Individual	This means any child or young person under the age of 18, young adult between the ages of 18 and 25. At Hill House School we have children and young people attending our home and school between the ages of 11 and 19.
Head of Service	This is the senior person with overall responsibility for the school and home. At Hill House, this is the Head who is Kate Landells and the Registered Manager who is James Gemmell.
Key Worker	Members of staff that have special responsibility for Individuals residing at or attending the Establishment.
Parent, Carer, Guardian	means parent or person with Parental Responsibility
Regulatory Authority	Regulatory Authority is the generic term used in this policy to describe the independent regulatory body responsible for inspecting and regulating services.
Social Worker	This means the worker allocated to the individual's family. If there is no allocated worker, the Duty Social Worker or Team Manager is responsible.
Placing Authority	Placing Authority means the local authority/agency responsible for placing the child or commissioning the service
Staff	Means full or part-time employees of Cambian, agency workers, bank workers, contract workers and volunteers.
CambianKPI	is the online in-house information system which holds data for each site on quality measures.
LSCB, LADO, LSAB, POVA	Local Safeguarding Children Board Local Authority Designated Officer Local Safeguarding Adults Board Protection of Vulnerable Adults

## 3. Definitions

### Age related arrangements

- 3.1. **Children and Young people are under 18.** Working together to Safeguard Children (2018) and Keeping Children Safe in Education (2018) only applies to children and young people until they reach the age of 18. The overall role of the LSCB is to coordinate local work to safeguard and promote the welfare of children and to ensure the effectiveness of what the member organisations do individually and together.
- 3.2. **Adults are over the age of 18.** Over 18 year olds are covered by the Safeguarding Adult Boards (SABs). Government guidance can be gained from the Care Act 2014. An adult at risk of harm or abuse is any person who has needs for care and support and, is experiencing or at risk of

abuse or neglect; and as a result of their particular care and support needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect'. We refer to adult service users in our provision as **young adults** due to the fact we provide children's services up to the age of 25.

- 3.3. The Social Services and Well-being (Wales) Act 2014 came into force in April 2016 and it provides the legal framework for social service provision in Wales. It sets out what must and should be done to safeguard children and adults. At a local level regional safeguarding children's boards co-ordinate and ensure the effectiveness of work to protect and promote the welfare of children.
- 3.4. Staff working with young adults aged 18 and over will follow the safeguarding referral process to their local SAB/MASH/POVA Teams depending on local arrangements.

### Child protection

- 3.5. Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

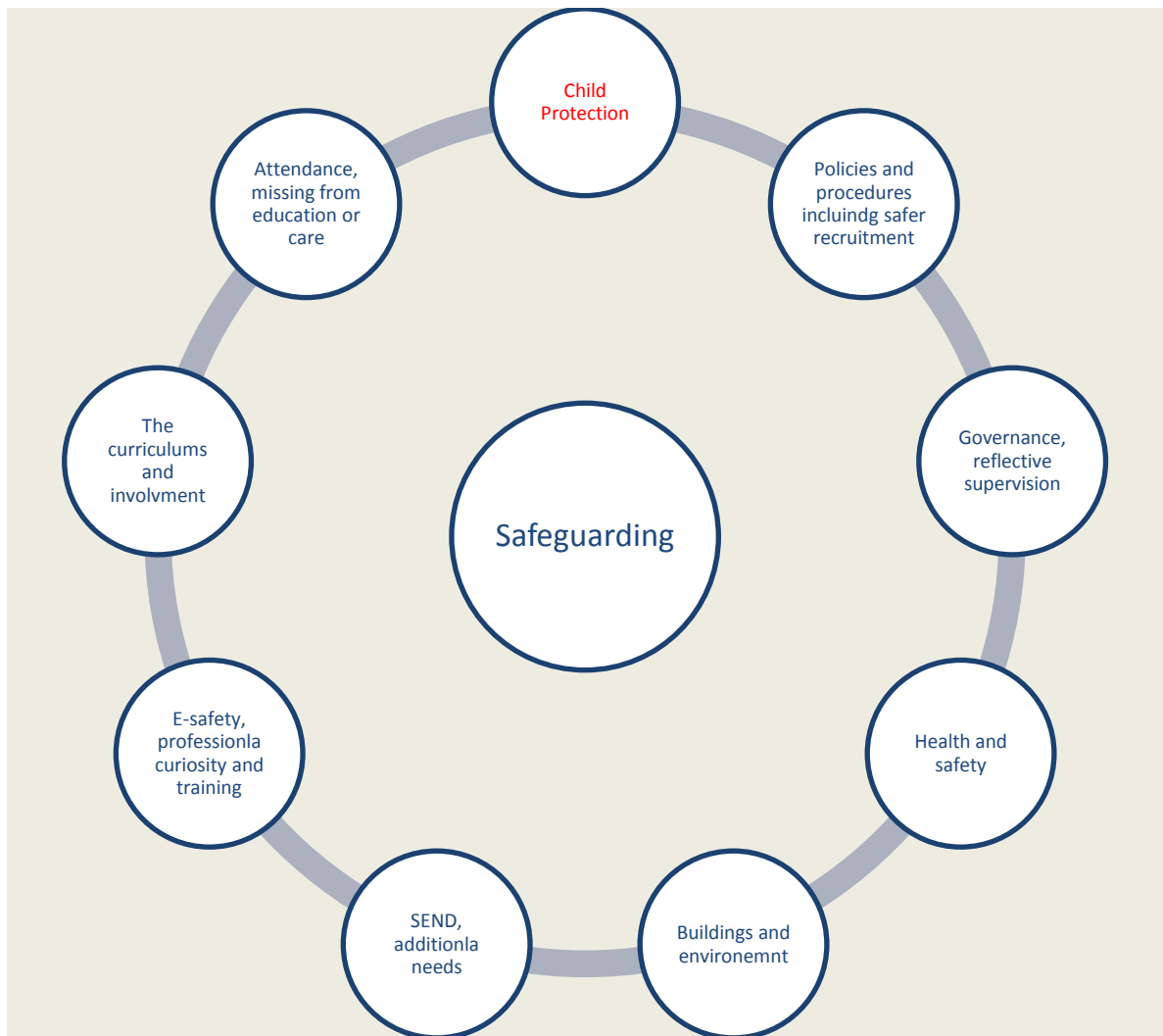
### Safeguarding

- 3.6. **Safeguarding children and young people** is the action that is taken to promote the welfare of children and protect them from harm. It means:
  - Protecting children from abuse and maltreatment,
  - Preventing harm to children's health or development,
  - Ensuring children grow up with the provision of safe and effective care,
  - Taking action to enable all children and young people to have the best outcomes.

### The difference between safeguarding and child protection

- 3.7. In relation to children's services - in practice safeguarding is the policies and practices that schools/ children's homes employ to keep children safe and promote their well-being. This means everything from security of the buildings, to the safe recruitment of staff and everything in between. This diagram 1. sets out what Safeguarding in children's services means:

Diagram 1.



Child Protection is one aspect of Safeguarding, Child Protection is a term used to describe the activity that is undertaken to protect specific children who are suffering or likely to suffer significant harm.

3.8. **Safeguarding Adults** means protecting an adult's right to live in safety, free from abuse and neglect.

3.9. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

3.10. The statutory guidance enshrines the **six principles** of adults safeguarding:

- Empowerment - presumption of person led decisions and informed consent
- Prevention - it is better to take action before harm occurs
- Proportionality - proportionate and least intrusive response appropriate to the risk presented
- Protection - support and representation for those in greatest need
- Partnerships - local solutions through services working with their communities

- Accountability - accountability and transparency in delivering safeguarding

### Abuse and neglect – child and adults context

- 3.11. In the context of a child/young person abuse and neglect are forms of maltreatment. Somebody may abuse or neglect a child/young person by inflicting harm, or by failing to act to prevent harm. Children/young people may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child/young person or children/young people.
- 3.12. Abuse could mean neglect, physical, emotional or sexual abuse or any combination of these. The different types of abuse are explained in more detail in **Appendix 4 – Types of abuse - children**. Parents, carers and other people can harm children and young people by direct acts and/or failure to provide proper care. It should also be understood and appreciated that children can also be abused by being sexually exploited, honour based violence, forced marriage or female genital mutilation and through online social media. See **section 6 - High Risk Emerging Safeguarding issues**.
- 3.13. In the context of an adult, abuse is a violation of a person's human and civil rights by another person or persons and may result in significant harm to, or the exploitation of, the person subjected to it.
- 3.14. In addition to the types of abuse mentioned in 3.12, there are other forms of abuse in relation to adults such as: domestic violence, financial and material, neglect or act of omission, modern slavery, discriminatory abuse, organisational and institutional and self-neglect. These are explained in more detail in **Appendix 5 – Types of abuse – Adults**.
- 3.15. Abuse can happen anywhere: for example, in someone's own home, in a public place, in hospital, in a care home, school or in a college. It can happen when someone lives alone or with others. Anyone can carry out abuse or neglect. Abuse can be intentional or unintentional, it may be a single act or repeated acts.

## 4. Purpose

- 4.1. This policy is aligned with legislation outlined in **Appendix 2 – Legislation and guidance**, and it complies with the statutory and best practice guidance as set out in the **25.13 Staff Safeguarding Information Poster**. This policy also complies with the Hampshire's model safeguarding policy and complies with locally agreed procedures. Relevant printed copies of the Local Safeguarding Children's Boards (LSCB) and Local Safeguarding Adults Board (LSAB), Protection of Vulnerable Adults (POVA) procedures are available in every setting.
- 4.2. All policies and procedures for child protection and safeguarding must be undertaken in accordance with the requirements of the local authority in which the establishment is situated. In the event that the local authority safeguarding board (LSCB) has been deemed 'Requiring Improvement' or 'Inadequate' by Ofsted or CQC (Child Safeguarding Inspection Programme) the establishment will seek further advice from Cambian and its advisers.
- 4.3. This policy, and supporting information in various accessible forms, is made available to all Individuals, staff and parents associated with Cambian Hill House School to ensure that everyone is clear on procedures for ensuring the protection of children and safeguarding children and young adults.
- 4.4. This policy and procedure must be read in conjunction with **GHR 30. Whistleblowing Policy** and **GHR 11. Staff Code of Conduct**.

- 4.5. In addition, staff should be aware of and have access to the **NSPCC whistle-blowing helpline number 0800 028 0285** and the Cambian Whistleblowing telephone service operated by EXPOLINK on 0800 111 4298.

## 5. Policy

### Safeguarding culture of the organisation

- 5.1. As an organisation we have a clear set of guidelines to make sure we deal with child protection and safeguarding concerns effectively.
- 5.2. Cambian safeguarding culture can be best described as:
- **Proactive**, having an ongoing professional curiosity about the safety and quality of the organisation's services, strong governance and monitoring, raising awareness through and enhancing children's and young people's capacity around the risks and their own safety, regular reflective supervision)
  - **Reactive** (taking swift actions, reducing the risk of harm to a minimum, involving other professionals in timely manner, active listening, applying theory in practice in a methodical way)
  - **Reflective** (understanding 'how we got there in the first place', completing reflective account of events, involving other key professional in future planning, identifying actions and further changes to be made.
- 5.3. Child Protection and Safeguarding is everyone's responsibility. Everyone working for or visiting our locations has a responsibility to understand and implement this policy and related procedures at all times.
- 5.4. All Individuals in our services have a right to feel safe, secure and be protected from harm.
- 5.5. As a provider of specialist education and care services it is imperative that all staff are aware that all Individuals with Special Educational Needs (SEN) and disabilities;
- Are more likely to be abused or neglected;
  - May display behaviour, mood and/or injury which may relate to possible abuse and not just their SEN or a particular disability.
  - Have a higher risk of peer group isolation.
  - Can be disproportionately impacted by things like bullying without outwardly showing any signs.
  - Experience communication barriers and difficulties in overcoming these barriers.
- 5.6. The most common reason for children or young people being looked after is as a result of abuse/neglect. We will ensure all staff have the skills, knowledge and understanding to help keep children and young people safe.
- 5.7. All staff have a role to ensuring that all children and young people grow up in circumstances consistent with the provision of safe and effective care and that all young adults live safely free from any form of abuse.
- 5.1. All staff have a key role in the prevention of harm and an equal responsibility to act on any suspicion or disclosure that may indicate an Individual is at risk of harm, either in the

school, college, and care home or in the community, taking into account contextual safeguarding, see **section 6 - High Risk Emerging Safeguarding issues**.

- 5.2. We have a duty to help Individuals learn how to keep themselves safe and deepen their understanding of safeguarding, through both the formal curriculum and informal opportunities.
- 5.3. As an organisation we acknowledge that working in partnership with other agencies protects Individuals and reduces risk and so we will engage in partnership working throughout the child protection process to safeguard children and will equally work through safeguarding adults' procedures as directed by local procedures.
- 5.4. A comprehensive list of all supporting documentation and related policies, procedures and guidance referred to in this document can be found in separate appendices at the end of this document.

## 6. High Risk Emerging Safeguarding Issues

The following Safeguarding issues are all considered to be child/young adult protection issues and should be referred immediately to the most relevant agency.

### Contextual safeguarding

- 6.1. Contextual Safeguarding is 'an approach to understanding, and responding to, young people's experiences of significant harm beyond their families. It recognises that the different relationships that young people form in their neighbourhoods, schools/colleges and online can feature violence and abuse. Parents and carers have little influence over these contexts, and young people's experiences of extra-familial abuse can undermine parent-child relationships. Therefore children's social care practitioners need to engage with individuals and sectors who do have influence over/within extra-familial contexts, and recognise that assessment of, and intervention with, these spaces are a critical part of safeguarding practices. Contextual Safeguarding, therefore, expands the objectives of child protection systems in recognition that young people are vulnerable to abuse in a range of social contexts'.
- 6.2. We will consider the various factors that have an interplay with the life of any child/young person about whom we have concerns within the setting and the level of influence that these factors have on their ability to be protected and remain free from harm particularly when it comes to child exploitation or criminal activity.
- 6.3. Whilst this term applies to this specific definition, the notion of considering a child/young person within a specific context is also important. What life is like for e.g. day/part time/38 weeks student outside the school/college/home gates, within their family home, within the family and within the community are key considerations when the DSL is looking at any concerns.

### Bullying

- 6.4. Our approach to bullying is set out in a separate **0.21. Anti – bullying policy and procedure** acknowledges that to allow or condone bullying may lead to consideration under child protection procedures. Bullying is a safeguarding matter that if left unresolved can become a child protection matter. Our settings take seriously any bullying concerns and both investigate and take action to protect Individuals where appropriate.

### Peer on peer abuse

- 6.5. All staff will be aware that safeguarding issues can manifest themselves via peer on peer abuse. This is most likely to include, but not limited to: bullying (including cyber bullying), gender based violence/sexual assaults and sexting. Staff should be clear as to the school or college's policy and procedures with regards to peer on peer abuse.



- 6.6. All Individuals will be provided with safeguarding information in a format which is appropriate for their understanding and communication. This may take the form of posters or a leaflet/booklet.

#### Peer on peer abuse and sexual violence and harassment

- 6.7. All staff will be aware that safeguarding issues can manifest themselves via peer on peer abuse. This is most likely to include, but not be limited to: bullying (including cyber bullying), racist or religious bullying, gender-based violence/sexual assaults and sexting (see section 6.5). Staff should be clear on their local procedures in relation to peer on peer abuse.
- 6.8. Research suggests that girls and young women are more at risk of abusive behaviours perpetrated by their peers; however it can also affect boys and young men, those with learning difficulties or disabilities, LGBTQ children, young people, adults and those who are from other communities might be particularly vulnerable.
- 6.9. Situations where young people are forced or coerced into sexual activity by peers or associates can be related with gang / serious youth violence activity but that is not always the case. Peer influence or peer pressure is a major factor in the decisions made by young people to join particular groups. Many young people see it as a “way out” from their day to day life and feel a strong bond with their peers, one which they may be lacking at home. Examples of peer-on-peer abuse include:
- **Cyberbullying** - sending inappropriate or hurtful text messages, emails or instant messages, posting malicious material online (e.g. on social networking sites) or sending or posting offensive or degrading images and videos;
  - **Racist and Religious Bullying** - a range of hurtful behaviour, both physical and psychological, that makes a person feel unwelcome, marginalised, excluded, powerless or worthless because of their colour, ethnicity, culture, faith community, national origin or national status;
  - **Sexual, Sexist and Transphobic Bullying** - any behaviour, whether physical or non-physical, where sexuality is used as a weapon by boys or girls;
  - **Homophobic Bullying** - targets someone because of their sexual orientation (or perceived sexual orientation);
  - **Disablist Bullying** - targets a young person solely based on their disability. This can include manipulative bullying where a perpetrator forces the victim to act in a certain way, or exploiting a certain aspect of the victim’s disability.
- 6.10. We will minimise the risk of peer on peer abuse and sexual violence and harassment by:
- Providing a developmentally appropriate PSHE syllabus (education provision) which develops students understanding of acceptable behaviour and keeping themselves safe
  - Having systems in place for any student to raise concerns with staff, knowing that they will be listened to, believed and valued
  - Delivering targeted work on assertiveness and keeping safe to those children, young people and adults identified as being at risk
  - Developing robust risk assessments & providing targeted work for children, young people and adults identified as being a potential risk to other children, young people and adults

- All Individuals will be provided with safeguarding information in a format which is appropriate for their understanding and communication. This may take the form of posters or a leaflet/booklet.

### Violence against women and girls (VAWG)

- 6.11. Violence against women and girls (VAWG) is a hate crime and a violation of the Human Rights of women and girls. The government has a strategy looking at specific issues that women and girls face.
- 6.12. It is also one of the most oppressive forms of gender inequality and stands as a fundamental barrier to equal participation of women and men in social, economic, and political spheres. Such violence impedes gender equality and the achievement of a range of development outcomes. VAWG is a complex and multifaceted problem that cannot effectively be addressed from a single vantage point. The prevention of and response to such violence require coordinated action across multiple sectors.

### Female genital mutilation (FGM)

- 6.13. FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons, hence interferes with the natural function of girls' and women's bodies. It has no health benefits and harms girls and women in many ways, and
- 6.14. The age at which girls undergo FGM varies enormously according to the community in which they live. The procedure may be carried out when the girl is new-born, during childhood or adolescence, just before marriage or during the first pregnancy. However, the majority of cases of FGM are thought to take place between the ages of 5 to 8 years and therefore girls within that age bracket are at a higher risk.
- 6.15. In 2003 FGM became a criminal offence for UK nationals or permanent UK residents to take their child abroad to have female genital mutilation. Anyone found guilty of the offence faces a maximum penalty of 14 years in prison. It is mandatory for teachers to report known cases of FGM to the police.

### Forced marriage

- 6.16. In the case of children and young people: 'a forced marriage is a marriage in which one or both spouses cannot consent to the marriage and duress is involved. Duress can include physical, psychological, financial, sexual and emotional pressure.' In developing countries approx. 11% of girls are married before the age of 15. One in 3 victims of forced marriage in the UK are under 18 years old.
- 6.17. It is important that all members of staff recognise the presenting symptoms, know how to respond if there are concerns and where to turn for advice.
- 6.18. Advice and help can be obtained nationally through the **Forced Marriage Unit on +44 (0) 20 7008 0151** and locally through the local police safeguarding team or children's social care.
- 6.19. While all members of staff (education, care, clinical) have important responsibilities with regard to children, young people or adults who may be at risk of forced marriage, managers and leaders should not undertake roles in this regard that are most appropriately discharged by other children's services professionals such as police officers or social workers.

### Breast ironing

- 6.20. Breast ironing, also known as breast flattening, is the pounding and massaging of a pubescent girl's breasts, using hard or heated objects, to try to make them stop developing or disappear. It is typically carried out by the girl's mother who will say she is trying to protect the girl from

sexual harassment and rape, to prevent early pregnancy that would tarnish the family name, or to allow the girl to pursue education rather than be forced into early marriage. It is mostly practiced in parts of Cameroon, where boys and men may think that girls whose breasts have begun to grow are ready for sex. Some reports suggest that it has spread to the Cameroonian diaspora, for example to Britain. The most widely used implement for breast ironing is a wooden pestle normally used for pounding tubers.

- 6.21. Any suspected cases of breast ironing MUST be reported immediately under this Child Protection and Safeguarding policy and the Individual offered medical help.

### Teenage relationship abuse

- 6.22. Research has shown that teenagers don't readily understand what constitutes abusive behaviour such as controlling behaviours, which can escalate to physical abuse, e.g. checking someone's phone, telling them what to wear, who they can/can't see or speak to and that this abuse is prevalent within teen relationships.
- 6.23. Further research shows that teenagers don't understand what consent means within their relationships. They often hold the common misconception that rape can only be committed by a stranger down a dark alley and don't understand that it could happen within their own relationships. This can lead to these abusive behaviours feeling 'normal' and therefore unchallenged as they are not recognised as being 'abusive'.
- 6.24. Vulnerable Individuals may struggle to understand such concepts and the potential consequences of their own, their peers or others behaviour towards them. Therefore significant effort will be made to raise awareness of it and respond effectively to such situations.
- 6.25. In response to this Cambian Group will provide education and guidance to prevent teenagers from becoming victims and perpetrators of abusive relationships - encouraging them to rethink their views of violence, abuse and controlling behaviours, and understand what consent means within relationships.

### Honour-based violence

- 6.26. It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, honour-based violence might be committed against individuals who:
- become involved with a boyfriend or girlfriend from a different culture or religion
  - want to get out of an arranged marriage
  - want to get out of a forced marriage
  - wear clothes or take part in activities that might not be considered traditional within a particular culture.
- 6.27. Girls and women are the most common victims of honour-based violence however it can also affect men and boys. Crimes of 'honour' do not always include violence. Crimes committed in the name of 'honour' might include: domestic abuse, threats of violence, assault, sexual or psychological abuse, forced marriage, being held against their will or taken somewhere they don't want to go.
- 6.28. If staff believe that the Individual is at risk from honour-based violence the DSL will follow the usual safeguarding referral process. However, if it is clear that a crime has been committed or the Individual is at immediate risk the police will be contacted in the first place. It is important that if honour-based violence is known or suspected, communities and family members must

NOT be contacted prior to referral to the police or social care as this could increase the risk to the individual.

### Preventing extremism and radicalisation

- 6.29. All staff are fully aware of their duty in assessing the risk of Individuals being drawn into terrorism including support for terrorism ideology and extremist ideas. In accordance with our **026. Preventing Extremism and Radicalisation policy** and **0.27 E-safety policy** we all need to be vigilant in ensuring the safety from extremist and terrorist material when accessing the internet. We take into account Hampshire's Safeguarding Children's Board arrangements to fulfil its Prevent duties. Cambian supports Individuals in making positive choices about their lives and endorses the Channel early intervention scheme for those who could be at risk of radicalisation. We use Channel for co-ordinated advice and guidance as appropriate depending upon individual needs.
- 6.30. The Prevent strategy requires that our staff are trained so that they have the necessary knowledge and confidence to identify young people at risk of being drawn into terrorism, to challenge extremist ideas and to know how to refer children and young people and young people for further help. Channel Preventing Radicalisation online general awareness training is available on [http://course.ncalt.com/Channel\\_General\\_Awareness/01/index.html](http://course.ncalt.com/Channel_General_Awareness/01/index.html) if there is difficulty in accessing local training.

### County lines and cuckooing

- 6.31. Young people are being exploited and used by organised criminal networks to transport and sell class 'A' drugs. These children and young people are at serious risk of criminalisation, sexual exploitation and exposure to violence. This is facilitated by a group who may not necessarily be affiliated to a gang, but who have developed networks across geographical boundaries to access and exploit existing drugs markets in these areas.
- 6.32. The exploitation of young people that might be vulnerable is a common feature in the facilitation of county lines drugs supply, whether for the storage or supply of drugs, the movement of cash, or to secure the use of dwellings held by vulnerable people in the rural marketplace (commonly referred to as cuckooing).
- 6.33. The group, or individuals exploited by them, travel regularly between the urban hub and the rural marketplace, to replenish stock and deliver cash. This movement is not unique to county lines drug supply but is generally more frequent and in smaller deal amounts compared to most other drug supply methods.

### Missing young people and the link between missing and county lines

- 6.34. Every precaution is taken through the use of risk assessments and thorough planning and supervision to ensure that children, young people and young adults are safe both at school, college, home, and on outings. If a child, young person or young adult goes missing from our Location it is considered a potential indicator of abuse or neglect.
- 6.35. Our staff members must follow our **0.23. Missing from Care and Education policy** in the event of someone going missing. All homes/schools/colleges must inform the LA of any student who fails to attend school regularly or has been absent without the school's permission for a continuous period of 10 days or more or as such intervals agreed with the Local Authority. It is essential that all staff are alert to signs such as travelling to conflict zones, FGM and forced marriage.
- 6.36. Coercion and manipulation often increase a young person's vulnerability to exploitation, pushing them towards going missing and becoming involved in criminal activities. Some individuals may be pulled towards exploitation through the promise of money, gifts, affection

and status. However, they may be then be forced to work for these people as they are coerced into believing that they are indebted to them.

## Sexting

6.37. Sexting is when someone shares sexual, naked or semi-naked images or videos of themselves or others, or sends sexually explicit messages. They can be sent using mobiles, tablets, smartphones, laptops - any device that enables the sharing of media and messages. Sexting may also be called: trading nudes, dirties, pic for pic.

6.38. Sexting can be seen as harmless, but creating or sharing explicit images of a child is illegal, even if the person doing it is a child. A young person is breaking the law if they:

- take an explicit photo or video of themselves or a friend
- share an explicit image or video of a child, even if it's shared between children of the same age
- possess, download or store an explicit image or video of a child, even if the child gave their permission for it to be created.

6.39. However, if a young person is found creating or sharing images, the police can choose to record that a crime has been committed but that taking formal action isn't in the public interest. There are many reasons why a young person may want to send a naked or semi-naked picture, video or message to someone else:

- joining in because they think that 'everyone is doing it'
- boosting their self-esteem
- flirting with others and testing their sexual identity
- exploring their sexual feelings
- to get attention and connect with new people on social media
- they may find it difficult to say no if somebody asks them for an explicit image, especially if the person asking is persistent

6.40. The risks of sexting are that the young person has no control over the images and how these are shared, and the subsequent risks of blackmail, bullying and harm.

6.41. In response to this Cambian Group will provide education and guidance to prevent individuals from becoming victims of such situations by encouraging them to think about the risk of sexting and understand how to seek help when approached to take part in sexting. More information can be found on: <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/sexting/>

## Initiation/Hazing

6.42. Hazing is a form of initiation ceremony which is used to induct newcomers into an organisation such as a private school, sports team etc. There are a number of different forms, from relatively mild rituals to severe and sometimes violent ceremonies.

6.43. The idea behind this practice is that it welcomes newcomers by subjecting them to a series of trials which promote a bond between them. After the hazing is over, the newcomers also have something in common with older members of the organisation, because they all experienced it as part of a rite of passage. Many rituals involve humiliation, embarrassment, abuse, and harassment.

6.44. Cambian Group will provide education to prevent individuals from becoming victims of such behaviour and raise awareness of such within all services.

#### **Fabricated or induced illnesses (FI)**

6.45. Fabricated or induced illness (FI) is a rare form of child abuse. It occurs when a parent or carer, usually the child's biological mother, exaggerates or deliberately causes symptoms of illness in the child.

6.46. FI is also known as "Munchausen's syndrome by proxy" (not to be confused with Munchausen's syndrome, where a person pretends to be ill or causes illness or injury to themselves).

6.47. FI covers a wide range of symptoms and behaviours involving parents seeking healthcare for a child. This ranges from extreme neglect (failing to seek medical care) to induced illness.

6.48. Behaviours in FI include a parent/carer who:

- persuades healthcare professionals that their child is ill when they're perfectly healthy,
- exaggerates or lies about their child's symptoms,
- manipulates test results to suggest the presence of illness – for example, by putting glucose in urine samples to suggest the child has diabetes,
- deliberately induces symptoms of illness – for example, by poisoning her child with unnecessary medication or other substances.

## **7. Child Protection and Safeguarding Procedures**

### **Roles and responsibilities**

7.1. **All employees, volunteers, consultants, agency staff, sub-contractors, partner organisations and visitors** are obliged to follow this policy and maintain an environment that prevents exploitation and abuse and which encourages reporting of breaches of this policy using the appropriate procedures.

7.2. **Managers at all levels** are responsible for ensuring volunteers, consultants, agency staff, sub-contractors, partner organisations and visitors are aware of the policy and are supported to implement and work in accordance with it, as well as creating a management culture that encourages a focus on safeguarding. They must ensure that they are responsive, acting immediately if they become aware of any safeguarding concerns, and supportive towards employees or volunteers who complain about breaches in this policy.

7.3. The **Designated safeguarding Lead (DSL)** is responsible for handling reports and/or concerns, about the protection of children, young people and adults, appropriately and in accordance with the procedures that underpin this policy.



Name: Louisa Burden  
 Contact: 07584 020825  
[louisa.burden@cambianguroup.com](mailto:louisa.burden@cambianguroup.com)

7.4. Our Designated Safeguarding Lead (DSL) is Louisa Burden who is a senior member of our leadership team. The role of the Designated Safeguarding Lead is to:

- Take lead responsibility for managing safeguarding issues and cases.
- Refer all cases of suspected abuse or allegations of abuse to the Local Safeguarding Board (child or adult) and Local Authority Designated Officer (LADO).
- Act as a source of advice, support and expertise within the location when deciding to make a referral by liaising with relevant agencies.
- Identify staff safeguarding training needs and organise training.
- Participate in local safeguarding boards when required.
- Evaluate and contribute to high standards of safeguarding practice at the location.
- Work to ensure that the wellbeing of children and young people placed in our home and school is in constant focus and that they are guarded from harm or abuse.

7.5. **Designated Deputy** - there are arrangements for covering the role of the Designated Safeguarding Lead when Louisa Burden is unavailable. Our larger provisions such as schools and college will have an internal Safeguarding Team lead by a DSL with a number of deputies. Our Designated Deputies are Kate Landells, James Gemmell, and Martyn Ball.



Name: Kate Landells  
 Contact: 07834 328501  
[kate.landells@cambianguroup.com](mailto:kate.landells@cambianguroup.com)



Name: James Gemmell  
 Contact: 07736 617177  
[james.gemmell@cambianguroup.com](mailto:james.gemmell@cambianguroup.com)



Name: Martyn Ball  
 Contact: 07702 718114  
[martyn.ball@cambianguroup.com](mailto:martyn.ball@cambianguroup.com)

For all Key Contacts for [school/college/home name]– see appendix 7, this includes: DSL, Head of Service, LADO and other.

- 7.6. All staff are required to be aware of and alert to the signs of abuse and neglect. All cases of suspected abuse and neglect should be given the highest priority.
- 7.7. All staff will be given a personal copy of the booklet entitled '[Child Protection & Safeguarding Handbook for Staff](#)'.
- 7.8. The contents and detail of this document are covered in induction and training programmes and all staff are required to follow the procedures at all times. DSL training and renewal training will be updated every two years.
- 7.9. All staff must update their basic awareness training at least annually by completing the 'Safeguarding Adults and Children – E-Learning' module on Achieve.
- 7.10. Staff will not be allowed to work with Individuals unless they have completed basic awareness training in child protection and safeguarding. The school must check that supply/agency staff have completed basic awareness training before being allowed into contact with Individuals.
- 7.11. Contractors and others on site who might have unsupervised access to Individuals must also complete basic awareness training before being allowed to start work.
- 7.12. There is [Appendix 3. Child Protection and safeguarding flowchart procedure](#) , which sets out clear steps to be followed when dealing with:
  - Allegations of abuse
  - Allegations made by Individual against staff
  - Suspected physical injury or neglect
  - Incidents: Consistent explanation or minor accidents
- 7.13. Staff must use the correct forms (as set out in this policy) when recording and managing concerns and allegations regarding the abuse of individuals.

### Unexplained body marks

- 7.14. Whilst Individuals are in our care there may be occasions where minor injuries occur such as bruises, swellings, cuts and scratches which by and large will be as a result of daily activities or for some Individuals as a result of self-injurious behaviour. However, all marks or physical changes must be recorded appropriately using (number to be added) weekly body chart. A [25.04 Concern form](#) MUST be completed for all unexplained marks and physical changes and passed to the DSL along with copies of the last 3 days of Daily Diary notes and Activity Records. Parents/carers and social workers should always be kept informed. Concern log should be updated with concern and relevant reference number provided to concern.
- 7.15. The flowchart provided in - [25.15 Guidance for Investigating Unexplained Body marks](#) indicates the correct course of action for dealing with unexplained body marks.
- 7.16. The DSL will assign a manager to investigate the concern to ascertain the reason for the marks and if no reasonable explanation can be given the DSL must contact the LSCB/ LADO/SAB/POVA for further advice and mutual conclusion as to whether the matter should be treated as a Safeguarding Concern. The **Concern Log** must be completed and Safeguarding Reference allocated.



- 7.17. If the concern is considered to be a safeguarding concern, then safeguarding tracking pack must be opened and safeguarding process followed.
- 7.18. If the concern is considered not to be a safeguarding concern, then the concern investigation outcome must be shared with social worker and parents.

### A disclosure from an Individual

- 7.19. Staff must follow the process outlined in **Appendix 3. Child Protection and safeguarding flowchart procedure.**
- 7.20. **Listen** to what they have to say and take them seriously. Reassure them but do not promise to keep it a secret. The child/young person will be informed that if they want to preserve confidentiality that there are other agencies they can turn to e.g. **Child Line 0800 1111.**
- 7.21. **Record** in detail the circumstances and timings of the disclosure including the nature and extent of any injuries, explanations given by the young person and any actions taken (which may be used in any subsequent court proceedings) within 24 hours of the disclosure. Ensure all details are recorded using a **25.04 Concern Form.**
- 7.22. In cases where either a child/young person informs the staff that an act of FGM – however described – has been carried out on her, or where the staff observes physical signs on a girl appearing to show that an act of FGM has been carried out these situations, the DSL must be informed, who will trigger child protection/safeguarding procedures described in this policy and contact the Police. If a child/young person is at immediate risk – the Police (999) must be contacted immediately. If a child/young person required medical attention follow steps identified in **'Setting priorities'** section 7.11 below.
- 7.23. Remember, **do not:**
- Investigate the incident
  - Ask leading questions
  - Get the young person to repeat the disclosure over and over
  - Make assumptions or offer alternative explanations
  - Approach/inform the alleged abuser
- 7.24. Notify the DSL and pass the Concern Form to them within one hour or as soon as is possible. If the DSL is unavailable, pass it on to Deputy DSL. They will determine whether the matter is a child protection/safeguarding matter or a more general concern DSL will follow process described in **Appendix 6. DSL Reporting Procedure.**
- 7.25. All staff know that they can contact the Local Authority direct should that be necessary. Where a safeguarding issue is raised for a young adult, the matter should be dealt with by the Safeguarding Adult Board. Where someone is over 18 but still receiving children's services, the matter should be dealt with by the local adult safeguarding team.
- 7.26. Any allegation against a staff member must also be reported to the Head of Service. However, if the allegation is about the Head of service or DSL, then the relevant Regional Manager/Lead and Operations Director must also be informed, specific arrangements have been explored further in **section 7.26.**
- 7.27. Where contact is made with the Local Authority in which Cambian Hill House is geographically located, contact will also be made with the individual's own Local Authority and also their social worker. This will be completed by one of the members of school/college/home safeguarding team, Regional Lead/Manager or Operations Director – should an allegation against the Head of service or DSL have been made.

- 7.28. In the case of serious harm, and/or the Individual is in immediate danger the local Police should be informed immediately as well and they can take immediate protective action as necessary.
- 7.29. If a member of staff feels their concerns are not being taken seriously then they are to inform a more senior manager, a Director of the Company or contact Ofsted/CQC/CIW/Estyn, the local safeguarding boards, the police or the **Whistleblowing Hotline – on 0800 1114298**.

### Setting priorities

- 7.30. The priority, at all stages throughout the child protection or safeguarding process, is the interests and safety of the individual.
- 7.31. Where appropriate, any concerns will be discussed with the Individual's family / carers and where possible their agreement will be sought to making a referral to the Local Authority. However, where there is a conflict of interests between the Individual and parent/guardian, the interests of the Individual must take priority and Cambian Hill House reserves the right to contact the Individual's local authority, Social Care or the Police, without notifying parents/carers if this is in their best interests.
- 7.32. If an urgent medical attention or advice is required and GP/speciality doctor is not available, staff MUST use the NHS 111 service. NHS 111 is available 24 hours a day, 7 days a week.
- 7.33. If the situation is life - threatening, staff must call 999 immediately and ask for an ambulance. Alternatively, if it's assessed to be in the best interest of the child/young person - the DSL MUST take the Individual to the Accident and Emergency Unit at the nearest hospital, having first notified the Local Authority/Police, remembering that every reasonable effort should be made to inform the parents/carers as soon as possible.
- 7.34. If the suspected abuse is sexual, then the medical professional must determine if the medical examination should be delayed until the Local Authority and the Police can liaise with the hospital. There is a possibility that the needs of the young person are such that medical attention is the priority, in such case medical professional's judgment must be followed. There must at all times be a responsible adult with the individual whether from the Individual's care home/school/college, the Local Authority or the Police, if the parents/carers are not included. This section must be read in conjunction with our **0.29. Child Sexual Exploitation policy**.
- 7.35. Cambian will provide an advocate to each Individual where appropriate, if they are unable to speak for themselves without support or an Independent Mental Capacity Advocate (IMCA) if subject to MCA. Further information on MCA are available in our **0.13. Mental Capacity and Consent policy**.

### Carrying child protection examinations – professionals including medical professionals

- 7.36. A child protection examination is carried out to look for signs that a child or young person has been abused or neglected. Doctors MUST follow **0-18 yes – guidance** for all doctors provided by General Medical Council. This guidance is for all doctors, but it may also be useful for children, young people, those with an interest in their care including staff, and anyone else who wants to know what guidance doctors are given:

[https://www.gmc-uk.org/-/media/documents/0\\_18\\_years\\_english\\_0418pdf\\_48903188.pdf](https://www.gmc-uk.org/-/media/documents/0_18_years_english_0418pdf_48903188.pdf)  
(English version)

[https://www.gmc-uk.org/-/media/documents/0-18-years---welsh-1015\\_pdf-49302543.pdf](https://www.gmc-uk.org/-/media/documents/0-18-years---welsh-1015_pdf-49302543.pdf)  
(Welsh version)

- 7.37. All professionals should seek consent where an individual may not expect their information to be passed on. When they gain consent to share information, it must be explicit e.g. written

statement, and freely given e.g. providing individual with sufficient and appropriate information in order for them to make an informed choice about what is being proposed.

- 7.38. There may be some circumstances where it is not appropriate to seek consent, because the individual cannot give consent e.g. they are afraid of the person who is abusing them, or because they are under pressure to refuse, or due to lack of mental capacity (decision – specific). Doctors must inform their local authority children’s services, or the police, promptly if they are concerned that a child or young person is at risk of, or is suffering, abuse or neglect unless it is not in their best interests to do so.
- 7.39. If a child or young person refuses, or their parents refuse, to give their consent to a child protection examination that staff believe is necessary, and staff believe that the child or young person is at immediate risk of harm, DSL should contact the police and local authority children’s services, which may take emergency action to protect them.

#### **Allegation of abuse by one or more Individuals on another Individual**

- 7.40. All Individuals involved, whether perpetrator or victim, are treated as being ‘at risk’. The procedures for dealing with such abuse will be followed, where there is ‘reasonable cause to suspect that an Individual is suffering or likely to suffer significant harm’. DSL will refer peer on peer abuse to an LSCB/SAB/POVA where there is a risk of significant harm. The DSL will report to the local Authority as above. Please see Peer on Peer abuse section under **section 6. High Risk Emerging Safeguarding issues** section.

#### **Allegation of abuse of an Individual who is not registered at our provision – staff involved**

- 7.41. If we were given information that suggested that someone who does not reside at or attends our location has been abused by one of our members of staff, the DSL would immediately report this to the Local Authority and LADO. The Head of Service must be kept informed. Should the staff member be involved we would then formally advise the member of staff of the allegation, making it clear that we would not play any part in the investigatory process. The employee would be advised of the possibility of facing suspension, re-assignment to other duties (to manage any perceived risks) etc. in exactly the same way as if the allegation had involved an Individual at our home/school/college. If the allegation is subsequently proved to be unfounded, he or she would be given full support in resuming their career.

#### **Allegation of abuse of an Individual who is not registered at our provision- third party involved**

- 7.42. If we were given information that suggested that someone who does not reside at or attends our location has been abused by a third party (known or unknown to the provision), the DSL would immediately report this to the Local Authority and Police. The Head of Service must be kept informed. DSL will follow advice provided by the leading agency and report back to the Head of Service who will explore any associated risk/s in relation to the provision.

#### **Allegations against Staff**

- 7.43. When an allegation is made against a member of staff, set procedures must be followed, see the flow chart in **Appendix 3. Child Protection and safeguarding procedure (Flow chart)**.
- 7.44. Staff MUST act on every allegation, all repeated allegations must be treated as new and carefully assessed and investigated. Staff who are the subject of an allegation have the right to have their case dealt with fairly, quickly and consistently and to be kept informed of its progress.
- 7.45. Staff should refer to the **25.10. Guidance for staff who have the allegation made against them** provided for what to do in the event an allegation is made against them.

7.46. Staff on school sites, and parents are reminded that the law prohibits publication of material that may lead to the identification of a teacher who is the subject of an allegation. Publication includes verbal conversations or writing, including content placed on social media sites.

#### **Allegations against the Head of Service**

7.26 Those should be reported immediately to DSL who will refer the matter to LADO/LSCB and notify the Regional Manager / Regional Lead Helen Hoggins and the Operations Director Chris Strong.

7.27 In children's homes/care homes the Responsible/Nominated Individual MUST also be notified.

#### **Allegations against the DSL**

7.28 Those should be reported immediately to the Head of Service who will refer the matter to LADO/LSCB and notify the Regional Lead / Manager Helen Hoggins and the Operations Director Chris Strong.

7.29 In children's homes/care homes the Responsible/Nominated Individual MUST also be notified.

#### **Allegations against the Head of Service who is also the DSL**

7.30 Those should be reported immediately to Operations Director (name) who will refer the matter to LADO/LSCB and notify the Chief Operating Officer.

7.31 In children's homes/care homes the Responsible/Nominated Individual MUST also be notified.

#### **Allegations against the Proprietor**

7.32 Those should be reported immediately to Head of service who will refer the matter to LADO/LSCB and notify our Operations Director Chris Strong.

#### **Serious incident reporting**

7.33 In addition to all regulatory reporting requirements, all serious incidents will be escalated and reported as outlined in the **35.03 Serious Incidents escalation procedures**.

#### **Death of someone in our care including rapid response to unexpected death**

7.34 In case of **unexpected death** of a child/young person/adult in Cambian services all staff to follow the rapid response process described below:

- **Call the Ambulance and Police**
- Do not touch the child, young person/adult, do not move anything around them which may form part of forensic evidence. Police will make a decision about the forensic examinations and appropriate security of the scene
- Contact Local Safeguarding Children's Board/ MASH/Local Safeguarding Adults Board
- Contact Children's/Adults Social Care Team
- Where there is a suicide/suspected suicide then Child & Adolescent Mental Health Services (CAMHS) should also be notified by MASH/Children's Social Care.

7.35 Once the above rapid steps have been taken, further steps described below must be followed.

7.36 In the event of the death of an Individual in one of our homes/schools/colleges we must notify the following within 24 hours:

- Chief Operating Officer, Operations Director, Responsible/Nominated Individual, Regional Manager following the **35.03 Serious Incidents reporting procedure**.

- Next of kin/parents/carer of the deceased.
- Where the death of an individual occurs in an education location the assistance of the local police and social services department should be sought in informing the parents/guardians.
- The appropriate regulatory body: e.g. Ofsted, CQC, CIW, Estyn
- Ministry of justice if applicable.
- The placing authority/authorities.
- The local authority responsible for Social Services and Education (where the death takes place in a registered school) within whose area the education location is situated.
- The District Health Authority within whose area the education location is situated.
- The Department for Education, (where the death takes place in a registered school).
- The Health and Safety Executive.

### Abuse of position of trust

- 7.37 All staff are aware that inappropriate behaviour towards those in our care is unacceptable. In addition, staff should understand that, under the Sexual Offences Act 2003, it is an offence for a person over the age of 18 to have a sexual relationship with a person under the age of 18, where that person is in a position of trust, even if the relationship is consensual. This means that any sexual activity between a member of the staff and a young person under 18 may be a criminal offence, even if that young person is over the age of consent.

### Visitors

- 7.38 All authorised visitors will be required to sign in and out, and wear a visitor or identity badge at all times. All unauthorised visitors will be challenged by staff and reported to the home manager/head/principal before entry is authorised.

### Volunteers

- 7.39 Volunteers undergo checks commensurate with their work in the home/school/college and contact with children, young people and adults i.e. if they are in regulated activity or not.

### Contractors

- 7.40 We will check the identity of all contractors working on site and requests the full range of DBS and other required checks where they work in regulated activity or unsupervised in accordance with the latest government guidance.

### Extended school and off-site arrangements

- 7.41 Where extended off-site activities are provided by and managed by us, our safeguarding policy and procedures apply. If other organisations provide services or activities on our site we will check that they have appropriate policies and procedures in place, including safer recruitment procedures and clarify whose procedure is to be followed if there are concerns. There will be clear communication channels to ensure the DSL is kept appropriately informed.
- 7.42 When our Individuals are doing off-site activities, including day and residential visits and work related activities, we will risk assess and check that effective safeguarding arrangements are in place. The DSL will be kept appropriately informed.

### Use of mobile phones

- 7.43 Staff must behave in accordance with the **GHR 11. Staff Code of Conduct** and Internet and social media access including **Pro 01. Mobile Telephony Policy** at all times.

- 7.44 All computer equipment and internet access within the home/school/college is subject to 'parental controls' and internet safety rules in line with our **0. 27. E-safety policy** including internet and social media access and **0.21. Anti-bullying policy**. Staff should not use any computer for personal reasons during working hours. Staff need to help our Individuals to prepare for the hazards whilst promoting the many learning and social opportunities available through the internet and social media.
- 7.45 If staff contribute to internet blogs or access social media networking sites e.g. Facebook, they MUST neither mention Hill House School or make reference to their employment at the Hill House School. Staff are advised not to communicate with parents, guardians, carers or Individuals via social networking sites

### Photography and images

- 7.46 This section should be read in conjunction to our **GIG 02. Data Protection policy**.
- 7.47 The vast majority of people who take or view photographs or videos of Individuals do so for entirely innocent and acceptable reasons. Sadly, some people abuse children or vulnerable young people through taking or using images, so we have some safeguards in place.
- 7.48 To protect our children, young people or young adults we will:
- seek their consent for photographs to be taken or published (for example, on our website or in newspapers or publications)
  - seek parental consent of consent from the Individual
  - not use their full name with an image, only their initials
  - ensure that personal data is not shared
  - store images appropriately, securely and for no longer than necessary
  - only use school equipment, i.e. not personal devices
  - encourage our children, young people and adults to tell us if they are worried about any photographs that are taken of them

### Physical intervention and use of reasonable force

- 7.49 All staff are encouraged to use de-escalation techniques and creative alternative strategies that are specific to each Individual and in line with **0.45 Behaviour support policy** and **0.46 Physical Intervention policy (MVA and MAPA)** and training. Restraint will only be used as a last resort and all incidents of this are reviewed, recorded and monitored.

### Staff Taking Medication or other substances

- 7.50 Staff members must not be under the influence of alcohol or any other substance which may affect their ability to care for the Individuals. If they are taking medication they should seek medical advice and inform the Home Manager/Head/Principal who will review the medical advice and take a decision as to whether they are fit for work.
- 7.51 We only allow staff to work if medical advice confirms that their ability to look after Individuals is unlikely to be impaired. Should a member of staff need to bring their medication to the home/school/college, it must be securely stored and out of reach of all children, young people and young adults. This section should be read in conjunction with our **GHR 12 Drug and Alcohol Policy**.

### Information for individuals and relatives/carers

- 7.52 Individuals and carers will be informed that their concerns or complaints will be taken seriously, be dealt with independently and that they will be kept involved in the process to the degree that they wish to be. They will be reassured that they will receive help and support in taking action.

- 7.53 They will also be advised that they can nominate an advocate or representative to speak and act on their behalf if they wish. For individuals assessed as lacking capacity to make decisions about how they could be protected, an Independent Mental Capacity Advocate (IMCA) must be considered and may be appointed. They will be advised of rights to legal aid in where appropriate to victim support and compensation.

### Recruitment and vetting

- 7.54 Our **GHR 03. Recruitment Policy** reflects Safer Recruitment guidelines and legislation in **Appendix 2. Legislation and guidance** as well as carrying out further checks and precautions such as Good Conduct Certificates.
- 7.55 Each Education location maintains a **Single Central Record (SCR)**. This covers all staff including supply teaching and teacher trainees, agency care staff as well as all members of the proprietor body. This is regularly audited.
- 7.56 For agency workers we obtain written confirmation that all checks have been completed, in line with safer recruitment, from the employment business that is supplying the member of agency staff. All Locations must ensure that a contract exists between the Location and the agency to confirm that, in the event of there being a disclosure on a DBS certificate, the Location will have sight of the certificate before that person can begin work at the home/school/college.
- 7.57 All Locations must check the identity of any person deemed 'supply' or 'agency' staff separately to the agency.
- 7.58 Where other Cambian staff (e.g. care staff) work on the same site as a school they must be subject to the same recruitment regulations and procedures as the education staff.

### Requirements to inform Disclosure and Barring Services (DBS)

- 7.59 We will report promptly to the DBS (but no longer than one month after leaving the Location), any person (whether employed, contracted, a volunteer or student) whose services are no longer required because he/she is considered unsuitable to work with children and young people. This includes making a referral where an employee has been dismissed (or would have been dismissed) had he/she not resigned beforehand.

### Record-keeping

- 7.60 Record keeping is an important element of safeguarding. Whenever a complaint or allegation of abuse is made, staff must keep clear and accurate records using a Concern Form.
- 7.61 Records should be factual, accurate, concise, ethical and relevant.
- 7.62 All recording of written information should be legible and discussions with other professionals and agencies should be recorded chronologically.
- 7.63 There will be a safeguarding section/folder for each Individual which will hold any concerns/safeguarding documentation for that individual. At the front of each folder there is an Index for Individual's Concerns. This is to enable the location to keep accurate records of any concerns raised regarding the individual and aid the monitoring/ reviewing of safeguarding incidents. The folders should be kept in a secure location.
- 7.64 Each location will also maintain **25.08. Central Log of Concerns and Safeguarding** of all concerns raised at the location including the safeguarding information where the concern has escalated. Where this is held as a paper version this is to be made into a bound booklet and completed by the DSL. If kept electronically, access is to be restricted to the DSL and deputies only. In either case this should be kept in a secure location.

## Monitoring

- 7.65 A quality assurance cycle operates to ensure that safeguarding incidents and notifications are recorded, managed and responded to at the Location, at a regional level and at a whole divisional level, see **section 8. Accountability**. The cycle is informed by a weekly (Monday) submission of Key Performance Indicators (KPIs) using **CambianKPI** and the identification and management of safeguarding risks. A report on the position of every site in relation to their KPIs is produced every Wednesday.

## Training

- 7.66 All staff will receive information regarding Child Protection and Safeguarding on induction. The induction introduces the new staff member to the policy, procedure and practice at the location. They will also be orientated to where to find information regarding safeguarding including relevant posters around the location. As part of their induction all staff are required to read this policy and confirm that they understand their role in safeguarding and protecting young people within our school/college/home.
- 7.67 All staff **MUST** complete mandatory safeguarding face to face or online training via the company's 'Achieve' training platform. The module also has off-line activities which demonstrate transference of knowledge and are signed off by the line manager. This module is completed annually to maintain staff awareness of their responsibilities in relation to children /young people/young adult's Safeguarding at all times. The DSL will ensure all staff receive annual face to face safeguarding workshops. This can be undertaken in such forums as staff meetings etc. and **MUST** be recorded on Achieve. In addition to this safeguarding workshops are provided both by internal trainers and by external companies as required.
- 7.68 DSLs and Deputies DSLs attend safeguarding training every two years with their own local authority. Where a local authority does not provide this training the staff member will attend training in line with the local authority guidance. This training must be updated annually
- 7.69 We provide role-appropriate and refresher training to all staff including those specific to the role of DSL and Deputy DSL, in accordance with Hampshire procedures and KCSIE (2018). We consult with Hampshire Safeguarding Children's/Adult's Board to determine the schedule, level and focus for training. Safeguarding training provided by the Achieve module will include domestic abuse, forced marriage, modern day slavery, radicalisation and cyber bullying. The DSL is responsible for promoting awareness of all types of abuse in relation to children and young adults.

## Confidentiality and information sharing

- 7.70 Information relating to individual Safeguarding cases is confidential, although some information can be shared with relevant staff. This should be done only on a 'need to know' basis.
- 7.71 In certain circumstances it will be necessary to exchange or disclose personal information with other agencies. This must be done in accordance with **GIG 02. Data Protection and GIG 09. Confidentiality** and all relevant legislation including the **Data Protection Act 1998**.
- 7.72 When sharing safeguarding information regarding an individual, staff will need to consider the following:
- Information should only be shared on a 'need to know' basis when it is in the best interests of the individual
  - Informed consent should be obtained but, if this is not possible and other adults are at risk of abuse or neglect, it may be necessary to override the requirement



- Distinguish fact from opinion
- Ensure you are giving the right information about the right person
- Ensure you are sharing information securely
- Inform the person that the information has been shared if they were not already aware of this and if it would not create or increase risk of harm to them/others.

7.73 The following wording is to be added to any covering letter where we are sharing documentation:

*"The material contained in this letter and its enclosures are confidential to Cambian Group and the persons named within the documentation. The documentation is delivered only in accordance with a perceived legal obligation to make the documentation available and upon the strict understanding that the recipient and all members of the recipient's staff will undertake to preserve confidentiality and not in any way share the documentation or any details of the information therein contained with any other party. Any person receiving this information who breaches these obligations of confidentiality will be held strictly responsible and will be expected to indemnify Cambian Group and any persons named within the documentation against any losses that may arise as a result of misuse of this material".*

7.74 If in doubt, the DSL or deputies must liaise with the company Caldicott Guardian. The contact details for the Caldicott Guardian at our location is the Head, Kate Landells.

7.75 Failure to follow this policy and local procedure may result in disciplinary action.

## Complaints and Monitoring

7.76 All complaints arising from the operation of this policy will be considered under the **0.22 complaints procedure**, with reference to the our Designated Safeguarding Officer who is Louisa Burden (DSL) and Hampshire Safeguarding Children's Board

## 8. Accountability

- 8.1. Louisa Burden is the Designated Safeguarding Lead (DSL) at Cambian Hill House School and has lead responsibility for protecting and safeguarding children, young people and young adults and liaising with the local authority and other local agencies as appropriate. This includes young person protections, referrals, raising awareness, training, allocating resources and supporting/directing staff within the Location. In all matters relating to young person protection and safeguarding, Hill House School will follow the procedures outlined in this policy.
- 8.2. The content and effective implementation of policy and procedures are subject to routine monitoring by the Head of Service. Our Operations Director, Chris Strong will undertake a full annual review of the content and effective application of this policy and associated procedures. The date for the next scheduled review is set out on page 2. The policy will be reviewed earlier in accordance with changes in legislation, regulatory requirements or as a result of best practice guidance.
- 8.3. Cambian's Chief Operating Officer (COO) is the company's Safeguarding Lead. COO will support and promote the development of initiatives to improve the prevention, identification and response to abuse and neglect. She is the Director accountable for safeguarding is responsible for reporting on safeguarding and providing executive leadership. He/she is accountable for the governance of safeguarding.

- 8.4. Managers - are responsible for ensuring that staff are aware of this policy and offer support to those reporting abuse. It is important to recognise that dealing with situations involving abuse and neglect can be stressful and distressing for staff.
- 8.5. Regulated professionals - Staff governed by professional regulation (for example, social workers, doctors, allied health professionals and nurses) should understand how their professional standards and requirements underpin their organisational roles to prevent, recognise and respond to abuse and neglect.
- 8.6. All staff are responsible for identifying and responding to allegations of abuse. Staff at operational level need to share a common view of what types of behaviour may be abuse or neglect and what should be an initial response to suspicion or allegation of abuse or neglect.
- 8.7. All staff **MUST** make sure that they have familiarised themselves with their local multi-agency safeguarding policy as this policy is designed to complement rather than replace the multi-agency policies which define the local practice that must be followed.
- 8.8. In the event that the DSL or DSL Deputy are on leave or away from the Location and not contactable alternative arrangements must be put in place, cascaded to staff and displayed so staff can access contact names and details if required.

## Appendix 1: Relevant policies and documents

1. Child Protection and Safeguarding
  - a) 25.01 - Index Form for Individuals Concern File
  - b) 25.02 - Individual Safeguarding Poster
  - c) 25.03 - Individual Safeguarding Poster – Easy Read
  - d) 25.04 - Concern Form
  - e) 25.05 - Safeguarding Tracking Pack
  - f) 25.06 – Safeguarding Information Leaflet
  - g) 25.08 - Central Log of concerns
  - h) 25.09 – Child Protection and Safeguarding Handbook for Staff
  - i) 25.10 – Guidance for staff who have had an allegation made against them
  - j) 25.11 – Concern or Witness Report
  - k) 25.12 – Local Safeguarding Procedure
  - l) 25.13 - Staff Safeguarding Information Poster
  - m) 25.14 – Guidance notes for Designated On Call Person
  - n) 25.15 – Guidance for Investigating Unexplained Body Marks
2. Whistleblowing
3. Anti-bullying
4. Child Sexual Exploitation
5. Intimate and Invasive Care
6. Self-harm and suicide
7. Behaviour Support
8. Physical Intervention
9. Complaints Policy
10. Health
11. E –safety
12. Capacity to consent
13. Prevent
14. Recruitment
15. Code of Conduct
16. Data Protection

17. Confidentiality
18. E- safety
19. Disciplinary
20. Complaints
21. Staff code of conduct
22. Mobile telephony

## Appendix 2: Legislation and guidance

- The Children Act 2004, as amended by the Children and Social Work Act 2017
- Statutory Instrument 2015 No.541 Social Care, England The Young people's/care home Homes (England) Regulations 2015 in force as of 1st April 2015
- Guide to the Young people's/care home Homes Regulations including the Quality Standards (DfE: April 2015)
- This policy is also in accordance with the Local Safeguarding Young people Board (LSCB) locally agreed inter-agency safeguarding processes and procedures
- Prevent Duty Guidance: for England and Wales (March 2015) (Prevent). Prevent is supplemented by The Prevent duty: Departmental advice for schools and young person minders (June 2015) and The use of social media for on-line radicalisation (July 2015)
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2015
- Female Genital Mutilation Act 2003, ( as inserted by section 74 of the Serious Crime Act 2015)
- Terrorism Act 2000
- Counter Terrorism and Security Act 2015
- The School staffing regulations , England 2009
- The Teachers Disciplinary regulations, 2012
- Parts 3 and 4 Schedule to the Education independent Schools Standard Regulations, 2014.
- All Wales Child Protection Procedures 2008
- All Wales POVA Guidance 2008
- Keep learners Safe 2015
- Social services and wellbeing Act 2014
- [Working Together to Safeguard Children 2018](#)
- [Keeping Children Safe in Education - Sept 2018](#)
- [Keeping children safe in education part 1 -Sept 2018](#)
- [What to do if you're worried a child is being abused](#)
- [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/667862/Sexual\\_Harassment\\_and\\_Sexual\\_Violence\\_-\\_Advice.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/667862/Sexual_Harassment_and_Sexual_Violence_-_Advice.pdf)
- <https://www.gov.uk/government/policies/violence-against-women-and-girls>
- <https://learning.nspcc.org.uk/safeguarding-child-protection/safer-recruitment/>

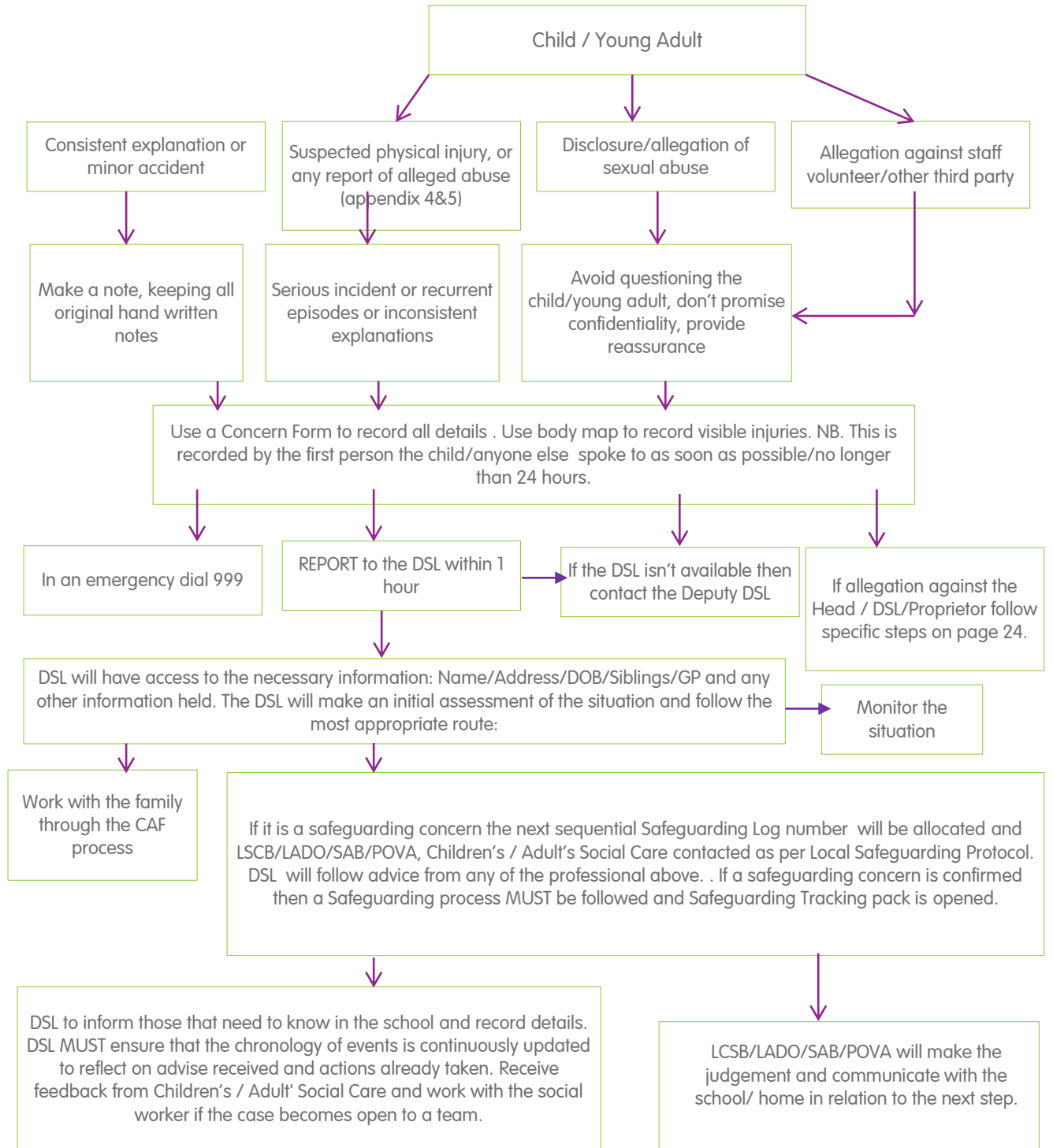
**Appendix 3: Child Protection and safeguarding procedure (Flow chart)**

DSL – Designated Safeguarding Lead  
CAF – Common Assessment framework

CSC– Children’s Social Care  
LADO – Local Authority Designated Officer

S  
T  
A  
F  
F

D  
S  
L



#### Appendix 4: Types of abuse – children

- **Physical abuse:** a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.
- **Emotional abuse:** the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.
- **Sexual abuse:** involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
- **Child Sexual Exploitation** is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child Sexual Exploitation does not always involve physical contact; it can also occur through the use of technology.
- **Neglect:** the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.
- **Online abuse** - abuse that is facilitated using internet-connected technology. It may take place through social media, online games or other channels of digital communication. Children can also be re-victimised if evidence of their abuse is recorded or uploaded online. Technology can facilitate a number of illegal abusive behaviours including, but not limited to: harassment; stalking; threatening behaviour; child sexual abuse material; inciting a child to sexual activity; sexual exploitation; grooming; sexual communication with a child; and, causing a child to view images or watch videos of a sexual act. Using technology to facilitate any of the above activities is online abuse. Alongside those illegal activities that are perpetrated online and constitute abuse, children may also be exposed to online harms, such as inappropriate behaviours or content online. For instance, children may be bullied online by their peers or they might, either accidentally or intentionally, view content which is intended for adults. Both online abuse and exposure to



unsuitable content or behaviour can have a long-lasting impact on the wellbeing of children and young people.



## Appendix 5: Types of abuse - adults

- **Physical abuse** - assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing, rough handling, scalding and burning, physical punishments, inappropriate or unlawful use of restraint, making someone purposefully uncomfortable, involuntary isolation or confinement, misuse of medication, forcible feeding or withholding food, unauthorized restraint, restricting movement.
- **Domestic violence or abuse** – this type of abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to: psychological, physical, sexual financial, emotional. Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' - based violence, female genital mutilation and forced marriage. Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include: acts of assault, threats, humiliation and intimidation, harming, punishing, or frightening the person, isolating the person from sources of support, exploitation of resources or money, preventing the person from escaping abuse, regulating everyday behaviour.
- **Sexual abuse** - Rape, attempted rape or sexual assault, inappropriate touch anywhere, non-consensual masturbation of either or both persons, non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth, any sexual activity that the person lacks the capacity to consent to, inappropriate looking, sexual teasing or innuendo or sexual harassment, sexual photography or forced use of pornography or witnessing of sexual acts, Indecent exposure
- **Psychological or emotional abuse** - Enforced social isolation and/or preventing someone accessing services, educational and social opportunities and seeing friends, removing mobility or communication aids or intentionally leaving someone unattended when they need assistance, preventing someone from meeting their religious and cultural needs, preventing the expression of choice and opinion, failure to respect privacy, preventing stimulation, meaningful occupation or activities, intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse, addressing a person in a patronising or infantilising way, threats of harm or abandonment, cyber bullying.
- **Financial or material abuse** - Theft of money or possessions, scamming, preventing a person from accessing their own money, benefits or assets, employees taking a loan from a person using the service, undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions, arranging less care than is needed to save money to maximise inheritance, denying assistance to manage/monitor financial affairs, denying assistance to access benefits, misuse of personal allowance in a care home, misuse of benefits or direct payments in a family home, someone moving into a person's home and living rent free without agreement or under duress, false representation, using another person's bank account, cards or documents, exploitation of a person's money or assets, e.g. unauthorised use of a car, misuse of a power of attorney, deputy, appointeeship or other legal authority.
- **Modern slavery** – Human trafficking, forced labour, domestic servitude, sexual exploitation, such as escort work, prostitution and pornography, debt bondage – being forced to work to pay off debts that realistically they never will be able to.
- **Discriminatory abuse** - Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010). Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic, denying access to communication aids, not allowing access to an interpreter, signer or lip-reader, harassment or deliberate exclusion on the grounds of a protected characteristic, denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic, substandard service provision relating to a protected characteristic.
- **Organisational or institutional abuse** - Discouraging visits or the involvement of relatives or friends, run-down or overcrowded establishment, authoritarian management or rigid regime, lack of

leadership and supervision, insufficient staff or high turnover resulting in poor quality care, abusive and disrespectful attitudes towards people using the service, inappropriate use of restraints, lack of respect for dignity and privacy, failure to manage residents with abusive behaviour, not providing adequate food and drink, or assistance with eating, not offering choice or promoting independence, misuse of medication, failure to provide care with dentures, spectacles or hearing aids, not taking account of individuals' cultural, religious or ethnic needs, failure to respond to abuse appropriately, interference with personal correspondence or communication, failure to respond to complaints.

- **Neglect or acts of omission** - Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care, providing care in a way that the person dislikes, failure to administer medication as prescribed, refusal of access to visitors, not taking account of individuals' cultural, religious or ethnic needs, not taking account of educational, social and recreational needs, ignoring or isolating the person, preventing the person from making their own decisions, preventing access to glasses, hearing aids, dentures, etc., failure to ensure privacy and dignity.
- **Self-neglect** -The Care Act 2014 statutory guidance for adults includes self-neglect in the categories of abuse or neglect relevant to safeguarding adults with care and support needs. In some circumstances, where there is a serious risk to the health and wellbeing of an individual, it may be appropriate to raise self-neglect as a safeguarding concern. However, interventions for self-neglect are usually more appropriate under the parts of the Care Act dealing with assessment, planning, information and advice, and prevention.

### Appendix 6: A disclosure from an Individual – DSL reporting and recording procedure

- The DSL receives a completed concern form from a member of staff.
- DSL enters the concern details on the **25.08. Central Log of Concerns and Safeguarding** and insert the concern reference number on the Concern Form.
- If it is deemed to be a child protection/safeguarding matter the DSL will then also additionally allocate the next sequential Safeguarding Reference number on the **25.08. Central Log of Concerns and Safeguarding**, write this number on the Concern form and immediately (or at least within one hour of receiving the concern form, make a referral to the Local Authority Designated Officer (LADO) at Hill House School and Hampshire Safeguarding Children’s Board or Safeguarding Adults Board or Protection of Vulnerable Adults (POVA) to discuss the allegation and agree a course of action.
- If the LSCB/LADO/SAB/POVA confirms that they do not consider the matter to be a safeguarding concern then the date and time of the contact is recorded on the Concern Form and on the Central Log of Concerns and Safeguarding and it is marked as a Safeguarding Level 1 – Review Practice/No Further Investigation. The Head of Service /Registered manager MUST ensure the practice is reviewed by relevant practitioners within the provision - this may include the whole multidisciplinary team or particular member/s of it. The review must be recorded and outcomes shared with the people involved. Feedback from the review session MUST be provided to LSCB/LADO/SAB/POVA.
- It is important to allocate a Safeguarding reference on the log even if no further action needs to be taken. This diligent approach will ensure a clear historic record of contact with the LSCB/LADO/SAB/POVA for any matter which is deemed by the DSL to be of concern and has been raised with the LSCB/LADO/SAB/POVA.
- If the LSCB/LADO/SAB/POVA confirms that the matter is a safeguarding concern and that it requires investigation either at local or external level then a **25.05 Safeguarding Tracking pack** must be opened with the next sequential Safeguarding Reference included on the form and details as such entered on the central log.
- The DSL will send a copy of page 1 of the **25.05 Safeguarding Tracking Pack** to the relevant Operations Director.
- In the case of serious harm, and/or the child/young person or young adult is in immediate danger the local Police should be informed immediately as well and they can take immediate protective action as necessary.
- If the matter is a more general concern then ensure that the ‘Action Taken’ log on the concern form is completed and the form is filed within the Safeguarding file. Either way the form must be signed by the DSL.
- The relevant concern form should be referenced in the Individual’s **25.01 Index of Concerns** form in the individual’s concern/safeguarding file and the site’s Central Log of Concerns and Safeguarding.
- All information relating to the Safeguarding concern is recorded on the Tracking Pack.
- The Safeguarding Concern will remain open until the LSCB/LADO/SAB/POVA have confirmed in writing that the concern is closed and an Operations Director or more senior representative of Cambian Group has signed the Safeguarding tracking pack to confirm that the investigation is completed in full and can be closed. **The Safeguarding will remain open until both elements of sign-off have been completed.** Once the Safeguarding tracking Pack is signed, it **MUST** be filed in the Safeguarding file.

- If it is believed that the Individual is in imminent danger urgent advice should be sought from the Local Authority and/or the police. The individual can be kept in their care home or on the school/college site fully supported (e.g. if they are a day student) if advised to do so by these
- The parent/carers should be informed and a decision should be made with the Local Authority and the Police about who should do what.
- If the DSL feels unsure about what the Individual has said or what has been said by others they can phone the Local Authority to discuss concerns. To do so would not constitute an abuse referral but may help to clarify the situation but they must record all details of any conversation and advice received on a concern form. He/she can then move to a formal referral or actively monitor the situation.
- The LSCB/LADO/SAB/POVA will oversee any subsequent investigation of any suspicion or allegation of abuse directed against anyone working within the establishment. The establishment MUST not internally investigate any allegations of abuse without first taking instruction from the LSCB/LADO/SAB/POVA.
- Once agreed by LSCB/LADO/SAB/POVA that the provider can commence the internal investigation (level 2), the investigation process will commence.
- Once agreed by LSCB/LADO/SAB/POVA that the investigation will be completed by the external agency (level 3), Where required, Head of Service/Registered Manager will take appropriate steps to assist the external agency to ensure the investigation is completed.
- Registered Manager MUST notify relevant regulator (Ofsted/CQC/CIW/Estyn) by submitting particular notification document within the time frame specified by their regulator. This is regardless of who leads on the investigation and whether or not the investigation has been concluded.
- If as the result of an investigation there has been a substantiated allegation against a member of staff, we will work with the LSCB/LADO/SAB/POVA to determine whether there are any improvements to be made to our safeguarding policy, procedures and practice to prevent similar events in the future. Also we will work with our internal Human Resources department and may commence proceedings under **GHR 27. Disciplinary policy and procedure.**
- We will co-operate entirely with any investigation carried out by the Local Authority and/or the Police. Records are kept of all conversations as part of the investigation process and made available as required.

## Appendix 7: Key contacts

**Designated Safeguarding Lead (DSL)** is Louisa Burden

Telephone (24hrs) 07584 020825

Email: [louisa.burden@cambianguroup.com](mailto:louisa.burden@cambianguroup.com)

**Deputy Designated Safeguarding Lead** is Kate Landells

Telephone (24hrs) 07834 328501

Email: [kate.landells@cambianguroup.com](mailto:kate.landells@cambianguroup.com)

**Deputy Designated Safeguarding Lead** is James Gemmell

Telephone (24hrs) 07736 617177

Email: [james.gemmell@cambianguroup.com](mailto:james.gemmell@cambianguroup.com)

**Deputy Designated Safeguarding Lead** is Martyn Ball

Telephone (24hrs) 07702 718114

Email: [martyn.ball@cambianguroup.com](mailto:martyn.ball@cambianguroup.com)

**Headteacher/Principal/Home Manager** is Kate Landells

Telephone (24hrs) 07834 328501

Email: [kate.landells@cambianguroup.com](mailto:kate.landells@cambianguroup.com)

**Operations Director** is Chris Strong

Telephone (24hrs) 02087356150 / 07736 615943

Email: [chris.strong@cambianguroup.com](mailto:chris.strong@cambianguroup.com)

### Directorate (Education or Residential Services)

Safeguarding lead for Residential Services is Anne Marie Carrie (CEO Children's Services)

Telephone 07254 50771 (24hrs)

Email: [AnneMarie.Carrie@cambianguroup.com](mailto:AnneMarie.Carrie@cambianguroup.com)

### Group

The Proprietor of the Young people's/care home is The Cambian Group. The Proprietor's representative is Anne Marie Carrie (COO Children's Services) whose contact details are above.

### Local authority

Hampshire Local Authority & Hampshire Safeguarding Children's Board

Telephone 0300 555 1384 / 0845 6035620

Email: [childrens.services@hants.gov.uk](mailto:childrens.services@hants.gov.uk)

Office hours: Monday to Thursday 9:00am-5:15pm, Friday 9:00am-5:00pm

Hampshire police 0845 0454545

The non-emergency police telephone number is: 111.

### For young people under the age of 18:

The Local Authority Designated Officer (LADO) is Mark Blackwell

Telephone Office hours: 01962 876364

Outside of office hours/weekends, the emergency duty team can be contacted on: 0845 6004555

**Local Safeguarding Children's Board/ Local Safeguarding Adult's Board (LSCB/LSAB)**

The name, address and contact details for the Local Safeguarding Board is as follows:

**Telephone (24hrs):** 0300 555 1386 / 01329 316192