

## **College Guardians Safeguarding Policy**

### **INTRODUCTION**

There is a wide range of adults to whom children can turn for help. These include College Guardians staff, School teaching staff, Boarding House staff, school Chaplains, school Medical staff, school or college Safeguarding Officer ('SO'), Deputy Safeguarding Officer ('Deputy SO'), school Counsellors and independent listeners at the school or College.

It is College Guardians policy to inform the SO at each school or College where we offer our Guardianship service to their pupils. Our aim is to ensure that we work and take into consideration each establishment's safeguarding policy. The safeguarding policy of every school or College should be available to parents and children via the school or college the child attends.

Every school or College should try to raise pupils' awareness of Safeguarding issues through the Curriculum and Personal, Social and Health Education lessons as well as through the tutorial system and within the Houses / forms. Pastoral care and individual school or College policies should ensure that children have a range of contacts and strategies for their own protection and an understanding of the importance of protecting others, through INSET to senior pupils.

### **1 Policy Statement**

- 1.1 Every pupil should feel safe and protected from any form of abuse which, in this policy, means any kind of neglect, non-accidental physical injury, sexual exploitation or emotional ill-treatment.
- 1.2 College Guardians is committed to safeguarding and promoting the welfare of children and young people and expects all staff and host families to share this commitment.
- 1.3 This policy applies to all staff associated and working with College Guardians including host family members.
- 1.4 A child protection information sheet for pupils is included at Appendix 2.
- 1.5 This Safeguarding Policy is also available on the College Guardians website and a hard copy is available on request.

### **2 Aims**

We aim to ensure that the school or college that the child attends, in line with their safeguarding policy, provides pupils with relevant information, skills and attitudes to help them resist abuse and prepare for the responsibilities of adult life including home and family;

Every school or college safeguarding policy should give access to information concerning external, as well as internal agencies, who are able to offer help and advice on a wide range of personal issues. This should be permanently available to the children / pupils.

College Guardians will take all reasonable measures to ensure that it practises safer recruitment in checking the suitability of staff and volunteers and host family members (including staff employed by other organisations) to work with children and young people in accordance with the guidance given in Keeping Children safe in education (Department for Education ) (DfE) September 2016.

College Guardians will take all reasonable measures to:

- ensure a safe environment for pupils which helps to safeguard their interests;
- treat all pupils with care and respect according to their needs and without discrimination of any kind;
- protect each pupil from any form of abuse, whether from an adult or another pupil;

- be alert to the medical needs of pupils with medical conditions;
- strike a proper balance between protecting pupils and respecting the rights and needs of parents / guardians / host family members. However where there is conflict between these requirements the pupil's welfare will come first;
- ensure parents / guardians have a right to respect and will be consulted and involved in matters which concern their family, subject to duties of confidentiality where these apply;
- Host family will be advised that a copy of the Safeguarding policy can be found on the College Guardians website.
- provide staff members with child protection training, which will include clarification of responsibilities. Training will be reviewed and renewed every three years. Host family members will also be briefed on child protection procedures;
- work closely with all agencies and bodies concerned with the protection and welfare of children and any school or college attended by the pupil to ensure that all allegations of abuse are dealt with justly and promptly;
- follow the local inter-agency procedures of the relevant Safeguarding Children Board;
- be alert to signs of abuse within College Guardians, the host family environment or within the school or college attended by the pupil;
- deal appropriately with every suspicion or complaint of abuse;
- ensure that, so far as possible, actions taken to protect a pupil, do not in themselves cause the pupil unnecessary distress. Such actions may include consultation with the police, which may result in criminal proceedings;
- design, and operate procedures which, so far as possible, ensure that staff / host family members who are innocent are not prejudiced by false allegations;
- support pupils who have been abused in accordance with his / her agreed child protection plan;
- design and operate procedures which promote this policy.

### **3 Safeguarding Officer**

We have appointed a senior manager to be the SO for child protection for College Guardians. The SO is Jane Eldridge, Director of Guardianship Services and the DSO is Caroline Lloyd, Guardianship Manager. Jane and Caroline can be contacted via the College Guardians Emergency Phone on 07513 106451. Parents are welcome to approach the SO or DSO if they have any concerns about the welfare of any child in the care of College Guardians, whether these concerns relate to their own child or any other.

The main responsibilities of the SO and DSO are:

- to advise and act upon all suspicion, belief and evidence of abuse reported to him/her;
- to be the first point of contact for host families, parents, guardians, pupils, College Guardians staff and external agencies in all matters of child protection;
- to co-ordinate child protection procedures within College Guardians;
- to maintain an on going training programme for all of College Guardians staff and host families;
- to monitor the keeping, confidentiality and storage of records in relation to child protection;
- to liaise as necessary with the SO for child protection appointed by the Schools or colleges attended by pupils and the relevant child protection officers appointed by the Social Services Department (Designated Officers of the Local Authority (**'Designated Officer (s)'**));
- to keep parents / guardians informed of action to be taken under these procedures in relation to their child in consultation with the school or college and Designated Officer (s);
- if requested, to monitor records of pupils who are subject to a child protection plan to ensure that this is maintained and updated as notification is received and to liaise with other professionals to ensure that these children are monitored;
- where appropriate, to take part in child protection conferences or reviews.

### **4 Duties of Staff and Host Families**

4.1 Each member of staff and host family members must:

- 4.1.1 protect children from abuse;
- 4.1.2 be aware of the College Guardians child protection procedures and follow them;
- 4.1.3 know how to access and implement the procedures, independently if necessary;

- 4.1.4 keep a sufficient record of any significant complaint, conversation or event; and
- 4.1.5 report any matters of concern to the SO.

4.2 In addition, each staff member will undertake appropriate child protection training, including refresher training, at regular intervals.

## **5 Staff-pupil and host family-pupil contact**

5.1 Staff and host families will endeavour to keep physical contact with the pupil to a minimum and should consider the following guidelines:

- 5.1.1 the physical integrity of the pupils will be respected at all times. Staff and host family members may not engage in inappropriate physical contact of any kind;
- 5.1.2 under no circumstances may a staff or host family member give tobacco or drugs to pupils. Alcohol may only be given, in moderation, at times specified by parents or guardians and in accordance with the law restricting the sale, supply and consumption of alcohol;
- 5.1.3 staff and host family members will prudently avoid situations in which they are alone with pupils in rooms or areas which are locked or made inaccessible to others;
- 5.1.4 pupil's bedroom must always be regarded as private space and staff or host family members may never visit a pupil in his or her bedroom or dormitory except when exercising specific responsibilities or duty of care. In this case, doors should be left ajar or another host family member made aware of the course of action being followed;
- 5.1.5 staff involved in transporting pupils will exercise prudence if transporting pupils individually and will inform the office in cases where such transport is unavoidable.

## **6 Child Abuse**

There are many areas that constitute child abuse; these should be covered in each individual school or college policy.

College Guardians regards the following as Child abuse and any indications that elements of these issues are suspected should be raised immediately to a member of College Guardians staff.

These are: Physical Abuse; Neglect; Emotional Abuse and Sexual Abuse:

- **Physical Abuse**  
Involves hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child including by fabricating the symptoms of, or deliberately causing ill health to a child.
- **Neglect**  
The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in serious impairment of the child/young person's health or development, such as failing to provide adequate food, shelter and clothing or neglect of, or unresponsiveness to a child's basic emotional needs.
- **Emotional Abuse**  
The persistent emotional ill-treatment of a child/young person such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to the child that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person, age or developmentally inappropriate expectations being imposed on children, causing them frequently to feel frightened, or the exploitations or corruption of children.
- **Sexual Abuse**  
Involves forcing or enticing a child/young person to take part in sexual activities, whether or not the child/young person is aware of what is happening. These may involve physical contact, including penetrative (rape or buggery) or non-penetrative act. It may include involving children in looking at, or in the production of pornographic material, or encouraging children to behave in sexually inappropriate ways.

## **Indicators of Child Abuse**

- **Physical**  
Unexplained injuries or burns, bruises, finger marks, fear of undressing or medical help. Improbable explanations for injuries, fear of returning home or parents being contacted, and unexplained absence from school.
- **Neglect**  
Constant hunger, poor personal hygiene, inappropriate clothing, frequent lateness, and non-attendance. Poor social relationships, constant tiredness, independent, streetwise, no parental support for education and compulsive stealing or scrounging.
- **Emotional Abuse**  
Fear of new situations, inappropriate emotional responses, self harm, eating disorders, can't accept praise, and low self esteem. Lack of home support, depression, withdrawn, social isolation – don't join in, and few friends. *Emotional abuse may occur in its own right, but is always seen, to varying degrees, in all other forms of abuse.*
- **Sexual Abuse**  
Bruises, scratches, bite marks on the body, persistent infections in the anal or genital area. Any sexual awareness inappropriate to child's age – shown in drawings, play, vocabulary. Frequent masturbation, changes in behaviour, refusal to stay with certain people. Self-harm, eating disorders depression, low self-esteem and pregnancy

## **Recognition of Abuse**

Be open to possibilities; be aware – if you don't believe it is possible you will never see it, don't jump to conclusions and look for credible non-abusive explanations, but recognise you may need to seek advice to evaluate the facts. BUT don't let your preconceptions of the family skew your judgement.

## **The Symptoms of Stress and Distress**

An abused child will usually show signs of stress and distress. Possible signs of abuse include, but are not limited to, those listed below. Many of these may of course have nothing to do with abuse, but are worth consideration in trying to understand the child's behaviour:

- The pupil says he or she has been abused or asks a question which gives rise to that inference
- A fall-off in school performance.
- Aggressive or hostile behaviour or behaviour that stands out from the group as either being extreme model behaviour or extremely challenging behaviour; or there is a sudden change in the pupil's behaviour.
- Difficulties in relationships with peers.
- Excessively affectionate or sexual behaviour towards adults or other children.
- Regression to more immature forms of behaviour.
- Self-harming (*including eating disorders*) or suicidal behaviour.
- No reasonable or consistent explanation for a pupil's injuries, or a pattern of injuries; the injury is unusual in kind or location or there have been a number of injuries.
- The pupil's development is delayed
- The pupil is reluctant to go home or back to the host family home, or has been openly rejected by his or her parents, guardians or host family.
- Disturbed sleep.
- Bullying is considered to be abusive.

## **Be alert to signs of abuse.**

Take immediate action in the child's best interest by reporting any evidence of abuse or non-accidental injury to the College Guardians SO.

Record accurately in writing information that may be required in Safeguarding procedures. This note should record the time, date, place and people who were present as well as what was said. All evidence, for example scribbled notes, mobile phones with text messages, clothing, and computers, must be safeguarded and preserved. Also make a note of what happened next.

## **7 Initial Procedure when abuse is suspected or a complaint is made**

A staff / host family member suspecting or hearing a complaint of abuse should report all allegations or complaints of abuse to the SO'S, or if the complaint involves the SO'Ss the Commercial Director, Allan Walker

The College Guardians SO is Jane Eldridge and the DSO is Caroline Lloyd; Jane and Caroline can be contacted on 07513 106451.

Details of procedures for reporting allegations against staff or host family members or other pupils are given at clause 10 below.

Staff or host family members should remember that the priority is to protect the child. The matter should be taken seriously. React calmly, keep an open mind, listen carefully, observe but do not judge. Don't stop the child who is freely recalling significant events. Reassure the child that s/he has done the right thing in telling you. Indicate the action you will take and make it clear that you will need to pass the information to the SO who will ensure that the correct action is taken (please note that the giving of information to others, who have an obligation to receive the information for the purpose of protecting a child, is not a breach of confidentiality). If the child comes back to talk at a later stage s/he should be told that you cannot comment or advise as that might affect his/her security, but you can listen.

Bear in mind these 'must not's':

- Do not yourself contact the parents
- Do not interrogate the child or ask leading questions
- Do not speak to anyone about whom allegations are made, including colleagues
- Do not promise confidentiality
- Do not ask a child outright if s/he or others have suffered abuse
- Avoid criticising the alleged perpetrator

Keep a sufficient written record of any conversation regarding the suspected abuse. The record should include the date, time and place of the conversation and the essence of what was said and done by whom and in whose presence. The record should be signed by the person making it and should use names, not initials. The records must be kept securely and handed to the SO as soon as possible. Keep your original notes, however rough and even if you wrote on the back of something else (it's what you wrote at the time that may be important later – not a tidier and improved version you wrote up afterwards!). If you don't have the means to write at the time, make notes of what was said as soon as possible afterwards.

Don't ask leading questions that might give your own ideas of what might have happened (e.g. "did he do X to you?") – just ask "what do you want to tell me?" or "is there anything else you want to say".

Immediately tell the SO (unless they are themselves are accused or suspected or abusing) – don't tell other adults or young people what you have been told.

Discuss with SO whether any steps need to be taken to protect the person who has told you about the abuse (this may need to be discussed with the person who told you).

As soon as reasonably practicable after making a report to the SO, complete the Reporting Form which can be found at Appendix 1;

Parents and others who suspect abuse or hear a complaint of abuse involving a College Guardians pupil should also inform the SO straight away.

Once the SO or DSO has been informed of the allegations or complaints of abuse, the staff or host family member suspecting or hearing of the abuse should continue to pass on any further information that comes to light but should not carry out any further investigations into the incident as this may prejudice the investigations of internal agencies.

## **8 Action taken by the Safeguarding Officer when abuse is suspected or a complaint is made**

The action to be taken will take into account:

- the local inter-agency procedures of the local Safeguarding Children Board;

- the nature and seriousness of the suspicion or complaint. A complaint involving a serious criminal offence will always be referred to social services or the police;
  - the wishes of the pupil who has complained, provided that the pupil is of sufficient understanding and maturity and properly informed. However, there may be times when the situation is so serious that decisions may need to be taken, after all appropriate consultation, that override a pupil's wishes;
  - the wishes of the complainant's parents or guardians, provided they have no interest which is in conflict with the pupil's best interests and that they are properly informed. Again, it may be necessary, after all appropriate consultation, to override parental wishes in some circumstances. If the SO is concerned that disclosing information to parents would put a child at risk, he or she will take further advice from the relevant professionals before making a decision to disclose;
  - duties of confidentiality, so far as applicable.
- If the SO consider that it is likely that a pupil has suffered significant harm, or that a child may be at risk of significant harm a referral to social services will be made without delay (and certainly within 24 hours) .
  - If there is room for doubt as to whether a referral to an external body should be made, the SO will consult with the Designated Officer on a no names basis without identifying the family.
  - Where the SO decides not to refer the concerns to the relevant authorities, the person who raised the concern will be given a clear written statement of the reasons why College Guardians is not taking action. The person will be advised that, if they remain concerned, they are free to consult with, or to report to, the relevant authorities. There will be no retribution or disciplinary action taken against a member of staff for making such a report, provided it is done in good faith.

If the initial referral is made by telephone, the SO will confirm the referral in writing to social services within 24 hours. If no response or acknowledgement is received within three working days the SO will contact social services again.

## **9 Role of the Host where applicable.**

To ensure that pupils / children are protected when staying with a host family College Guardians have drawn up a set of non negotiable rules as follows:

- No smoking
- No drinking alcohol for children under 16.
- Children aged over 16 may only drink alcohol with prior written permission of their parents and then only when supervised by the host, for example a glass of wine with a seated meal. On no account should a child drink spirits or fortified wine. Hosts should check with College Guardians if they are uncertain as to whether the parents have given permission for this or not.
- No drugs
- No tattoos or body piercing
- No hair dying
- No staying away overnight
- You must not drive any car belonging to the host family
- You should not operate garden machinery, e.g. lawnmowers, hedge trimmers etc.

## **10 Allegations against College Guardians staff or host families**

College Guardians procedures for dealing with allegations against College Guardians staff and host families aim to balance the need to protect pupils from abuse and the need to protect staff and host families from false and unfounded allegations. Where appropriate, these procedures follow the guidance in the DfE guidance *Keeping children safe in education*, DfE, September 2016.

Suspension of staff or removing a child from a host family will not be an automatic response to an allegation. Full consideration will be given to all the options, subject to the need to ensure:

- the safety and welfare of the pupil or pupils concerned; and
- the need for a full and fair investigation.

If an allegation is made against a member of the pupil's host family, College Guardians will provide the pupil with alternative accommodation while a full investigation takes place.

Detailed guidance is given to staff and host families to ensure that their behaviour and actions do not place pupils or themselves at risk of harm or allegations of harm to a pupil. This guidance is contained in the College Guardians' Host Family Information Manual.

All staff are required to report to Allan Walker, Commercial Director, any concern or allegations about College Guardians' practices or the behaviour of colleagues or host family members which are likely to put pupils at risk of abuse or other serious harm. There will be no retribution or disciplinary action taken against a member of staff for making such a report, provided that it is done in good faith. Allan can be contacted on 07717 474477.

If College Guardians ceases to use the services of a member of staff or host family because they are unsuitable to work with children, a compromise agreement will not be used and there will be a prompt and detailed report to the Disclosure and Barring Service (DBS) or other relevant body as determined by future legislation. Any such incidents will be followed by a review of the safeguarding procedures within College Guardians.

If a member of staff or host family member tenders his or her resignation, or ceases to provide his or her services, any child protection allegations will still be followed up by College Guardians. Resignation will not prevent a prompt and detailed report being made to the DBS or other relevant body as determined by future legislation, in appropriate circumstances.

## **11 Allegations against pupils**

If a pupil for whom we have responsibility is accused of abuse against another pupil for whom we have responsibility, we will take all appropriate action to ensure the safety and welfare of both pupils, including the pupil accused of abuse. This may include offering alternative accommodation for one or both pupils.

If it is necessary for a pupil to be interviewed by the police in relation to allegations of abuse, we will ensure that, in consultation with the pupil's school or college, parents or guardians are informed as soon as possible and that the pupil is supported during the interview by an appropriate adult.

If the school or college decide that it is necessary to suspend the pupil during the investigation, we will provide appropriate support, assistance and accommodation.

These procedures will also apply as appropriate if a pupil for whom we have responsibility is accused of abuse against any other pupil for whom we do not have responsibility.

## **12 Confidentiality and information sharing**

College Guardians will keep all child protection records confidential, allowing disclosure only to those who need the information in order to safeguard and promote the welfare of the pupils. We will co-operate with police and social services to ensure that all relevant information is shared for the purposes of child protection investigations under section 47 of the Children Act 1989 in accordance with the requirements of *Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children* (HM Government, March 2015).

Except in exceptional circumstances we will always notify the school attended by the pupil of any concerns relating to a pupil's safety or welfare.

### **13 Monitoring**

Following any child protection incidents involving pupils for whom College Guardians has responsibility, the SO will review this policy and the procedures and will make a prompt report to the Commercial Director.

In addition, the SO will monitor the operation of this policy and its procedures and will make an annual report to the Commercial Director.

The Commercial Director will ensure that any deficiencies or weaknesses in regard to child protection arrangements at any time are remedied without delay.

### **14 Contact numbers**

14.1 The telephone numbers of the key personnel to contact are as follows:

Safeguarding Officers	07513 106451
Commercial Director	07717 474477
Childline	0800 1111
NSPCC	08 800 5000

**Last updated: August 2016**



## **Appendix 1 Child incident reporting form**

### **1 Introduction**

- 1.1 This form comprises part of the College Guardians' Child Protection suite of documents and should be read in conjunction with the Safeguarding Policy.
- 1.2 This form is designed to be completed by any member of staff / host family member who receives information raising child protection concerns either through observation or direct disclosure, from a pupil or from another source. The purpose of this form is to ensure that an adequate amount of information is recorded at the outset. This form must be completed as soon as possible after the information is received even where this happens away from the Guardianship.

Do not allow the completion of the form to delay notification of the concerns to College Guardians'

Safeguarding Officer (**SO**) but pass the completed form to the SO, DSO if the SO is unavailable or Commercial Director, as a matter of urgency.

- 1.3 College Guardians Safeguarding Officer is Jane Eldridge, telephone 07513 106451.
- 1.4 College Guardians' Deputy Safeguarding Officer is Caroline Lloyd, telephone 07513 106451.
- 1.5 Commercial Director – Allan Walker, telephone 07717 474477.

### **2 Data protection information notes**

- 2.1 College Guardians holds personal information about pupils in order to safeguard and promote their welfare, promote the objects and interests of College Guardians.
- 2.2 The content of this form, when completed, will contain personal information which is subject to the provisions of the Data Protection Act 1998. Pupils, and in certain circumstances their parents or guardians, have the right to request access to personal information about them held by College Guardians, including the content of this form, although exemptions may apply depending on the circumstances. Legal advice should be sought before any information of this nature is disclosed to pupils, parents or guardians.
- 2.3 College Guardians will keep this record confidential, allowing disclosure only to those who need the information in order to safeguard and promote the welfare of children. For example, where, in the professional opinion of the SO, it is deemed necessary we may share this information with the social services or the police for the purpose of child protection investigations.

**To be completed by a member of staff / host family**

**Remember:**

- ask "open" questions and not leading questions, that is, a question which suggests its own answer
- listen carefully and keep an open mind
- do not take a decision as to whether or not the alleged abuse or neglect has taken place.

**Reporting form**

<b>Please complete in black pen</b>	
<b>Date</b>	
<b>Time</b>	
<b>Place</b>	
<b>Member of staff present and position</b>	
<b>Full name of pupil(s)</b>	
<b>Before proceeding have you reassured the pupil that you are there to help them but you cannot guarantee absolute confidentiality? Have you explained that in some cases you may be able to keep it a secret, but that you may need to pass the information on to the Safeguarding Office, Jane Eldridge, who will ensure the correct action is taken?</b>	
<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
<b>Ask the pupil to explain their concern or allegation and record details of the matter in the space below. Use a separate sheet if necessary and then attach to the form.</b>	

**A non-exhaustive list of the details to be included:**

- what was said or done, by whom, to whom and in whose presence
- when the incident took place and where
- whether the pupil wishes their parents [or legal guardian] to be informed.

**Any additional comments or evidence**

Details may include, for example, any concerns you may have about signs of abuse, emotional ill-treatment or neglect.

Please also include a note of any other evidence, for example, written notes, items of clothing or mobile phone messages relating to the matter.

**Any suspicion or complaint of abuse must be reported to the Safeguarding Officer, Jane Eldridge, or in their absence, the Deputy Safeguarding Officer, Caroline Lloyd, or if the complaint involves a member of staff or host family, to the Commercial Director, Allan Walker.**

**DO NOT investigate the matter, as this could prejudice the investigations of outside agencies.**

**Where the concern or allegation is made against the SO or the Deputy SO, you must immediately inform the Commercial Director, without first notifying either the SO or DSO.**

**Please record what action you have taken and when**

**Full name of member of staff / host family**

**Signature**

## **Appendix 2 Child protection: information sheet for pupils**

### **1 Introduction**

- 1.1 We are aware that, from time to time, you may be worried or upset about something. This policy tells you about various people available to help you, so that you can choose someone you feel you can trust. The experience of many pupils is that, no matter how bad the problem may seem to be, it is almost always a great help to talk about it.

### **2 Is something worrying you?**

- 2.1 Here are some examples of the kinds of thing which can be worrying for young people:
- 2.1.2 you think you may be ill and are too afraid or embarrassed to tell anyone;
  - 2.1.3 you feel very depressed, or that life is not worth living;
  - 2.1.4 you or your friends are being bullied or treated unkindly by another pupil;
  - 2.1.5 you think that another pupil is not eating properly, or may be harming him / herself;
  - 2.1.6 you are worried, angry or hurt about something happening at your host family's home;
  - 2.1.7 you think that another pupil has done, or is about to do, something seriously wrong or dangerous;
  - 2.1.8 you are caught in a serious situation that you don't know how to get out of, for example to do with drugs, alcohol, money or sex;
  - 2.1.9 you feel you are being treated unfairly simply because you are a girl (or simply because you are a boy), or because of your colour or religion, or because you have a disability or learning difficulty, or because you may be lesbian or gay;
  - 2.1.10 you feel that a staff member from College Guardians or a host family member has treated you unfairly e.g. in a punishment given, or in favouring other pupils;
  - 2.1.11 you feel that you are not given enough privacy or independence.

### **3 What should you do?**

- 3.1 If any of these things are happening, please talk to someone about it, even if you feel you can handle the situation. It may be that what's going on affects other people, or that you are unaware of all the different ways a problem can be tackled.
- 3.2 There are a number of different people who will be very happy to talk to you and to help you try to find a solution to the problem. It may help to talk first with another pupil who is a trusted friend. However, sometimes you may also need the help and support of an adult or professional, for example a staff member at College Guardians or a host family member who you feel most comfortable and safe talking to.
- 3.3 We would expect one of these to be the first person you speak to if you have any concerns.
- 3.4 However, if you do not feel able to speak to a member of staff or host family member, other people to talk to are:
- 3.4.2 your parents, guardians or other relatives;
  - 3.4.3 adults in a position of authority at the school you attend, for example the School Chaplain, Counsellor or Doctor;

- 3.4.4 an older pupil at the school you attend or an older international pupil who is also allocated a host family through College Guardians;
  - 3.4.5 Social services;
  - 3.4.6 Child Line: telephone 0800 1111.
- 3.5 If you prefer, you can write to one of the people mentioned, although this does sometimes slow things down.
- 4 **Who else needs to know?**
- 4.1 We understand that you may wish to talk about a problem only if it is kept secret. In many cases, this is possible, but you should be aware of the following exception:
- 4.1.2 Where you may have been at risk of significant harm, we will need to pass this information to the SO within College Guardians (or a Deputy SO if the SO is unavailable) who will ensure that the correct action is taken. Depending on the severity of the allegations, the SO may need to refer the matter on the Commercial Director or Local Authority Designated Officer - see below for further details of the Designated Officer.
  - 4.1.3 However, please do not let this stop you from raising complaints or saying when you are worried or upset. Most young people who speak up, say afterwards that it helped them and that the problem did not seem quite as bad once they had a chance to talk it through with someone experienced and helpful.
- 5 **Contacting the Designated Officer**
- 5.1 Each local authority has a designated officer known as a Designated Officer who has responsibility for advising on cases where there are allegations that children may be at risk of significant harm as a result of abuse or neglect by a person who works with children. The SO for child protection at College Guardians will be able to give you the name and contact details for the nearest Designated Officer. Alternatively you should be able to find these details on the Local Safeguarding Children Board (**LSCB**) website.
- 5.2 You and your parents or guardians have the right to contact the Designated Officer at any time if you have a complaint concerning your welfare.