



Safeguarding and Child Protection Policy

Cambridge Guardian Angels Ltd

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1 Introduction

- 1.1 This policy is addressed to all Cambridge Guardian Angels Ltd. staff and host family members. It may also be provided to parents and partner schools if requested, and is accessible from the CGA Website. Students must also be made aware of how to report concerns, and the child protection information sheet for students is included for info.
- 1.2 The aims of this policy are as follows:
 - 1.2.1 To actively promote and safeguard the welfare of children
 - 1.2.2 To have clear procedures in place for dealing with and referring concerns about a student's welfare and allegations of abuse
 - 1.2.3 To raise the awareness of all staff and host families of their responsibilities to safeguard children and to report concerns
 - 1.2.4 To ensure consistent good safeguarding practice throughout the Guardianship Agency

2 Policy statement

- 2.1 Every student should feel safe and protected from any form of abuse and neglect which, in this policy, means any kind of neglect, non-accidental physical injury, sexual exploitation or emotional ill-treatment.
- 2.2 The Guardianship Agency is committed to safeguarding and promoting the welfare of children and young people and expects all staff and host families to share this commitment.
- 2.3 The Guardianship Agency will take all reasonable measures to:
 - Follow the local inter-agency procedures of the Cambridgeshire Safeguarding Children Board
 - Ensure that we practice safer recruitment in checking the suitability of staff volunteers and host families
 - Protect each student from any form of abuse, whether from an adult or another student
 - Be alert to the medical needs of students with physical or mental health conditions special educational needs or disabilities, where additional barriers exist when detecting abuse or neglect
 - Provide host family members with copies of this Child Protection Policy The Child Protection Policy operated by the school or college attended by the student should be available from the school 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 and all will receive Level 1 training and annual training and updates.

- Be alert to signs of abuse within the Guardianship Agency, the host family environment or within the school or college attended by the student
- Deal appropriately with every suspicion or complaint of abuse
- Ensure that, where the Guardianship agency ceases to use the services of any person because that person was considered unsuitable to work with children, a prompt and detailed report is made to the Independent Safeguarding authority (ISA) or other relevant body as determined by future legislation
- Support students who have been abused in accordance with his / her agreed child protection plan

3 Designated Person

3.1 We have appointed Julia Evans, director and senior manager to be the Designated Person (DP) for child protection for Cambridge Guardian Angels Ltd. The DP is the Director of the Guardianship Agency and can be contacted on 07719 606770. In the event that the DP is not contactable or available the activities of the Deputy Designated Person (Deputy DP) is Katy Widarto who can be contacted on: 07919 188576

3.2 The main responsibilities of the DP (and the Deputy DP in her absence) are:

- To be the first point of contact for host families, parents, students, the Guardianship Agency's staff and external agencies in all matters of safeguarding
- To co-ordinate safeguarding procedures within the Guardianship Agency
- To maintain an ongoing training programme for all of the Guardianship Agency's staff and host families
- To monitor the keeping, confidentiality and storage of records in relation to child protection
- To liaise as necessary with the designated safeguarding leads for child protection appointed by the Schools or colleges attended by students and the relevant child protection officers appointed by the Social Services Department to be involved in the management and oversight of allegations against people that work with children (Designated Officer.)
- To keep parents informed of action to be taken under these procedures in relation to their child in consultation with the school or college and the Designated Officer
- If requested, to monitor records of students 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:

- protect children from abuse
- be aware of the Guardianship Agency's child protection procedures and follow them
- know how to access and implement the procedures in this policy, independently if necessary
- keep a sufficient record of any concerns, discussions and decisions in accordance with this policy.
- report any matters of concern to the DP.

4.2 In addition, each staff member will undertake appropriate child protection training, including refresher training, at regular intervals and in accordance with the Cambridgeshire Safeguarding Children's board guidance.

4.3 Host family members will be briefed on the Guardianship Agency's safeguarding procedures and will be provided with a copy of this Policy when they are issued with their Host Family Agreement.

5 Physical Contact with Students: Staff-student and host family-student

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

- the physical integrity of the students will be respected at all times. Staff and host family members may not engage in inappropriate physical contact of any kind
- under no circumstances may a staff or host family member give tobacco or drugs to students. Alcohol may only be given, in moderation, at times specified by parents or Legal Guardians and in accordance with the law restricting the sale, supply and consumption of alcohol
- staff and host family members will prudently avoid situations in which they are alone with students in rooms or areas which are locked or made inaccessible to others
- the student's bedroom must always be regarded as private space and staff or host family members may never visit a student 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
- staff involved in transporting students will exercise prudence if transporting students individually and will inform the office in cases where such transport is unavoidable.

6 Types of abuse

6.1 Abuse can be:

- physical abuse, for example beating or punching
- emotional abuse, for example rejection and denial of affection
- sexual abuse, for example sexual assault or encouraging a child to view pornographic material and
- neglect, for example failure to provide appropriate care including warmth or medical attention.

6.2 The types of abuse and neglect and examples of specific safeguarding issues are set out in Appendix 2

7 Signs of abuse

7.1 Possible signs of abuse include (but are not limited to):

- the student says he or she has been abused or asks a question which gives rise to that inference
- there is no reasonable or consistent explanation for a student's injury; the injury is unusual in kind or location; there have been a number of injuries; there is a pattern to the injuries
- the student's behaviour stands out from the group as either being extreme model behaviour or extremely challenging behaviour; or there is a sudden change in the student's behaviour
- the student's development is delayed
- the student loses or gains weight
- the student appears neglected, e.g. dirty, hungry, inadequately clothed;
- the student 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.

7.2 The DfE advice What to do if you're worried a child is being abused (March 2015) provides advice in identifying child abuse. The NSPCC website is also a good source of information and advice.

8 Initial procedure when abuse is suspected or a complaint is made

8.1 If staff / host family member is concerned about a pupils welfare or suspects or hears a complaint of abuse the matter should be reported to the DP or if the DP is unavailable to the Deputy DP. If the complaint involves the DP or the Deputy DP the matter should be reported to the other.

8.2 Staff or host family members should:

- listen carefully to the student and keep an open mind. Staff or host family members should not take a decision as to whether or not the abuse has taken place

- not ask leading questions, that is, a question which suggests its own answer
- reassure the student but not give a guarantee of absolute confidentiality. The staff or host family member should explain that they need to pass the information to the DP 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)
- 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 record must be kept securely and handed to the DP as soon as possible
- attempt to safeguard and preserve all available evidence, (for example, notes, mobile phones containing text messages, clothing, computers)
- as soon as reasonably practicable after making a report to the DP, complete the Reporting Form which can be found at Appendix 1
- immediately provide a safe environment for the student if necessary.

Parents and others who suspect abuse or hear a complaint of abuse involving a Cambridge Guardian Angels student should also inform the DP straight away.

On being notified of a concern, the DP will consider the appropriate course of action to take in accordance with the Cambridgeshire safeguarding board threshold document. Such action may include a referral to children's social care and/or a referral to the Designated Safeguarding Lead at the relevant school or College.

If a student is in immediate danger or is at risk of harm, a referral must be made to children's social care and /or the police immediately. Anybody can make a referral in these circumstances.

See Section 9 below for the procedures for dealing with allegations against staff and host family members.

Making a referral.

The relevant contact information is set out in section 14 of this policy. If the referral is made by telephone this should be followed up in writing.

If a referral is made by someone other than the DP, the DP should be informed of the referral as soon as possible

Confirmation of the referral and details of the decision as to what course of action will be taken should be received from the local authority within one working day. If this is not received the DP (or the person that made the referral) should contact children's social care again.

- 8.3 Where the DP 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 the Guardianship Agency 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.

9 Allegations against Guardianship Agency staff or host family members

9.1 The Guardianship Agency's procedures for dealing with allegations against Guardianship Agency staff and host families aim to balance the need to protect students 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 *Dealing with allegations of abuse against teachers and other staff* (DfE-00061-2011) Department for Education, July 2011.

- These procedures will be used where the member of staff or host family member has:
- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offense against or related to a child, or
- Behaved towards a child or children in a way that indicates he or she would pose a risk of harm if he or she work regularly or closely with children.
- Where an allegation or complaint is made against any member of staff (other than the DP) the matter should be reported immediately to the DP. The allegation will be discussed immediately with the designated officer before further action is taken.

9.2 Where an allegation or complaint is made against the DP, the matter should be reported immediately to the deputy DP or directly to the LADO Designated Officer before further action is taken.

- The parents of the child/children involved will be informed of the allegations as soon as possible if they do not already know of it. They may also be kept informed of the progress of the case including the outcome of any disciplinary process. The timing and extent of disclosures, and the terms on which they are made will be dependent upon and subject to the laws on confidence and data protection and the advice of external agencies.
- The guardianship agency has a duty of care towards it's employees and as such, it must ensure that effective support is provided for anyone facing an allegation. The Guardianship Agency will take action in accordance with the Cambridgeshire Safeguarding Children's board guidance and the Guardianship Agency's employment procedures

9.3 If an allegation is made against a member of the student's host family, the Guardianship Agency will provide the student with alternative accommodation while a full investigation takes place.

9.4 More detailed guidance is given to staff and host families to ensure that their behaviour and actions do not place students or themselves at risk of harm or

allegations of harm to a student. This guidance is contained in the CGA Staff Behaviour Policy (Code of Conduct) and in the Host Family Handbook.

9.5 If the Guardianship Agency ceases to use the services of a member of staff or host family because they are unsuitable to work with children, a settlement agreement will not be used and a referral to the Disclosures and Barring service (DBS) will be made promptly if the criteria for a referral are met. Any such incidents will be followed by a review of the safeguarding procedures within the Guardianship Agency.

9.6 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 the Guardianship Agency in accordance with this policy and a referral to the DBS will be made promptly if the criteria for referral are met.

9.7 **Allegations against students**

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

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

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

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

10 **Confidentiality and information sharing**

10.1 The Guardianship Agency 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 students. 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 2004 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 2015, updated July-2022).

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

11 Monitoring

- 11.1 Following any child protection incidents involving students for whom the Guardianship Agency has responsibility, the DP will review this policy and the procedures.
- 11.2 In addition, the DP will monitor the operation of this policy and its procedures regularly. The DP will carry out an annual review of the policy and the effectiveness of its' procedures and their implementation, including the effectiveness of inter-agency working.
- 11.3 The Directors of the Guardianship Agency will ensure that any deficiencies or weaknesses in regard to child protection arrangements at any time are remedied without delay.

12 Contact numbers

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

CGA Designated Person, Julia Evans 07719 606770

CGA Deputy Designated Person, Katy Widarto - Student Support Services 07919 188576

Local Authority Designated Officer (LADO) for Cambridgeshire Unit telephone: 01223 727967
LADO Unit fax: 01223 475942
LADO Unit e-mail:
LADO@cambridgeshire.gov.uk

Cambridgeshire County Council Children's Social Care
Telephone: 0345 045 5203 (office hours), 01733 234 724 (out of hours)

To find local authority contacts in other counties, visit the relevant County Council website or do an internet (Google) search using terms such as "children's social care services oxfordshire"

National Services:

Childline - 0800 1111

NSPCC - 0808 800 5000

Appendix 1 Child incident reporting form

1 Introduction

- 1.1 This form comprises part of the Agency's Child Protection suite of documents and should be read in conjunction with the Child Protection 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 student 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 the Guardianship Agency's Designated Person (DP) but pass the completed form to the DP, Deputy DP if the DP is unavailable or administrator, as a matter of urgency.

- 1.3 The Guardianship Agency's DP for child protection is Julia Evans.
- 1.4 The LADO for Cambridge Guardian Angels Ltd. is Cambridgeshire 01223 727967.

2 Data protection information notes

- 2.1 The Guardianship Agency holds personal information about students in order to safeguard and promote their welfare, promote the objects and interests of the Guardianship Agency.
- 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. Students, and in certain circumstances their parents or guardians, have the right to request access to personal information about them held by the Guardianship Agency, 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 students, parents or guardians.
- 2.3 The Guardianship Agency 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 DP, it is deemed necessary we may share this information with the social services or the police for the purpose of child protection investigations.

Reporting Form

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.

Please complete in black pen	
Date	
Time	
Place	
Member of staff /host family present and position	
Full name of student(s)	
Before proceeding have you reassured the student that you are there to help them but you cannot guarantee absolute confidentiality? Have you explained that in some cases you may need to pass the information on to the Designated Person Julia Evans and/or Alison Warne so that appropriate action is taken?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
Ask the student 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.	
A non-exhaustive list of the details to be included: <ul style="list-style-type: none">• what was said or done, by whom, to whom and in whose presence• when the incident took place and where• whether the student 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 Designated Person Julia Evans or in their absence, the Deputy Designated Person Antonia Kiddy.

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

Where the concern or allegation is made against the DP or the Deputy DP, you must immediately inform the other, without first notifying them.

Please record what action you have taken and when

Full name of member of staff / host family

Signature

Appendix 2: Types of Abuse

1 What is Abuse?

1.1 Abuse is a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family, or in an institution or a community setting by those known to them or, more rarely by others eg via the internet. They may be abused by an adult, or adults or another child or children.

1.2 Staff should be aware that abuse, neglect and safeguarding issues are rarely stand alone events, that can be covered by one definition or label and in most cases, multiple issues will overlap with one another.

1.3 **PHYSICAL ABUSE:** a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocation 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.

1.4 **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 in so far 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 capacity as well as over protective and limitation of exploration and learning, or preventing the child from participating in normal social interactions. It may involve serious bullying (including cyber bullying) causing children to frequently 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.

1.5 **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, involving assault by penetration (for example rape or oral sex.) or non penetrative acts such as masturbation, kissing, touching or rubbing outside 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 way, or grooming a child in preparation for abuse (including via the internet.) sexual abuse is not solely perpetrated by adult men. Women can also commit acts of sexual abuse as can other children.

1.6 **NEGLECT;** the persistent failure to meet a child's basic physical and /or psychological needs. Likely to result in a serious impairment of 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 adequate 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.

2: SPECIFIC SAFEGUARDING ISSUES:

2.1: CHILD SEXUAL EXPLOITATION;

Child sexual exploitation is a form of sexual abuse. It occurs where an individual or a group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age 18 years into sexual activity.

- a) In exchange for something the victim needs and/or wants
- b) for the financial advantage or increased status of the perpetrator or the facilitator

2.1.2: Female Genital Mutilation (FMG)

FMG involves the partial or complete removal of all the external genitalia or other injury to the female genital organs. It is illegal in the UK and a form of child abuse with long lasting harmful consequences.

2.1.3 There is a range of potential indicators that a child or a young person may be at risk of FMG. Guidance on the warning signs that FMG might be about to take place or may have already taken place can be found on pages 38-41 of the Multi agency statutory guidance on FMG (HM Government April 2016) (page 59-61 focus on the role of schools.)

2.1.4 Guidance published by the department of Health also provides useful information and support for health professionals, which will be taken into account by the schools medical staff.

2:3 FORCED MARRIAGES

2.3.1 Forcing a person into marriage is a crime in England and Wales. A forced marriage is one entered into without the full and free consent of one or both parties, and where violence, threats and other forms of coercion is used to cause a person to enter into a marriage. Threats can be physical, emotional, or psychological. A lack of full and free consent can be where a person does not consent or where they cannot consent (if they have a learning difficulty) None the less some communities use religion and culture as a way to coerce a person into marriage.

2.3.2 Guidance on the warning signs that a forced marriage may be about to take place, or may have taken place, can be found on pages: 13-14 of the Multi Agency guidelines Handling Cases of Forced marriage (HM Government June 2014.)

2.4 SEXTING;

2.4.1 Sexting means talking or posting images or videos of a sexual or indecent nature, usually through mobile pictures, messages or webcams over the internet

2.4.2 all incidents of sexting will be treated as safeguarding matters to be responded to in accordance with this policy

2.4.3 members of staff and host families should not view sexual imagery which is reported to them, or copy, print or share the images under any circumstances, in referring any incident of sexting, members of staff or host families should describe the contents of the images as reported to them.

2:5 RADICALISATION AND THE PREVENT DUTY:

2.5.1 The Guardianship Agency has adopted the Government definitions for the purposes of this compliance with the prevent duty.

Extremism: "vocal or active opposition to fundamental British values, including democracy, the rule of law individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism, call for the death of members of our armed forces, whether in this country or overseas."

Radicalisation: "the process by which a person comes to support terrorism and forms of extremism leading to terrorism."

2.5.2 There is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology. As with managing other safeguarding risks, staff and host families should be alert to changes in children's behaviour which could indicate that they could be in need of help or protection. Children at risk of radicalisation may display different signs or seek to hide their views. Staff should use their professional judgement in identifying children who might be at risk of radicalisation and act proportionately. In particular expressions of faith in the absence of any other indicator of vulnerability, will not be regarded as a reason to make a referral to Channel.

2.5.3 Channel duty guidance: Protecting people vulnerable to being drawn into terrorism. (HM Government 2020) "There is no single way of identifying who is likely to be vulnerable to being drawn into terrorism. Factors that may have a bearing on someone, becoming vulnerable, may include peer pressure, influence from other people, or via the internet, bullying, crime against them, or their involvement in crime, anti social behaviour, family tension, race/hate crime, lack of self esteem or identity, and personal or political grievances."

"Example indicators that an individual is engaged with an extremist group, ideology, cause includes:

Spending increasing time in the company of other extremists

Changing their personal appearance or dress to accord with the group

Day to day behaviour becoming increasingly centred around the cause, ideology or group

Loss of interest in friends and activities not associated with the cause, group or ideology

Possession of symbols or materials associated with the extremist cause (e.g. the swastika for far right groups)

Attempts to recruit others to the group, cause, ideology etc.

Communication with others that suggests identification with a group/cause/ideology

Example indicators that an individual has an intention to cause harm use violence or other illegal means include:

Clearly identifying another group as threatening what they stand for and blaming that group for all political and social ills.

Using insulting and derogatory names or labels for another group

Speaking about the imminence of harm from the other group and the importance of action now

Expressing attitudes that justify offending on behalf of the group, cause, ideology

Condoning or supporting violence or harm towards others/or

Plotting and conspiring with others.”

2.5.4 Protecting children from the risk of radicalisation is part of the Guardianship’s wider safeguarding duties, and is similar in nature to protecting children from other harms (e.g. drugs, gangs, neglect, sexual exploitation.) whether these come from within their family or outside influences.

2.5.5 The D f E and Home Office’s briefing note: The use of social media for online radicalisation (July 2015) includes information on how social media is used to radicalise young people and guidance on protecting pupils at risk.

2.6 Low-Level Concerns

The statutory guidance Keeping children safe in education (KCSIE) 2021 includes new guidance on dealing with low-level concerns about the behaviour of staff.

A low-level concern is any concern that an adult has acted in a way that is inconsistent with the staff code of conduct, including inappropriate conduct outside of work, but doesn’t meet the threshold of harm or is not considered serious enough to be referred to the local authority. This includes:

- inadvertent or thoughtless behaviour
- behaviour that might be considered inappropriate depending on the circumstances
- behaviour which is intended to enable abuse.

Examples of such behaviour could include:

- being over friendly with children
- having favourites
- adults taking photographs of children on their mobile phone
- engaging with a child on a one-to-one basis in a secluded area or behind a closed door
- using inappropriate sexualised, intimidating or offensive language.

A concern can still be significant even if it does not meet the threshold of harm.

Having clear procedures for responding to low-level concerns is part of creating a culture of openness and trust. It helps ensure that adults consistently model the organisation’s values and helps keep children safe. It will also protect adults from potential false allegations or misunderstandings.

Any concerns should be reported to the DP who will recording, review and responding as appropriate.

2.7 Keeping Children Safe in Education 2021

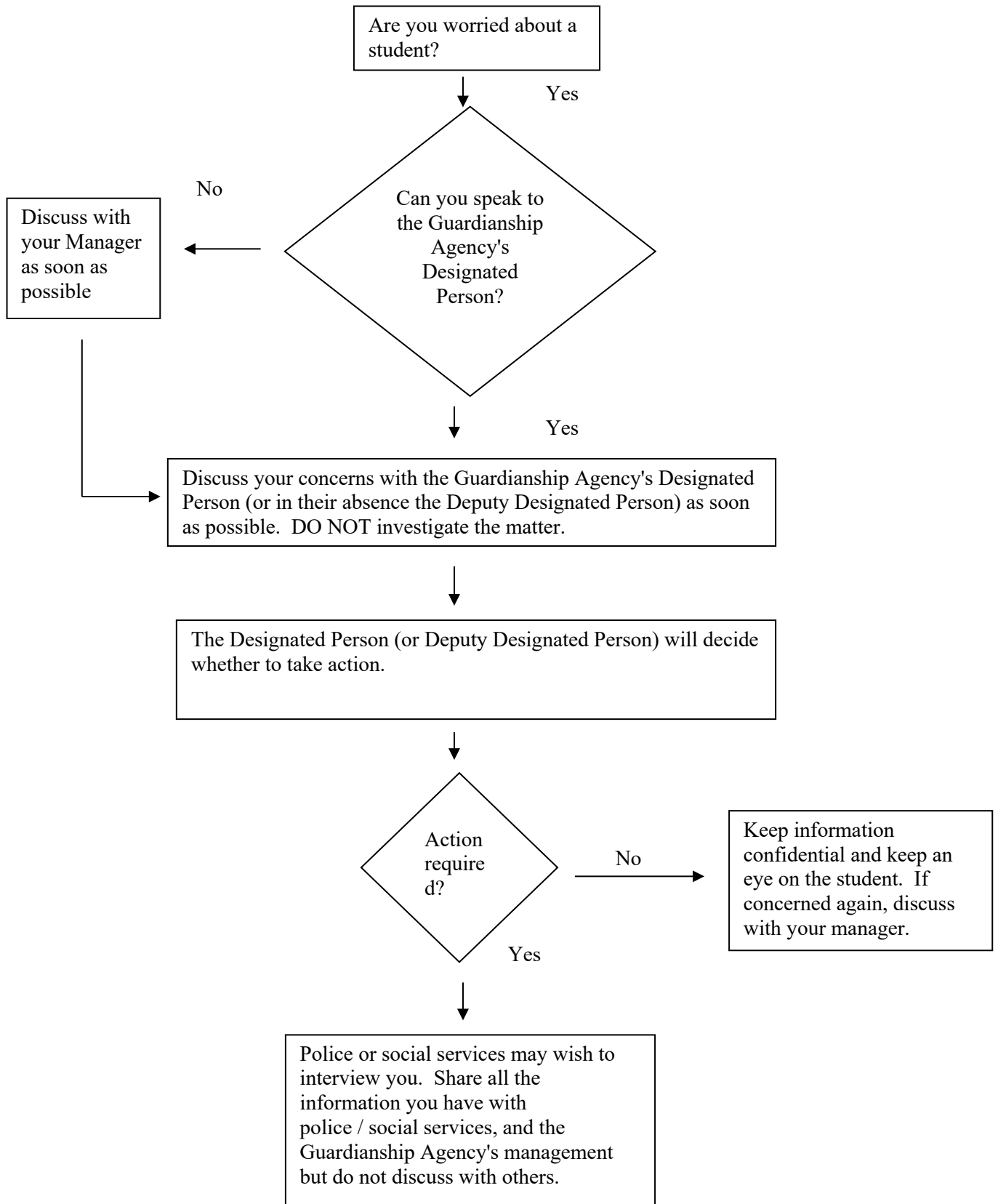
The statutory guidance 'Keeping Children Safe in Education' 2021 is available online:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1021914/KCSIE_2021_September_guidance.pdf

Staff are advised to read Part 1 and Annex A, which provides further information on:

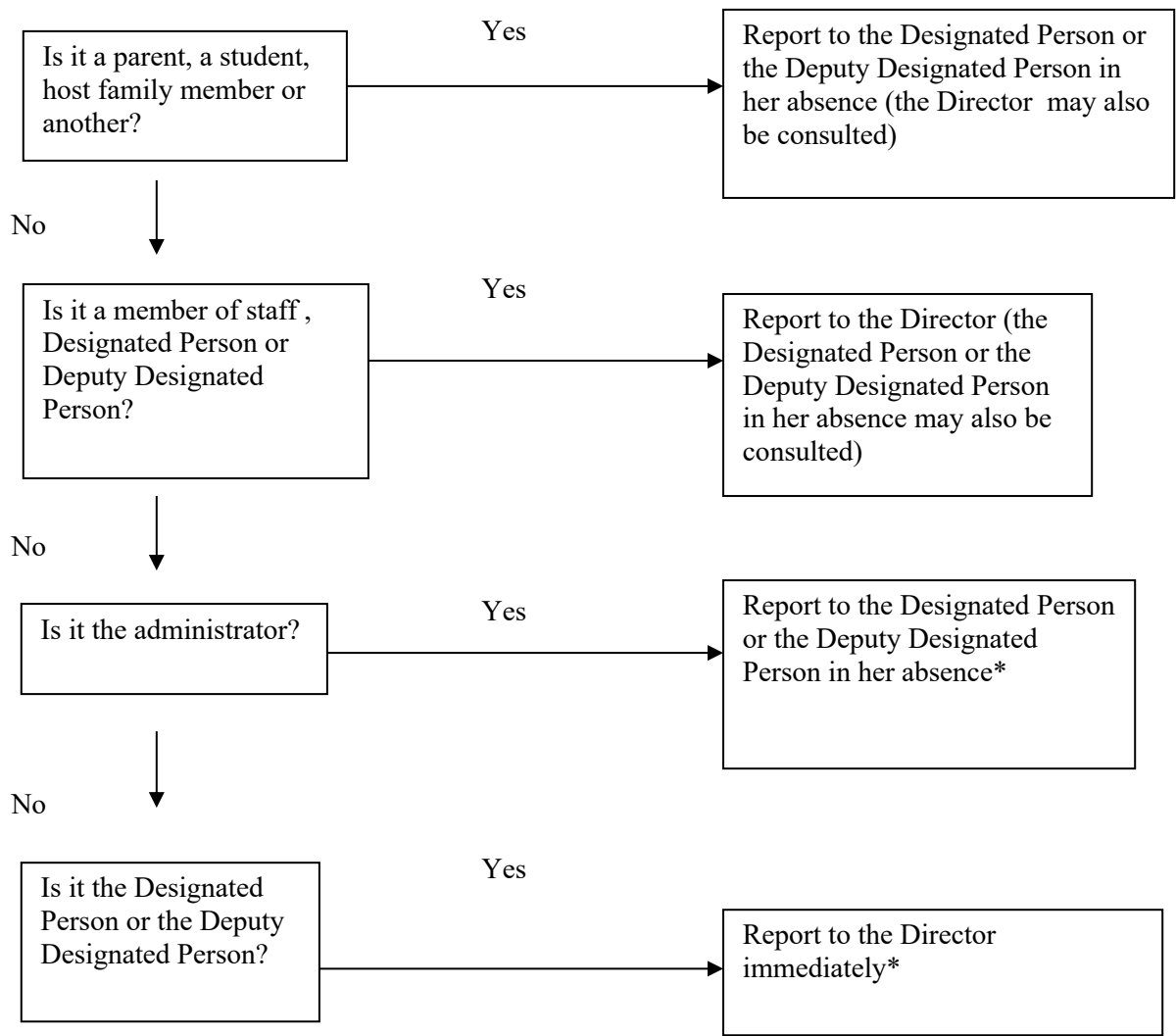
- Children missing from education
- Child criminal exploitation
- Child sexual exploitation
- County lines
- Honour based abuse
- FGM mandatory reporting duty
- Forced marriage
- Preventing radicalisation
- Harmful Sexual Behaviour
- Peer on Peer / Child on Child abuse
- Upskirting

Part 5 provides additional details about Child-on-child sexual violence and sexual harassment.

Appendix 3 - Child Safeguarding Investigation and Action



You have received an allegation that a student has been abused.
Who is alleged to have committed the abuse?



* The LADO must be contacted. Follow procedures in DfE guidance *Dealing with allegations of abuse against teachers and other staff* (DfE-00061-2011).

Appendix 4: Whistleblower

A whistleblower is an employee or agency worker who reports certain types of wrongdoing. This will usually be something you've seen at work - though not always. The wrongdoing they disclose must be in the public interest. This means it must affect others, e.g. the general public. As a whistleblower they are protected by law - you shouldn't be treated unfairly or lose your job because you 'blow the whistle'. You can raise your concern at any time about an incident that happened in the past, is happening now, or you believe will happen in the near future.

The sorts of complaints that count as whistle blowing

You are protected by law if you report any of the following:

- A criminal offence, e.g. fraud
- Someone's health and safety is in danger
- Risk or actual damage to the environment
- A miscarriage of justice
- The company is breaking the law, e.g. doesn't have the right insurance
- You believe someone is covering up a wrongdoing

Complaints that don't count as whistle blowing:

Personal grievances (e.g. bullying, harassment, discrimination) aren't covered by whistle blowing law, unless your particular case is in the public interest.

Who to tell and what to expect?

You can report your concern to Julia Evans Director of Guardianship Services. There are other options if you don't want to report your concern to us e.g. you can get legal advice from a lawyer, a union, or tell our accrediting body AEGIS.

Making your claim anonymously or confidentially?

You can tell us or a prescribed body anonymously but they may not be able to take the claim further. If you haven't provided all the information needed by law. You can give your name but request confidentiality - the person or body you tell should make every effort to protect your identity. If you report your concern to the media, in most cases you'll lose your whistle blowing law rights.

What happens when you tell someone your concerns?

CGA, AEGIS, a lawyer or a union will listen to your concern and decide if any action is needed. You may be asked for further information. You must say straight away if you don't want anyone else to know it was you who raised the concern. You won't have a say in how your concern is dealt with.

CGA or AEGIS can keep you informed about the action they've taken, but they can't give you much detail if they have to keep the confidence of other people.

Not satisfied with how your concern was dealt with?

Contact the arbitration service [ACAS](#) who are an impartial mediation service or Public Concern at Work.

If you are concerned about a child, please contact the NSPCC Whistleblowing Advice Line 0800 028 0285 or email help@nspcc.org.uk.

Appendix 5 - Missing Student Procedure

A student may be identified as missing if their whereabouts cannot be confirmed visually, from information provided by the pupil or other trustworthy people with regard to their movements or telephone contact with them or their parent/guardian.

- 1) If a host family thinks a pupil is missing, they must tell us straight away.
 - We will try and contact the student by their preferred method of communication.
 - We will attempt to ascertain their whereabouts from the last people in contact with the student.
 - We will check all places the student was last seen.
 - We will continue to attempt to contact the student on his/her mobile phone.

 - If the pupil is still missing, the host family and CGA will discuss the matter to understand the facts before we inform the parents, house parent and school. Host families should NOT telephone parents themselves, they should make as detailed as possible notes about the events that led up to the student disappearance and forward to CGA.

 - On completion of this and any subsequent searches made, the Director of Guardian Services and the student's parents and/or the school will continue to be informed of progress and will notify all concerned of the search progress.
 -
 - The Director of Guardian services (or in her absence, the person on duty) will arrange for the Police to be informed if the student can not be found.

- 2) If a student goes missing while in the care of our transport provider, the driver should let CGA know straight away.
 - Our transport provider will speak to the airline staff if they are in the airport.
 - We will Request appropriate assistance.
 - We will Request a search of local roads, shops, potential haunts etc this will be made on foot or by car where appropriate.

- 3) If the student does not arrive at an airport we will call the family and email requesting the booking reference and speak to the airline straight away to make sure the student boarded the flight.

If the pupil is found, or the incident is otherwise resolved:

- CGA will be directly informed directly by the host family
- If found at the airport the parents will be emailed or telephoned straight away
- The Police will be informed if they have been involved.

CGA will initiate a full inquiry into the events that happened and speak to everyone involved, and provide a written report.

This report and the incident log will be kept securely in the CGA Office.

After the incident:

- The host family or CGA will sensitively discuss the incident with the student and explain why their safety is our only concern and understand what happened and why?

CGA will sensitively discuss the incident with the parents and the school

- A conclusion is drawn as to how the incident happened and, if appropriate, procedures (including risk assessments and training) need to be updated.
- If the student has any specialist needs and the student agrees, CGA with permission may speak to the appropriate councillors at school or an external specialist.

Appendix 6 - Data protection and privacy Policy

This non-contractual notice explains what personal data (personal information) we hold about you, how we collect it, and how we use and may share personal information during your contractual term and after it ends. Please ensure that you read this notice and any other similar notice we may provide to you from time to time.

Who collects the personal information

The Company is a 'data controller' and gathers and uses certain personal information about you.

Data protection principles

The data protection principles which we will apply when gathering and using personal information are set out in our Data Protection Policy in our handbook.

About the personal information we collect

A table summarising the personal information we collect and hold, how and why we do so, how we use it and with whom it may be shared is below.

Personal information may be shared with other parties, such as group companies and/or affiliated companies, external contractors and our professional advisers (e.g. legal and financial advisors), HR advisors and payroll providers, and potential purchasers of some or all of our business or on a re-structuring. The recipient of the personal information will be bound by confidentiality obligations. We may also be required to share some personal information to comply with the law. We seek to ensure that our personal information collection and processing is always proportionate. We will notify you of any material changes to personal information we collect or to the purposes for which we collect and process it.

Where personal information may be held

Personal information may be held at our offices and third-party agencies, service providers, representatives and agents as described above and in cloud based IT services. In the event that we use cloud based IT services, personal information may be transferred internationally to other countries around the world, including countries that do not have data protection laws equivalent to those in the UK. We have security measures in place to seek to ensure that there is appropriate security for personal information we hold.

How long we keep your personal information

We keep personal information during and after your contractual term for no longer than is necessary and in the majority of cases for no more than 6 years after the end of your employment.

Your rights to correct and access your personal information and to ask for it to be erased

Please contact our Data Protection Contact ([NAME/JOB TITLE]) if (in accordance with applicable law) you would like to correct or request access to personal information that we hold or if you have any questions about this notice. You also have the right to

ask our Data Protection Contact for some, but not all, of the personal information we hold and process to be erased (the 'right to be forgotten') in certain circumstances.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing personal information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Criminal records information

We may carry out Disclosure and Barring Service (DBS) checks (including requesting a criminal record certificate, enhanced criminal record certificate or a search of the children's or adults' barred list) where we feel that a DBS check is proportionate and relevant for your role. A record that the DBS check was completed and whether it was satisfactory will be kept; however, the check itself will usually be disposed of securely unless we feel it is relevant to the ongoing relationship, in which case it will be kept securely for six months (unless relevant for regulatory inspections in which case it will be retained until the next inspection).

How to complain

We hope that we can resolve any query or concern you raise about our use of your personal information. If not, contact the Information Commissioner at ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Appendix 7 - CGA Anti Bullying Policy

Bullying can occur in any group of people whatever its type or size or the age of its members. There are many different forms of bullying; at one end of the scale it can be teasing and banter and at the other it becomes serious assault or harassment. Verbal and psychological bullying can be just as harmful and hurtful as physical violence. Sexual and racial harassment are particularly serious forms of bullying. Many children and young people can be especially vulnerable to bullying, they can be bullied because they are seen to be 'different' – because of their race, religion or culture, because of their sexuality, because of their gender, or because of any special educational needs or disabilities they may have.

Cyber bullying:

This is a form of bullying which uses technology to deliberately harm or upset others. This type of bullying can happen in many ways, using mobile phones or the internet and could include:

- o · sending hurtful messages or using images
- o · leaving malicious voicemails
- o · a series of silent calls
- o · excluding them from chat/messaging rooms/areas
- o · 'happy slapping' – sending video/images of people being bullied, so others can see

Signs of Bullying

Some of the ways in which children and young people have described bullying include:

- o · being called names
- o · being teased
- o · being pushed or pulled around
- o · having money or personal possessions taken or damaged
- o · having rumours spread
- o · being ignored or left out
- o · being hit, kicked or physically hurt in some way
- o · being threatened or intimidated

Effects of Bullying

The effects of bullying can lead to children and young people:

- becoming depressed
- experience low self esteem
- becoming shy and withdrawn
- experiencing physical complaints, like constant stomach aches and headaches, which are brought on by stress
- feeling anxious

CGA does not tolerate the bullying of other people in any form whatsoever and all incidents of bullying reported to us will be fully investigated.

CGA Guardianship pupils will:

- respect other people, their space and their belongings
- be kind to others, even if they are not our friends
- not walk away if we see someone being bullied
- try to get help and tell a responsible adult
- ask for help if we are being bullied

If you find someone is bullying you please do the following and speak to us to get you the help you need.

- Talk to or contact someone you trust this can be us, your school councillor or personal tutor, house parent or host family, your parent, or a friend.
- Be persistent. If the first person you talk to doesn't help, don't give up. Speak to someone else.
- If you can, write down everything that has been said or done to hurt you. Try to write down how you feel. When you have found someone you can trust, discuss what you have written.
- Ask the person you talk to not to do anything without telling you about it first. You have a right to know what is being done on your behalf and to say whether you think it is a good idea or not. If you find it difficult to talk to an adult ask someone to talk to an adult on your behalf.
- Telephone Child Line (Free phone 0800 1111). Their helpers provide a confidential helpline for young people
- Telephone our emergency number: +44 (0) 771 960 6770
- Telephone or email Katy or Julia: +44 (0) 223 233204
- Most importantly, do something. Sometimes bullying stops quickly, but doing nothing means it may continue until someone is seriously upset or hurt.

Appendix 8 - On-line Safety, Computer and Gadget use Policy:

It is a given nowadays students of any age will want to communicate with friends and family via email and other internet based communications.

Access to the internet is a must for host families. The days when computers were used for school projects only are long gone.

This policy applies to all members of the CGA community (including staff, students, parents, visitors and host families).

It is a statement of the aims, principles, strategies and procedures for e-safety.

The E-Safety Policy should be read in conjunction with our Data Protection and Information Sharing Policy and Safeguarding Policy.

We all share a responsibility to the Guardianship pupils in our care to know what they are doing online during their stay outside school.

What is E-Safety?

E-Safety refers to child protection and safeguarding of both children and adults in the digital world. It is about learning to understand and use technologies in a safe, positive way, also about supporting children and adults to develop safe online behaviours.

Risks to pupils who use the internet include:

- exposure to inappropriate materials, for example, pornographic pictures and videos
- physical danger and sexual abuse, for example, through 'grooming' by paedophiles
- cyberbullying – persistent bullying through the digital medium
- losing control over pictures and videos
- obsessive use of the internet and ICT, for example, addiction to video games
- damage to online reputation
- inappropriate or illegal behaviour, for example, exposure to hate mail or offensive images
- viruses, hacking and security
- exposure to extremist material and the possibility of radicalisation
- copyright infringement, for example, the illegal sharing of music, pictures, video or documents

E-Safety is largely concerned with internet communications. The internet is accessible from computers, laptops, tablets, mobile phones, games consoles and other devices like the iPod Touch and internet connected TV. Other communication technologies such as texting and phone calls are also covered by the term 'E-Safety'.

We ask Host families to provide 24/7 unlimited broadband to students when they stay with hosts.

The internet is an essential element in 21st century life for education, business and social interaction.

We encourage the provision of quality internet access to enable Guardianship pupils to communicate with home and as a necessary tool for school work.

Hosts are expected to install appropriate parental control software on their routers.

Time being spent on a computer:

How much time do you allow your students on a computer? This totally depends on what you feel comfortable with. One thing to bare in mind students are here to learn English and experience British life, equally they study hard at school during the day or all term. If a student spends most of their time alone in front of a computer they are not fulfilling the goals mentioned above. If this is the case especially if you are hosting a younger student please suggest to the student they get more involved in person to person contact in their home environment.

The threat of unwanted viruses and unwanted information:

This is a growing concern especially at a time when students know more about these things than many adults.

Please discuss your expectations regarding responsible use of the internet early on when your student first arrives, including appropriate websites, and communications with people they know very well through webcams. If a student uses your computer please make sure the student knows and understands what kind of functions they are allowed to perform on your computer. You may not want to allow them the privilege of installing any kind of software or programs on your computer, unless they have discussed it with you, and you have agreed.

Internet

- During exeat weekends or half term breaks students aged 10-13 must have adult supervision whilst using the internet, as they show their host family what games they are playing on the internet or the sites they are using
- Students will be encouraged to tell their host immediately if they encounter any material that makes them feel uncomfortable.
- Internet access will be filtered appropriate to the age of the pupils.

Email

- All emails sent must be professional in tone and content.
- Students must immediately tell an adult if they receive offensive email. Students must not reveal personal details of themselves or others in email communication (such as address or telephone number or details about where they are staying or living).

Students must not arrange to meet anyone they have met on the internet. They must tell their host if they are meeting someone from the internet and the explain the details.

- Students should be made aware that the writer of an email (or the author of a web page) may not be the person claimed.

Social Networking

Hosts shall:

- behave responsibly and professionally at all times in connection with the use of social networking sites and keep up to date with privacy policies of the sites they use

- ensure that all communication with students (including on-line communication) takes place within clear and explicit professional boundaries
- use their professional judgment and, where no specific guidance exists, take the most prudent action possible and call CGA if they are unsure about a student's internet activity
- co-operate with CGA in ensuring the implementation of this policy and a safe environment for students

Chat rooms and Instant Messaging

- Students are not permitted to use these facilities on a host family's computer

Students should be aware:

- the use of mobile phones, tablets, portable electronic games and media players brought to the host family are not allowed to be used over-night and they should be charged outside a bedroom.
- In the case of younger students if requested by the host they should give their electronic devices to the host over night
- Students are forbidden from sending abusive or inappropriate text messages
- Students may have their internet activity checked by CGA if a host family is concerned about the student's internet activity

Students are allowed to take digital photographs and video images although they must follow guidance in the CGA Photography Policy concerning the taking, sharing, distribution and publication of the images of other students' images

CGA Website:

- The point of contact on the website will be the Guardianship Organisation address, email and telephone number. Host family or student personal information will not be published.
- Website photographs that include CGA students will be selected carefully and will only be published with parental permission on our Social Media business sites.
- CGA Guardianship students' full names and contact information will not be used anywhere on the website, particularly in association with photographs.

Cyberbullying

Cyberbullying is the use of the internet and related technologies to harm other people, in a deliberate, repeated, and hostile manner.

When children are the target of bullying via mobile phones, gaming or the internet, they can often feel very alone and, a once previously safe and enjoyable environment or activity, can become threatening, harmful and a source of anxiety.

Cyberbullying (along with all forms of bullying) will not be tolerated. All incidents reported will be recorded and investigated.

CGA Host Family Data Security

Host Families must not share passwords and user names with students and must not leave their computers unlocked and accessible to pupils.

Students

- E-Safety rules will be given to Students in their Student handbooks and emailed each term with age-appropriate guidance.
- Students will be informed that network and internet use on a host's computer is not allowed

Parental Support

- Parents' attention will be drawn to our E-Safety Policy in the parent handbook.

Policy Implementation

All new hosts receive e-safety advice and guidance as part of their induction programme to ensure they understand their responsibilities, as detailed in this policy.

Digital Cameras and webcam:

Students who bring digital cameras will use their own computers to download and manage their own pictures. Students will bring their own memory sticks to store their information and expect to buy them from local stores when they need a new stick.

If you are concerned by who a student is talking to on the internet, please talk to the student and call us if you are in any way concerned, we are here to help, on :0771 960 6770.

Using images of children: photographs, videos, websites and social media

We live in an age in which digital technology has vastly increased the use, and potential misuse of photography. Photographs for CGA students and host family uses and those that appear in the press and social media, are a source of pleasure and pride.

Children are usually abused by someone they know. The risk of a child being directly targeted for abuse through being identified by a stranger is very small. Providing reasonable steps are taken to ensure an appropriate photograph, and to protect the full name and contact details, photography of students by hosts, staff and the media is allowed, within safe practice guidelines.

Issues of Consent

The Data Protection Act 1998 affects our use of photography. This is because an image of a child is personal data for the purpose of the Act, and it is a requirement that consent is obtained from the parent of a young person under the age of 18 years for any photographs or video recordings. It is also important to ascertain the views of the child.

Consent is sought on the Guardianship Registration form and in the Parent Agreement Letter for images to be used by us. Hosts and their families may not use images of students.

Parents retain the right to withdraw consent at any stage, but they need to do so in writing.

CGA will

- never use a pupil's full name online to accompany a photograph
- use the minimum information necessary to accompany a photograph
- only use images of children in suitable dress (not swimming costumes, for example)
- store photographs securely for authorised CGA use only
- only use images of under 18s where permission has been obtained from the parents

Appendix 9 - Safer Recruitment

CGA is committed to:

- safeguarding and protecting all children and young people by implementing robust safer recruitment practices
- identifying and rejecting applicants who are unsuitable to work with children and young people
- responding to concerns about the suitability of applicants during the recruitment process
- responding to concerns about the suitability of employees and volunteers once they have begun their role
- ensuring all new staff and volunteers participate in an induction which includes child protection.

Recruitment Process

Define the role: For any role working with children and young people, both the role description and the person specification should highlight the safeguarding responsibilities.

Advertising the role: Every advert for a role that includes work with children should include a statement about our commitment to keeping children safe. If the role requires a criminal records check, this should be included in the advert.

Applicant information pack: Providing an application pack ensures that people interested in applying for a role have all the information they need about our organisation and the advertised vacancy. It should include space for the candidate to explain how they meet the criteria outlined in the person specification.

Self-disclosure form: A self-disclosure form gives candidates the opportunity to tell you confidentially about any relevant criminal convictions, child protection investigations or disciplinary sanctions they have on their record.

Applicants should complete a self-disclosure form before the interview and bring it in a separate, sealed envelope marked 'Confidential'. You should only open the self-disclosure forms of candidates who have been selected for the role, and review the information inside as part of your vetting checks, applying a risk assessment process if information has been disclosed. You must securely dispose of all unopened self-disclosure forms.

Criminal records checks should always be carried out as appropriate to the role.

References: You should ask applicants to provide the details of at least two referees and check references as part of your vetting checks.

It's a good idea to give candidates an overview of the questions you'll be asking referees, so the candidate can consent to this information being provided. Make sure you ask about the candidate's suitability to work with children and young people.

Interviewing: Interviews to recruit people to work with children should always be conducted face-to-face. You should assess all applicants on their ability to carry out the role, based on justifiable and objective criteria. At least two people should be on the interview panel and you should have a chair. Choose questions that relate to items in the person specification and enable you to explore the candidate's suitability to work with children, their attitude and their motivations for applying for the role. You should ask each candidate the same questions so that they are all treated equally. Make notes during the interview. This will form the evidence for assessing each candidate after the interviews are complete. Use a scoring system based on the person specification and follow the same criteria for each candidate.

During the interview candidates should show that they are able to:
establish and maintain professional boundaries and professional integrity

establish and maintain relationships with children
take action to protect a child.

Checking identity

Check each candidate's identity during the recruitment process. The first opportunity to do this is usually when the candidate attends an assessment day and interview.

Making an offer

When you contact the successful candidate, make it clear that the offer is still subject to satisfactory completion of all the vetting processes you need to undertake.

See also NSPCC Safer Recruitment at <https://learning.nspcc.org.uk/safeguarding-child-protection/safer-recruitment#skip-to-content>

Appendix 10 - Child protection information sheet for students

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 students 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:

- you think you may be ill and are too afraid or embarrassed to tell anyone
- you feel very depressed, or that life is not worth living
- you or your friends are being bullied or treated unkindly by another student
- you think that another student is not eating properly, or may be harming him / herself
- you are worried, angry or hurt about something happening at your host family's home
- you think that another student has done, or is about to do, something seriously wrong or dangerous
- 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
- 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
- you feel that a staff member from the Guardianship agency or a host family member has treated you unfairly eg. in a punishment given, or in favouring other students
- 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 student 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 or the school councillor or someone at the Guardianship Agency or a host family member who you feel most comfortable and safe talking to.

3.3 If you have a concern, speaking to one of these people is normally the quickest and most effective way to get to the heart of the problem and resolving it.

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:

- your parents, legal guardians or other relatives
- adults who are in a position of authority at the school you attend, for example the School Chaplain, School Counsellor or GP/Doctor
- an older student at the school you attend or an older international student who is also allocated a host family through the Guardianship Agency
- Children's Commissioner: 0800 528 0731
Child Line: 0800 1111
NSPCC: 0808 800 5000
- Cambridgeshire County Council Children's Social Care
Telephone: 0345 045 5203 (office hours), 01733 234 724 (out of hours)

To find local authority contacts in other counties, visit the relevant County Council website or do an internet (Google) search using terms such as "children's social care services oxfordshire"

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:

4.2 Where we are concerned about your welfare, we will need to pass this information to a designated person within the Guardianship Agency (or a deputy designated person if the designated person is unavailable) who will ensure that the correct action is taken. Depending on the nature of the concerns, the designated person may need to refer the matter on to external agencies

4.3 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 local authority designated officer (LADO)

5.1 Each local authority has a designated officer known as a LADO 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 designated person for child protection at the Guardianship Agency will be able to give you the name and contact details for the nearest LADO. Alternatively you should be able to find these details on the

Cambridgeshire County Council Local Safeguarding Children Board (LSCB) website.

- 5.2 <http://www.cambridgeshire.gov.uk/NR/ronlyres/8838601C-514A-4C96-A63A-D4350E05E2EC/0/Aguidetochildprotectionservices.pdf>
- 5.3 You and your parents or guardians have the right to contact the LADO at any time if you have a complaint concerning your welfare.