Safeguarding and Child Protection Policy

Ofsted Registered Supported Accommodation for Young People

Policy version	Version 3
Updated	September 2026
Review date	June 2027, or sooner after statutory change, serious incident, safeguarding learning, inspection or commissioner requirement
Policy owner	Registered Service Manager and Designated Safeguarding Lead
Nominated Individual	Michael J. Callum
Registered Service Manager and DSL	David Ramsay
24 hour safeguarding and on call	07584 253800
Management escalation	07888 029557
Service address	4 Bilsworth, Tinkers Bridge, Milton Keynes, Buckinghamshire, MK6 3DH

Applies to: All employees, agency workers, volunteers, contractors, visitors and supported accommodation premises.

Related procedures: Allegations and low-level concerns; safer recruitment; missing child; exploitation; online safety; behaviour and de-escalation; bullying and harassment; complaints; whistleblowing; medication; accident and incident reporting; data protection.

Controlled document. The current electronic version is the controlled copy. Printed copies must be checked against it before use.

Safeguarding commitment

Callum Security Solutions Ltd places the welfare, safety, rights and voice of each young person at the centre of its service. Safeguarding is everyone's responsibility. Staff must notice concerns, listen, record, share information and act; they must never assume that another professional will do so. The service provides support rather than care, but this distinction does not reduce its duty to protect looked-after children and care leavers aged 16 and 17 from harm inside and outside the accommodation, including online. We maintain a culture that is safe for young people and unsafe for adults or peers who may seek to harm them. Professional curiosity, respectful relationships, trauma-informed practice, safer recruitment, sound matching, accessible complaints and prompt multi-agency action underpin this policy. The young person's wishes and feelings are actively sought, but action may be taken without consent where this is necessary to protect them or another person. Immediate danger. Call 999 where a young person or another person faces immediate serious harm, a crime is in progress, urgent medical assistance is needed or a weapon is present. Then contact the 24-hour safeguarding and on-call number on 07584 253800 and follow the notification pathway.

Purpose and outcomes

- Set a clear, legally informed safeguarding framework for Ofsted-registered supported accommodation.
- Enable staff to recognise abuse, neglect, exploitation and emerging vulnerability and respond without delay.
- Provide consistent procedures for disclosures, referrals, allegations, missing episodes, online harm and serious incidents.
- Embed the young person's voice, equality, reasonable adjustments and culturally competent practice.
- Ensure information is recorded, shared, retained and transferred securely and proportionately.
- Demonstrate accountable leadership, safe staffing, learning and continuous improvement to Ofsted and commissioners.

Scope

This policy applies at the accommodation, during outreach, travel, appointments, community activity and digital contact undertaken for the service. It covers harm within the family, placement, peer group, staff relationships, education or employment, intimate relationships,

neighbourhood and online spaces. It applies to concerns about current harm, past abuse, risk to another child and conduct occurring outside working hours that may indicate an adult is unsuitable to work with children.

Legal and statutory framework

- Children Act 1989 and Children Act 2004, including duties concerning children in need and enquiries where significant harm is suspected.
- Supported Accommodation (England) Regulations 2023, including the Protection Standard, Leadership and Management Standard, safeguarding policies, serious incident notifications and six-monthly quality of support reviews.
- Guide to the Supported Accommodation Regulations including Quality Standards and Ofsted's supported accommodation social care common inspection framework.
- Working Together to Safeguard Children 2026 and current Information Sharing advice for safeguarding practitioners.
- Care Planning, Placement and Case Review (England) Regulations 2010 and Care Leavers (England) Regulations 2010.
- Safeguarding Vulnerable Groups Act 2006, Protection of Freedoms Act 2012 and Rehabilitation of Offenders Act 1974 exceptions relating to safer recruitment and DBS referrals.
- Equality Act 2010, Human Rights Act 1998, Data Protection Act 2018 and UK GDPR.
- Domestic Abuse Act 2021, Modern Slavery Act 2015, Serious Crime Act 2015, Sexual Offences Act 2003, Female Genital Mutilation Act 2003 and Counter-Terrorism and Security Act 2015 where relevant.
- Milton Keynes safeguarding partnership procedures, local Levels of Need guidance, placing-authority plans and the service Statement of Purpose. Keeping Children Safe in Education 2026 is not the principal statutory framework for supported accommodation, but relevant good practice from the model education policy has been retained where it strengthens listening culture, allegations management, safer recruitment, child-on-child abuse and online safety.

Definitions

Term Meaning Safeguarding and promoting welfare Providing help and support as soon as needs emerge; protecting children from maltreatment inside or outside the home, including online; preventing impairment of health or development; ensuring safe and effective care; and enabling the best outcomes. Child protection Activity undertaken to protect specific children who are suspected to be suffering, or likely to suffer, significant harm. Child Anyone under 18. A looked-after child or care leaver aged 16 or 17 remains a child for safeguarding purposes. Significant harm The threshold that justifies compulsory intervention in family life in the best interests of a child. It may arise from one serious event or an accumulation of concerns. Family Help Coordinated support offered early and proportionately when needs emerge. It does not replace referral where statutory assessment or immediate protection is required. Extra-familial harm Harm arising beyond the family, including peers, intimate relationships, community, education, work, gangs, exploitation and online contexts. Allegation Information that an adult working with children may have harmed a child, committed a related offence, may pose a risk of harm, or may be unsuitable to work with children. Low-level concern Conduct by an adult that is inconsistent with the staff code of conduct, including inappropriate conduct outside work, but may not meet the allegation threshold. Safeguarding record A confidential, contemporaneous record of concern, decision, rationale, referral, action, outcome and review relating to a young person. Professional curiosity Respectful exploration of information, behaviour and context rather than accepting explanations that leave risk unresolved.

Safeguarding principles

- See and hear the young person first. Ask what life is like for them and how safe they feel, not only what professionals report.
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Act early and proportionately. Family Help may address emerging need, but it must not delay statutory referral.

- Maintain professional curiosity. Consider disguised compliance, coercion, exploitation, missing information and changes in presentation.
- Work with, not around, the young person. Explain decisions and information sharing in accessible language.
- Recognise that behaviour can communicate harm. Missing episodes, aggression, withdrawal, substance use, self- harm, gifts, debt or sudden relationships require contextual assessment.
- Respect identity and make reasonable adjustments. Disability, neurodivergence, language, culture, faith, sex, sexual orientation, gender identity and immigration status may shape risk and access to help.
- Do not allow fear of damaging relationships, being wrong, appearing discriminatory or affecting a placement to prevent protective action.
- Challenge professional disagreement and drift. Escalate when another agency's response does not adequately protect the young person.

Governance and safeguarding leadership

Role Core responsibilities Registered Service Manager and DSL Leads safeguarding practice; is available directly or through on-call arrangements; makes/refines referrals; liaises with social care, police, LADO, health, placing authorities and Ofsted; assures records, training and plans; keeps senior leadership informed. Provides strategic oversight and challenge; ensures resources, culture, safer recruitment and regulatory compliance; scrutinises serious incidents, allegations, themes and Regulation 32 learning. Deputy or on-call safeguarding lead Acts when the DSL is unavailable within delegated competence, records decisions and completes a formal handover. Lead accountability remains with the DSL/RSM. All staff and agency workers Read and follow this policy and code of conduct; attend training; recognise, respond, record and report; call statutory services directly if leaders are unavailable or fail to act; maintain confidentiality. Key worker Builds a trusted relationship; co-produces safety and support plans; tracks wellbeing, missing/exploitation indicators and professional actions; ensures the young person understands rights and reporting routes. Placing authority Retains statutory responsibility; supplies current plans and risk information; responds to concerns, convenes reviews and ensures necessary services and placement decisions. Young people Are supported to speak privately, identify trusted adults, access advocacy and complaints, contribute to plans and receive feedback. They are never made responsible for investigating or protecting others.

DSL availability and cover

A safeguarding lead or on-call manager is available whenever the service is operating. The primary 24-hour safeguarding and on-call number is 07584 253800. Management escalation is to Michael J. Callum, Nominated Individual, on 07888 029557. Duty rotas identify the competent manager holding responsibility. Staff do not delay emergency or statutory referrals while trying repeatedly to reach an internal manager.

Staff expectations

- Know the identity and contact route of the DSL/RSM, on-call manager and relevant emergency services.
- Read the safeguarding, staff conduct, whistleblowing, allegations, missing, online safety, behaviour and complaints procedures before lone work.
- Complete induction and refresher training and demonstrate competence in supervision and practice.
- Understand the young person's placement, support and risk plans before providing unsupervised support.
- Notice signs and patterns; speak to the young person privately; record facts and report on the same shift.

- Make a direct referral to children's social care or call police where necessary if the DSL/manager is unavailable, implicated or does not act.
- Never conduct an internal child protection investigation, promise confidentiality, confront an alleged perpetrator or ask leading/repetitive questions.
- Report concerns about any adult's conduct, including low-level concerns, boundary breaches and behaviour outside work that may indicate risk.
- Protect records and share information only for legitimate safeguarding purposes.
- Use the whistleblowing route where practice is unsafe, concealed, retaliatory or not addressed.

Safer organisational culture

Leaders create a culture in which young people and staff can raise concerns without fear. Managers are visible, respond respectfully, welcome challenge and do not prioritise reputation, occupancy or staff loyalty over safety. Staff understand that "it could happen here", including harm by respected colleagues, peers, family members or professionals. Young people receive repeated, accessible information about boundaries, privacy, consent, complaints, advocacy, Ofsted and how to contact their social worker.

Safer recruitment and suitability

- Recruit against a written role and person specification with safeguarding responsibilities made explicit.
- Use a structured application, identity and right-to-work checks, employment-history scrutiny, explanation of gaps and safeguarding-focused interview questions.
- Obtain and verify appropriate references from authoritative sources before appointment where possible; resolve discrepancies and vague information.
- Complete the correct enhanced DBS and barred-list checks for eligible roles, overseas checks where relevant, qualification verification and any required professional-register checks.
- Use risk assessment only where lawful and appropriate; never allow a person to begin unsupervised work without required checks and authorisation.
- Maintain a secure workforce compliance record, renewal/tracking arrangements and agency assurance. Verify identity and checks of each agency worker on arrival.
- Provide safeguarding, boundaries, whistleblowing, on-call and allegation procedures before contact with young people; use probation, observation and supervision to assess practice.
- Refer to DBS and professional regulators when legal thresholds are met; resignation or departure does not end safeguarding enquiries or referral duties.

Professional boundaries and low-level concerns

Staff must maintain safe, transparent and role-appropriate relationships. They do not form secret or dependent relationships, exchange personal social media, use personal messaging unless expressly authorised, lend or borrow money, give significant personal gifts, share unnecessary personal information, enter bedrooms without a legitimate

reason and agreed approach, use sexualised or humiliating language, or transport/meet a young person outside authorised arrangements. Any low-level concern is reported to the Registered Service Manager, even if the reporter is uncertain. Concerns about the manager go to the and external safeguarding route. The manager records the account, context, decision and action, checks for patterns across staff and locations, and consults LADO where the allegation threshold may be met. Low-level concerns are not used to bypass formal safeguarding referral.

Training supervision and competence

- Safeguarding induction before lone work, followed by regular updates and annual refresher training informed by local and service risks.
- DSL training suitable for the supported-accommodation role and refreshed at least every two years, with ongoing updates and access to specialist advice.
- Training includes abuse and neglect, disclosures, contextual safeguarding, exploitation, missing, self-harm, suicide, domestic abuse, child-on-child abuse, sexual harm, online safety, Prevent, trafficking, FGM, forced marriage, equality, allegations, information sharing and recording.
- Reflective supervision considers emotional impact, bias, professional curiosity, boundaries, decision quality and outstanding actions. Group reflection never replaces confidential case oversight.
- Managers test learning through scenarios, observation, audit and young people’s feedback and restrict duties where competence is not demonstrated. Nominated Individual

Recognising abuse neglect and exploitation

Indicators are not proof and the absence of signs does not mean a young person is safe. Staff consider change, pattern, context and the young person’s explanation. Harm may be current or historic, deliberate or caused by failure to act, and may occur face-to-face or online. Type Possible presentation Physical abuse Assault, shaking, burning, poisoning, suffocation, fabricated or induced illness, unexplained or patterned injury, implausible explanation, fear of a person or reluctance to seek treatment. Emotional abuse Humiliation, threats, rejection, coercive control, isolation, exposure to domestic abuse, exploitation, persistent criticism, frightening expectations, serious bullying or corruption. Sexual abuse Contact or non-contact activity, rape or assault, grooming, coercion, sexualised conversation, watching/creating sexual material, image-based abuse, exploitation or pressure through peers/online contacts. Neglect Persistent failure to provide food, clothing, shelter, health care, supervision, protection or emotional response. For looked-after young people, consider whether professional systems or the placement are failing to meet assessed needs. Child criminal exploitation Coercion or grooming into offending, county lines, debt, carrying drugs/weapons/cash, unexplained travel, missing episodes, gifts, new phones, injuries, threats or fear of associates. Child sexual exploitation Exchange or expectation of money, status, affection, accommodation, substances or protection for sexual activity; power imbalance and coercion mean apparent agreement does not remove exploitation. Domestic abuse Controlling, coercive, threatening, degrading, physical, sexual, psychological or economic abuse between connected persons. A child who sees, hears or experiences effects of domestic abuse is a victim in their own right. Modern slavery and trafficking Recruitment, movement, harbouring or control for exploitation, including criminal, sexual, labour or domestic servitude. Movement across a border is not required. Online harm Grooming, coercion, sexual or criminal exploitation, harassment, scams, radicalisation, location tracking, doxxing, harmful content, intimate images or abuse crossing between online and offline life. Institutional or organisational abuse Unsafe culture, neglectful routines, punitive restrictions, closed practice, intimidation, falsified records, failure to act, discriminatory treatment or prioritising service interests over welfare.

Factors increasing vulnerability

- being looked after or care experienced, placement disruption or weak trusted relationships;
- disability, learning difficulty, autism, ADHD, communication difference or reliance on others;
- mental ill health, self-harm, suicide risk, trauma, bereavement or substance use;

missing episodes, homelessness risk, poverty, debt, offending or exclusion from education;

- unaccompanied asylum-seeking status, trafficking history, insecure immigration status or separation from family;
- LGBTQ+ identity, racism, misogyny, faith-based abuse or other discrimination;
- gang association, unsafe intimate relationship, older peers/adults, online contacts or family exploitation;
- transition to adulthood, reduced statutory oversight or a false assumption that independence means lower vulnerability.

Harmful practices and specific safeguarding issues

Issue Required approach Female genital mutilation Treat as child abuse. Report risk to children's social care/police. Regulated health, social care and teaching professionals must follow the statutory mandatory-reporting duty when a girl under 18 discloses FGM or physical signs are observed in the course of professional work. Forced marriage and honour- based abuse A person cannot consent to forced marriage. Do not contact family/community members or attempt mediation where this may increase risk. Seek specialist and police/social-care advice. Radicalisation and Prevent Notice vulnerability, grooming, ideological influence, fixation, isolation and online activity in context. Discuss with DSL and use Channel/Prevent or police routes proportionately. Emergency terrorist risk is reported to police. Fabricated or induced illness Record observations and inconsistencies without confrontation; seek health and children's social care advice. Do not alert an alleged perpetrator where this may increase risk. Faith or belief-related abuse Respect faith while acting on physical, emotional, sexual or neglectful harm. Belief does not justify abuse, exorcism, accusations of possession or denial of medical care. Financial abuse Consider coercion, theft, benefit control, debt, scams, money laundering, cuckooing and exploitation. Protect access to lawful finances without imposing blanket control. Hate and discriminatory abuse Record the affected person's perception, protected/identity factor, impact and pattern; safeguard and consider police/specialist support. Pregnancy and parenting Ensure access to health care and support; assess coercion, exploitation, domestic abuse and safeguarding of the young parent and baby without judgment.

Responding to a disclosure

The staff member's role. Receive the information, reassure appropriately, establish immediate safety, record and report. Staff must not investigate or seek a complete account. 1. Listen calmly and give the young person time. Use their preferred communication and arrange an interpreter or communication support where needed. 2. Thank them for telling you. Say they have done the right thing and that the harm is not their fault. 3. Do not promise secrecy. Explain that you must share information with people who can help, and that you will tell them what happens next where safe. 4. Use only open prompts needed to clarify immediate safety, such as "Tell me what happened" or "Is anyone in danger now?". Do not ask why, suggest answers or repeatedly question. 5. Do not confront the alleged person, arrange mediation, examine injuries beyond first-aid need, or ask the young person to retrieve/forward sexual images. 6. Call 999 for immediate danger or urgent medical need. Preserve evidence and seek specialist advice for recent sexual assault without delaying emergency care. 7. Record as soon as possible: date/time, setting, who was present, exact words, demeanour, visible injury, questions asked, actions and time reported. Sign/date the record. 8. Report immediately to the DSL/RSM or on-call manager. If they are unavailable, implicated or fail to act, contact children's social care/police directly and inform the Nominated Individual.

Safeguarding response and referral pathway

Situation Required response Immediate danger or serious crime in progress Call 999, arrange urgent health care, move others to safety, preserve evidence, contact on- call/DSL and notify placing authority and safeguarding services. Reasonable cause to suspect significant harm Refer to children's social care/MASH immediately under local procedures. Do not wait for proof, a manager meeting or consent. Police contact where crime or urgent protection is indicated. Child in need or emerging concern Consult DSL and local Levels of Need guidance; seek Family Help or statutory assessment as appropriate; agree actions, owner and timescale. Escalate if risk increases or support is ineffective. Concern about adult working with children Ensure safety; report to manager/NI; contact LADO within one working day or sooner; consider police/social care; notify Ofsted of allegations of abuse against service/staff without delay and where possible within 24 hours. Concern about another young person Protect all involved; hear separately; assess child-on-child abuse, sexual harm, exploitation and compatibility; refer as required; provide separate support plans. Concern not acted upon or disagreement Use professional escalation/resolution procedure; record challenge and response; contact social care/police directly where protection remains inadequate; whistleblow where internal practice is unsafe.

Making a referral

The referrer provides identity and contact information; the young person's details and legal/placement status; family and significant relationships; reason for concern; current location and immediate safety; injuries or health needs; alleged person; siblings/other children at risk; relevant history and pattern; actions already taken; young person's

wishes and communication needs; and other professionals. Only verified facts are stated as facts; professional analysis and third-party information are identified. The service records the time, recipient, advice, reference number, decision and next action. If no acknowledgement or outcome is received within the expected timeframe, the DSL follows up and escalates. A decision not to refer is recorded with evidence, consultation, protective plan and review point. A young person's social worker is informed, but this does not replace referral to the host authority where local safeguarding action is required.

Consent and involving family

Seek and explain consent for Family Help where appropriate. Consent is not required to share information necessary to protect a child or another person, prevent serious harm or meet a legal duty. The manager decides with children's social care and the placing authority whether and when parents or people with parental responsibility should be informed. They are not contacted where doing so may increase risk, lead to evidence being lost, cause flight, expose the young person to forced marriage/FGM/honour-based abuse, or prejudice enquiries.

Young person voice and advocacy

The young person is offered private opportunities to speak, a named trusted worker, independent advocacy, communication support and accessible information about referrals, meetings, complaints and outcomes. Their wishes and feelings are recorded and given due weight. Where action differs from their wishes, staff explain why and what safeguards will apply. Participation is not made conditional on repeating disclosures or attending meetings with an alleged perpetrator.

Information sharing

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Safeguarding takes priority over a mistaken belief that data protection prevents sharing. UK GDPR and the Data Protection Act permit necessary and proportionate safeguarding sharing.

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Be open about sharing unless this would increase risk or prejudice an investigation. Record what was shared, with whom, purpose, lawful basis and outcome.

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Share relevant, accurate, timely and secure information; distinguish fact, allegation and professional opinion.

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Do not share more than needed, circulate case details informally, use personal accounts/devices or include unrelated third-party information.

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Consider the safety of siblings, peers, adults at risk and children in other services or households.

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If uncertain, seek advice without disclosing identity initially where possible; uncertainty must not delay urgent protective sharing.

Safeguarding recording and case management

Record requirement Standard Concern entry Contemporaneous date/time; source; exact words; factual observation; immediate risk; action and manager informed. Avoid labels, diagnosis and speculation. Decision and rationale Threshold considered; consultation; decision to refer or not; competing information; young person's view; equality/communication issues; named decision-maker and review time. Chronology Significant events, missing episodes, injuries, police/social-care contacts, allegations, placement changes, patterns and outcomes in date order. Referral and notification Agency/person, date/time, content, receipt, reference number, advice, required action and follow- up. Store Ofsted notifications and outcomes. Plan and review Risk controls, responsible person, timescale, welfare contacts, professional meeting/review and evidence that action was completed and effective. Access and security Separate from routine notes where appropriate; role-based access; secure transfer; audit trail; no deletion or alteration that obscures the original entry. Quality

assurance DSL reviews timeliness, clarity, action and drift. Managers audit open cases, chronologies, referrals, notifications and overdue actions.

Transfer and closure of records

When a young person moves, the DSL agrees secure transfer of relevant safeguarding information with the placing authority and receiving service, ideally before the move so protection is ready from arrival. The service records what was sent, to whom, date, method and confirmation of receipt. Original records are retained according to the statutory retention schedule and data-protection policy. Closure records the outcome, residual risk, ongoing professional responsibility and learning; a placement ending does not close unresolved safeguarding action.

Child on child abuse

Abuse by another child is safeguarding, even where both young people have vulnerabilities or the behaviour occurs outside the accommodation. It includes assault, bullying, sexual violence or harassment, coercive control, abuse in intimate relationships, exploitation, initiation or hazing, prejudice-based abuse, image sharing and online harm. Staff do not dismiss it as banter, part of growing up or mutual conflict without assessment.

- Ensure immediate safety and medical care; hear young people separately and preserve evidence.
- Assess power, fear, coercion, age/development, disability, repetition, group involvement, online reach, sexual/exploitation elements and retaliation.
- Refer to children's social care/police where thresholds are met and inform placing authorities for all materially affected young people.
- Provide separate safety and support plans for the harmed young person and the young person alleged to have caused harm.
- Review placement compatibility, staffing, shared spaces and community/education/contact arrangements.
- Use restorative work only when safe, voluntary and not a substitute for safeguarding or investigation.

Bullying harassment and discrimination

Bullying, harassment, sexual harassment and hate incidents may be safeguarding concerns and are managed under the Bullying and Harassment Policy alongside this policy. Staff challenge racism, misogyny, homophobia, transphobia, ableism, faith-based abuse and hostility related to immigration or care status. The affected person's perception, exact conduct, impact and pattern are recorded. Reasonable adjustments protect equal access to reporting and support.

Sexual violence harassment and intimate images

Respond to every report seriously. Do not ask the young person to prove resistance, explain delayed reporting or hand over intimate images. Protect forensic opportunities without delaying health care; consult police, children's social care and specialist sexual-assault services. Consent must be free, informed, specific, ongoing and capable of withdrawal; exploitation, intoxication, fear, age, disability and power imbalance are relevant. Where an indecent image may depict a person under 18, staff do not view unnecessarily, print, copy, forward or save it to personal/service systems. Record how the concern arose and seek DSL/police advice. A young person is supported rather than blamed for creating or sharing an image. Assess coercion, threats, distribution, extortion, exploitation, suicide/self-harm risk and offline contact.

Missing young people

- Follow the individual missing plan immediately; check immediate risks, known locations, travel, phone/contact information and circumstances without unsafe searching.

- Notify police and placing authority/social worker according to the plan and local protocol; inform family where agreed and safe.
- Share exploitation, trafficking, self-harm, medication, disability, communication and known-associate information needed for protection.
- Maintain appropriate contact attempts and a clear timed log. Do not use threats, punishment or unauthorised tracking.
- On return, provide a warm welcome, immediate welfare/medical check, food, rest and safeguarding response. Facilitate the local authority's independent return interview.
- Update plans and assess patterns, locations, people, online activity, transport, debt, gifts, injuries and whether the placement/support level remains suitable.
- Notify Ofsted where the registered person considers the missing incident serious; repeated events may together meet the serious-incident threshold.

Child criminal and sexual exploitation

Exploitation is abuse and can occur even where activity appears consensual or the young person has offended. Staff look beyond presenting behaviour to coercion, exchange, debt, fear, status, accommodation, substances, affection, threats and power. The DSL coordinates mapping of people, places, vehicles, online accounts, times and transport; makes safeguarding/police/NRM referrals as appropriate; updates the placing authority; and develops a disruption and safety plan. Known or suspected sexual or criminal exploitation must be notified to Ofsted without delay and where possible within 24 hours.

Modern slavery and unaccompanied young people

For a young person who may have been trafficked, exploited or seeking sanctuary, staff consider inconsistent accounts as potentially arising from trauma, coaching, fear or limited understanding rather than dishonesty. Use qualified interpreters, not peers or alleged associates. Protect identity and immigration information, consider the National Referral Mechanism and trafficking guardianship where applicable, and plan for going missing, debt, contact, travel and adult transition. Immigration status never reduces safeguarding entitlement.

Domestic abuse and harmful relationships

Staff recognise coercive control, stalking, sexual pressure, technology-assisted abuse, financial control and violence in family or intimate relationships. Do not contact or mediate with an alleged abusive person where this may increase danger. Support confidential specialist referral, health care, police/social-care action and safe contact/accommodation planning. Assess risk to the young person, children, family members and peers.

Self harm suicide and mental health crisis

Self-harm and suicidal thoughts are responded to as health and safeguarding concerns, never misconduct. Staff take all expressions seriously, ask clear questions about immediate safety, remain with the young person where safe, reduce access to immediate hazards without confrontation and call 999 for imminent risk, serious injury, overdose or altered consciousness. Follow the crisis plan, contact urgent health services and the placing authority, record and review. Mental ill health must not be used to dismiss disclosure or delay protection from abuse.

Substance use and overdose

Call 999 for suspected overdose, breathing difficulty, seizure, unconsciousness or serious deterioration. Do not leave the young person alone or induce vomiting; follow dispatcher instructions and provide first aid within competence. Consider exploitation, supply, debt, coercion, missing episodes and unsafe adults. Staff do not conduct unsafe searches or handle unknown substances unnecessarily. Health, police and safeguarding referrals are determined by risk, not punishment.

Online safety and technology assisted harm

- Integrate online and offline safeguarding: contacts, gaming, social media, money, location, images and travel may form one pattern.
- Teach privacy, consent, scams, grooming, reporting, blocking, image risk and safe help-seeking through respectful key work.
- Use individual risk assessment and the least restrictive response; avoid blanket device confiscation or surveillance that displaces risk and removes support.
- Preserve relevant usernames, links, dates, messages and platform information lawfully. Do not use personal devices/accounts to investigate.
- Report illegal or harmful content through police/platform routes as advised and consider exploitation, radicalisation, fraud, stalking and intimate-image abuse.
- CCTV is limited to authorised communal/external areas, with privacy, retention, access and disclosure governed by policy. It is never used in bedrooms or bathrooms.

Preventing radicalisation

The Prevent duty is applied proportionately and consistently with safeguarding and rights. Staff consider vulnerability, grievance, isolation, coercive relationships, online influence and changes in behaviour or ideology in context; holding a belief is not itself evidence of extremism. Concerns go to the DSL for assessment and referral to local Prevent/Channel or police as appropriate. Immediate terrorist threat is reported to 999; non-emergency concerns may be reported through police/Prevent routes. Record evidence and avoid discriminatory assumptions.

Police involvement and avoiding criminalisation

Police are used for immediate danger, serious crime, evidence or statutory protection, not to enforce ordinary house rules or staff authority. For non-emergency incidents, the manager considers seriousness, victim wishes, age, disability, exploitation, repetition, community risk, evidence and restorative alternatives. Record the rationale for involving or not involving police and the outcome. Serious police involvement may require Ofsted notification; contact alone does not automatically require notification.

Managing allegations against adults

Threshold. Contact the Milton Keynes LADO within one working day, or sooner where urgent, when a person who works with children may have harmed a child, committed a related offence, may pose a risk of harm or may be unsuitable to work with children. 9. Protect the young person and address medical/emergency needs. Listen and record; do not investigate or confront the adult.

10. Report immediately to the RSM/DSL. If that person is implicated, report to the , LADO, children’s social care or police directly.

11. Preserve rotas, records, messages, CCTV and other evidence. Prevent unauthorised contact and information sharing.

12. Consult LADO and follow advice on police/social-care referral, suspension or alternative duties, communication and investigation. Protective employment action is neutral, not a finding.

13. Notify Ofsted of any allegation of abuse against the service or staff without delay and where possible within 24 hours.

14. Support the young person with advocacy and updates; support the staff member fairly without compromising protection or confidentiality.

15. At conclusion, record the substantiated, unsubstantiated, unfounded, false or malicious outcome using LADO advice; make DBS/professional referrals where thresholds are met; identify learning. Nominated Individual

Whistleblowing

Staff must report unsafe practice, concealment, retaliation, falsification, intimidation or failure to act. Concerns may be raised with the , LADO, children's social care, police, Ofsted or the NSPCC whistleblowing advice line as appropriate. Staff do not suffer detriment for a protected disclosure made in good faith. Deliberately false information is addressed fairly, but an unsubstantiated concern is not treated as misconduct merely because it was not proven. Nominated Individual

Ofsted serious incident notifications

The registered provider evaluates and reports notifiable events using Ofsted's supported-accommodation serious- incident route. The death of a child is reported immediately. Other notifications are made without delay and, where possible, within 24 hours; an initial notification should not be held back while every detail is gathered. Notifiable event Key requirement Death of a child Report immediately with known circumstances, treatment and management action. DBS referral under section 35 Safeguarding Vulnerable Groups Act 2006 Notify Ofsted with role, reason, referral date, previous notification reference and actions. Known or suspected sexual or child criminal exploitation Notify with basis for concern, immediate actions and prevention plan. Serious incident requiring police involvement Notify where the registered person considers it serious; police contact alone is not automatically notifiable. Allegation of abuse against service or staff Notify without delay, with summary and safeguarding/management action. Child protection enquiry Notify when the enquiry is instigated and again when it concludes, linking the original reference. Any measure of restraint Every restraint is notified, with necessity, method, duration, prevention, injury, welfare assessment and learning. Other serious incident Notify where there is significant direct adverse impact on protection, safeguarding or welfare, or significant property damage. Consider cumulative/repeated events.

The notification includes accurate known facts, young person and staff details as required, date/time/location, other agencies informed, registered person's evaluation, immediate action and planned prevention. It does not replace referrals to police, children's social care, LADO, placing authority, DBS or health services. Notification references and any permitted updates are recorded.

Safeguarding during admission placement and discharge

- Obtain and test current risk, safeguarding, missing, exploitation, health, relationships and contact information before admission; urgent placement pressure does not override safe matching.
- Assess location, known associates, peer compatibility, property design, staffing competence, transport and community/online risks.
- Give the young person accessible safeguarding, complaints, advocacy, house expectations and emergency information at admission and check understanding.
- Co-produce support, safety, missing and crisis plans and ensure staff know them before lone work.
- Review after incidents, new information, missing episodes, professional meetings, placement instability or young person request.
- Plan discharge as a safeguarding transition; share relevant information securely, confirm receipt and do not use abrupt discharge to manage safeguarding complexity.

Complaints advocacy and independent scrutiny

A young person can complain to any staff member, the manager, , advocate, children's social care, police or Ofsted and need not use the internal process first. Staff help them communicate and protect them from retaliation. A complaint indicating abuse, neglect, exploitation or staff Nominated Individual, placing authority

misconduct is managed under safeguarding and allegations procedures as well as complaints; it is not delayed until the complaint investigation finishes.

Quality assurance and Regulation 32 review

- Monthly review of referrals, thresholds, missing, exploitation, self-harm, police involvement, allegations, complaints, restraint and Ofsted notifications.

- Audit of response times, decision rationale, chronologies, young person voice, information sharing, open actions and evidence of follow-up.
- Analysis by protected characteristic, disability, placement, staff/agency involvement, location and time to identify disproportionate or closed practice.
- Young people's feedback about feeling safe, trusted adults, complaints, privacy and whether action improved their experience.
- Workforce checks, training, supervision, vacancies, agency use, whistleblowing, boundaries and culture.
- Learning from serious incidents, safeguarding partners, complaints and inspection, with named actions, deadlines and evidence of completion.
- Six-monthly quality of support review uses findings to improve the service and is supplied to Ofsted as required.

Policy review

The Registered Service Manager will review this policy at least annually and sooner following a serious incident, allegation, safeguarding-practice review, inspection, commissioner feedback or change in law/guidance. Young people's views, local safeguarding priorities, case audit and service data inform changes. Material updates are communicated and staff understanding is checked. Nominated Individual and Registered Service Manager

Appendix 1 Safeguarding contacts

Contact Details and use - immediate internal safeguarding escalation at any time.

Emergency services 999 - immediate danger, serious crime in progress or urgent medical emergency. Police non emergency 101 - non-emergency police reporting or advice. Milton Keynes MASH 01908 253169 or 01908 253170; children@milton-keynes.gov.uk; use the current Multi- Agency Referral Form for child safeguarding referrals. Milton Keynes Emergency Social Work Team 01908 265545 - evenings, weekends and bank holidays. Milton Keynes LADO 01908 254307; LADO@milton-keynes.gov.uk - allegations or suitability concerns about adults working/volunteering with children. Ofsted 0300 123 1231; use the supported accommodation serious incident online reporting route for notifications. Prevent advice line 0800 011 3764; police routes for urgent or reportable terrorism concerns. NSPCC 0808 800 5000 - child protection advice. Childline 0800 1111 for children and young people.

Contact details must be checked against current official sources before use. Emergency and statutory action must not be delayed if an internal number is unavailable.

Appendix 2 Disclosure quick reference

Do Do not Listen calmly and allow time. Show shock, disbelief or blame. Use open prompts only to establish immediate safety. Ask leading, repeated or investigative questions. Say they did the right thing and the harm is not their fault. Promise secrecy or a particular outcome. Explain that information will be shared with people who can help. Tell peers, unrelated staff or family without a safeguarding decision. Call 999 for immediate danger or urgent medical need. Delay action while waiting for a manager or complete account. Record exact words, observations, questions and actions promptly. Add assumptions, labels, diagnosis or rewrite the account later. Report to DSL/on-call and refer externally when required. Investigate, confront the alleged person or arrange mediation. Preserve evidence and seek specialist advice. Forward intimate images or handle evidence unnecessarily.

Appendix 3 Safeguarding concern record

Field Information to record Young person and event Name/identifier, date of birth, placement, date/time/location, people present and immediate safety.

Field Information to record Concern or disclosure Exact words, factual observations, source, injuries/behaviour, online/evidential information and other children/adults potentially at risk. Response Open questions asked, first aid/health action, emergency services, evidence protected, who was informed and times. Young person voice Wishes, feelings, desired outcome, trusted adult, consent discussion, communication/reasonable adjustments and explanation given. Threshold and decision Risk analysis, local threshold,

consultation, referral/non-referral rationale, decision-maker and review deadline. External action Placing authority, host/placing social care, police, LADO, health, Ofsted, DBS/NRM/Prevent as relevant; names, references, advice and outcome. Plan Immediate controls, welfare contact, safety/support plan, responsible people, dates and multi- agency review. Manager oversight Record quality, timeliness, policy compliance, drift/escalation, young person feedback, learning and completed-action check.

Appendix 4 Allegation management checklist

Make the young person and others safe; call emergency services where required. Receive and record the account without investigation; preserve evidence and confidentiality. Inform RSM/DSL or, if implicated, the and external safeguarding route. Contact Milton Keynes LADO within one working day or sooner where urgent; follow police/social-care advice. Consider neutral protective action regarding duties/contact; do not pre-judge or use resignation to end the process. Notify placing authority and Ofsted as required; record times, references and rationale. Provide advocacy and communication to the young person and fair support to the adult, preserving confidentiality. Complete outcome, DBS/professional referral consideration, record retention, pattern review and organisational learning.

Appendix 5 Ofsted notification decision record

Decision question Record What happened and when? Known facts, people, date/time/location, immediate harm and current safety. Which notification category applies? Death; section 35 DBS referral; exploitation; serious police involvement; allegation; child protection enquiry start/end; restraint; other serious incident. What makes it serious or notifiable? Direct impact, pattern, unusual behaviour, injury, exploitation, police/safeguarding action and registered person’s evaluation. What action was taken? Protection, medical care, referrals, placing authority, family decision, staffing/placement action and prevention plan. Was it submitted on time? Immediate death notification; otherwise without delay and where possible within 24 hours; submission time and reference. What follow-up is required? Child protection conclusion notification, permitted update route, manager review, young person feedback and action completion.

Appendix 6 Young person safeguarding information

You have the right to be safe, listened to and respected. Tell staff, the manager, your social worker, an advocate, children’s social care, police or Ofsted if you are worried. We will help make you safe and explain what we need to share. 24-hour safeguarding and on-call: 07584 253800. Management escalation: Michael J. Callum, Nominated Individual, 07888 029557.