

Edsential CiC Safeguarding Policy V14

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Summary Statement: To be read by all members of staff.

Safeguarding is at the core of our business. Edsential is clear that it is everybody's duty is to promote the safety and welfare of children, young people, adults, and its workforce. The Safeguarding Policy provides specific details on processes and procedures and should be used as a reference point whenever there are concerns about:

1. A participant's safety or welfare
2. The behaviour of a young person or an adult working or volunteering with Edsential that may have or has had an impact on another person's (child and/or adult) safety or welfare.
3. The behaviour of a child, young person or an adult that may have or has had an impact on another person's (child and/or adult) safety or welfare.

Edsential CiC is committed to Safeguarding in line with national legislation and relevant national and local guidelines: we encourage all our staff and those engaged with our provision to raise safeguarding concerns, recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Edsential CiC is committed to best safeguarding practice and to uphold the rights of all to live a life free from harm from abuse, exploitation and neglect;

- everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status
- creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution
- safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all involved
- health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people's lives
- there is a clear framework and process within which Edsential work to safeguard those who have needs for care and support, and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding legislation and with local statutory safeguarding procedures
- actions taken by our organisation will be consistent with the principles of safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the child, young person or adult concerned

This Safeguarding Policy and associated procedures apply to all individuals involved in Edsential CiC, including Board members, and to all taking part in our activities, accessing provision across our services, and in the wider community.

Staff refers to Edsential staff and those recruited by Edsential Service Leads as volunteers to support Edsential activity.

Person refers to children, young people and adults.

Regulated Activity refers to teaching, training or instruction, care or supervision of children for more than 3 days in a 30 day period OR overnight between 2am & 6am with the opportunity for face to face contact with children.

We expect our partner organisations to adopt and demonstrate their commitment to the principles and practice as set out in this Safeguarding Policy and associated procedures.

Within our organisation, Edsential has an overall Designated Safeguarding Lead and each service area has a Safeguarding Lead:

Designated Safeguarding Lead	Cate Madden: 07710 706194
Deputy Designated Safeguarding Lead	Mark Aspden: 07879 113367
Edsential Managing Director	Ian McGrady: 07826 531970

Team Service Leads

Business Support	Helen Manger	07710 707089
Catering Service	Tracy Moore	07710 707094
Cleaning Service	Andrew Allmark	07710 707106
Culture and Arts	Cate Madden	07710 706194
Governance Service	Mark Aspden	07879 113367
HAF	Heather Lewis	07710 707112
Health and Wellbeing	Carl Sutton	07710 706177
HR	Alison Wolden	07775 027265
LOTC	Bethan Cooper-Weston	07710 707125
Music Service	Alison Corten	07780 225494
Residential Service	Nick McCavish	07710 707105

Where there is a concern about the **safety, welfare, behaviour or conduct of a child or adult**, or an allegation of abuse is disclosed, Edsential staff must:

1. Immediately raise the concern: Appendix 5 explains the process in steps which will be taken.
2. Complete the online notification form at <https://forms.office.com/r/Lx3xXzmcx4> and any additional information on the follow up form <https://forms.office.com/r/Am70VnESip>

During holiday periods, the Edsential Designated Safeguarding Lead is named on the Edsential Duty Safeguarding Calendar (on Teams) and the Edsential Safeguarding Team is responsible for cascading this name and contact information to their staff: weekend and late/overnight support is through Edsential's **Critical Incident Plan**, and the contact number is hosted by **Wirral Community Patrol**; 0151 666 4444 or alternatively 0151 647 7810. (Option 5)

All members of staff should be aware of the *Whistle Blowing Policy* and the *Safeguarding Code of Conduct (Appendix 1 and 3)*.

Edsential staff can be identified by their photo ID badge and / or their uniform. Edsential volunteers can be identified by a named Edsential ID Badge. Visiting Tutors/Freelance practitioners can be identified by an Edsential Visitor Badge.

Anyone who has access to sensitive information about a person or their family must take all reasonable steps to ensure that such information is only disclosed to those people who need to know.

Regardless of the duty of confidentiality, if any member of staff has reason to believe that a person may be suffering harm, or be at risk of harm, their duty is to contact the Designated Safeguarding Lead without delay. If the allegation is against the Managing Director, the member of staff will report their concern direct to the LADO. See *Appendix 5* for details.

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1 INTRODUCTION

Edsential is a community interest company owned by Cheshire West and Chester Council and Wirral Council and set up to provide traded services to the Education sector. We have been created with a private sector head and public sector heart – allowing us the freedom to compete, whilst using any surplus as a direct reinvestment in our services or to support projects in our schools. We are independent of our stakeholders and serve all schools and institutions, regardless of governance structure (Maintained, Academy, Free School and Independent Sector). We deliver a variety of services, and all are aimed at contributing to improving the outcomes for children and young people, families, carers and their communities and we will;

- ensure that the safety and wellbeing of participants is of the highest priority in all aspects of our work.
- help maintain an ethos whereby Edsential staff, children, young people and adults feel able to articulate any concerns comfortably, safe in the knowledge that effective action will be taken as appropriate.

Purpose

To ensure that all Edsential staff:

- are aware of their responsibilities in relation to safeguarding and child protection.
- know the procedures that should be followed to keep and themselves and others safe.
- know where to go to find additional information regarding safeguarding.
- are aware of the key indicators relating to abuse.
- fully support Edsential's commitment to safeguarding and child protection.

This procedure document provides the basis for good practice within Edsential for Safeguarding and Child Protection work. It should be read in conjunction with policy and practice from our local authorities; the *Wirral and Cheshire West and Chester Local Safeguarding Partnerships, Child Protection Policies and Procedures*, the *Wirral Central Advice and Duty Team, CWAC Community Access Team (CAT)*, or the *CWAC Emergency Duty Team (EDT)*. These are in keeping with relevant national procedures and reflect what the Partnerships and Duty Teams consider to be safe and professional practice in this context. Safeguarding and Child Protection has to be considered within professionals' wider "safeguarding" responsibilities that include a duty to co-operate under the following legislation and supporting documentation:

- [Education Act 2002](#)
- [Children Act 2004](#)
- [Working Together to Safeguard Children 2020](#)
- [Keeping Children Safe in Education 2022](#)
- [HM Government Information Sharing July 2018](#)

- [Guidance for Safer Working Practice for those working with Children and Young People in Education Settings](#) 2022
- [Regulated Activity – Working with Children](#)

Safeguarding Adults Legislation

Safeguarding Adults in all home nations is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- [The Human Rights Act](#) 1998
- [The Data Protection Act](#) including *General Data Protection Regulations* 2018

The practices and procedures within this policy supporting vulnerable adults are based on the relevant legislation and government guidance: as Edsential deliver activity and provide services in settings based in Wirral, Cheshire West and Chester and Wales, this includes:

England

- [The Care Act](#) 2014
- [Care and Support Statutory Guidance](#) (especially chapter 14) 2022

Wales

- [Social Services and Well Being Act](#) 2014
- [Safeguarding Procedures](#) 2019

Principles

- 1.1 Section 175 and 157 of the Education Act 2002 gives maintained schools and academies a statutory duty to promote and safeguard the welfare of children, and have due regard to guidance issued by the Secretary of State at all times.
- 1.2 Edsential recognises its legal and moral duty to promote the well-being of children and adults, and protect them from harm, and respond to abuse concerns when they arise.
- 1.3 We believe that everyone has at all times and in all situations a right to feel safe and protected from any situation or practice that results in their being physically or psychologically damaged.
- 1.4 We agree that we have a primary responsibility for the care, welfare and safety of the children, young people and adults in our charge, and we will carry out this duty through our teaching and learning activities and across our provision. In order to achieve this, all members of staff in whatever capacity, will at all times act proactively in welfare matters especially where there is a possibility that a person may be at risk of significant harm.
- 1.5 A person's worries and fears will be taken seriously if they seek help from a member of staff. However, staff must not promise secrecy if concerns are such that referral must be made to the appropriate agencies in order to safeguard the person's welfare.
- 1.6 Children, young people and adults, including parents and other carers should be made aware of their responsibilities and their rights, together with advice about the power of professionals to intervene in their family circumstances.
- 1.7 Individual family members must be involved in decisions affecting them. They must be treated with courtesy and respect and with due regard given to working with them in a spirit of partnership in safeguarding and welfare. The strengths of individual family members, as well as their needs, should be given due consideration.
- 1.8 Explanations by professionals should be plainly stated and jargon-free.
- 1.9 If you believe a person to be in **immediate danger**, call 999 and ask for the police.
- 1.10 If there are suspicions that a **vulnerable adult's** physical, sexual or emotional well-being is being, or is likely to be, harmed, or that they are being neglected, this should be reported to the setting's Designated Safeguarding Lead and Edsential Designated Safeguarding Lead. Concerns will be escalated to *Wirral Central Advice and Duty Team, CWAC Community Access Team (CAT)*, or the *CWAC Emergency Duty Team (EDT)* - telephone advice services for adults in need of social care services, their families or professionals. Edsential staff may also wish to share their concerns about a colleague with their Service Lead or Edsential HR.
- 1.11 If there are suspicions that an **adult's** physical, sexual or emotional well-being is being, or is likely to be, harmed, or that they are being neglected, this should be reported to the setting's

Designated Safeguarding Lead and Edsential Designated Safeguarding Lead; Edsential staff may also wish to share their concerns about a colleague with their Service Lead or Edsential HR.

- 1.12 If there are suspicions that a **child's** or **young person's** physical, sexual or emotional well-being is being, or is likely to be, harmed, or that they are being neglected, appropriate action will be taken in accordance with the Child Protection procedures issued by the Cheshire West and Chester and Wirral Safeguarding Children Partnerships, or other local authority as appropriate to the situation. As a consequence, we will;
- assert that Edsential staff are an integral part of the safeguarding process;
 - totally accept that safeguarding is required and is an appropriate function for all members of staff, and wholly compatible with their responsibilities.
 - recognise that safeguarding is a responsibility for all staff;
 - ensure through training and supervision that all staff are alert to the possibility that a person is at risk of suffering harm, and know how to report concerns or suspicions;
 - designate a senior member of staff with knowledge and skills in recognising and acting on safeguarding and child protection concerns. They will act as a source of expertise and advice, and are responsible for coordinating action within Edsential and liaising with other agencies; Edsential Designated Safeguarding Lead, (Edsential DSL);
 - ensure (through the Edsential DSL) that all staff with designated responsibility for safeguarding and child protection will receive appropriate training to the minimum standard set out by the *Cheshire West and Chester and Wirral Safeguarding Children Partnerships*;
 - share our concerns with key people who need to know, and assist in any referral process;
 - ensure that all members of staff who have a suspicion or concern that a person may be suffering, or may be at risk of suffering significant harm, refer such concerns to the Designated Safeguarding Lead, who will refer on to the appropriate body.
 - safeguard the welfare of participants undertaking activity / provision with Edsential staff, through positive measures to address bullying, especially where this is aggravated by sexual or racial factors, disability or special educational needs, cyber bullying or internet technologies
 - actively recognise and report any concerns over Children Missing from Education, Child Sexual Exploitation, Child Criminal Exploitation, Female Genital Mutilation or Preventing Radicalism.

All staff should be aware of systems within their workplace which support safeguarding, and these should be explained to them as part of staff induction. This should include the:

- child protection policy (which should amongst other things also include the policy and

procedures to deal with child-on-child abuse)

- behaviour policy (which should include measures to prevent bullying, including cyberbullying, prejudice-based and discriminatory bullying)
- staff behaviour policy (Edsential Code of Conduct) should amongst other things, include low- level concerns, allegations against staff and whistleblowing
- safeguarding response to children who go missing from education
- role of the designated safeguarding lead (including the identity of the designated safeguarding lead and any deputies)
- role of Edsential as a safer recruitment employer; ensure through robust recruitment and selection of volunteers and paid employees that all people who work in our settings are suitable to deliver our provision
- understanding to act swiftly, within 24 hours, to make appropriate referrals to the Local Authority Designated Officer or Duty Team (*Appendix 5*) where an allegation is made that an offence may have been committed against a person, including acting in a way that calls into question their suitability for working with children, young people, vulnerable adults.

2 DESIGNATED SAFEGUARDING LEAD

- 2.1 The Designated Safeguarding Lead for safeguarding and child protection in Edsential is: **CATE MADDEN**. The Deputy Designated Safeguarding Lead is **MARK ASPDEN**.
- 2.2 In her absence, these matters will be dealt with by the Deputy or an appointed Duty Safeguarding Lead from the wider Edsential Safeguarding Team.
- 2.3 The designated person is key to ensuring that proper procedures and policies are in place and are followed with regard to safeguarding issues. They will also act as a dedicated resource available for other staff when they may have safeguarding concerns to discuss.
- 2.4 Edsential recognises that:
 - Staff will report concerns to the Designated Safeguarding Lead in the setting where delivery or activity is taking place, for example, this could be a Headteacher, Senior Manager or an Edsential Service Lead, and is the first person to whom members of staff report concerns. This should be done as a priority, to ensure that there is a swift response to minimise potential risk.
 - Staff will then report the incident to their Service Lead and complete a Safeguarding Notification form.

- The Designated Safeguarding Lead must have the delegated responsibility within Edsential to carry out the duties of the post.
- All members of staff (including volunteers) must be made aware of who this person is and what their role is. During holiday periods, the Edsential Designated Safeguarding Lead is named on the Edsential Duty Safeguarding Calendar (on Teams) and the Edsential Safeguarding Team is responsible for cascading this name and contact information to their staff: weekend and late/overnight support is through Edsential's **Critical Incident Plan**, and the contact number is hosted by **Wirral Community Patrol**; 0151 666 4444 or alternatively 0151 647 7810. (Option 5)
- All members of staff must understand their responsibility to contact the Designated Safeguarding Lead in matters of concern.
- The Edsential Designated Safeguarding Lead will act as a source of advice and coordinate action within Edsential over safeguarding and child protection concerns and actions.
- The Edsential Designated Safeguarding Lead will need to liaise with other agencies and build good working relationships with colleagues from these agencies.
- They should possess skills in recognising and dealing with welfare concerns effectively, liaising with the Edsential Safeguarding Team and HR as appropriate.
- Appropriate training and support should be given where necessary.
- The Edsential Designated Safeguarding Lead is responsible for referring cases of suspected abuse or allegations to the relevant investigating agencies.
- The Edsential Designated Safeguarding Lead is not responsible for dealing with allegations made against members of staff, therefore the Edsential Designated Safeguarding Lead will report any allegation to the Managing Director, Ian McGrady. If the allegation involves the Managing Director then it will be reported directly to the LADO.

3 RECRUITMENT

- 3.1 Make it clear, when advertising for all vacancies, that Edsential has a commitment to safeguarding and child protection. The following statement will be placed in the advert.
“Edsential regard safeguarding with the highest priority. Applicants for posts will be subject to stringent vetting and induction processes. The successful applicant will be subject to relevant checks and enhanced DBS.”
- 3.2 In order to ensure that all participants are protected while working with staff from Edsential, we will ensure that our staff and volunteers (see Section 4, *Volunteers*) are carefully selected, screened, trained and supervised. Vacancies will be advertised stating that the safety of

children, young people and adults is of paramount importance. External candidates will be requested to complete a full application form. Where there are internal recruitments a shortened application form may be used.

- 3.3 Ensure that at least one member of the interview panel, of at least two people, has completed a Safer Recruitment Training course.
- 3.4 That we have a face-to-face interview for each post with prepared questions. This may be done through video conferencing.
- 3.5 We accept that it is our responsibility to follow the guidance set out in *Keeping Children Safe in Education* (September, 2022), in particular we will ensure that the following checks are satisfactorily completed by a member of Edsential staff with Safer Recruitment Training before a person takes up a position in Edsential:
 - Identity checks to establish that applicants are who they claim to be e.g. having sight of an applicant's birth certificate, passport and/or driving licence and keep copies of them.
 - Academic qualifications, to ensure that qualifications are genuine.
 - Professional and character references prior to offering employment.
 - Satisfy conditions as to health and physical capacity, which may include a health questionnaire.
 - Previous employment history will be examined and any gaps accounted for.
 - DBS Checks will also be completed as appropriate to the role undertaken.
 - If recruiting from abroad additional references should be taken up to reflect legal changes following EU exit, including right to work in the UK and checks on the past conduct of individuals who have lived or worked overseas should be undertaken.
 - Prohibition checks will be undertaken for qualified teachers and any staff with overnight duties in the residential service.
- 3.6 Where staff are self-employed a process of checks are undertaken by Service Leads in conjunction with HR to ensure that that they are appropriate persons to work in our organisation. This follows the guidance as laid out in *Keeping Children Safe 2022* and will include the following checks:
 - Professional and character references prior to offering employment
 - DBS Checks will also be completed as appropriate.
 - Prohibition checks will be undertaken for qualified teachers and any staff with overnight duties in the residential service

- Suitability to undertake the role commissioned for including academic qualifications where relevant
- QTS (not essential)
- DBS Number / Date / Portable
- Public Liability Insurance
- Basic Awareness training
- First Aid (not essential)

Once this has been reviewed by the Service Lead, the member of staff will be asked to read the Edsential:

- Safeguarding Policy
- Social Media Policy
- Code of Conduct
- *KCSIE* (Part One)
- Risk Benefit Assessment specific to their delivery.

4 VOLUNTEERS

- 4.1 We understand that some people otherwise unsuitable for supporting or delivering our provision, may use volunteering to gain access to children, young people and vulnerable adults. For this reason, a volunteer supporting Edsential in regulated activity, will be recruited in line with Edsential Safer Recruitment Policy, detailed above, using the short application form.
- 4.2 Volunteers will work alongside our staff and be supervised at all times, unless they have received specific training to allow them to work with children independently. They will be required to complete a DBS check and given an appropriate induction by the Service Lead or designated manager to include Safeguarding training and shared Edsential policies, as listed above. They will be offered ongoing support by a member of Edsential staff (named on the Risk Assessment) as a contact point. The Service Lead will direct a Risk Benefit Assessment to be undertaken in these circumstances.
- 4.3 Any staff or volunteers are only appointed on the authority of the Service Lead according to the requirements of the service. The Service Lead will list the roles and responsibilities of the Volunteer and request an Edsential ID badge to be created.

5 INDUCTION & TRAINING

- 5.1 All new members of staff will receive induction training, which will give them an overview of the organisation and ensure they know its purpose, values, services and structure, as well as how to identify and report abuse, child protection concerns within the appropriate levels of confidentiality.

- 5.2 All new staff will be asked to sign and verify that they have read and understood the Safeguarding policy on starting to work for Edsential.
- 5.3 All staff must undertake Basic Safeguarding Awareness Training prior to starting work with Edsential. Prevent Duty Training is provided where appropriate for the role; this includes Service Leads, teachers and tutors who have sole responsibility for children. All Basic Training has an element of Prevent Duty as part of the course. This will enable staff to fulfil their responsibilities in respect of safeguarding effectively. Edsential will provide access to this training and new staff will also receive it as part of their induction. This training, together with the policy, will provide detail as to how a member of staff may become aware of safeguarding concerns around their service delivery.
- 5.4 All Staff will do Basic Awareness refresher training every three years.
- 5.5 The Safeguarding Lead and the Safeguarding Representatives in each service area will attend the relevant Safeguarding training every two years.

6 DEALING WITH CONCERNS

- 6.1 A member of staff may become aware of safeguarding concerns in a number of different ways. A concern may arise as a consequence of a person's appearance or behaviour, there may be information from a third party or an anonymous report. Alternatively, there could be a disclosure. Also, a member of Edsential staff may notice inappropriate behaviour by another adult or member of staff towards a child, or between children.
- 6.2 It is not the responsibility of any member of staff or volunteer to investigate any suspicions or concerns that a person is at risk of or is suffering significant harm.
- 6.3 Their concerns should be reported to the Designated Safeguarding Representative in their Service area by telephone immediately and be recorded.
- 6.4 A cause for concern is an action, observation or discussion that makes you feel anxious about the safety or wellbeing of a person.
- 6.5 All causes for concern must be recorded, according to procedure, and passed to the Designated Safeguarding Lead immediately. Complete the online notification form at <https://forms.office.com/r/Lx3xXzmcx4> and any additional information on the follow up form <https://forms.office.com/r/Am70VnESip>
- 6.6 The Designated Safeguarding Lead or the Safeguarding Lead within a Service Area will decide on the appropriate actions.

- 6.7 If the Safeguarding Lead has concerns about a child's welfare, or they feel they may be being abused, they will call the relevant Children's Social Care Team (different names depending on the Authority) or the Emergency Duty Team (EDT) or police immediately. Parents and Carers will be told about the referral to children's Social Care unless to do so would put the child a greater risk. The referral will be followed up in 24 hours to ascertain the outcome (see *Appendix 4* for contacts).

In the event of concerns around a vulnerable adult, the Designated Safeguarding Lead will contact the Wirral Central Advice and Duty Team, CWAC Community Access Team (CAT), or the CWAC Emergency Duty Team (EDT), or relevant authority.

In the event of allegations against an adult they contact the Designated Safeguarding Lead who will follow the LADO procedures of the relevant authority, unless it concerns the DSL, in which case they will contact the Managing Director.

- 6.8 All discussions, telephone calls and meetings in relation to the person must be recorded on online form and stored securely. This is held in a specific safeguarding One Drive folder, emailed by encrypted email.
- 6.9 The Edsential Safeguarding Team (Designated Safeguarding Lead, the Safeguarding Representatives in the different Service areas and the Edsential Board member with responsibility for Safeguarding) will meet 3 times a year. The Designated Safeguarding Lead will then be able to:
- monitor that the agreed actions have taken place
 - assess the impact of the actions and the progress being made
 - agree the next steps
 - quality assure the written records
 - ensure that clear actions are followed up (including where there is a Child Protection or Care Plan in place) and the outcomes are monitored.
 - Ensure Edsential is represented at Core Groups and Conferences where applicable.
 - The designated safeguarding lead and the deputy will meet once a term prior to the Edsential Services Safeguarding meeting and provide feedback to the wider Edsential Safeguarding Team.
- 6.10 The Designated Safeguarding Lead will also meet and train recently recruited Edsential DSLs in order to build resilience and progression.

- 7.1 As well as ensuring that child protection concerns are addressed, we will also ensure that those who attend Edsential venues are kept safe from harm whilst they are in our charge.
- 7.2 To this end, this policy must be seen in conjunction with Edsential's policies on:
- Safer recruitment
 - Code of conduct for staff
 - Confidentiality
 - Behaviour and discipline
 - Health & Safety
 - Allegations against members of staff
 - E-safety
 - Whistle Blowing
 - Visitors policy
 - Induction policy
 - Supervision Policy
- 7.3 We will actively recognise and report any concerns concerning harmful behaviours and follow the relevant authority procedures.

8 AUDIO AND VISUAL RECORDING, including photographs

- 8.1 We will obtain parent's or carer's permission to photograph or film children, young people or vulnerable adults.
- 8.2 We will obtain consent from adults to be photographed or filmed during any Edsential activity.
- 8.3 We will only use these images / recordings on our websites, publicity, or press releases, with consent from the parent or carer or subject, and if we do obtain such permission, we will not identify individuals by name unless we have specific permission to do so.
- 8.4 Edsential cannot however be held accountable for photographs or video footage taken by schools, parents, carers or members of the public in any of our settings or at our events. Edsential is not responsible for images/recordings taken by third parties: we do request that parents and carers or members of the public do not upload any footage up to social media sites, without permission of the subject(s) in the recording.
- 8.5 Consent forms will be issued and collated in the event of Edsential wanting to take images / recordings. The forms will be stored electronically alongside the photographs.

9 CONFIDENTIALITY AND INFORMATION SHARING

- 9.1 Edsential will ensure that all data is handled in accordance with the requirements of the law, and any national and local guidance.
- 9.2 Any member of staff who has access to sensitive information about a person or their family must take all reasonable steps to ensure that such information is only disclosed to those people who need to know.
- 9.3 Regardless of the duty of confidentiality, if any member of staff has reason to believe that a person may be suffering harm, or be at risk of harm, their duty is to contact the Designated Safeguarding Lead without delay, unless it concerns the DSL in which case they will contact the Managing Director. If the allegation is against the Managing Director the member of staff will report their concern direct to the LADO.

10 CONDUCT OF STAFF

- 10.1 Edsential has a duty to ensure that high standards of professional behaviour and that all members of staff are clear about what constitutes reasonable and appropriate behaviour and professional boundaries. Refer to the Safeguarding Code of Conduct (Appendix 3) and *Guidance for safer working practice for those working with children and young people in education settings, 2022*.
- 10.2 At all times, members of staff are required to work in a professional way. All staff should be aware of the risks inherent in:
 - working alone with a child, young person or vulnerable adult
 - physical interventions
 - cultural and gender stereotyping
 - dealing with sensitive information
 - giving to and receiving gifts from children, young person or vulnerable adult and parents/carers
 - contacting children, young person or vulnerable adult through private telephones (including texting), email, or social networking websites.
 - disclosing personal details inappropriately
- 10.3 A *Code of Conduct* in relation to safeguarding is followed by all working within Edsential (Appendix 3). Anyone who does not adhere to the policy may be subject to disciplinary procedures.
- 10.4 An agreed *Whistle Blowing* policy in relation to safeguarding (Appendix 1) has been agreed in order to support the Edsential ethos where everyone can talk freely about concerns knowing they will be listened to and appropriate action taken.

11 PHYSICAL CONTACT AND RESTRAINT

- 11.1 Members of staff may have to make physical contact with a person, or restrain a person where it is reasonable, proportionate and necessary. Members of staff will only ever do this to keep others safe, to support teaching and learning, and where it follows the policy of the setting they are working in.
- 11.2 If staff are working in an environment where they are likely to need to restrain, the Service Lead will ensure they are trained in safer handling.

12 ALLEGATIONS AGAINST MEMBERS OF STAFF

- 12.1 If anyone makes an allegation that any member of staff may have:
- Possibly committed an offence against or related to a person
 - Behaved in a way that has harmed or may have harmed a person
 - Behaved towards a children, young person or vulnerable adult in a way which indicates they would pose a risk of harm if they worked regularly or directly with children, young people or vulnerable adults.
- 12.2 The allegation will be dealt with in accordance with national guidance and agreements.
- 12.3 The Managing Director, rather than the designated Safeguarding Lead, will handle such allegations unless he deems it appropriate to delegate this duty or parts of this duty, to the Designated Safeguarding Lead.
- 12.4 The Managing Director (or Designated Lead if the duty is delegated to them) will collate basic information about the allegation and report, within 24 hours, to the relevant Local Authority Designated Officer (LADO). The LADO will discuss the concerns and offer advice and guidance on how the situation will be managed and if a strategy meeting will be required. The duty LADO system is available to discuss your concerns.
- 12.5 The Managing Director (or Designated Lead if the duty is delegated to them) must not investigate the concerns or discuss with the alleged perpetrator without having spoken to the LADO.
- 12.6 If the allegation is against the Managing Director the member of staff will report their concern directly to the LADO.
- 12.7 As the employer, Edsential recognises a duty of care towards their staff and in the event of an allegation being made, a member of staff will be allocated a named representative, likely to be their Head of Service. Our employee assistance programme, Care First will continue to remain available during the investigation.

13 CONTRACTED SERVICES

- 13.1 Where Edsential contracts its services to outside providers, we will ensure that these providers have appropriate safeguarding and child protection policies and procedures, and that there are arrangements in place to link with Edsential on such matters. Such considerations will be made explicit in any contract or service level agreement with the provider.

14 IMPLEMENTATION, MONITORING, EVALUATION AND REVIEW

- 14.1 All employees in Edsential can access the Safeguarding and Child Protection Policy on Selima or the website and will be asked to sign and date a declaration to say that they have read and agree to follow its procedures. Employed staff are asked to complete an electronic declaration on Selima: self-employed practitioners will be asked to email the Service Lead that the relevant policy and procedures documents have been read and understood. It will be reviewed annually and signed off by the Company Board. Safeguarding and Child Protection will be a standard agenda item on the Company Board, Management Team and Business Unit Meetings.
- 14.2 Edsential will actively share the safeguarding policy with parents and carers of those who are engaged in Edsential activities via the Edsential website; there is a dedicated Safeguarding page on the Edsential website.
- 14.3 The effectiveness of the policy will be reviewed and evaluated annually or sooner in light of any specific incidents or as a consequence of changes to local/national guidance.

15 ACCESS TO POLICIES AND SAFEGUARDING DOCUMENTATION

- 15.1 All the required documentation will be kept under a Safeguarding folder on a shared drive.
- 15.2 Each service area will have a lead who will sit on the safeguarding team and is responsible for disseminating safeguarding documentation to all of their staff.
- 15.3 Where appropriate there will be hard copies of the policy made available i.e. Residential Centres and Music centres

APPENDIX A: The Role of the Designated Safeguarding Leads. To be effective they will:

- Act as a source of advice, support and expertise within Edsential and be responsible for coordinating action and liaising with Safeguarding Partnerships, Children's and Adult's Social Care of the relevant local authority, and other relevant agencies over suspicions that a child may be suffering harm.
 - Cascade safeguarding advice and guidance issued by the Cheshire West and Chester *Safeguarding Children Partnership or Community Access Team*, and Wirral *Safeguarding Children Partnership or Central Advice and Duty Team* to Edsential Safeguarding Team.
 - Ensure each member of staff and volunteers within Edsential have read and understood the *Safeguarding Policy* and *Keeping Children Safe in Education* (Part 1 or Full Version, as appropriate) and have signed to say they do.
 - Ensure that safeguarding is a standing agenda item on the Company Board, Management Team Meetings and Business Unit meetings. Liaise with the Managing Director to inform him/her of any safeguarding issues and ongoing investigations and to ensure there is always cover for the role.
 - Ensure that this policy is updated and reviewed annually in line with industry leads and national updates. If there are any statutory changes the policy should be sooner.
 - Keep a detailed, accurate and secure written record of referrals or concerns and on-going cases; online via Teams.
 - Ensure that all Duty Designated Safeguarding Leads report any incident or concern to the Edsential Designated Safeguarding Lead so that everything can be collated.
- 2.6 The Edsential Designated Safeguarding Lead also has an important role in liaising with HR ensuring all staff and volunteers receive appropriate training. They should:
- Attend training in how to identify abuse and know when it is appropriate to refer a case.
 - Work with Service Leads and HR to review the log of staff and training dates and all should act to ensure that all members of staff are trained up to date.
 - Have a working knowledge of how the Cheshire West and Chester *Safeguarding Children Partnership or Community Access Team*, and Wirral *Safeguarding Children Partnership or Central Advice and Duty Team* operate and the conduct of a child or adult protection case conference and be able to attend and contribute to these when required.
 - Attend any relevant training courses or workshops and then ensure that any new or key messages are passed to other staff, including the Edsential Board.
 - Make themselves (and any deputies) known to all staff and ensure those members of staff have had training in child protection. This should be relevant to their needs to enable them to identify and report any concerns to the Designated Safeguarding Lead immediately.

Appendix 1: Whistle Blowing

Staff must acknowledge their individual responsibility to bring matters of concern to the attention of the Safeguarding Lead in their Service area. Although this can be difficult this is particularly important where the welfare of children, young people and adults may be at risk. You may be the first to recognise that something is wrong but may not feel able to express your concerns out of a feeling that this would be disloyal to colleagues, or you may fear harassment or victimisation. These feelings, however natural, must never result in a person continuing to be unnecessarily at risk. Remember it is often the most vulnerable people who are targeted and need someone like you to safeguard their welfare.

Don't think what if I'm wrong - think what if I'm right

How to raise a concern

- You should voice your concerns, suspicions or uneasiness as soon as you feel you can. The earlier a concern is expressed the easier and sooner action can be taken.
- Report any concerns directly to the Managing Director.

What happens next?

- You should be given information on the nature and progress of any enquiries.
- Your employer has a responsibility to protect you from harassment or victimisation.
- No action will be taken against you if the concern proves to be unfounded and was raised in good faith.
- Malicious allegations may be considered as a disciplinary offence.

Full Whistleblowing Policy on Selima or available from HR.

Appendix 2: Definitions and Symptoms of Abuse, adapted from *Keeping Children Safe in Education 2022*

There are four main categories of abuse – **physical injury, neglect, sexual abuse** and **emotional abuse**. The list of symptoms given is not exhaustive or comprehensive but consists of frequently observed symptoms. It is important to remember that most abuse involves more than one main type, for example, sexual and emotional abuse may be recognised together. These symptoms, for example cuts and grazes, may also be accidental and not a sign of abuse.

Indicators of abuse and neglect

Abuse: Somebody may abuse or neglect a person by inflicting harm or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse and by an adult or adults or by another child or children.

Physical abuse: a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Someone suffering from physical abuse may display one or more of the following symptoms:

- Afraid of physical contact
- Aggressive language and use of threats
- Behaviour changes
- Broken bones
- Bruising in unusual areas
- Changing explanation of injuries
- Cigarette burns
- Cowering
- Cuts and grazes
- Finger marks
- Frequent unexplained injuries
- Not wanting to go home with parent or carer
- Unwillingness to change clothes
- Violent behaviour during role play
- Wet bed/withdrawal/regression

Emotional abuse: the persistent emotional maltreatment to cause severe and adverse effects on emotional development. It may involve conveying to a person that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving someone 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 person's developmental capability as well as overprotection and limitation of exploration and learning, preventing participation in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), exploitation or corruption, causing those involved frequently to feel frightened or in danger. Some level of emotional abuse is involved in all types of maltreatment of a person, although it may occur alone.

Someone suffering from emotional abuse may display one or more of the following symptoms:

- Crying
- Rocking
- Withdrawn
- Not wanting to socialise
- Cringing
- Bad behaviour
- Aggression
- Behaviour changes
- Bribery by parent
- Self-infliction / Self-harm
- Lack of confidence
- Attention seeking
- Isolation from peers – unable to communicate
- Clingy
- Afraid of authoritative figures
- Treating others as you have been treated

Sexual abuse: involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, not necessarily involving violence, whether or not the person is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching outside of clothing. They may also include non-contact activities, such as in looking at, or in the production of, sexual images, watching sexual activities, encouraging sexually inappropriate behaviour, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. The sexual abuse of children by other children is a specific safeguarding issue in education and all staff should be aware of it and both Edsential's and the setting's policy and procedures for dealing with it.

Someone suffering from sexual abuse may display one or more of the following symptoms:

- Inappropriate behaviour – language
- Withdrawn
- Change of behaviour
- Role play
- Rejecting physical contact or demanding attention
- Rocking
- Physical evidence – marks, bruising
- Pain going to toilet, strong smell of urine
- Stained underwear
- Bruising/marks near genital area
- Drawing – inappropriate knowledge
- Relationships with other adults or children for example, behaving in a forward manner.

Neglect: the persistent failure to meet a dependent’s basic physical and/or psychological needs, likely to result in the serious impairment of health or development. Neglect may occur during pregnancy, for example, as a result of maternal substance abuse: neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a vulnerable person from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers);
- ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a vulnerable person’s basic emotional needs.

Someone suffering from neglect may display one or more of the following symptoms:

- Dirty
- Lack of appropriate clothing
- Complaining of cold / hunger
- Body sores
- Urine smell
- Unkempt hair
- No parental/carer interest
- Not wanting to communicate
- Behaviour problems
- Attention seeking
- Lack of respect
- Often in trouble – police
- Bullying
- Use of bad language
- Out at all hours
- Lack of confidence – low self-esteem
- Stealing
- Jealousy
- Significantly underweight

Safeguarding issues

All staff should have an awareness of safeguarding issues that can put children, young people and vulnerable adults at risk of harm. Behaviours linked to issues such as drug taking and/or alcohol misuse, deliberately missing education, serious violence (including that linked to county lines), radicalisation and consensual and non-consensual sharing of nude and semi-nude images and/or videos can be signs that of being at risk. Where these issues present amongst adults, this should be reported to the Edsential Designated Safeguarding Lead, or if the person is felt to be in immediate danger, call 999 and ask for the Police.

Additional information on these safeguarding issues and information on other safeguarding issues is included in Annex B, *Keeping Children Safe in Education, 2022*

Child-on-child or Peer abuse

All staff should be aware that children can abuse other children (often referred to as child-on-child abuse), and that it can happen both inside and outside of school or college and online. All staff should be clear as to the workplace's policy and procedures with regard to child-on-child abuse and the important role they have to play in preventing it and responding where they believe a child may be at risk from it. All staff should understand that even if there are no reports in their workplace it does not mean it is not happening, it may be the case that it is just not being reported. As such it is important if staff have any concerns regarding child-on-child abuse (certain behaviours, for example dismissing sexual harassment as "just banter", "just having a laugh", "part of growing up" or "kids being kids" can lead to a culture of unacceptable behaviours, an unsafe environment for children and in worst case scenarios a culture that normalises abuse leading to children accepting it as normal and not coming forward to report it) they should speak to their designated safeguarding lead (or deputy).

Child-on-child abuse is most likely to include, but may not be limited to:

- bullying (including cyberbullying, prejudice-based and discriminatory bullying)
- abuse in intimate personal relationships between children (sometimes known as 'teenage relationship abuse')
- physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm (this may include an online element which facilitates, threatens and/or encourages physical abuse)
- sexual violence, such as rape, assault by penetration and sexual assault; (this may include an online element which facilitates, threatens and/or encourages sexual violence)

- consensual image sharing, especially between older children of the same age, may require a different response. It might not be abusive – but children still need to know it is illegal- whilst non-consensual is illegal and abusive.
- sexual harassment, such as sexual comments, remarks, jokes and online sexual harassment, which may be standalone or part of a broader pattern of abuse
- causing someone to engage in sexual activity without consent, such as forcing someone to strip, touch themselves sexually, or to engage in sexual activity with a third party
- consensual and non-consensual sharing of nude and semi-nude images and/or videos (also known as sexting or youth produced sexual imagery)
- upskirting, which typically involves taking a picture under a person's clothing without their permission, with the intention of viewing their genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress, or alarm
- initiation/hazing type violence and rituals (this could include activities involving harassment, abuse or humiliation used as a way of initiating a person into a group and may also include an online element).

Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE)

Both CSE and CCE are forms of abuse that occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into taking part in sexual or criminal activity, in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. CSE and CCE can affect children, both male and female and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation.

Child Criminal Exploitation (CCE)

Some specific forms of CCE can include children being forced or manipulated into transporting drugs or money through county lines, working in cannabis factories, shoplifting, or pickpocketing. They can also be forced or manipulated into committing vehicle crime or threatening/committing serious violence to others.

Children can become trapped by this type of exploitation, as perpetrators can threaten victims (and their families) with violence or entrap and coerce them into debt. They may be coerced into carrying weapons such as knives or begin to carry a knife for a sense of protection from harm from others. As children involved in criminal exploitation often commit crimes themselves, their vulnerability as victims is not always recognised by adults and professionals, (particularly older children), and they are not treated as victims, despite the harm they have experienced. They may still have been criminally exploited even if the activity appears to be something they have agreed or consented to.

It is important to note that the experience of girls who are criminally exploited can be very different to that of boys. The indicators may not be the same, however professionals should be aware that girls are at risk of criminal exploitation too. It is also important to note that both boys and girls being criminally exploited may be at higher risk of sexual exploitation.

Child Sexual Exploitation (CSE)

CSE is a form of child sexual abuse. Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or nonpenetrative acts such as masturbation, kissing, rubbing, and touching outside clothing. It may include noncontact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse including via the internet.

CSE can occur over time or be a one-off occurrence, and may happen without the child's immediate knowledge for example through others sharing videos or images of them on social media.

CSE can affect any child who has been coerced into engaging in sexual activities: this includes 16- and 17-year-olds who can legally consent to have sex. Some children may not realise they are being exploited for example they believe they are in a genuine romantic relationship.

Domestic Abuse

Domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. That abuse can be, but is not limited to, psychological, physical, sexual, financial or emotional. Children can be victims of domestic abuse. They may see, hear, or experience the effects of abuse at home and/or suffer domestic abuse in their own intimate relationships (teenage relationship abuse). All of which can have a detrimental and long-term impact on their health, well-being, development, and ability to learn.

Female Genital Mutilation (FGM)

Female Genital Mutilation (FGM) is illegal in England and Wales under the FGM Act 2003 ("the 2003 Act"). It is a form of child abuse and violence against women. FGM comprises all procedures involving partial or total removal of the external female genitalia for non-medical reasons. Professionals in all agencies, and individuals and groups in relevant communities, need to be alert to the possibility of a girl being at risk of FGM, or already having suffered FGM. Whilst all staff should speak to the designated safeguarding lead (or deputy) with regard to any concerns about female genital mutilation (FGM), Section 5B of the 2003 Act introduced a mandatory reporting duty which requires regulated health and social care professionals and teachers in England and Wales to report 'known' cases of FGM in under

18s which they identify in the course of their professional work to the police. The duty came into force on 31 October 2015.

For more information, please refer to;

<https://www.cheshirewestscp.co.uk/professionals/female-genital-mutilation-fgm/>

Mental Health

All staff should be aware that mental health problems can, in some cases, be an indicator that a person has suffered or is at risk of suffering abuse, neglect or exploitation. Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem, but those involved in regular delivery of activity and provision, are well placed to observe participants day-to-day and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one.

If staff have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken; see *Flowchart* for reporting concerns.

Serious violence

All staff should be aware of the indicators, which may signal a person is at risk from, or are involved with, serious violent crime. These may include increased absence from school, college or workplace, a change in friendships or relationships, a significant decline in performance, signs of self-harm or a significant change in wellbeing, or signs of assault or unexplained injuries. For children, young people and vulnerable adults, this may include friendships or relationships with older individuals or groups. Unexplained gifts or new possessions could also indicate an approach by, or are involvement with, individuals associated with criminal networks or gangs and may be at risk of criminal exploitation.

Other forms of Abuse:

Please refer to Appendix B in *Keeping Children Safe in Education 2022* for further forms of Other Abuse.

Appendix 3: Safeguarding Code of Conduct

Staff checks

All staff, volunteers and student placements over the age of 18 working with young people must complete a disclosure form, which will be submitted to the Disclosure and Barring Service. Volunteers working in unregulated activity will not need to complete such a disclosure form but must be in the presence of a member of Edsential staff at all times.

Working practice

- Treat people with respect.
- Provide an example you wish others to follow.
- Ensure there will be supervision throughout all teaching sessions.
- Respect others' rights to personal privacy.
- Strive to create an atmosphere in which young people and adults feel comfortable enough to point out attitudes and behaviour they do not like.
- Treat others with sensitivity and respect for dignity when carrying out tasks of a more personal nature.
- Remember that someone else might misinterpret your actions, no matter how well intentioned.
- Do not permit abusive peer activities – for example, bullying, ridiculing or 'banter'.
- Do not engage in inappropriate physical or verbal contact.
- Do not jump to conclusions without first checking the facts.
- Do not allow yourself to be drawn into inappropriate attention seeking behavior such as tantrums or crushes, but deal firmly and fairly with such behavior at all times.
- Do not trivialize or exaggerate child abuse issues.
- Do not show favoritism to any individual.
- Do not make suggestive remarks or gestures or tell jokes or stories of a 'smutty' nature, and discourage others from doing so.
- Do not rely on your good name to protect you – it may not be enough.
- Do not believe, "It can never happen to me!" It can!
- Do not get close to or have any inappropriate physical contact with a client without clearly explaining what you are doing.
- When possible, avoid being alone in private or remote locations with young people. Always have another member of the Edsential staff, visiting staff or school staff present.

What to do if you suspect abuse is taking place

If you are concerned that abuse may be taking place:

- Remember that it is not your duty to decide if any abuse has taken place but it is your duty to take action, however small your concern.
- Inform the Safeguarding Lead (see protocol) who will take responsibility for seeking any additional advice.
- Check that the Safeguarding Lead has dealt with the reported concern.

Listening to someone who is reporting abuse

- Always listen carefully.
- Make it clear that you cannot promise confidentiality. It is important that they understand you will talk to their staff if you feel they are in any danger.
- React calmly and tell them you are taking them seriously.
- Keep questions to a minimum.
- Do not try to interpret what you are told and do not jump to conclusions.
- Do not speculate or make accusations.
- Reassure them that it was right to tell you.
- Do not force them to disclose and do not ask leading questions.
- Make a clear and accurate record of what is said, heard and seen, as soon as possible.
- Inform the Safeguarding representative within your service area for help and support, as soon as possible.
- Do not discuss the allegations with others.
- Make no comment on the suspected offender or his/her morality.
- Be aware that people may try to retract all they have told you.
- Seek immediate medical assistance if required.
- Make no assumptions.

How should I behave in order to protect myself and others?

- Where possible avoid spending time alone with a child, young person or vulnerable adult away from others.
- Avoid taking a child, young person or vulnerable adult in a car journey away from others unless it's absolutely necessary.
- Avoid going into a child, young person or vulnerable adult's dormitory (residential courses) unless it is necessary and unless you are accompanied by a member of the Conway Centres staff or a member of visiting staff.
- Where any of the above are necessary, ensure they only do so with the full knowledge and consent of the visitor's carers or supervisors.

- Never engage in rough, physical or sexually provocative games, including horseplay.
- Never allow or engage in inappropriate touching of any form, except in a situation where safety is an issue.
- Do not allow others to use inappropriate language unchallenged.
- Do not make sexually suggestive comments to anyone, even in fun.
- Do not let allegations of any form of abuse go unchallenged – always act.
- Never do things of a personal nature that child, young person or vulnerable adult can do for themselves.
- It may sometimes be necessary for staff to do things of a personal nature for visitors (ie. buckle a harness). These tasks should only be carried out with the full understanding and consent of carers or supervisors. In these circumstances, it is important to ensure all staff are sensitive to the visitor and undertake personal care with the utmost discretion.

For further information refer to: *Guidance for safer working practice for those working with children and young people in education settings 2022*

Appendix 4: Contact numbers – Edsential

Designated Safeguarding Lead	Cate Madden: 07710 706194
Deputy Designated Safeguarding Lead	Mark Aspden: 07879 113367
Edsential Managing Director	Ian McGrady: 07826 531970

Team Service Leads

Business Support	Helen Manger	07710 707089
Catering Service	Tracy Moore	07710 707094
Cleaning Service	Andrew Allmark	07710 707106
Culture and Arts	Cate Madden	07710 706194
Governance Service	Mark Aspden	07879 113367
HAF	Heather Lewis	07710 707112
Health and Wellbeing	Carl Sutton	07710 706177
HR	Alison Wolden	07775 027265
LOTC	Bethan Cooper-Weston	07710 707125
Music Service	Alison Corten	07780 225494
Residential Service	Nick McCavish	07710 707105

**Critical Incident (hosted by Wirral Community Patrol)
0151 666 4444 or alternatively 0151 647 7810 (Option 5).**

Contact information and numbers – external

Allegations or concerns around children and young people

If the Designated Safeguarding Lead has concerns about a child's or young person's welfare, or they feel they may be being abused, they will call the relevant Local Authority Designated Officer (LADO) or the Emergency Duty Team (EDT) or police immediately. Parents and Carers will be told about a referral to children's Social Care unless to do so would put the child a greater risk. The referral will be followed up in 24 hours to ascertain the outcome (see Appendix 4 for contacts).

In the event of allegations against an adult they contact the Designated Safeguarding Lead who will follow the LADO procedures of the relevant authority, unless it concerns the DSL, in which case they will contact the Managing Director.

Cheshire West and Chester Local Safeguarding Partnerships www.cheshirewestscp.co.uk

Cheshire West and Chester LADO 0151 337 4570

Wirral Local Safeguarding Partnership www.wirralsafeguarding.co.uk

Wirral LADO 0151 666 4442

Halton Children and Young People Safeguarding Partnership (HCYPSP)

www.hcypsp.haltonsafeguarding.co.uk/

Halton LADO 0151 511 7229

Allegations around vulnerable adults

If the Designated Safeguarding Lead has concerns about a vulnerable adult's welfare, or they feel they may be being abused, they will contact the relevant Care or Duty Team (different names in each local authority).

CWAC Community Access Team (CAT) and Emergency Duty Team (EDT)

8.30am - 5pm from Monday to Thursday and 8.30am – 4.30pm on Friday. If you have an urgent concern outside these hours, or over a bank holiday, please call the Emergency Duty Team (out of hours).

- Email: accesswest@cheshirewestandchester.gov.uk
- Phone: 0300 1237034
- Out of hours phone: 01244 977277 (EDT)

Wirral Central Advice and Duty Team

- call 0151 514 2222 (option 3), Monday to Friday 8:50am to 5:00pm
- call 0151 677 6557 all other times and on public holidays
- email: wcnt.centraladviceanddutyteam@nhs.net

Adult welfare

If the Designated Safeguarding Lead has concerns about an adult's welfare, or they feel they may be being abused, they will contact Edsential HR (if a member of staff) or the Police.

Appendix 5: Safeguarding Protocol

