Child Safeguarding Policy

We are also committed to reviewing policy and good practice annually. This policy is reviewed by Su Langley and Mike Stringer annually in September.

This policy was last reviewed: September 2026
Next Review Date: September 2027

Signed:.....|.....Su Langley (Designated Safeguarding Lead)

Signed: :.....Mike Stringer (Deputy Designated Safeguarding Lead)

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1. Introduction

Bonterre CIC believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to practise which protects them.

This policy applies to all staff, including senior managers and the board of Directors, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Bonterre CIC. Including staff that do not directly work with children.

It applies, in its entirety, to all education providers, and childcare settings. It applies to all children up to the age of 18 years whether living with their families, in state care, or living independently.

Legal framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely
:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 2018
- UK GDPR
- Data (Use and Access) Act 2025
- Working Together to Safeguard Children 2026
- Keeping Children Safe in Education 2026
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- Worcestershire Safeguarding Children's Board
- Mental capacity act 2005

We recognise that:

- the welfare of the child/young person is paramount
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, their parents, carers and their agencies is essential in promoting young people’s welfare.

The purpose of this policy:

- Protecting children from maltreatment, whether that is within or outside the home, including online

- To provide protection for the children and young people who receive Bonterre CIC services, including the children of adult members or users.
- To provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm.
- Providing help and support to meet the needs of children as soon as problems emerge

We will seek to safeguard children and young people by:

- valuing them, listening to and respecting them.
- adopting safeguarding guidelines through procedures and a code of conduct for staff and volunteers.
- recruiting staff and volunteers safely, ensuring all necessary checks are made.
- sharing information about child protection and good practice with children, parents, staff and volunteers.
- sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- providing effective management for staff and volunteers through supervision, support and training.

Multi-Agency Working

Bonterre CIC recognises that safeguarding children is most effective when agencies work together. In line with *Working Together to Safeguard Children 2023*, all staff have a duty to collaborate with external agencies, including local authorities, health services, the police, and other professionals, to protect children at risk of harm. Roles and responsibilities are clearly defined: the Designated Safeguarding Lead (DSL) coordinates referrals and communication, while all staff must share relevant information promptly and accurately. Multi-agency collaboration ensures that concerns are addressed quickly, safeguarding plans are effective, and children receive the support they need.

KCSIE states that the commissioning school remains responsible for safeguarding the pupil, but should obtain written confirmation from the AP provider that appropriate safeguarding checks have been completed and that the provider will notify the school of staff changes that could affect safeguarding.

Alternative Provision Safeguarding Assurance

Where Bonterre CIC provides Alternative Provision commissioned by a school or other education provider, Bonterre will provide appropriate written safeguarding assurance to the commissioning organisation. This will include confirmation that relevant safeguarding and safer recruitment checks have been completed for staff

working with children. Bonterre will notify the commissioning organisation of relevant staff changes where these may affect safeguarding arrangements or require additional safeguarding checks.

Informed Consent

Bonterre CIC will adhere to the principles of the Mental Capacity Act 2005 in assessing the capacity of individuals aged 16 and over to make decisions. We will assume that individuals have capacity unless proven otherwise. Assessments will be conducted in a clear, unbiased manner, considering the individual's communication style and any potential impairments. We will evaluate their ability to understand information, retain it, weigh up options, and communicate their choices. If there is uncertainty about an individual's capacity, we will consult with appropriate healthcare professionals or legal experts to obtain a formal assessment. In accordance with the Act, we will implement safeguards to protect the individual's best interests, including seeking appropriate support and ensuring their well-being**.**

Contact information

DSL - Su Langley
Email - su@bonterre.co.uk
Phone- 07879072103

DDSL - Mike Stringer
Email- Mike@bonterre.co.uk
Phone - 07734774250

Safeguarding team -
Tom Essex - Emma Nokes - Martin Haddon
Phone - 07434 609896

2. Recognising Abuse

In the Children Acts 1989 and 2004, **a child** is anyone who has not yet reached their 18th birthday.

Safeguarding and promoting the welfare of children is defined in Working Together to Safeguard Children (2010) as:

- protecting children from maltreatment; whether that is inside or outside the home including online.
- preventing impairment of children's mental or physical health or development;

- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care;
- Undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully.

Abuse, neglect and exploitation are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

The Children Act 1989 introduced the concept of **significant harm** as the threshold that justifies compulsory intervention in family life in the best interests of children, and gives local authorities a duty to make enquiries to decide whether they should take action to safeguard or promote the welfare of a child who is suffering, or likely to suffer, significant harm.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development:

- It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
- It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.
- It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. This can also occur when a child is a young carer for a parent who is disabled, has mental health problems or misuses alcohol or drugs.
- It may involve seeing or hearing the ill-treatment of another – for example where there is fighting or violence in the home.
- It may involve serious bullying (including via electronic media), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.

They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Sexual Violence

Sexual violence refers to any sexual act, behaviour, or threat of a sexual nature that is committed against a person's will or without their consent. In the context of *Keeping Children Safe in Education (KCSIE) 2025*, all staff have a duty to recognise that sexual violence can occur between children (child-on-child abuse) as well as between adults and children, in person or online. It includes, but is not limited to, rape, assault by penetration, and sexual assault. Bonterre is committed to creating a safe and respectful environment where all learners feel protected and supported. Any disclosure, concern, or allegation of sexual violence will be taken seriously, reported immediately to the Designated Safeguarding Lead (DSL), and handled in line with statutory guidance and local safeguarding procedures. Bonterre will ensure that victims are listened to, supported, and never made to feel blamed, while appropriate action is taken to safeguard all pupils involved.

Further changes can be found in Part Five of KCSIE concerning child-on-child sexual violence and sexual harassment.

The Lucy Faithfull Foundation's "Shore Space", a confidential chat service to assist young people who are concerned about their own or someone else's sexual thoughts or behaviour

Nudes and semi-nudes, including AI-generated images

Bonterre recognises that children may make, receive, possess or share nude or semi-nude images or videos of themselves or other children. This may occur consensually or without the knowledge or consent of the person depicted and may take place in person or through digital platforms, messaging services, social media, gaming platforms or other online environments.

For the purposes of this policy, **making or sharing nudes or semi-nudes** includes images or videos that are digitally altered, manipulated or AI-generated, including "deepfakes" or "deep nudes". Bonterre will treat such material seriously because it can cause significant safeguarding, emotional and psychological harm, including where the image is not genuine.

The term "sexting" should not be used as a substitute for a safeguarding response. Staff should use the terminology **"making or sharing nudes or semi-nudes"** when reporting or discussing concerns.

All incidents involving the making or sharing of nude or semi-nude images require a safeguarding response, whether the sharing appears consensual or non-consensual. Staff must therefore report any concern immediately to the Designated Safeguarding Lead (DSL), in accordance with Bonterre's safeguarding procedures.

Staff must not view, copy, download, save, print, forward or otherwise distribute nude or semi-nude images of children. They should not ask a child to send or show them an image for the purpose of establishing what it contains. The DSL will determine the appropriate response and follow current safeguarding guidance, including consideration of whether the matter should be referred to the police or other external agencies.

Bonterre will consider the circumstances and needs of every child involved. A child who has shared an image may themselves be vulnerable or in need of safeguarding support, while a child who has received, requested or redistributed an image may also have safeguarding needs. Where an image has been created or altered using AI or other technology, Bonterre will consider both the impact on the child depicted and the wider risks associated with the creation and distribution of the material.

Bonterre will provide appropriate support to children affected by incidents involving nudes or semi-nudes and will work with parents or carers and relevant external agencies where appropriate. Bonterre will also consider the wider context, including coercion, pressure, exploitation, bullying, sexual harassment, harmful sexual behaviour, online abuse and the possibility that images may continue to be redistributed.

Children will be taught about consent, privacy, respectful relationships, the risks of sharing intimate images, the potential permanence and wider circulation of digital content, and how to seek help if they or someone else is affected.

Exploitation

Child sexual exploitation (CSE)

Is a type of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity. Children and young people in sexually exploitative situations and relationships are persuaded or forced to perform sexual activities or have sexual activities performed on them in return for gifts, drugs, money or affection. CSE can take place in person, online, or using a combination of both.

Child Criminal Exploitation

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 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.

Modern Slavery and Trafficking

Children may be victims of trafficking or modern slavery and may be exploited for criminal, sexual or other purposes. Staff should be alert to indicators of coercion, control, exploitation, forced criminal activity, movement between locations, unexplained associations with adults or groups, and other changes in behaviour or circumstances.

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).

Whilst all staff should speak to the designated safeguarding lead (or a deputy) with regard to any concerns about female genital mutilation (FGM), there is a specific legal duty on teachers. If a teacher, in the course of their work in the profession, discovers that an act of FGM appears to have been carried out on a girl under the age of 18, the teacher must report this to the police.

Mental Health

All staff should be aware that mental health problems can, in some cases, be an indicator that a child 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. Education staff, however, are well placed to observe children 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. Schools and colleges can access a range of advice to help them identify children in need of extra mental health support, this includes working with external agencies. If staff have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken to follow their school or college's child protection policy, and by speaking to the designated safeguarding lead or a deputy.

Gender Questioning

Bonterre is committed to providing a safe, respectful, and supportive environment for all pupils, including those who are questioning their gender. Bonterre recognises that children who are questioning their gender may require additional pastoral support and that this can be a sensitive and complex area. Staff will approach all situations with care, neutrality, and respect, ensuring that pupils are listened to and supported without judgment or assumption. The welfare and safeguarding of the child will remain Bonterre's primary concern at all times. Any disclosures or concerns relating to gender questioning will be managed in accordance with safeguarding procedures, ensuring that parents or carers are appropriately involved and that decisions are made in the best interests of the child. Staff will receive training to understand the links between gender questioning, emotional wellbeing, and potential safeguarding indicators, enabling them to respond with empathy, professionalism, and consistency.

Child on Child abuse

Child-on-child abuse (including harassment and violence)

Child-on-child abuse is unacceptable and will not be tolerated. It can take many forms, including physical, sexual, emotional and financial abuse, and may occur in person or online. It can include harmful sexual behaviour, sexual harassment, sexual violence, serious physical harm, bullying, coercive or controlling behaviour, abuse linked to misogyny or misandry, and threats or incidents involving weapons.

Staff should remain alert to signs that a child may be experiencing or perpetrating abuse, including changes in behaviour, emotional wellbeing, attendance, relationships or engagement with education. Particular attention should be given to online interactions and behaviour, as abuse may take place through social media, messaging platforms, gaming or other digital environments.

Any allegation or concern relating to child-on-child abuse must be taken seriously and responded to promptly in accordance with Bonterre's safeguarding and child protection procedures. Staff must not dismiss harmful behaviour as "banter", "falling out", "part of growing up" or something that children should resolve themselves.

Where sexual harassment, sexual violence or harmful sexual behaviour is alleged, Bonterre will follow the appropriate safeguarding procedures and provide support to all children involved. This includes recognising that a child who has allegedly caused harm may also have safeguarding needs, alongside the need to protect and support the child who has experienced harm. The circumstances and needs of each child will be considered individually, with appropriate information-sharing and referrals made where necessary.

Bonterre will also respond to concerns involving misogyny, misandry, serious physical violence, threats involving weapons and other behaviour that may place

children at significant risk of harm. Online abuse will be treated with the same seriousness as abuse occurring in person.

Staff should report concerns immediately to the Designated Safeguarding Lead (DSL) or in accordance with Bonterre's safeguarding reporting arrangements. Bonterre will assess the level of risk, take appropriate protective action, and involve parents, carers, external agencies and/or the police where this is necessary to safeguard children.

Online Safety and Digital Safeguarding

Bonterre recognises that technology and the internet are an integral part of children's lives and can provide significant educational, social and developmental benefits. However, online environments can also expose children to safeguarding risks, including abuse, exploitation, grooming, bullying, harmful content, sexual harassment, sexual violence, financial exploitation, radicalisation, misinformation and other forms of harm.

Bonterre will promote a culture of digital safeguarding in which children are supported to use technology safely, responsibly and respectfully. Online safeguarding concerns will be treated with the same seriousness as concerns arising in the physical environment.

Online abuse

Online abuse may include harassment, bullying, coercive or controlling behaviour, threats, intimidation, sexual harassment, sexual violence, exploitation, grooming, abuse involving images or videos, financial abuse and the sharing of harmful or illegal material.

Staff should remain alert to changes in a child's behaviour, wellbeing, attendance, relationships or use of technology that may indicate an online safeguarding concern. Concerns should be reported promptly to the Designated Safeguarding Lead (DSL) in accordance with Bonterre's safeguarding procedures.

Cyberbullying

Bonterre recognises that bullying can take place through social media, messaging services, gaming platforms, email and other digital environments. Cyberbullying may occur alongside bullying in school or may continue outside school hours.

Reports of cyberbullying will be taken seriously and investigated in accordance with Bonterre's safeguarding and behaviour procedures. Appropriate support will be

provided to affected children, and relevant evidence should be preserved where this is necessary and appropriate.

Grooming and exploitation

Children may be targeted online by individuals seeking to establish trust or relationships for the purpose of abuse or exploitation. This may include sexual exploitation, criminal exploitation, financial exploitation or other forms of coercion.

Staff should be alert to online relationships or communications that appear secretive, inappropriate, coercive or concerning. Any suspected grooming or exploitation must be reported immediately to the DSL.

Further information is provided in Bonterre's **Nudes and Semi-nudes, including AI-generated Images** section.

Generative AI, deepfakes and manipulated content

Bonterre recognises that generative artificial intelligence and other technologies can create realistic images, videos, audio and text that may be used to deceive, manipulate, harass, exploit or harm children.

This includes the creation or distribution of AI-generated sexual images or videos of children, including deepfakes and deep nudes. Such material will be treated as a safeguarding concern regardless of whether the image is genuine.

Children will be taught about the responsible use of generative AI, including privacy, consent, digital footprints, misinformation, manipulation, impersonation and the potential harms arising from creating or sharing AI-generated content.

Social media

Children may encounter safeguarding risks through social media, including contact from unknown individuals, grooming, exploitation, cyberbullying, sexual harassment, harmful content, pressure to share personal or intimate material and exposure to inappropriate or illegal content.

Bonterre will provide age-appropriate education about responsible social media use, privacy settings, online identity, consent, reporting mechanisms and the importance of seeking help when something online causes concern.

Where online behaviour affects the safeguarding or wellbeing of children within Bonterre, the matter will be addressed in accordance with the relevant safeguarding, behaviour and child protection procedures.

Personal devices

Bonterre recognises that children may access online services through personal phones, tablets, laptops, smartwatches, gaming devices and other connected technology.

The use of personal devices on Bonterre premises will be managed in accordance with Bonterre's relevant policies and procedures. Where a personal device is believed to contain information relevant to a safeguarding concern, staff should not search the device themselves unless specifically authorised to do so under an appropriate procedure. The matter should be referred to the DSL.

Photography and recording

Photography, video and audio recording can create safeguarding, privacy and data-protection risks. Children and adults must not photograph or record other children without appropriate permission.

Particular care must be taken where images or recordings may identify children, reveal their location, expose personal information or be shared online. Staff must follow Bonterre's procedures relating to photography, recording, consent, data protection and the use of personal devices.

Mobile phones

Bonterre will have clear expectations regarding the use of mobile phones and other personal devices by children and staff. These expectations will reflect the need to balance educational use of technology with safeguarding, privacy, learning and wellbeing.

Children will be made aware of the circumstances in which mobile phones and other personal devices may be used, stored or restricted. Any safeguarding concern arising from the use of a mobile phone will be reported and managed in accordance with Bonterre's safeguarding procedures.

Filtering and monitoring

Bonterre will use appropriate filtering and monitoring systems to help protect children from harmful online content and activity when using Bonterre's networks and devices.

Filtering and monitoring arrangements will be proportionate to the risks identified and will take account of the age and needs of children. Bonterre will ensure that relevant staff understand the purpose and limitations of filtering and monitoring systems and know how to report concerns or technical failures.

The **effectiveness of filtering and monitoring will be reviewed at least annually**, with appropriate records maintained of the checks, reviews, identified risks, actions taken and any improvements required. Filtering and monitoring will also be reviewed

where there is a significant change in technology, identified risk or safeguarding concern.

Filtering and monitoring will not be relied upon as a substitute for effective supervision, education, safeguarding procedures and professional judgement.

Information security

Bonterre will take appropriate steps to protect children, staff and the organisation from information-security risks. Staff and children will be expected to protect passwords, personal information and other confidential data and to follow Bonterre's information-security and data-protection procedures.

Staff should report suspected data breaches, compromised accounts, inappropriate access, phishing attempts or other information-security concerns promptly through the appropriate reporting arrangements.

Children with SEND and additional online vulnerabilities

Bonterre recognises that children with special educational needs and disabilities (SEND) may experience additional or different vulnerabilities online. These may include difficulties understanding social cues, recognising manipulation or grooming, assessing risk, communicating concerns, managing online relationships or understanding the permanence and consequences of online activity.

Online-safety education and safeguarding responses will therefore be adapted to meet individual needs. Staff should consider whether a child's SEND, communication needs, cognitive development or other individual circumstances increase their vulnerability to online abuse or exploitation.

Digital safeguarding reporting

Children will be encouraged to report anything online that makes them feel unsafe, uncomfortable, threatened, pressured or upset. They should be provided with clear, accessible routes for seeking help and should know that concerns will be taken seriously.

Staff must report online safeguarding concerns to the DSL without delay. Where appropriate, Bonterre will work with parents or carers, external safeguarding agencies, the police, online platforms and other relevant organisations.

Bonterre will maintain appropriate records of online safeguarding concerns, actions taken, referrals and outcomes, in accordance with its safeguarding and information-management procedures.

Online safety will form part of Bonterre's wider safeguarding culture and will be reinforced through staff training, curriculum provision, parental engagement, risk assessment, filtering and monitoring, and regular review of emerging digital risks.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

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

  The above list is not meant to be definitive but a guide to assist you. It is important to remember that many children and young people will exhibit some of these indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour, such as a death or the birth of a new baby in their family, relationship problems between parents/carers, etc.

Children Who May Be at Greater Risk

Bonterre recognises that some children and young people may be at greater risk of harm and may require additional support, monitoring or safeguarding intervention. Staff should remain alert to individual vulnerabilities and understand that safeguarding concerns may be more difficult to identify or communicate for some children.

Children who may be at greater risk include those who:

- Have **special educational needs, disabilities or health conditions**.
- Experience **mental health or emotional wellbeing difficulties**.
- Are **young carers** or have significant caring responsibilities.
- Are **frequently absent, missing from education**, on a reduced or part-time timetable, or have experienced multiple suspensions or exclusions.
- May be at risk of **criminal or sexual exploitation**, including involvement in or exposure to serious violence.
- May be vulnerable to **radicalisation**.
- Experience or are exposed to **domestic abuse**.

- Have a parent or carer who is **in custody**.
- Are affected by **drug or alcohol misuse**, either personally or within the family.
- May be at risk of **female genital mutilation (FGM)** or **forced marriage**.
- Are **privately fostered**.
- Have experienced other circumstances that may increase their vulnerability or reduce their ability to recognise, communicate or seek help about harm.

At Bonterre, staff will consider each child's individual circumstances and recognise that vulnerabilities can overlap. Concerns must be shared with the DSL or safeguarding team without delay so that appropriate support, early help, Family Help or statutory intervention can be considered.

What may give cause for concern?

- bruising on parts of the body which do not usually get bruised accidentally, for example around the eyes, behind the ears, back of the legs, stomach, chest, cheek and mouth (especially in a young baby), etc.
- unusual burn or scald marks
- human bite marks
- any injuries or swellings, which do not have a satisfactory explanation
- altering growth, weight loss and slow development
- unusual lethargy
- any sudden uncharacteristic change in behaviour, for example a child or young person becomes either very aggressive or withdrawn
- a child or young person whose play and language indicates a sexual knowledge beyond his/her years
- a child or young person who flinches away from sudden movement
- a child or young person who gives over-rehearsed answers to explain how his/her injuries were caused
- an accumulation of a number of minor injuries and/or concerns
- a child or young person who discloses information which may indicate he/she is being abused
- concern about a parent or carer's behaviour or presentation, for example evidence of possible alcohol or drug misuse, mental health difficulties, or domestic violence
- concern about arrangements for the collection of the child or young person

A cluster of these signs should increase concern.

Safeguarding Children with SEND and Medical Needs

Bonterre recognises that children and young people with special educational needs and disabilities (SEND), and those with medical or mental health needs, may face additional safeguarding barriers and increased vulnerability to harm.

Staff must remain alert to changes in presentation, behaviour, mood or engagement and should not automatically assume that these are solely linked to a child's SEND, disability or health needs. Concerns should always be explored and shared with the DSL or safeguarding team.

Additional safeguarding barriers may include:

- **Communication difficulties**, which may make it harder for a child to express concerns, disclose abuse or ask for help.
- **Difficulty recognising abuse, exploitation or inappropriate behaviour**, including understanding boundaries and relationships.
- **Increased vulnerability to bullying, peer-on-peer abuse and exploitation**.
- **Dependence on adults** for care, support, communication or decision-making, which may increase vulnerability.
- **Intimate or personal care needs**, requiring clear professional boundaries, appropriate recording and safeguarding oversight.
- **Mental health and emotional regulation needs**, which may affect how a child communicates distress or responds to safeguarding concerns.
- **Difficulty understanding online content or recognising online risks**, including manipulation, exploitation and harmful content.
- **Changes in behaviour, presentation or communication**, which may be an indication of an unmet need or safeguarding concern.

At Bonterre, safeguarding arrangements will be adapted to meet individual needs. Staff will use appropriate communication methods, build trusted relationships, provide opportunities for children to communicate in ways that work for them, and ensure safeguarding information is accessible and understood.

All staff should take a **curious, child-centred approach** and avoid making assumptions about the cause of a child's behaviour or presentation. Where there is any concern, this must be reported, recorded and considered by the safeguarding team, with appropriate support or escalation put in place.

Their disability may mean that:

- their life experiences are limited, creating difficulty recognising inappropriate behaviour.

- they are afraid of challenging people, concerned that they will anger an authority figure or get into trouble
- Communication difficulties make it hard to report abuse.
- they may not be able physically to leave an abusive situation.
- they receive intimate physical care and, therefore, the abuse may seem ‘normal’.
- their self-esteem and self-image are poor.
- they might not be aware to whom they can report abuse.
- authority figures are unwilling to believe that anyone would abuse a disabled child or young person.

Children who are LGB or questioning their gender

Bonterre recognises that children may identify as lesbian, gay or bisexual (LGB), may be questioning their sexual orientation, or may be questioning their gender. Being LGB or questioning gender is not in itself a safeguarding concern. However, some children may be particularly vulnerable to bullying, harassment, sexual harassment, sexual violence, abuse, exploitation, online abuse, coercion, isolation or rejection.

Bonterre will provide a respectful and inclusive environment in which children can raise concerns and seek support. Staff should not make assumptions about a child’s sexual orientation, gender or the reasons for their behaviour or presentation. Safeguarding concerns will be considered in the context of the individual child and their wider circumstances.

Where a child is questioning their gender or seeks support relating to their gender, staff should respond sensitively, maintain appropriate professional boundaries and refer complex or concerning matters to the Designated Safeguarding Lead (DSL). Staff should not seek to influence a child towards a particular outcome or make individual decisions about gender-related safeguarding matters without appropriate advice.

Any decision relating to an individual child will be considered on a case-by-case basis, taking account of the child’s age, maturity, individual circumstances, safeguarding needs and family circumstances. Parents or carers will normally be involved where appropriate, although staff must seek advice from the DSL where there are concerns that involving a parent or carer could place the child at risk of harm.

The DSL will consider whether there are wider safeguarding concerns, including bullying, harassment, abuse, exploitation, online risks, family conflict, coercion or other factors affecting the child’s welfare. Where necessary, Bonterre will seek advice from appropriate safeguarding professionals or external agencies.

Children will be supported to speak to trusted adults about concerns affecting their safety and wellbeing. Staff must not promise confidentiality where safeguarding concerns arise and should follow Bonterre's information-sharing and safeguarding procedures.

Bonterre will not tolerate bullying, harassment or discriminatory behaviour towards a child because they are, or are perceived to be, LGB or questioning their gender. Concerns will be managed in accordance with Bonterre's safeguarding, behaviour and anti-bullying procedures.

Staff should report any safeguarding concern promptly to the DSL and seek advice where they are uncertain about the appropriate response.

Prevent

Prevent is a government strategy designed to stop people becoming terrorists or supporting terrorist or extremist causes, including the extreme right wing, violent Islamist groups and other causes.

At Bonterre, we can provide a safe place for pupils to discuss these issues so they better understand how to protect themselves.

What signs are there to look out for if you are concerned about a child?

- Suddenly changing how they dress or their appearance.
- Losing interest in friends or activities not associated with a particular ideology, with their behaviour becoming focused on an extreme idea or cause.
- Possessing or being associated with material or symbols associated with an extremist cause (e.g. the swastika for far-right groups), being in communication with suspected extremists, use of Internet or other social media sites associated with extremism.

If you have a concern that someone may be on the route to radicalisation, you must report your concerns adopting Bonterre Child Protection Procedure below.

Serious Violence

Bonterre recognises that children may be affected by serious violence as victims, witnesses or perpetrators. Serious violence may include incidents involving weapons, threats of serious harm, physical assault or other behaviour that places children or others at significant risk.

Staff should remain alert to signs that a child may be at risk of or affected by serious violence, including unexplained injuries, changes in behaviour or attendance, threats

or intimidation, concerns about weapons, or other information indicating that a child may be at risk.

Where concerns about serious violence are identified, staff must report them promptly to the Designated Safeguarding Lead (DSL). The DSL will consider the individual circumstances and any wider safeguarding concerns, including potential links to exploitation, and will take appropriate action in accordance with Bonterre's safeguarding procedures.

Children involved in or affected by serious violence may themselves have safeguarding needs. Bonterre will therefore consider the welfare and support needs of all children involved, whether as victims, witnesses or alleged perpetrators.

Where there is an immediate risk of serious harm, Bonterre will take appropriate urgent action, including contacting the emergency services where necessary.

Bonterre will work with parents or carers and relevant external agencies where appropriate and will provide age-appropriate education and support to help children understand the risks associated with violence and weapons and how to seek help.

3. Child Protection Procedure

In the event of a disclosure or suspicion of child abuse:

- Keep calm. Do not be shocked.
- Listen to the child or young person.
- Accept what you hear without passing judgement.
- Ask questions only for clarification.
- Do not investigate.
- Do not make promises.
- Offer support and understanding, explaining that you cannot keep it secret and what may happen. (This gives them the choice to continue telling you or to stop.)
- Reassure the child or young person that they were right to talk to you.
- Write down notes of your conversation – dates, times, facts, who were involved, observations, and use actual words used if possible. Bonterre CIC has specific forms to assist in this process.
- Report (via C-Poms) to the Designated Safeguarding Lead or Deputy as soon as possible (or contact immediately if you believe the matter is urgent).
- If neither DSL or DDSL are available, contact the safeguarding team as listed above

Ensure that you have the following information*:*

- name(s), address, date(s) of birth of the child/children or young person/people

- parent/carer's name and contact details
- name of the person against whom the complaint has been made
- names of any witness to the incident (if appropriate)
- Record on C-Poms system using the prescribed structure
- Sign and date any handwritten notes and keep them in the individual's confidential file.
- Act on the advice given. This may be for you, or the Designated Safeguarding Lead, to make a referral to Children's Services on 0845 607 2000.

Early Help / Family Help

Bonterre recognises the importance of identifying and responding to needs at the earliest possible stage. Where concerns arise, staff should share these with the Designated Safeguarding Lead (DSL) or Deputy DSL so that the appropriate level of support can be considered.

Support may include:

- **Universal services and community-based early help** for lower-level or emerging needs.
- **Targeted early help through Family Help** where children or families require more coordinated support.
- **Statutory children's social care intervention** where there are significant safeguarding concerns or a child may be at risk of harm.

The safeguarding team will work with the child, family and relevant professionals to identify the most appropriate support. Concerns will be reviewed and escalated where necessary to ensure children receive the right help at the right time.

Procedure for responding to an allegation of abuse against or a cause for concern about the unsuitability of a member of staff, a volunteer or a member of the management team:

Every allegation, whether made by a child, young person, parent, carer or another member of the organisation/group must be taken seriously and treated in accordance with government guidelines.

- Do not immediately discuss the allegation/concern with the individual concerned.

- Raise the allegation/concern with the line manager or the Designated Safeguarding Lead.
- The allegation/concern will be assessed by the Designated Safeguarding Lead. No investigation should be conducted at this point.
- Consider whether the child or young person has the capacity to consent to safeguarding decisions under the mental capacity act 2005
- Providing help and support to meet the needs of children as soon as problems emerge.

There are then three possible outcomes:

1. It is agreed there is no cause for concern.
2. It is agreed that there is concern but it is not in the category of child protection. It will be dealt with by the line manager and may include using Bonterre CIC's disciplinary procedures.
3. It is agreed that the concern is in the category of child protection so is referred to Children's Services. Children's Services may advise that the individual is suspended or asked not to attend any meetings of Bonterre CIC while the concern is investigated. Suspension should be seen as a neutral act and without prejudice.

A representative of Bonterre CIC may be invited to a Strategy Meeting called by Children's Services to discuss the issues.

ALWAYS REMEMBER - IF IN DOUBT - CONSULT

- Worcestershire LADO : **01905 846221**

DPA and UK GDPR do not prevent the sharing of information for the purposes of keeping children safe and promoting their welfare. If in any doubt about sharing information, staff should speak to the designated safeguarding lead (or a deputy). Fears about sharing information must not be allowed to stand in the way of the need to safeguard and promote the welfare of children.

All those working with children and young people should record "all concerns, discussions and decisions made including the rationale for those decisions. These recordings should include instances where referrals were or were not made to another agency such as LA children's social care or the Prevent program etc."

Recording why you decided not to refer a matter to children's services may be as important as why you decided to do so. Recording the rationale for decisions even if that decision was to wait and monitor the situation, or not refer can be very useful to counter allegations and criticism that Bonterre did nothing.

4. Roles and Responsibilities

The Designated Safeguarding Lead

The Designated Safeguarding Lead (DSO) takes the lead responsibility for child protection, including support for other staff and information sharing with other agencies, developing policies and staff training. The DSO is also the named person who responds to allegations made against members of staff. However where appropriate the Deputy DSO may take the lead.

The DSO is Su Langley. The deputy DSO is Mike Stringer.

DSO Responsibilities

- Refer suspected abuse and neglect to the First Response Service
- Report allegations made against members of staff to the Local Authority Designated Lead (LADO)
- Develop and update Safeguarding policies, ensuring that staff and children/families/parents are aware of them
- Provide support and advice to all members of staff within the setting regarding safeguarding concerns
- Ensure that cover is provided for the role when absent from the setting
- Ensure that a child's safeguarding file is copied for the new educational establishment when a child moves educational settings, and that this file is transferred securely and separately from the main pupil file.
- Ensure that all staff receive appropriate Safeguarding Training, and maintain training records
- Cooperate with any requests for information from the Local Authority, such as Child Protection training returns and self-evaluative forms for safeguarding and child protection, in compliance with Section 11, Children Act 2004

Safeguarding Team responsibilities

Bonterre's safeguarding team is responsible for promoting the safety and welfare of all children and young people. The team will:

- Act as the main point of contact for safeguarding and child protection concerns.
- Ensure concerns are responded to promptly, appropriately recorded and followed up.

- Provide advice and support to staff and ensure safeguarding concerns are escalated where necessary.
- Lead on referrals and multi-agency working where appropriate.
- Ensure safeguarding training, policies and procedures remain up to date.
- Promote a strong, child-centred safeguarding culture across Bonterre.

The Designated Safeguarding Lead retains overall responsibility for safeguarding and child protection, with appropriately trained deputies providing support and cover.

Other Staff's Responsibilities

It is the responsibility of all other members of staff to ensure that all safeguarding concerns, both minor and serious, are reported to the DSO as soon as reasonably possible.

The DSO may have other information regarding a child, young person or their family of which other staff may not be aware. Minor concerns may take on greater significance within the wider context of knowledge of a child or family that the DSO may have.

Parents and Carers responsibilities

Developing good partnerships with parents and carers is the best way to ensure good continuity of care between home and Bonterre CIC. Information sharing is one way towards good practice. Early identification of children with health problems is crucial and a record of this is kept on enrolment. Any accidental injury off-site and whilst not in our care should be reported and a record made to child's file. If a child suffers an accidental injury in our care, contact will be made with parents or carers immediately and a record of the accident will be made.

For further details please see our Health and Safety policy.

5. Safer working practices

Ensure **all** staff and volunteers at the organisation:

- understands that they have a duty to keep the children and young people in their care safe and it is everyone's priority;
- knows and understands the policies and procedures in place to keep everyone in the organisation safe.
- knows that they are responsible for their actions and should not behave in a way that may bring their conduct into question;
- works, and is seen to work, openly and transparently;

- works towards the same professional standards and boundaries;
- knows who to speak to if they have any concerns about the behaviour of a colleague;
- is familiar with local child protection arrangements;
- receives regular training so they understand their responsibilities and know what to do if they believe a child or young person is at risk of harm.

All staff, including those who do not work directly with children, will be provided with and required to read Part One of Keeping Children Safe in Education. Staff will also be provided with access to Bonterre CIC's policies and procedures, and information identifying the DSL and DDSL.

6. Safer Recruitment

We recognise that:

- our workforce is our most important resource
- unsuitable individuals sometimes seek out opportunities via employment or volunteering to have contact with children in order to harm them
- some groups face unfair discrimination in the workplace
- children, young people and families benefit from our efforts to recruit and select a skilled and committed workforce from a diverse range of backgrounds
- new staff and volunteers cannot perform their role effectively unless they are inducted properly and receive ongoing support and supervision

We recruit and induct our workforce by:

- publicise all posts in a way that ensures that we attract high quality applicants from diverse backgrounds
- ensuring that all applications for both paid and volunteer positions are made using our standard application form
- having at least two people conducting a face to face meeting with anyone we may want to appoint
- obtaining two references, two pieces of identification and original copies of any necessary qualifications from candidates
- requiring that all staff and volunteers have an up to date relevant DBS check before commencement of their employment or attendance(including a check against the barred list if the post involves regulated activity)

- providing an appropriate induction for all new staff and volunteers ensuring that all staff are made aware, during their induction period, of how to keep children and young people safe in our organisation
- appointing all staff and volunteers on a trial period initially, with a review before they are confirmed in post
- Maintaining a Single Central Record (SCR) that accurately records all required checks for staff, volunteers, and contractors.
- Ensuring at least one member of every recruitment panel has completed accredited safer recruitment training.
- Keeping recruitment and vetting records in line with data protection and record-keeping requirements.

7. Confidential Reporting

Bonterre CIC is committed to safeguarding and promoting the welfare of children and young people. Our safer recruitment and whistleblowing procedures are designed to ensure that only individuals who share this commitment are appointed and that all staff and volunteers feel confident and supported to raise concerns about poor or unsafe practice.

Whistleblowing

Bonterre CIC's aim is to provide an internal procedure that enables all adults in the setting to raise serious concerns about any aspect of practice in confidence and without fear of reprisal. This ensures that the organisation continues to operate in line with safeguarding best practice and statutory expectations.

Concerns may relate to the actions or behaviours of staff, students, volunteers, contractors, or others associated with the setting, and may include:

- Unlawful acts or omissions
- Failure to comply with Bonterre CIC's policies and safeguarding procedures
- Poor or unsafe practice
- Improper conduct that may place children or staff at risk

Concerns should normally be raised with a Manager or the Designated Safeguarding Lead (DSL). If the concern relates to management, or if staff feel unable to report internally, they should contact the Local Authority Designated Lead (LADO), the

Access Centre, or the Whistleblowing Advice Line provided by the Department for Education.

Concerns should ideally be submitted in writing and include:

- A statement indicating that it is a confidential disclosure
- The background and history of the concern (with names, dates, and places where possible)
- The reason for the concern

Anyone unable to submit concerns in writing may speak directly with a manager or contact the relevant external safeguarding authority.

Investigation and Response

All concerns will be taken seriously and investigated promptly and fairly. The nature of the concern will determine whether it is investigated internally or referred to an external agency.

- Bonterre CIC will aim to provide a written response within 28 days of the concern being raised.
- Concerns relating to abuse or potential criminal conduct will be referred immediately to the appropriate external agencies in line with statutory procedures.
- Where malicious allegations are found to have been made, disciplinary action may be taken.

Confidentiality and Protection

Bonterre CIC will make every effort to protect the identity of the whistleblower, though anonymity cannot be guaranteed if the matter requires external investigation. No person will suffer detriment or disciplinary action for raising a genuine safeguarding or conduct concern in good faith.

This policy may be superseded by the organisation's Disciplinary or Complaints Procedures where appropriate.

8. Visitors

- All visitors must be supervised by a member of staff when there are young people/vulnerable adults on site.
- Staff to be aware of any suspicious behaviour by strangers near to Bonterre CIC, if you see any unusual or suspicious behaviour you must telephone the police immediately.

9. Positive Physical Intervention

- We recognise that touch is appropriate in the context of working with children. Guidance on the use of touch and when it is appropriate to use physical interventions are contained in our Discipline Policy and is made known to all staff and volunteers.
- Physical intervention of a nature that falls outside the Discipline Policy may be considered under management of allegations or staff/volunteer disciplinary procedures.

10. Child Protection Training

The DSO will keep detailed records of all staff's child protection training and will issue reminders when training updates are required.

All members of staff will undertake basic awareness child protection training once a year.

11. Confidentiality Policy

At Bonterre CIC, we respect the rights of young people and their parents and carers with regard to privacy and confidentiality. Some personal information is provided on the referral forms. This will be kept in a secure place and is available only to members of the staff team. In addition, children and young people often build up trusting relationships with adults working with them and share personal and family information with them. This information will only be recorded if, in exceptional cases, it may have an impact on the child/young person or their contact details.

There are rules about what we do with personal information.

Technology

Bonterre CIC recognises the vital role that digital technology plays in education and is committed to ensuring that its use supports safe, effective teaching and learning. In line with *Keeping Children Safe in Education (KCSIE) 2025*, Bonterre CIC will plan, use, and regularly upgrade digital systems to maintain robust standards of

online safety and data security. Clear roles and responsibilities are assigned to staff for the implementation and oversight of filtering and monitoring systems to help protect pupils from harmful or inappropriate online content. All staff are expected to understand their role in promoting safe online behaviour, reporting concerns promptly, and supporting pupils in developing digital resilience. Regular reviews of technology infrastructure, alongside ongoing staff training, will ensure that the Bonterre's digital environment remains secure, inclusive, and aligned with safeguarding priorities.

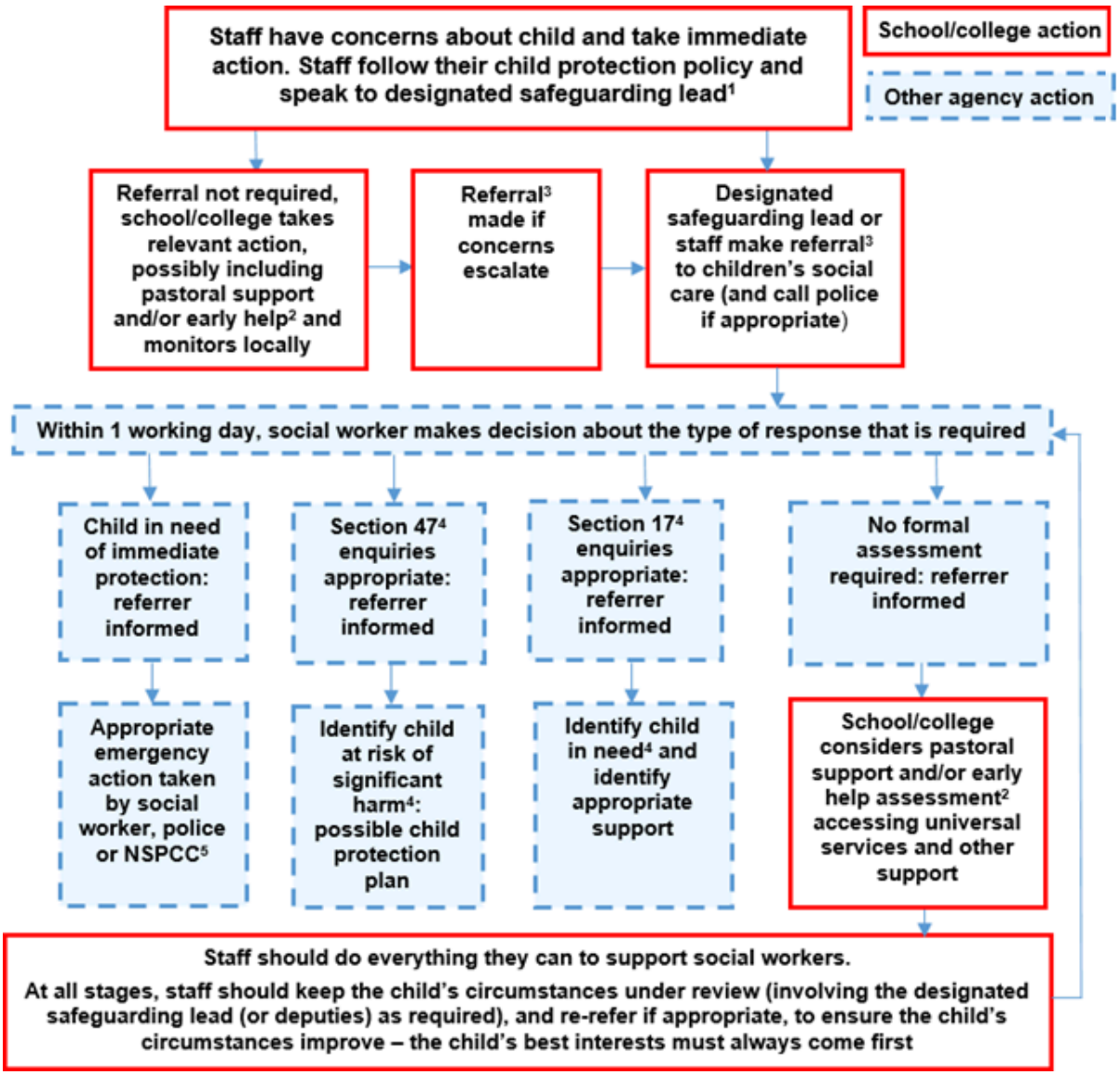
Staff Team

Details of any information will be shared among the staff team only if it is considered to be relevant, for example medical issues in relation to an activity or the taking of medicine.

External Agencies

In most circumstances, and taking into account their understanding, we will not share personal information without talking to the child or young person. This may include the parent or carer. We will encourage children and young people to share information or discuss issues with parents and carers or appropriate outside organisations that may help them.

If a child or young person, however, is at risk of harm or in need of protection or if a parent/carer is at risk of harm or if an offence may be committed we have a responsibility to try to prevent this happening. In these circumstances we would pass on any relevant information to Children's Services or the Police. We will also try to talk to the child or young person first.



Gossip

We will not gossip about any child, young person or their family with other children or young people, with other adults involved in Bonterre CIC, or with any outsiders.

12. Image/video use

All images taken by staff at Bonterre CIC will be used in a manner respectful of the eight Data Protection Principles.

This means that images will be:

- fairly and lawfully processed
- processed for limited, specifically stated purposes only
- used in a way that is adequate, relevant and not excessive
- accurate and up to date

- kept on file for no longer than is necessary
- processed in line with an individual's legal rights
- kept securely

Further information on the processing of personal data (including images) is detailed in Bonterre's Data Protection Policy and Use of Images and Photo Policy.

The DSO and/or Management team is responsible for ensuring the acceptable, safe use and storage of all camera technology and images within the setting.

The DSO reserve the right to view any images taken and/or to withdraw or modify a member of staffs' authorisation to take or make images at any time. All members of staff (including volunteers) will ensure that all images are available for scrutiny and will be able to justify any images in their possession.

Careful consideration is given before involving very young or vulnerable children when taking photos or recordings, who may be unable to question why or how activities are taking place. Images or videos that include children will be selected carefully when used publicly to ensure a child's safety and dignity are not compromised. A child or young person's right not to be photographed is to be respected.

Consideration will be given as to whether it is appropriate to use a child's name on any publicity material, website or social media. If a name is used, it will only be the first name and any comments made will be monitored to ensure that a child's safety or dignity are not compromised

Only official setting owned equipment (e.g. work provided digital or video cameras) will be used by staff to capture images of children for official purposes. Authorization from a member of the management team must be obtained if a personal camera or phone is to be used.

13. Complaints Policy

Bonterre CIC recognises the right of children, young people and their parents/carers to have access to Bonterre's complaints procedure. A complaint is any clear expression of dissatisfaction with the group/organisation, its workers, volunteers or management committee or its activities or services.

We will ensure that all complaints are taken seriously and dealt with swiftly and in confidence following the Complaints Procedure. We will learn from any complaints and use them to improve how we operate.

- A complaint can be made – verbally, in writing or by email.

- There are no restrictions on issues which may be complained about including any complaints made against workers or volunteers.
- The senior worker/manager must be notified of any complaint. A member of the Board of Directors should be notified if the complaint is about the senior worker/manager.
- The complainant will be kept informed about the process and the outcome of the complaint.

Stage 1 - Informal

- We will respond to the complaint within 10 days. If it cannot be resolved quickly, or if the complainant is still unhappy, it then becomes a formal complaint.

Stage 2 – Formal

- A worker or Board member will be appointed to investigate the complaint and will provide a written response on the findings within 25 days.
- If the complaint is not resolved the complainant may request a review panel or appeal.

Stage 3 – Review Panel

- The Panel will consist of three people. This may include Board members who have not already been involved in the complaint or people independent of the group/organisation.
- The Panel will not reinvestigate but will review the process and outcome of Stage 2 of the complaint.
- The Panel will recommend whether the complaint should or should not be upheld and will comment on how the complaint was handled. They may make recommendations to the Board.

14. Attendance Policy

Purpose

Bonterre CIC recognises that regular attendance is essential for children's learning, wellbeing, and safeguarding. Every child has the right to access full-time education, and consistent attendance supports their safety, achievement, and personal development. Bonterre CIC is committed to working in partnership with parents, carers, and external agencies to promote high attendance and to address any barriers that may prevent children from attending regularly.

Statutory Framework

This policy reflects the requirements of *Keeping Children Safe in Education (KCSIE) 2025* and the *Working Together to Improve School Attendance* guidance. It forms part of Bonterre CIC's wider safeguarding framework and should be read alongside the Safeguarding and Child Protection Policy. Attendance patterns can be an indicator of underlying safeguarding concerns, including neglect, abuse, or exploitation. Staff are therefore trained to recognise, record, and respond appropriately to attendance issues.

Responsibilities

- **Parents and carers are responsible for ensuring that their child attends Bonterre CIC regularly and punctually.**

- Bonterre CIC will maintain accurate daily registers, recording attendance and absence in accordance with statutory requirements.

- The Designated Safeguarding Lead (DSL) and safeguarding team will work together to monitor attendance data and identify children at risk of persistent absence or potential harm.

- All staff have a duty to report any attendance concerns promptly to the safeguarding team or DSL.

Procedures for Following Up Absences

- If a child is absent without prior notification, the Home School/Local Authority will be contacted on the first day of absence, ideally by 10:30 a.m.

- If no explanation is received, further contact attempts will be made using all available communication methods.

- If the child's whereabouts remain unknown and there are safeguarding concerns, the DSL will be informed immediately, and escalation procedures (including contacting the local authority or police) will be followed.

- All absence information, contacts, and outcomes will be recorded and securely stored in line with data protection requirements.

- Patterns of absence or lateness will be reviewed regularly, with early intervention and support offered to families where attendance begins to

decline.

Monitoring and Review

Attendance data will be monitored weekly to identify trends or concerns at an individual or cohort level. Persistent or unexplained absence will be addressed through meetings with parents, targeted support, and, where necessary, formal referrals to the local authority's attendance or safeguarding teams.

15. Implementation, Dissemination & Review Strategies

This policy is reviewed annually by the DSO and is approved by the Board of Directors.

All members of staff must read and agree to the child protection policy before the start of their employment.

Copies of this policy are available from the DSO and on the Bonterre CIC website.

16. Key Contacts in Child Protection

Children's Social Care

- Worcester and Malvern Safeguarding Team telephone: **01905 843650**
- Family Front Door : **01905 822666**
- Worcestershire LADO : **01905 846221**
- Children first Emergency contact - **01905 768 020** (Evenings and Weekends)
- Police 24hrs non-emergency 101
- Emergency 999
- NSPCC Helpline 0808 800 5000
- Ofsted 0300 123 1231