



## Telford Court

### Safeguarding and Child Protection Policy

2026–2027

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## 1. Aims, Introduction and Legislation

The Greenhouse Hyflex Academy (operating as Telford Court) is a non-school alternative provision (AP) serving young people aged 11–19. This policy is written in accordance with the DfE Non-School Alternative Provision Voluntary National Standards (August 2025) and Keeping Children Safe in Education 2026 (KCSIE 2026).

The Greenhouse aims to ensure that:

- Appropriate action is taken in a timely manner to safeguard and promote children’s welfare.
- All staff are aware of their statutory responsibilities with respect to safeguarding.
- Staff are properly trained in recognising and reporting safeguarding issues.
- The Headteacher (DSL) ensures that all education staff practice is in line with national and local requirements.

The Greenhouse recognises its duty under the Education Act 2002, the Children Act 1989 and 2004, and the Local Government Act 2000 to make arrangements ensuring tasks are carried out with a view to safeguarding and promoting the welfare of children. The prime concern at all times must be the interests and safety of all members of The Greenhouse community.

Safeguarding and promoting the welfare of children is everyone’s responsibility. As defined in Working Together to Safeguard Children (2026), this means:

- PROVIDING help and support to meet the needs of children as soon as problems emerge.
- PROTECTING children from maltreatment, whether within or outside the home, including online.
- PREVENTING impairment of children’s mental and physical health or development.
- ENSURING that children grow up in circumstances consistent with the provision of safe and effective care.
- PROMOTING the upbringing of children with their birth parents or family network, whenever possible and in the best interests of the children.
- TAKING ACTION to enable all children to have the best outcomes.

For the purpose of this policy, a child is defined as anyone who has not yet reached their 18th birthday. Although a young person may have reached 16 years of age, be living independently or be in further education, this does not alter their status or entitlement to services or protection.

The Greenhouse follows the policies, procedures, guidance and protocols of the local Safeguarding Children Partnership and the following national guidance:

- Keeping Children Safe in Education (2026)
- Working Together to Safeguard Children (2026)
- DfE Non-School Alternative Provision Voluntary National Standards (August 2025)
- What to do if you're worried a child is being abused (2015)
- Information Sharing (2018)
- Sharing nudes and semi-nudes: advice for education settings (DfE, updated)
- Section 5B(11) of the Female Genital Mutilation Act 2003
- The Rehabilitation of Offenders Act 1974
- Schedule 4 of the Safeguarding Vulnerable Groups Act 2006
- Statutory guidance on the Prevent duty (incorporating the Channel Duty)

This policy applies to all staff (including bank staff, students on placement and volunteers), children and visitors. It should be read in conjunction with KCSIE 2026 – all staff are expected to read Part One in full.

**It is The Greenhouse's policy that:**

- All children attending The Greenhouse will be protected from harm.
- The Greenhouse will work in partnership with all relevant agencies to ensure children are effectively protected.
- All staff are made aware of this Safeguarding Policy and all associated procedures.
- Effective safer recruitment and HR procedures are in place, including checking that all staff are safe to work with children, in line with KCSIE 2026.
- All staff are given appropriate and ongoing training and CPD.

## **2. Recognition and Categories of Abuse, Neglect and Exploitation**

All staff should be aware of safeguarding issues that can put children at risk of harm. Behaviours linked to drug or alcohol misuse, unexplained or persistent absence, serious violence, radicalisation, and sharing of intimate images can all be signs that a child is at risk.

### **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 causing severe and persistent adverse effects on their emotional development. It may involve conveying to a child that they are worthless, unloved or inadequate; imposing age-inappropriate expectations; serious bullying (including cyberbullying); or causing children to frequently feel frightened or in danger. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### **Neglect**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in serious impairment of the child's health or development. This can include failure to provide adequate food, clothing and shelter; failure to protect a child from physical or emotional harm; failure to ensure adequate supervision; or failure to ensure access to appropriate medical care.

### **Sexual Abuse**

Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. Activities may involve physical contact (including assault by penetration) or non-contact activities such as involving children in the production of sexual images or grooming a child (including via the internet). Sexual abuse can be perpetrated by adults of any gender and by other children.

### **Extra-Familial Harm**

Some children experience abuse, neglect and exploitation outside the home. Forms of extra-familial harm include exploitation by criminal groups (such as county lines), serious violence, modern slavery and trafficking, online harm, sexual exploitation, teenage relationship abuse, and radicalisation. Children of all ages can experience extra-familial harm.

### **Child Sexual Exploitation (CSE)**

CSE involves exploitative situations and relationships where young people receive something in return for engaging in sexual activities. The key factor is an imbalance of power in the relationship. CSE is never the victim's fault, and all children under 18 have the right to be safe. Staff should be aware that victims of CSE may sometimes be criminalised for actions taken whilst under coercion.

### **Child-on-Child Abuse**

All staff are aware that safeguarding issues can manifest via child-on-child abuse, including: bullying (including cyberbullying); physical abuse; sexual violence and sexual harassment; gender-based violence; self-generated intimate images and/or videos (including AI-generated deepfakes); initiation-type violence; and financial exploitation. Abuse is abuse and should never be dismissed as banter or part of growing up.

### **Other Safeguarding Issues**

Staff should also be alert to: domestic violence and abuse; homelessness; honour-based abuse (including forced marriage and FGM); trafficking; online exploitation; voyeurism; and the sharing of self-generated intimate images. Further information on all of these issues is contained in KCSIE 2026.

## **3. Equality Statement**

Some children have an increased risk of abuse, neglect or exploitation, and additional barriers can exist when recognising or disclosing it. The Greenhouse is committed to anti-discriminatory practice and ensures that all children receive equal protection, regardless of any barriers they may face.

Young people at The Greenhouse may be particularly vulnerable because they have or have had:

- Disabilities or special educational needs
- Experienced domestic abuse and violence
- Lived in chaotic or unsupportive home environments
- Been affected by parental substance misuse
- Been taken into care or are looked after by the Local Authority
- Experienced bullying or engaged in bullying behaviours
- Lived in temporary accommodation
- Experienced discrimination on the grounds of race, ethnicity, religion, gender, disability or sexuality
- Been a young carer
- Been involved in child sexual exploitation

- Been at risk of radicalisation or violent extremism
- Been at risk of gang involvement or forced marriage
- English as an additional language

This list is not exhaustive. Particular vigilance is given to children subject to a child protection plan; any incidents or concerns involving these children are reported immediately to their social worker.

As an alternative provision working with young people aged 11–19, many of whom have additional learning difficulties or cognitive impairments, The Greenhouse makes specific additional considerations to support positive safeguarding. These are outlined in the equality and SEND arrangements within the provision’s operational risk assessments and individual learner records.

## 4. Extremism and Radicalisation

The Greenhouse acknowledges its duty under section 26 of the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent people from being drawn into terrorism (the Prevent duty). Protecting children from the risk of radicalisation is approached in the same way as protecting them from other forms of harm.

**Extremism** is the support or promotion of an ideology based on violence, hatred or intolerance that aims to deny or destroy the fundamental rights and freedoms of others.

**Radicalisation** is the process by which a person comes to support or use terrorist violence.

**Terrorism** is an action that endangers or causes serious violence to a person/people; causes serious damage to property; or seriously interferes with or disrupts an electronic system, designed to influence the government or to intimidate the public.

The Greenhouse meets the Prevent duty by:

- Teaching a broad and balanced curriculum which promotes spiritual, moral, cultural, social, mental and physical development.
- Assessing the risk of children being drawn into terrorism, based on an understanding of local risk, and sharing this with partners.
- Protecting children from being drawn into terrorism by having robust safeguarding policies that identify children at risk and intervene as appropriate, including referral to the Channel programme where relevant.
- Ensuring clear procedures are in place for visiting speakers.
- Arranging staff training that gives individuals the knowledge and confidence to identify children at risk and to challenge extremist ideas.

- Ensuring children are safe from terrorist and extremist material when accessing the internet at the provision.

## 5. Roles and Responsibilities

All members of staff (including agency and bank staff) are responsible for being aware of the procedures to follow if they are worried a child is being abused. In line with KCSIE 2026, staff should understand both community-based Early Help and targeted Early Help, and consider both when identifying and responding to children who may benefit from additional support.

See Appendix 2 – Safeguarding Referral Flowchart.

### 5.1 Duty to Refer

It is the duty of all staff to immediately refer any child protection concern to Fiona Conde (DSL) or Amanda Ledsham (DDSL). In their absence, the Managing Director and Director of Education can also be consulted.

If a member of staff is not satisfied with the DSL’s response, or is unable to make a report to them, they should refer directly to Cheshire West and Chester Safeguarding Partnership: <https://cheshirewestscp.uk/>

#### **Cheshire West and Chester Safeguarding Partnership**

<https://cheshirewestscp.uk/>

Office hours (Mon–Thu 8.30am–5pm, Fri 8.30am–4.30pm): 0300 123 7047

Emergency Duty Team (out of hours): 01244 977 277

Cheshire Police: 101 (999 in an emergency)

**If a child is in immediate danger, call 999.**

### 5.2 Recognising and Responding to Concerns

Children rarely talk about their own abuse. Staff must be vigilant to physical, emotional, sexual and behavioural signs that may suggest abuse. If a child discloses abuse, listen attentively without asking leading questions, and allow the child to tell their own story in their own time. Make notes using the child’s own words only. Do not investigate, interrogate or make assumptions.

See Appendix 1 – Responding to a Concern: The “6 R’s Response”.

### **5.3 Recording of Disclosures/Concerns**

Where note-taking is not possible at the time, the member of staff should immediately afterwards record key points using the child's own words. Notes must be kept as originals, timed, dated and signed, as they could be used as evidence in court. All records should be marked "Child Protection – Strictly Confidential". Disclosed information must not be discussed with any member of staff other than a Designated Safeguarding Person. The DSL will ask the member of staff to complete The Greenhouse recording template.

See Appendix 3 – Safeguarding Concern Record Form; Appendix 4 – Guidance on Recording Concerns.

### **5.4 Physical Evidence**

If physical injuries or bruising are noticed, it is appropriate to ask the child, as a caring adult, how the mark was sustained. All such marks must be recorded on the body map within The Greenhouse recording template. The child must not be examined beneath their clothing, and no further investigation should be conducted.

### **5.5 Issues of Confidentiality**

If a child requests confidentiality, they must be told this cannot be promised, and that staff have a responsibility to share information with those who can help protect them from harm. The child should be reassured that only those who need to know will be told. All documentation must be treated with the strictest confidence and shared only on a need-to-know basis, in line with the Data Protection Act 2018 and UK GDPR.

### **5.6 Staff Concerns about Practice**

If staff have concerns about practices at The Greenhouse that may put children at risk, they should raise these first with the DSL. If not satisfied with the response, they may contact the Cheshire West and Chester Safeguarding Team directly (details in 5.1 above). Out of hours, the Emergency Duty Team can be reached on 0300 123 5022 or EDT2@cheshirewestandchester.gov.uk.

### **5.7 Making a Referral**

When a Designated Safeguarding Person has been informed of a case of suspected abuse, neglect or exploitation, they must decide whether to make a referral to Children's Social Care (details in 5.1 above). All referrals should be made or confirmed in writing. Referrals will be screened by the relevant agency within one working day. Where no further action is taken, written feedback will be provided to the DSL within 48 hours. Where appropriate, the DSL will notify parents/carers, the referring authority and children's social care in the child's home area.

## **5.8 Working with Parents and Carers**

Designated Safeguarding Persons should aim to work in partnership with parents/carers. Permission should normally be sought from the person holding parental responsibility before discussing a referral with other agencies, unless doing so would place a child at risk of significant harm or prejudice a criminal investigation.

### **Looked-after and previously looked-after children**

The DSL will ensure that appropriate staff have relevant information about a looked-after child's legal status, contact arrangements and care arrangements, and hold details of children's social workers and relevant virtual school heads.

### **Students with a social worker**

Where a student has a social worker, the DSL will always consider this when making decisions about attendance, pastoral support and academic provision. The provision will work with and support social workers to help protect vulnerable children.

## **5.9 Support for Young People following a Referral**

A young person may choose an adult to accompany them to any interview arising from a child protection assessment. Their wishes should be respected. Interviews with children are undertaken by social workers and specially trained police.

## **5.10 Multi-Agency Partnership**

The Greenhouse works in partnership with Children's Social Care in both its locality and young people's home areas. In accordance with local procedures, it liaises with Cheshire West and Chester Safeguarding Partnership in all cases of abuse, neglect or exploitation arising on site. The three designated statutory safeguarding partners for Cheshire West and Chester are: the Chief Executive of Cheshire West and Chester Council; the Accountable Officer of Cheshire and Merseyside NHS Integrated Care Board; and the Chief Constable of Cheshire Police.

# **6. Safer Recruitment and Vetting**

## **6.1 Commitment to Safer Recruitment**

All recruitment at The Greenhouse is undertaken in accordance with the statutory requirements of Keeping Children Safe in Education 2026 and the DfE Non-School Alternative Provision Voluntary National Standards (August 2025). Safer recruitment principles are embedded throughout the entire recruitment process, from advertising through to appointment and induction. No person commences work at The Greenhouse until all required checks have been satisfactorily completed.

At least one member of every interview panel must have completed accredited Safer Recruitment training (e.g. the DfE-approved Safer Recruitment in Education course). This applies to every appointment, regardless of role or seniority.

## 6.2 Pre-Employment Vetting Checklist

The following checks are required for all staff and are completed before commencement of employment. All checks are recorded on the Single Central Record (SCR):

Required Check	Notes
Identity verification (original documents)	Must be seen in person; copies retained
Enhanced DBS check	Must be current; existing DBS accepted subject to Update Service check
DBS barred list check (Children's Barred List)	Checked separately from DBS; mandatory before commencement of work
Prohibition from teaching check	Required for anyone undertaking 'teaching work'; separate from barred list
Section 128 prohibition check	Required for anyone in a management or leadership role
Overseas criminal record check / letter of professional standing	Required where candidate has lived/worked outside the UK; may include EEA restrictions check
Right to work in the UK	Original documents seen and copied
Check of professional qualifications	Originals seen and copied where required
References (see section 6.3)	Minimum two, including most recent employer; obtained and verified before interview

Online/social media search (see section 6.7)	Conducted as part of shortlisting/pre-appointment process
Gaps in employment history	All gaps explored and documented
Self-declaration of relevant convictions	Completed at application stage

For supply or agency staff, The Greenhouse seeks written confirmation from the agency that all the above checks have been completed satisfactorily before the individual commences work. Identity checks are still carried out on arrival for all agency staff.

### 6.3 References

References are an essential safeguarding tool and must be handled with care:

- A minimum of two references are required for all appointments, one of which must be from the applicant's most recent employer.
- References are requested and received before interview, where possible, not after a conditional offer. This ensures any concerns can be explored at interview.
- References are obtained directly from the referee, not via the candidate. Where a reference is submitted by email, a follow-up telephone call is made to verify authenticity and explore any concerns.
- All references include specific safeguarding questions, including: whether there are any known safeguarding concerns regarding the candidate; whether the candidate has ever been subject to a child protection investigation or disciplinary process relating to conduct with children; and whether the referee can confirm the candidate's suitability to work with children.
- Any reference that is evasive, unusually brief, or that raises questions is followed up directly with the referee before a decision is made.
- References are not accepted from relatives or from the candidate's friends.

### 6.4 Interview Process and Safeguarding-Based Questions

All interviews for roles involving work with young people at The Greenhouse include safeguarding as a core element. At least one member of the interview panel must have completed accredited Safer Recruitment training. Interviewers are briefed in advance by the Safer Recruitment-trained panel member.

Safeguarding-based questions asked at interview must include, but are not limited to:

- What does safeguarding mean to you, and what do you understand to be your responsibilities in this role?

- Can you describe a time when you were concerned about the welfare or safety of a child or young person? What did you do, and what was the outcome?
- How would you respond if a young person disclosed abuse or exploitation to you during a session?
- What would you do if you were concerned about the behaviour or conduct of a colleague towards a young person?
- This is an alternative provision serving young people aged 11–19 with complex needs. What do you understand about the particular safeguarding risks that can arise in this context?
- Can you give an example of how you have maintained appropriate boundaries with children or young people?

Candidates' responses to safeguarding questions are recorded and form part of the assessment. A concern raised through a safeguarding question will always be followed up, regardless of the candidate's other strengths.

## 6.5 Single Central Record (SCR)

The Greenhouse maintains a Single Central Record (SCR) of all pre-employment checks in accordance with KCSIE 2026, Annex C.

**What is recorded:** The SCR records the type of check carried out, the date it was completed, and who completed it, for every member of staff (including volunteers, supply staff and contractors in regular contact with young people). This includes: identity; enhanced DBS; barred list; prohibition checks (teaching and Section 128 as applicable); overseas checks; qualifications; right to work; and references.

**Who maintains it:** The Headteacher is responsible for maintaining and updating the SCR on a day-to-day basis and ensuring it is kept accurate and current.

**Accountability:** The Headteacher (DSL) retains overall accountability for ensuring the SCR is complete and compliant with statutory requirements.

**Monitoring arrangements:** The SCR is reviewed by the Headteacher (DSL) on at least a termly basis and is available for inspection at any time by the local authority, or a commissioning school or LA. Any gaps or expired checks are addressed without delay. An audit trail of updates is maintained.

For more information, refer to the Safer Recruitment Policy.

## **6.6 Contractor, Agency Staff and Visitor Checks**

### **Contractors**

- All contractors who will work in regulated activity (i.e. have the opportunity for unsupervised contact with young people) must hold a current enhanced DBS certificate with barred list check before commencing work. Written evidence of this is obtained and retained by the provision.
- Contractors in supervised roles are subject to appropriate risk assessment. The Greenhouse does not allow any contractor to have unsupervised contact with young people without a satisfactory DBS check.
- All contractors are required to sign in on arrival, wear identification at all times, and be briefed on the provision's safeguarding arrangements before commencing work.
- Where a contractor is provided by an external organisation, written confirmation must be received that appropriate DBS and vetting checks have been completed before they access the site.

### **Agency Staff**

- Written confirmation is obtained from the agency that all required checks (enhanced DBS, barred list, identity, and prohibition checks as applicable) have been satisfactorily completed before agency staff commence work.
- Agency staff are identified on the SCR with the agency name and the date written confirmation was received.
- Identity is verified on first attendance at the provision.

### **Visitors**

- All visitors must sign in at reception, wear a visible visitor badge at all times, and sign out on departure.
- No visitor may have unsupervised access to young people under any circumstances.
- All staff are expected to challenge any individual on site who cannot be identified or who is not wearing a visitor badge.
- Visiting speakers (including those invited by young people) are assessed for suitability in advance by the DSL and are always accompanied by a member of staff.

## **6.7 Online Searches**

As part of the safer recruitment process, The Greenhouse carries out an open-source online search on all shortlisted candidates. This is a proportionate and routine safeguarding check, not a surveillance exercise.

- The online search is carried out by the Headteacher before the interview date.
- The search covers publicly available information on standard search engines and professional networking sites (e.g. LinkedIn). It does not extend to private accounts or information not publicly accessible.
- The search is documented and any material of concern is discussed with the panel before interview, so that questions can be raised with the candidate if appropriate.
- Candidates are not automatically rejected on the basis of online search results alone. Any concerns identified are assessed in context and, where appropriate, raised directly with the candidate.
- Online search findings are stored securely as part of the recruitment record and are not shared beyond those involved in the appointment process.

## **6.8 Induction of Staff**

All new employees receive a staff handbook detailing the policies and procedures they need to know before working with young people. This includes access to The Greenhouse's Safeguarding and Child Protection Policy and online safeguarding training, which must be completed within the first week of employment.

# **7. General Strategies**

## **7.1 Regulating and Vetting Visitors**

All visitors to The Greenhouse must sign in on arrival at reception and sign out on departure, and must wear a visible visitor's badge at all times. Arrangements for visiting young people are agreed in advance by the Headteacher (DSL). Under no circumstances may any visitor have unsupervised access to young people. All staff are expected to challenge anyone on site who cannot be identified or who does not display a visitor's badge. See also section 6.6 above.

## **7.2 Personal, Social, Health Education and Preventative Education**

Staff work to establish positive and trusting relationships with young people so that they feel able to seek help when worried. Issues surrounding social awareness, health education and relationships and sex education are taught through PSHE and specific ASDAN courses.

In line with KCSIE 2026, the preventive education programme addresses derogatory behaviour; online harms including deepfakes, pornography and misogynistic content; and guidance on where to seek help. Staff maintain zero tolerance for sexism and other forms of prejudice or harmful behaviour. Misogyny is explicitly recognised as a safeguarding risk, particularly where it intersects with harmful sexual behaviour and online radicalisation.

### **7.3 Children's Rights**

The Greenhouse recognises that young people are its primary concern and must be given a voice in matters relating to their education. Children's opinions are sought over key decisions that are likely to affect them. Young people are informed of how to raise a complaint if they are unhappy with any aspect of their education. Complaints are reviewed at least monthly by the DSL and Senior Leadership Team.

### **7.4 Anti-Bullying Policy**

The Greenhouse has and follows an anti-bullying policy with which all young people and staff are familiar. Children who are bullied are supported; those who may bully others are subject to a risk assessment with a plan of support. The DSL reviews records of bullying incidents at least monthly in order to identify and address patterns.

### **7.5 Attendance and Child Missing Education**

As an alternative provision, attendance is a key safeguarding indicator. Young people placed with the provision are often among the most vulnerable, and unexplained absence is always treated as a potential safeguarding concern.

#### **Same-Day Absence Follow-Up**

- Staff attempt to contact the young person's parent/carer by telephone within 30 minutes of the expected start time.
- If no contact is made, the referring school is notified on the same day.
- All absence is recorded as unauthorised until a satisfactory reason is provided.
- Where a young person has a known safeguarding risk or is subject to a Child Protection Plan, the DSL is informed immediately of any unexplained absence.

#### **Escalation Thresholds**

- Three consecutive unexplained sessions: DSL reviews and contacts referring school and parent/carer; safeguarding risk formally assessed.
- Five or more cumulative days of unexplained absence within a half-term: DSL notifies the Local Authority as a potential Child Missing Education concern; referral to Children's Social Care considered.
- Where a young person cannot be located and neither parent/carer nor referring school can account for their whereabouts, this is treated as a Child Missing

Education case and referred to the LA CME team and, where risk warrants it, to the police.

Attendance data is shared with referring schools on at least a weekly basis. The DSL maintains a record of all CME actions taken. Attendance patterns are reviewed monthly at the Safeguarding Committee meeting.

## **7.6 Use of Mobile Phones and Other Multi-Media Devices**

In line with KCSIE 2026, The Greenhouse operates as a mobile phone-free environment by default. A written policy provides clear guidance for staff and young people on the appropriate use of mobile phones, laptops and other devices. Staff mobile phone use is governed by separate professional conduct guidance.

## **7.7 Internet Use and Multi-Media Policy**

The Greenhouse has a written policy on acceptable use of its internet and email facilities, communicated to staff, young people, parents/carers and referring authorities. Directors formally review the effectiveness of filters and monitoring systems with the IT department at least once per academic year. In line with KCSIE 2026, cyber security is a core safeguarding concern: the DSL must be informed of any cyber security incident that involves or may impact children's records.

## **7.8 Support**

**Young people:** Contact details for The Greenhouse Safeguarding Team and Childline are clearly displayed throughout the provision.

**Staff:** Contact details for the Safeguarding Team, NSPCC Child Protection Helpline and Cheshire West and Chester Safeguarding Partnership are clearly displayed. All staff have individual support meetings with a senior leader where concerns can be raised.

**Parents/carers:** This Safeguarding and Child Protection Policy is available on The Greenhouse website.

## **7.9 Safeguarding Committee**

The Greenhouse Safeguarding Committee meets monthly (or more frequently if required) to review and monitor all safeguarding concerns. Committee members are communicated to all staff. Robust DSL cover arrangements are maintained at all times, including a shared confidential safeguarding mailbox accessible to the DSL and DDSL.

The Safeguarding Committee comprises:

- Fiona Conde – Headteacher and DSL
- Amanda Ledsham – Training and Development Director and DDSL

The Managing Director (Jon Simpson) and Director of Education (Tara Jones) must be informed of all safeguarding concerns made to the DSL within 24 hours of the concern being reported.

### **7.10 Staff Training**

All Designated Safeguarding Leads (and Deputies) are required to undertake multi-agency safeguarding training, with refresher courses every two years. All staff complete safeguarding and Prevent awareness training at induction, refreshed annually for education staff. The chair of every appointment panel must have completed accredited Safer Recruitment training. Advanced training is available to those with specific roles.

### **7.11 Safeguarding in an Alternative Provision Context**

As a non-school alternative provision for young people aged 11–19, The Greenhouse operates in a distinct context requiring specific safeguarding measures beyond those typically required in mainstream settings. The young people placed with us frequently have experienced exclusion, complex trauma or significant adverse childhood experiences. The Greenhouse has regard to the DfE Non-School Alternative Provision Voluntary National Standards (August 2025) in all aspects of its safeguarding and quality assurance arrangements.

### **Off-Site Delivery and External Venues**

- A risk assessment is completed and approved by the DSL before any off-site activity commences, including an assessment of the venue's safeguarding arrangements and DBS status of any adults with unsupervised contact with young people.
- External venues used regularly are subject to annual review of their safeguarding policy, and written confirmation of their arrangements is held on file.
- Staff leading off-site activity carry the DSL's contact details at all times.

### **Lone Working and Small Group Delivery**

- No member of staff is in a completely enclosed, unobservable space alone with a young person. One-to-one sessions take place in rooms with glass panels or open doors.
- Where lone working off-site is unavoidable, a lone worker protocol is followed: sign-out, expected return time, and check-in with a named colleague at agreed intervals.

### **Individual Learner Risk Assessments**

A safeguarding-informed individual risk assessment is completed for every young person on roll. This is initiated at the point of referral and updated whenever new

information is received. It addresses safeguarding history, specific vulnerabilities, required supervision arrangements, and agreed information-sharing protocols. Risk assessments are reviewed formally at least termly.

## **7.12 Working with Commissioners and Referring Schools**

The Greenhouse holds day-to-day safeguarding responsibility for young people while on site or engaged in activities it arranges. Overall safeguarding and welfare responsibility remains with the referring school or LA throughout the placement, unless a formal transfer of responsibility has been agreed in writing.

Where a young person is dually registered, the referring school's DSL and The Greenhouse's DSL maintain an agreed protocol for sharing safeguarding information, documented at the start of each placement and reviewed at least termly. The Greenhouse will make referrals to Children's Social Care in relation to concerns arising from within the placement, and will always notify the referring school's DSL on the same day.

Referring schools and LAs are expected to share all relevant safeguarding information before placement, notify the DSL of new concerns within one working day, and take lead responsibility for child protection conferences or multi-agency reviews. Weekly attendance data is shared with referring schools; termly safeguarding review meetings are held with referring school DSLs.

## **8. Concerns Involving a Member of Staff**

### **8.1 Reporting Concerns**

In line with KCSIE 2026, the Local Authority Designated Officer (LADO) must be contacted in all cases where an allegation is made against a member of staff, supply teacher, trainee teacher, volunteer or contractor that meets the harm threshold. This referral should happen without delay, normally on the same working day.

The Headteacher (DSL) is responsible for making the referral to the LADO using the Cheshire West and Chester LADO referral form, submitted to [safeguardinglado@cheshirewestandchester.gov.uk](mailto:safeguardinglado@cheshirewestandchester.gov.uk).

The LADO must be notified where a member of staff has:

- Behaved in a way that has harmed, or may have harmed, a child;
- Possibly committed a criminal offence against or related to a child;
- Behaved towards a child in a way that indicates they may pose a risk of harm to children; or

- Behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The LADO referral form is available at: <https://cheshirewestscp.uk/>

Any concerns about the Headteacher (DSL) or Directors should be reported directly to the LADO and/or the police.

### **Low-Level Concerns**

Low-level concerns that do not meet the LADO harm threshold must nonetheless be reported to and recorded by the Headteacher (DSL). Low-level concerns about supply staff or contractors should also be shared with their employer. The provision will consult with the LADO if unsure whether concerns meet the threshold.

The Greenhouse minimises the risk of allegations by: implementing robust safer recruitment; providing effective induction and safeguarding training; promoting a culture of openness; facilitating regular safeguarding briefings; and embedding safeguarding awareness in the curriculum.

## **8.2 Support for Staff Subject to Allegations**

The DSL will inform any member of staff who is subject to an allegation about that allegation as soon as possible, subject to directions from Children's Social Care and/or the police. It is recognised that any allegation will cause significant anxiety; advice will be given as to possible sources of support including trade union representation, professional association support, or the Leadership Team. The staff member will be kept informed of the progress of any investigation.

See Appendix 5 – Cheshire West and Chester LADO Procedure.

## **9. General Guidance to Staff**

### **9.1 Working with Young People**

Staff must be aware of the potential problems associated with physical contact with young people. Contact must always be appropriate to the professional relationship. There may be times when one-to-one time with a young person is appropriate; staff must always ensure proper safeguards are in place, including making other staff aware of the session and ensuring periodic checks occur.

## **9.2 Giving and Receiving Gifts**

The giving of gifts and presents by staff to young people will at times be appropriate (for example, rewards for positive behaviour or good work). All gifts must be given openly and publicly. Monitoring of gifts given and received takes place regularly by senior staff.

## **9.3 Film Classifications and Computer Games**

Staff must ensure that the classification of any film shown is appropriate for all young people present. Under no circumstances may young people watch a film or play a computer game where the age classification is above the individual's age.

## **9.4 Safe Working Practice**

All staff must take normal precautions not to place themselves in a vulnerable position in relation to child protection. Failure to report actual or reasonably suspected physical, sexual or emotional abuse or neglect of a child is a disciplinary offence.

# **10. Storage, Transfer and Retention of Child Protection Records**

## **10.1 Storage**

All child protection records are kept and stored securely on SharePoint in the Safeguarding folder. Only the DSL, DDSL, Director of Education and Managing Director have access to this folder. A paper copy is also kept in a locked cupboard in the DSL's office. Records are held in accordance with the Data Protection Act 2018, UK GDPR and Information Sharing: Advice for practitioners providing safeguarding services.

## **10.2 Transfer**

When a young person transfers to another provision, their original child protection records (if any) must be forwarded to the new provision without delay, and in any case within five working days. In line with KCSIE 2026, the DSL must proactively share relevant high-level risk information with the receiving setting prior to the child's arrival, including a direct DSL-to-DSL conversation where appropriate.

Where records are posted, copies must be retained until confirmation of receipt is received. Written confirmation from the new provision is required and must be retained for no less than six years.

## **10.3 Retention**

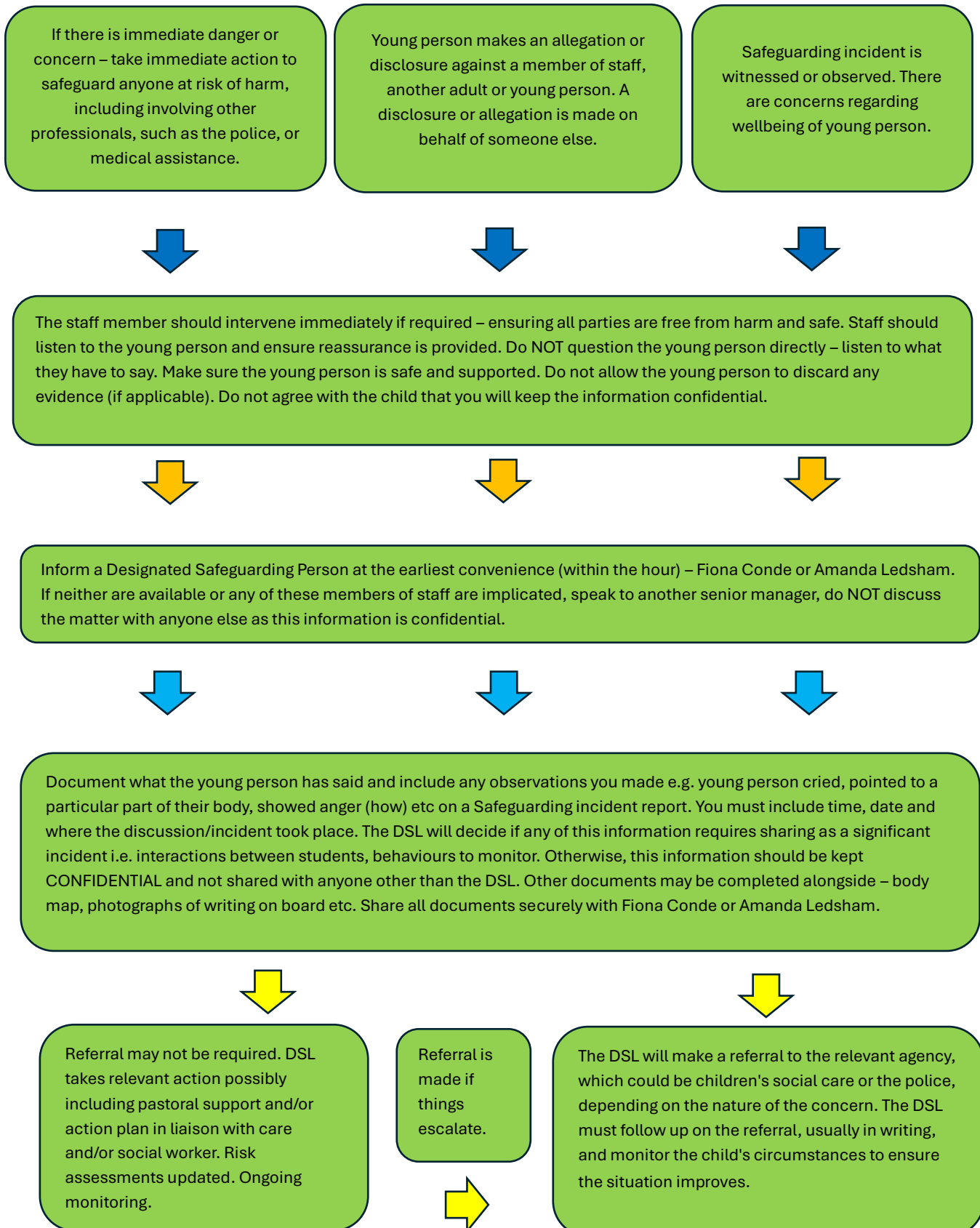
Child protection records are retained for as long as the young person remains on roll and then transferred in accordance with the above. If The Greenhouse is the last education setting the young person attends, records are retained until the young person's 26th birthday, then securely disposed of.

## Appendix 1 – Responding to a Concern: The “6 R’s” Response

<b>RECEIVE</b>	If a child wants to talk to you, make time for them immediately. Never ask them to come back later. Never promise confidentiality – explain that you will talk to someone if you believe they are at risk. Listen carefully. Do not stop a child who is freely recalling information. Where a child is visibly upset or has an obvious injury, it is good practice to ask openly why they are upset or how an injury was caused.
<b>REASSURE</b>	Ensure the child knows they have done the right thing in talking to you and that they have not done anything wrong. If you have concerns that the child has been, or is at risk of, harm, tell them that you will speak to someone to get help for them.
<b>REACT</b>	If you need to clarify information, ask open-ended questions only (e.g. “Can you describe to me...”). Never ask leading or suggestive questions. Never ask accusing questions. Never criticise the alleged perpetrator. Never ask the child to repeat their disclosure to another member of staff – it is your responsibility to pass the information on.
<b>RECORD</b>	Make notes as soon as possible using the child’s own words. Do not record assumptions or interpretations. Do not destroy original notes. Record the date, time and place. Sign records and identify your role. Do not ask a child to write an account or sign your documentation.
<b>REFER</b>	Immediately inform the Designated Safeguarding Lead (Fiona Conde) or, in their absence, the Deputy DSL (Amanda Ledsham). In the absence of both, contact the Local Authority directly.
<b>REFLECT</b>	Ask yourself whether you have done everything within your role. Refer any remaining concerns to the DSL, including any knowledge of siblings or previous contact with parents. Seek support for yourself if you have found the disclosure difficult, while maintaining confidentiality.

## Appendix 2 – Safeguarding Referral Flowchart

Staff member has concern → Report to DSL → DSL assesses and takes action → Refer to Children's Social Care or Police → Contact parents/carers if appropriate → Log all actions and decisions.



# Appendix 3 - Safeguarding Concern Record Form

**Greenhouse**

## Safeguarding Concern Record Form

Basic Information
<p><b>The Greenhouse Hyflux Academy</b>                      Reporter Name:                      Role:                      Student Name:                      DOB:                      Date of Record:                      Time of Record:                      Location of Incident/Concern:</p>
Immediate Risk Assessment
<p><input type="checkbox"/> No immediate risk   <input type="checkbox"/> Possible risk   <input type="checkbox"/> Immediate danger</p> <p>If immediate risk, describe actions taken:</p>
Nature of Safeguarding Concern (Select all that apply)
<p><input type="checkbox"/> Physical Abuse   <input type="checkbox"/> Emotional Abuse   <input type="checkbox"/> Sexual Abuse   <input type="checkbox"/> Neglect   <input type="checkbox"/> Domestic Abuse</p> <p><input type="checkbox"/> CSE   <input type="checkbox"/> CCE / County Lines   <input type="checkbox"/> Online Safety   <input type="checkbox"/> Bullying   <input type="checkbox"/> Self-harm</p> <p><input type="checkbox"/> Suicidal Ideation   <input type="checkbox"/> Mental Health   <input type="checkbox"/> Radicalisation / Prevent   <input type="checkbox"/> Child on Child Abuse</p> <p><input type="checkbox"/> Honour-Based Abuse / FGM / Forced Marriage   <input type="checkbox"/> Missing / Absconding</p> <p><input type="checkbox"/> Substance Misuse   <input type="checkbox"/> Physical Restraint / Use of Force</p> <p><input type="checkbox"/> Other (specify):</p>

**Greenhouse**

## RECORDING GUIDANCE (MUST READ)

**⚠ Do NOT investigate or ask leading questions**

- **Use the young person's exact words where possible**  
 → Write key phrases in quotation marks
- **Include the ANTECEDENT (what happened before):**  
 → What was happening?  
 → Who was present?  
 → What triggered the concern?
- **Record in sequence:**
  1. Antecedent (before)
  2. Behaviour / Disclosure (what happened)
  3. Response (what you did)
  4. Outcome (what happened next)
- **Be factual:**  
 → Record only what you saw or heard, not opinions (e.g. "He was shouting and swearing" rather than "He was angry and rude")  
 → Avoid assumptions or personal interpretations
- **Include:**
  - Date, time, and location of the incident
  - Full name of the child/young person concerned
  - Full names and roles of any adults present
  - Initials (not full names) of other students present
  - Any visible injuries or behaviours

**Report to DSL immediately after recording.**

**Greenhouse**

## Details of Incident / Disclosure / Concern

**Greenhouse**

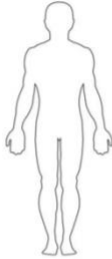
## Physical Restraint / Use of Force (if applicable)

Yes    No

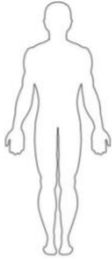
Reason for restraint:  
 Type of restraint used:  
 Duration:  
 Staff involved:  
 Was it proportionate and necessary?  Yes    No  
 Any injuries noted:  Yes    No  
 Parents/carers informed:  Yes    No

### Body Map (if applicable)

Front



Back



Type an **X** in the appropriate location on the body map

**Greenhouse**

**Actions Taken by Reporter**

Passed to DSL  Monitored  Spoke to student  Spoke to Support staff

External agency  Other (specify):

**Details:**

---

**Record Completed By:**

**Name:**

**Signature:**

**Date:**

**Greenhouse**

**DSL / Safeguarding Lead Section**

**Date received:**

**Action taken (tick all that apply):**

No further action (record retained for monitoring)

Continue monitoring within school

Internal intervention (e.g. behaviour, SEND, wellbeing support)

Referral to Local Authority Designated Officer (LADO)

Referral to Children's Social Care (MARF submitted)

Police referral

Prevent referral (if applicable)

Other (specify):

---

**Parental / Professional Involvement:**

House Manager informed

Social worker informed

Not informed (reason required):

---

**DSL Name:**

**Signature:**

**Date:**

**Greenhouse**

**Outcome / Follow-Up Actions**

**ADMINISTRATION & DATA PROTECTION**

- Digital copy uploaded to the Safeguarding folder on SharePoint (restricted access)
- Signed hard copy securely stored in Safeguarding records (locked cabinet)
- Entry logged on safeguarding system

## Appendix 4 – Guidance on Recording Concerns

### ✔ DO's

- **Do** complete the report **as soon as possible** after the concern arises. Timely reporting ensures details are fresh and action can be taken quickly.
  - **Do** stick to what you **saw, heard, or were told**—not what you think or assume e.g. “Child stated they had not eaten all day” is better than “Child looked hungry.”
  - **Do** use **direct quotes** this ensures accuracy and avoids misinterpretation. e.g. instead of writing Harry was rude or aggressive – Harry shouted, “I’ll smash your bloody face in!”
  - **Do** write clearly, avoiding jargon or vague terms.
  - **Be structured:** Who, What, When, Where, and How.
  - **Include names and roles of those present** e.g. Tara Jones (Director of Education), I (Fiona Conde – Deputy Head of Education), Rory (Teacher), Bob Jones (Support Staff). If writing about other young people involved use their initials e.g. if incident was for Harry Davis and Bobby Smith was there use Bobby’s initials instead of his name: Harry was sat with BS (peer)...
- 

### ✗ DON'Ts

- **Don't Delay Reporting.** Delays can result in missed opportunities to protect someone at risk.
- **Don't Make Assumptions. Don't** guess, diagnose, or speculate about causes or intentions. For example: Avoid writing “I think the parent is abusing them”—report what you **observe** or are told.
- **Don't Use Emotional or Judgmental Language** e.g. “I was horrified” or “It was disgusting.” Keep it professional and neutral.
- **Don't Promise Confidentiality to the Victim.** You can promise **privacy**, but **not secrecy**—especially if they are at risk of harm.
- **Don't Edit or Filter the Disclosure.** If someone tells you something, **don't reword it** to sound more “palatable.” Write it as it was said.





The LADO is responsible for co-ordinating and overseeing the response to an allegation made against staff or volunteers working with children. Most allegations will relate to behaviours at work, but concerns can also be about incidents in a person's home life or concerns about the care of their children.

**LADO's key role is to:**

- Determine if threshold is met with referrer
- Provide oversight and scrutiny of the process to minimise delay and impact on the adult and children involved, with a consistent and fair process
- Communicate as appropriate with key agencies and regulatory bodies
- Chairing LADO Allegation Management Meetings
- Facilitate a multi-agency decision making process to determine agreed outcome of the referral
- Reporting to the Safeguarding Children Partnership

**The LADO does not:**

- Undertake investigations
- Have direct communication with the adult subject of the allegation
- Have direct communication with the named child/ren
- Provide HR advice in respect of suspension or dismissal
- Make individual decisions in response to a referral

**LADO Contact details**

There is no direct telephone number for the LADO, we operate a duty LADO rota. To make a referral you must complete the referral form which can be found using the following link [Allegations-Referral-Form-LADO.docx](#).

Once completed email to [SafeguardingLADO@cheshirewestandchester.gov.uk](mailto:SafeguardingLADO@cheshirewestandchester.gov.uk). Upon receipt the LADO will contact the referrer.

For more information on the Cheshire West and Chester Safeguarding Children Partnership, please visit [www.cheshirewestscp.co.uk](http://www.cheshirewestscp.co.uk).

## Appendix 6 – Safeguarding Support Poster

 **Need help or worried about your safety or someone else's?**


We have a dedicated Safeguarding Team here to help and support you

### Designated Safeguarding Lead



**Fiona Conde**

 [fiona.conde@ourgreenhouse.co.uk](mailto:fiona.conde@ourgreenhouse.co.uk)


 07483 186810

### Deputy Designated Safeguarding Lead



**Amanda Ledsham**



 [amanda.ledsham@ourgreenhouse.co.uk](mailto:amanda.ledsham@ourgreenhouse.co.uk)

 07484 419175

### Other Support You Can Access





#### Who can use Childline:

-  Anyone under 19
-  You can talk about anything that's worrying you

**For adults:** If you are concerned about a child or young person, you can contact:

-  NSPCC Helpline: **0808 800 5000**
-  Protecting Vulnerable People (West Mercia Police): **0300 333 3000**
-  Cheshire West and Chester Safeguarding Partnership:  
During Office Hours: **0300 123 7047**  
Out of Hours: **01244 977 277**
-  [cheshirewestscp.uk](http://cheshirewestscp.uk)

#### In an Emergency

-  Call **101** (Police)
-  Call **999** if immediate danger

**This policy has been written by Fiona Conde (Headteacher) and approved by Jonathon Simpson (Business Director).**

*Jonathon Simpson*

**Approval Date: June 2026**

**Review Date: June 2027**