# YOUNG PERSON PROTECTION

**V10 SEPTEMBER 2026**

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|---|---|
| Version 2 Mar 23 | Full re-write to Schools Model Child Protection Policy, Procedure and Guidance |
| Version 3 Sep23 | Substantial re-write |
| Version 4 Oct23 | Revised referral pathways and updated contact details, including clearer escalation steps for staff and DSLs. |
| Version 5 Jun24 | Merge of child and adult safeguarding – named changed to Young Person Protection Policy |
| Version 6 Sep24 | Update of Keeping Safe in Education 2024 wording |
| Version 7 Jun25 | Updated contact information and referral details for Children's Services and LADOs, including new clients, Inclusion of MyConcern software for safeguarding reporting and data management. Strengthened references to Keeping Children Safe in Education (KCSiE 2024), particularly Annex A/Appendix 11 alignment for all staff. |
| Version 8 Sep25 | Additions re Online Safety to make reference to misinformation, disinformation and conspiracy theories (content) and additional reference to AI and guidance around this in line with KCSIE 2025. Addition of information on Early Help and the role of staff in identifying children who may benefit from this. |
| Version 9 May26 | Updated DDSL structure, contact information and safeguarding leadership details. |
| Version 10 Sep26 | Substantial re-write to improve usability. |

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## 1. INTRODUCTION

Overworld AMP Limited ("the Provision") is committed to protecting young people from abuse, neglect, exploitation and other safeguarding risks. This policy sets out the operational procedures that all staff must follow to recognise, record, report and respond to safeguarding concerns.

The policy applies to all young people accessing the Provision, including:

- children and young people under 18 years; and
- young adults aged 18–25 years who have care and support needs, an Education, Health and Care Plan (EHCP), or may otherwise be considered an adult at risk.

The Provision recognises that many young people accessing its services are neurodivergent, have experienced trauma, adverse childhood experiences, disrupted education or additional social, emotional or mental health needs. These experiences may increase vulnerability to abuse, neglect, exploitation and other safeguarding concerns.

This policy must be read alongside the Safeguarding Policy, which sets out the Provision's strategic safeguarding framework. It should also be read alongside the relevant safeguarding procedures, including SOP 002 – Reporting Incidents on MyConcern, and other safeguarding-related guides.

Safeguarding is everyone's responsibility. All staff are expected to maintain a culture of vigilance, act in the best interests of the young person and follow the procedures set out in this policy whenever a safeguarding concern arises.

## 2. SCOPE

2.1 This policy applies to:

2.1.1 All young people aged 8–25 years accessing the Provision.

2.1.2 All employees, volunteers, agency staff, contractors and anyone working on behalf of the Provision.

2.1.3 Visitors, commissioners and partner organisations, where relevant to safeguarding responsibilities.

2.2 Safeguarding responsibilities: the Provision recognises that safeguarding responsibilities differ according to the age and circumstances of the young person.

2.2.1 Young people under the age of 18 are safeguarded in accordance with relevant children's legislation and statutory guidance, including Keeping Children Safe in Education (2026) and Working Together to Safeguard Children (2023).

2.2.2 Young people aged 18 and over who have care and support needs, or who are otherwise at risk of abuse or neglect, are safeguarded in accordance with the Care Act 2014 and local adult safeguarding procedures.

2.2.3 Regardless of age, the Provision is committed to creating a safe environment and responding promptly to any safeguarding concerns.

## 3. LEGAL FRAMEWORK AND GUIDANCE

This policy is informed by the following legislation and statutory guidance:

- Children Act 1989
- Children Act 2004
- Education Act 2002 (where applicable)

- Children and Families Act 2014
- Care Act 2014
- Safeguarding Vulnerable Groups Act 2006
- Counter-Terrorism and Security Act 2015 (Prevent Duty)
- Equality Act 2010
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Keeping Children Safe in Education (2026)
- Working Together to Safeguard Children (2023)
- Care and Support Statutory Guidance
- Prevent Duty Guidance for England and Wales

This policy should be read alongside all the Provision's policies, particularly Safeguarding and the Employee Handbook.

## 3. AIMS

This policy aims to:

2.1 Provide clear, consistent procedures for recognising, recording, reporting and responding to safeguarding concerns.

2.2 Ensure all staff understand their responsibilities and know how to respond appropriately where there are concerns about abuse, neglect, exploitation or other safeguarding risks.

2.3 Promote timely, proportionate and effective safeguarding responses that place the safety and wellbeing of the young person at the centre of decision-making.

2.4 Support effective partnership working with parents, carers, commissioners, local authorities and other safeguarding agencies.

2.5 Ensure safeguarding concerns are recorded, managed and escalated appropriately in accordance with statutory guidance, local safeguarding procedures and the Provision's operational processes.

2.6 Support consistent safeguarding practice across the Provision and promote a culture where concerns are identified, shared and acted upon without delay.

## 4. DEFINITIONS

For the purposes of this policy:

4.1 **Young Person/Young People** refers to all individuals 8-25 years accessing the Provision's services.

4.2 **Adult At Risk** is a person aged 18 years or over who has care and support needs and is experiencing, or is at risk of, abuse or neglect, and as a result of those needs is unable to protect themselves from the abuse, neglect or risk of it, as defined by the Care Act 2014.

4.3 **Designated Safeguarding Lead (DSL)** is the senior member of staff with lead responsibility for safeguarding and young person protection within the Provision.

4.4 **Deputy Designated Safeguarding Lead (DDSL)** are trained members of staff who support the DSL and carries out the role in their absence or as delegated.

4.5 **Local Authority Designated Officer (LADO)** is the person responsible for managing allegations that an adult working with children has behaved in a way that may pose a risk of harm to children.

4.6 **Children's Social Care / Adult Social Care** are local authority services responsible for assessing and responding to safeguarding concerns involving children, young people and adults at risk.

4.7 **Early Help** provides support to children, young people and families as soon as concerns emerge, to prevent needs from escalating and improve outcomes.

4.8 **Safeguarding Concern** is any concern that a young person may be experiencing abuse, neglect, exploitation, harm or may otherwise be at risk.

4.9 **MYCONCERN** is the Provision's secure electronic safeguarding recording system, used to record, manage and monitor safeguarding concerns.

## 5. KEY CONTACTS AND SAFEGUARDING LEADERSHIP

The Designated Safeguarding Lead (DSL) has overall responsibility for safeguarding and young person protection within the Provision. The DSL provides advice and support to staff, manages safeguarding concerns, makes referrals to external agencies where appropriate, and oversees safeguarding records and practice.

### 5.1 Designated Safeguarding Lead (DSL)

| | | |
|---|---|---|
| Brian Stokes | Redlands Lodge | brian.stokes@overworld-amp.uk |

### 5.2 Deputy Designated Safeguarding Leads (DDSL)

| | | |
|---|---|---|
| Steve Mitchell | Tilford House – Ground floor | steve.mitchell@overworld-amp.uk |
| Emma Rothery | Tilford House – 1st floor | emma.rothery@overworld-amp.uk |

### 5.3 Availability

The DSL and DDSLs can be contacted during normal operating hours in person or by calling 01252 514999.

The DSL is also available outside these hours where safeguarding advice or action is required.

If the DSL or a DDSL cannot be contacted and a young person is at immediate risk of harm, staff must make a referral directly to Children's Social Care, Adult Social Care or the Police, in accordance with this policy.

## 6. ROLES AND RESPONSIBILITIES

**6.1 All Staff** have a responsibility to safeguard and promote the welfare of young people. Staff must:

6.1.1 Maintain an attitude of *"it could happen here"* and remain alert to indicators of abuse, neglect, exploitation and other safeguarding concerns.

6.1.2 Create an environment where young people feel safe, respected and able to share concerns.

6.1.3 Listen to, reassure and respond appropriately to young people who disclose concerns, without investigating or promising confidentiality.

6.1.4 Report safeguarding concerns immediately to the DSL or a DDSL.

6.1.5 Record all safeguarding concerns promptly and accurately on MyConcern, in accordance with SOP 002 – Reporting Incidents on MyConcern.

7.1.6 Escalate concerns directly to Children's Social Care, Adult Social Care or the Police where a young person is at immediate risk and the DSL or DDSLs are unavailable.

6.1.7 Maintain appropriate professional boundaries and follow the Staff Code of Conduct.

6.1.8 Participate in safeguarding training and keep their knowledge and skills up to date.

**6.2 Designated Safeguarding Lead (DSL) And Deputy Designated Safeguarding Leads (DDSLs)** will:

6.2.1 Receive and respond to safeguarding concerns without delay.

6.2.2 Provide safeguarding advice and support to staff.

6.2.3 Consider the appropriate safeguarding response and make or support referrals to external agencies where required.

6.2.4 Ensure safeguarding concerns, decisions and actions are appropriately recorded and information is shared where necessary.

6.2.5 Liaise with parents/carers, commissioners and other professionals where appropriate.

The DSL has lead responsibility for safeguarding and young person protection within the Provision. DDSLs support the DSL and undertake safeguarding activities as delegated or in the DSL's absence. The full responsibilities of the DSL and DDSLs are set out in the *Safeguarding Policy*.

**6.3 Senior Leaders** will support the implementation of this policy by:

6.3.1 Promoting a strong safeguarding culture.

6.3.2 Ensuring staff have access to safeguarding advice, supervision and training.

7.3.3 Supporting the DSL in implementing safeguarding procedures and responding to concerns.

## 7. STAFF CODE OF CONDUCT

### 7.1 Professional Conduct

All staff are expected to act professionally and in a manner that safeguards and promotes the welfare of young people at all times. Staff must maintain appropriate relationships, exercise professional judgement and follow this policy, the Employee Handbook and all safeguarding procedures.

### 7.2 Staff Must:

- treat all young people with dignity and respect;
- maintain appropriate professional relationships;
- act as positive role models;
- follow the Provision's safeguarding policies and procedures;
- maintain confidentiality in accordance with this policy;
- remain professionally curious and respectfully challenge explanations that are inconsistent or do not adequately explain a young person's presentation or circumstances;
- challenge and report unsafe or inappropriate practice;
- report safeguarding concerns immediately.

### 7.3 Staff Must Not

- develop inappropriate or personal relationships with young people;

- show favouritism;
- communicate with young people through personal social media or messaging platforms;
- exchange personal contact details;
- take photographs or videos using personal devices;
- use inappropriate, intimidating or sexualised language;
- spend unnecessary time alone with a young person where this could be avoided;
- accept or give inappropriate gifts;
- transport young people unless authorised by the Provision.

## 8. RESPONDING TO SAFEGUARDING CONCERNS

Staff responding to a disclosure must follow the guidance in Appendix 2 – Responding to Disclosures.

### 8.1 Immediate Action

Where a member of staff has concerns about the safety or welfare of a young person, they must act immediately.

Staff must:

8.1.1 Ensure the young person is safe and seek emergency assistance if required.

8.1.2 Listen calmly and reassure the young person without asking leading questions or investigating the concern.

8.1.3 Never promise confidentiality. Explain that the information will only be shared with those who need to know in order to keep them safe.

8.1.4 Report the concern immediately to the DSL or a DDSL.

8.1.5 Record the concern on MyConcern as soon as possible and always within 24 hours, in accordance with SOP 002 – Reporting Incidents on MyConcern.

### 8.2 Immediate Risk

Where a young person is at immediate risk of harm, staff must not delay action while attempting to contact the DSL.

Staff must contact the appropriate emergency service, Children's Social Care, Adult Social Care or the Police, as appropriate, and inform the DSL or DDSL as soon as possible afterwards.

### 8.3 Recording Concerns

All safeguarding concerns, disclosures, observations and incidents must be recorded accurately, factually, professionally and without delay using MyConcern. Staff must be mindful that they could be shared with the parent or carer or external professionals.

Records should include:

- the date and time;
- what was observed or disclosed;

- the young person's own words where possible;
- who was present including association e.g. witness;
- any actions taken;
- any immediate risks identified.

Staff must record factual information only and avoid personal opinions or assumptions.

Further guidance is provided in SOP 002 – Reporting Incidents on MyConcern.

**8.4 The DSL Response**

On receiving a safeguarding concern, the DSL or DDSL will:

8.4.1 Assess the information and level of risk to consider whether the concern meets the threshold for external reporting to:

- the young person's Children's Social Care team (under 18s) or Adult Social Care team (over 18s);
- the Police;
- Prevent;
- another appropriate agency;
- Early Help.

Seeking advice from safeguarding partners where appropriate.

8.4.4 Record all decisions, actions and the rationale for those decisions on MyConcern.

8.4.5 Liaise with commissioners and partner agencies as per contractual requirements.

8.4.6 Liaise with parents, carers, where appropriate and where doing so does not increase the risk to the young person.

**8.5 Referrals**

Referrals will be made in accordance with the relevant local authority safeguarding procedures and statutory guidance.

The Provision works with a number of commissioning local authorities. Current referral pathways and contact details for Children's Social Care, Adult Social Care, Local Authority Designated Officers (LADO), Emergency Duty Teams and other safeguarding partners are provided in Appendix 1.

**8.6 Escalation**

"*I am worried about a young person and don't think enough is being done.*"

Where a member of staff believes appropriate action has not been taken to safeguard a young person, they must escalate their concern without delay in accordance with this policy.

Staff may seek advice directly from Children's Social Care, Adult Social Care, the Police, Prevent or the Local Authority Designated Officer (LADO), where appropriate.

## 9. SPECIFIC SAFEGUARDING PROCEDURES

The Provision recognises that some safeguarding concerns require specific statutory or local safeguarding responses. The procedures below should be followed in addition to the general safeguarding procedures set out in Section 8.

### 9.1 Low-Level Concerns

*"I am concerned about an adult's conduct."*

A low-level concern is any concern, no matter how small, that an adult working with young people may have acted in a way that is inconsistent with the Staff Code of Conduct, falls below the expected standards of professional behaviour, or could indicate that professional boundaries are becoming blurred.

Staff must report concerns if an adult has, for example:

- been over-familiar with a young person;
- shown favouritism;
- spent unnecessary time alone with a young person;
- used inappropriate or offensive language;
- communicated with a young person outside agreed professional channels;
- taken photographs on a personal device;
- behaved in a way that makes another person feel uncomfortable or concerned.

1. The concern must be reported immediately to the CEO. Where the concern relates to the CEO or there is a conflict of interest, the concern must be raised with a Chief Operations Officer.
2. The concern will be reviewed and managed in accordance with this policy and where concerns indicate that the harm threshold may have been met, the matter will be referred to the Local Authority Designated Officer (LADO).

### 9.2 Allegations Against Adults

*"An adult may have harmed a young person, may pose a risk or may be unsuitable to work with young people."*

Any allegation that an adult working with young people, including an employee, volunteer, contractor or visitor, has:

- harmed or may have harmed a young person;
- possibly committed a criminal offence against or related to a young person;
- behaved towards a young person in a way that indicates they may pose a risk of harm to young people; or
- behaved, or may have behaved, in a way that indicates they may not be suitable to work with young people.

**Must be reported immediately.**

1. Staff must not investigate the allegation themselves or delay reporting while trying to establish whether it is true.
2. The concern must be reported immediately to the CEO. Where the concern relates to the CEO or there is a conflict of interest, the concern must be raised with a Chief Operations Officer.

3. The person receiving the allegation will make a written, factual record and ensure that information is stored securely and confidentially.
4. The concern will be reviewed and managed in accordance with this policy.
5. Where the allegation may meet the harm threshold, the Provision will seek advice from and/or make a referral to the relevant Local Authority Designated Officer (LADO).
6. Where a criminal offence may have been committed, the Police and/or other relevant statutory agencies will be contacted as appropriate.
7. The Provision will follow the advice of the LADO and/or other statutory agencies regarding any further action, including information sharing, investigation and measures required to safeguard young people.

**9.3 Whistleblowing – Safeguarding Concerns**

The Provision is committed to a culture where staff feel able to raise concerns about poor or unsafe safeguarding practice without fear of reprisal.

Staff must raise a concern where they reasonably believe that:

- safeguarding procedures are not being followed;
- unsafe practice is taking place;
- safeguarding concerns are being ignored, concealed or not addressed appropriately; or
- they have concerns about the way the Provision or its leadership is managing safeguarding.

1. Concerns should normally be raised with the DSL/DDSL in the first instance. Where the concern relates to the DSL, there is a conflict of interest, or the member of staff believes appropriate action has not been taken, the concern must be raised with another safeguarding lead or the CEO.
2. Where a member of staff feels unable to raise the matter internally or reasonably believes that internal action has been unsuccessful or inappropriate, they may seek independent whistleblowing advice from NSPCC Whistleblowing Advice Line on 0800 028 0285.
3. Staff do not need proof before raising a genuine concern and must not investigate the matter themselves.
4. No member of staff will be subjected to detrimental treatment for raising a genuine concern in good faith.
5. Where the concern relates to the immediate safety or welfare of a young person, staff must follow the escalation arrangements in section 8.6 without delay.
6. Further information about protected disclosures and the Provision's general whistleblowing arrangements is contained within the *Employee Handbook*.

**9.4 Child-On-Child Abuse**

The Provision recognises that young people can abuse other young people. All concerns will be taken seriously and managed in accordance with statutory guidance, recognising that both the young person who has experienced harm and the young person displaying harmful behaviour may require support. Staff must never dismiss abuse as 'banter', 'part of growing up' or 'relationship issues'. All concerns will be assessed individually and managed in the best interests of everyone involved.

**9.5 Missing Young People**

Any unexplained absence or concern that a young person has gone missing will be managed in accordance with Appendix 3 – Missing Young Person Procedure.

**9.6 Online Safety Incidents**

Concerns relating to online abuse, cyberbullying, online exploitation, AI-generated content, deepfakes, misinformation, disinformation or other online harms will be managed in accordance with this policy and the Provision's Online Safety Policy.

**9.10 FGM Mandatory Reporting**

Education staff have a statutory duty to report known cases of Female Genital Mutilation (FGM) involving girls under 18 directly to the Police. The DSL must also be informed.

## 10. RECORD KEEPING, CONFIDENTIALITY AND INFORMATION SHARING

**10.1 Record Keeping**

The Provision maintains accurate, factual and contemporaneous safeguarding records to support effective safeguarding practice and promote the safety and wellbeing of young people.

All safeguarding concerns, disclosures, decisions, actions and outcomes must be recorded on MyConcern.

Records must:

- be clear, accurate and objective;
- distinguish between fact, observation and professional opinion;
- include the rationale for decisions made;
- be updated promptly following any safeguarding action.

**10.2 Confidentiality**

Safeguarding information is confidential and will only be shared with those who need the information to safeguard the young person or fulfil their professional responsibilities.

Staff must never promise confidentiality to a young person making a disclosure and should explain that information will be shared only where necessary to keep them or others safe.

**10.3 Information Sharing**

The Provision recognises that timely, proportionate and lawful information sharing is essential to effective safeguarding.

Information will be shared with relevant professionals and agencies where there is a safeguarding concern, in accordance with statutory guidance, data protection legislation and local safeguarding procedures.

Where appropriate, safeguarding information may be shared with:

- Children's Social Care;
- Adult Social Care;
- the Police;
- commissioners;
- allocated caseworkers or social workers;
- placing schools;
- other safeguarding partners involved in supporting the young person.

Parents or carers will normally be informed unless doing so would place the young person or another person at increased risk of harm, compromise a criminal investigation, or be contrary to advice from statutory agencies.

**10.4 Storage, Retention and Sharing of Records**

Safeguarding records will be stored securely, with access restricted to those who require the information for safeguarding purposes. Records will be retained in accordance with the Provision's Data Protection and GDPR Policy, retention arrangements and applicable legal requirements.

The Provision recognises that it may not hold the young person's main safeguarding file. The commissioning organisation retains its own responsibilities for safeguarding the young person and for maintaining appropriate safeguarding records.

During a placement, relevant safeguarding information will be shared with the commissioning organisation and other professionals without unnecessary delay where this is necessary to safeguard the young person or others, support effective risk management, or ensure continuity of support.

When a placement ends or a young person moves to another provider, the DSL/DDSL will consider whether there is safeguarding or risk information held by the Provision that should be shared with the commissioning organisation and/or another relevant professional. Where information needs to be shared, this will be done securely and promptly, with sufficient context to enable the recipient to understand the concern, risk and any action already taken.

Where there are significant or ongoing safeguarding concerns, relevant information should be shared before the placement ends wherever practicable, so that appropriate safeguarding arrangements can be considered without a gap in support.

A record will be maintained of significant safeguarding information shared, including what was shared, with whom, when and the reason for sharing.

## 11. MONITORING AND REVIEW

11.1 The DSL is responsible for monitoring the implementation of this policy and ensuring safeguarding procedures are applied consistently across the Provision.

11.2 Safeguarding practice will be monitored through:

- safeguarding supervision and support;
- safeguarding audits and quality assurance activities;
- review of safeguarding records and MyConcern reporting;
- learning from safeguarding incidents, referrals and outcomes;
- feedback from staff, young people, commissioners and partner agencies, where appropriate.

11.3 This policy will be reviewed annually, or sooner where:

- legislation or statutory guidance changes;
- local safeguarding procedures are updated;
- learning from safeguarding practice indicates that changes are required; or
- organisational changes affect safeguarding arrangements.

11.4 Any amendments will be communicated to staff and reflected within safeguarding training, induction and relevant operational procedures.

## APPENDIX 1 – SAFEGUARDING CONTACT DIRECTORY

### A1.1 Emergency Contacts

| | |
|---|---|
| Emergency Services | **999** |
| Police (Non-Emergency) | **101** |
| NHS (Non-Emergency) | **111** |
| NSPCC Helpline | **0808 800 5000** |
| Anti-Terrorist Hotline (Prevent) | **0800 011 3764** |

### A1.2. Children's Safeguarding

| Local Authority | Telephone | Out of Hours |
|---|---|---|
| Surrey | 0300 470 9100 | 01483 517898 |
| Hampshire | 0300 555 1384 | 0300 555 1373 |
| Wokingham | 0118 908 8002 | 01344 351999 |
| Berkshire | *https://www.berkshirewestsafeguardingchildrenpartnership.org.uk/scp and chose the relevant Partnership* | |
| Richmond and Kingston | *020 8547 5008* | *020 8770 5000* |
| Windsor and Maidenhead | 01628 683150 | *01344 351999* |
| Sutton (Cognus) | 020 8770 6001 | *020 8770 5000* |
| West Sussex | 01403 229900 | 033 022 26664 |

Staff should always contact the Children's Social Care team for the local authority in which the young person under 18, ordinarily resides.

### A1.3. Adult Safeguarding

| Local Authority | Telephone |
|---|---|
| Surrey | 0300 470 9100 |
| Hampshire | 0300 555 1386 |
| Wokingham | 0118 974 6371 |
| Berkshire | 07718 120601 |
| Achieving for Children Richmond and Kingston | 020 8547 6920 |
| Achieving for Children Windsor and Maidenhead | 01628 683744 |
| Sutton (Cognus) | 020 8770 6770 (office hours) 020 8770 5000 (out of hours)) |
| West Sussex | 033 022 27007 (emergency only |

Staff should always contact the Social Care team for the local authority in which the young person 18 or over, ordinarily resides. Referrals involving adults at risk should normally be made with the individual's consent unless there is a lawful reason to share information without consent.

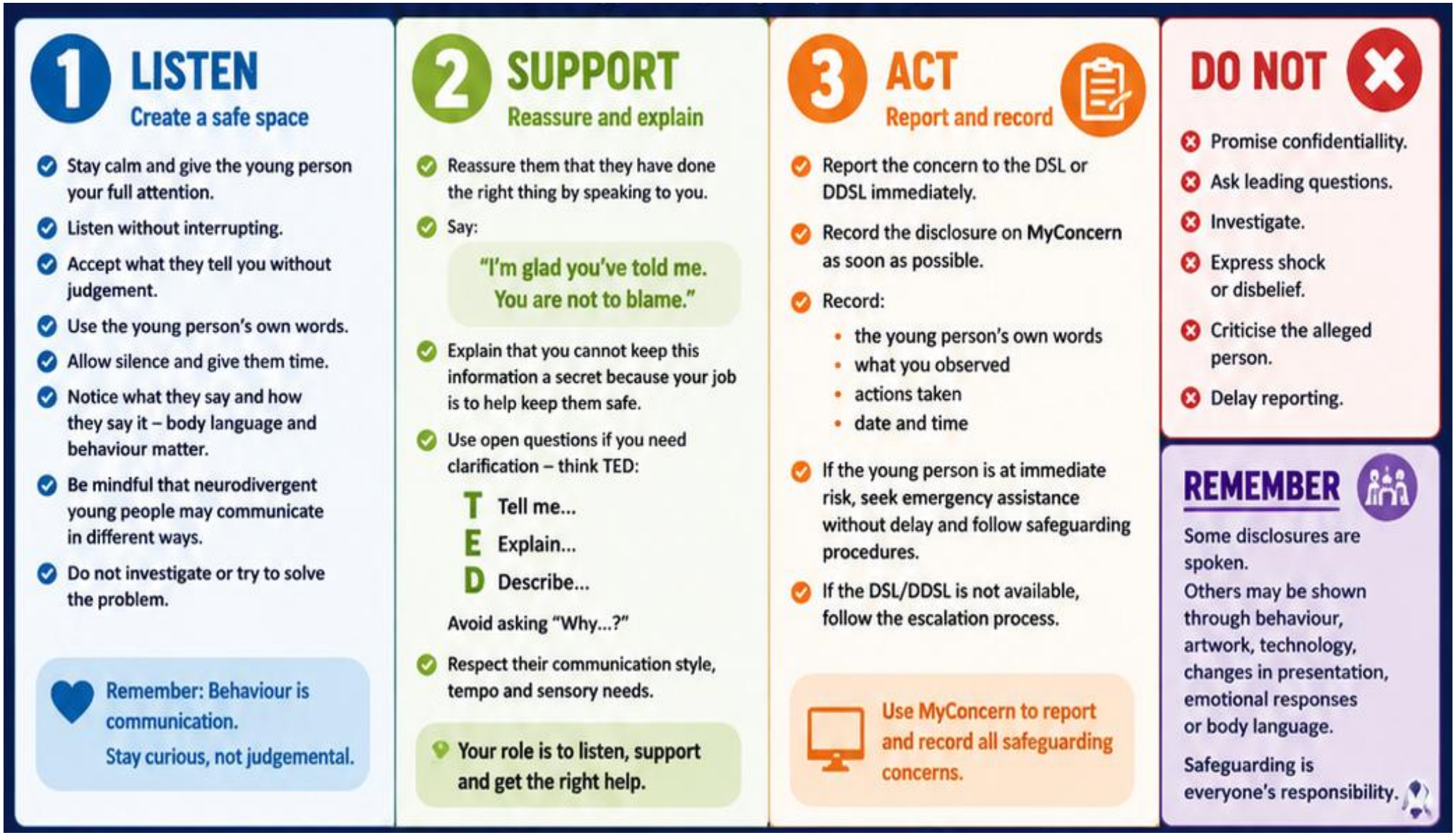
### A1.4. Local Authority Designated Officers (LADO)

| Local Authority | Telephone | Email / Referral |
|---|---|---|
| Surrey | 0300 123 1650 (Option 3) | LADO@surreycc.gov.uk |
| Hampshire | 01962 876364 | LADO Initial Enquiry Form / LADO Referral Form |
| Wokingham | 0118 908 8002 | LADO@wokingham.gov.uk |

| | | |
|---|---|---|
| Berkshire | https://rva.org.uk/wp-content/uploads/2019/06/8.-Important-Contact-Details-Children.pdf then select the region | |
| West Sussex | 0330 222 6450 | LADO@westsussex.gov.uk |
| Achieving for Children *(Richmond, Kingston, Windsor & Maidenhead)* | 07774 332 675 | lado@achievingforchildren.org.uk |
| London Borough of Sutton | 020 8770 4776 (office hours)020 8770 5000 ext. 9 (out of hours) | lado@sutton.gov.uk |

Contact the appropriate LADO for the local authority where the allegation arose. If there is any uncertainty or more than one local authority is involved, seek advice from the relevant LADO, who will liaise with other authorities as required.

## APPENDIX 2 - HOW TO RESPOND WHEN A YOUNG PERSON MAKES A DISCLOSURE



## APPENDIX 3 – MISSING YOUNG PEOPLE

This guidance sets out the immediate actions staff must take if a young person:

- goes missing from the Provision;
- goes missing whilst participating in an off-site activity; or
- is not collected as agreed.

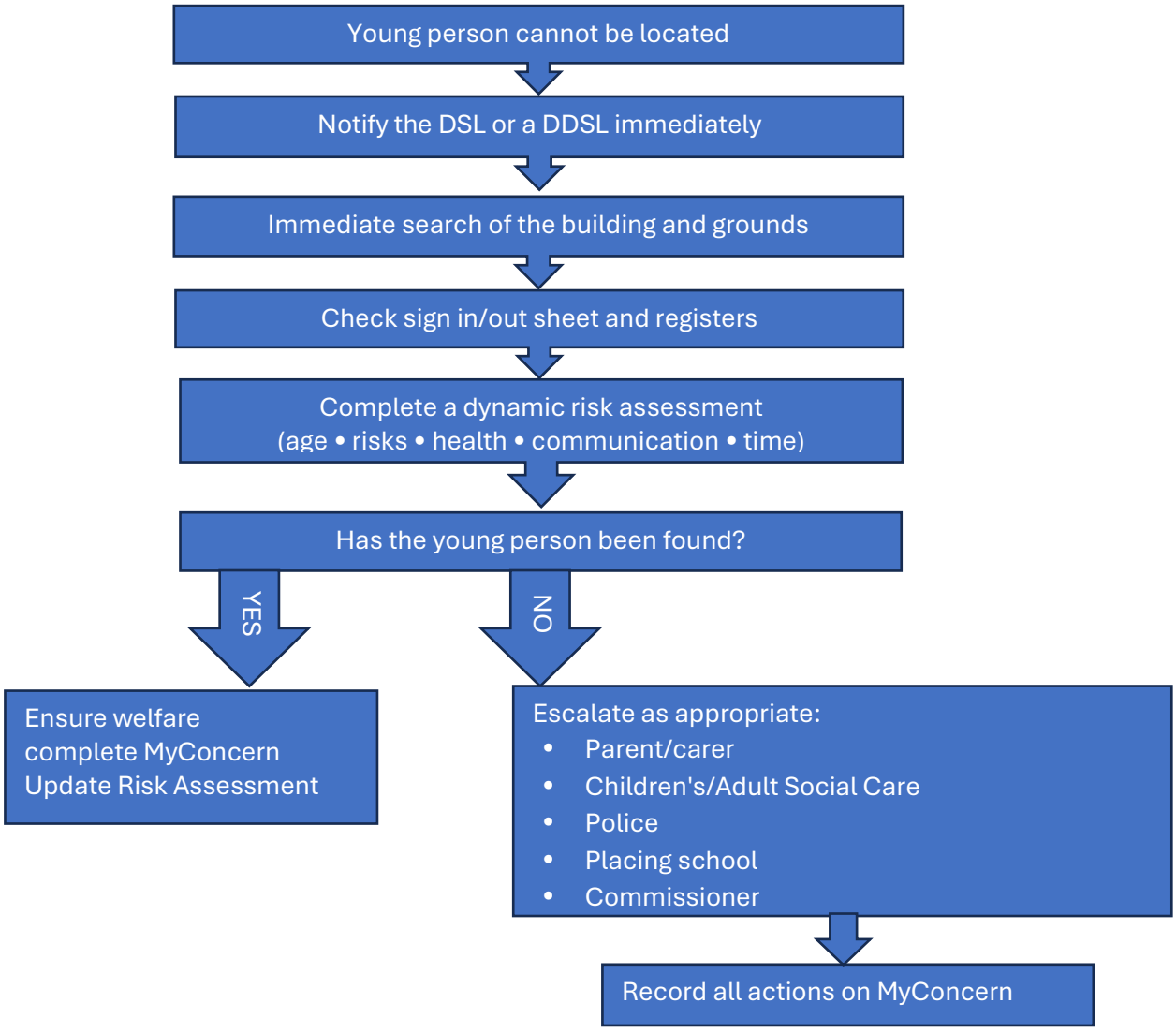
This guidance does not cover lateness or non-attendance, which are managed in accordance with the *Attendance and Engagement Policy*.

### A3.2 Risk Mitigation

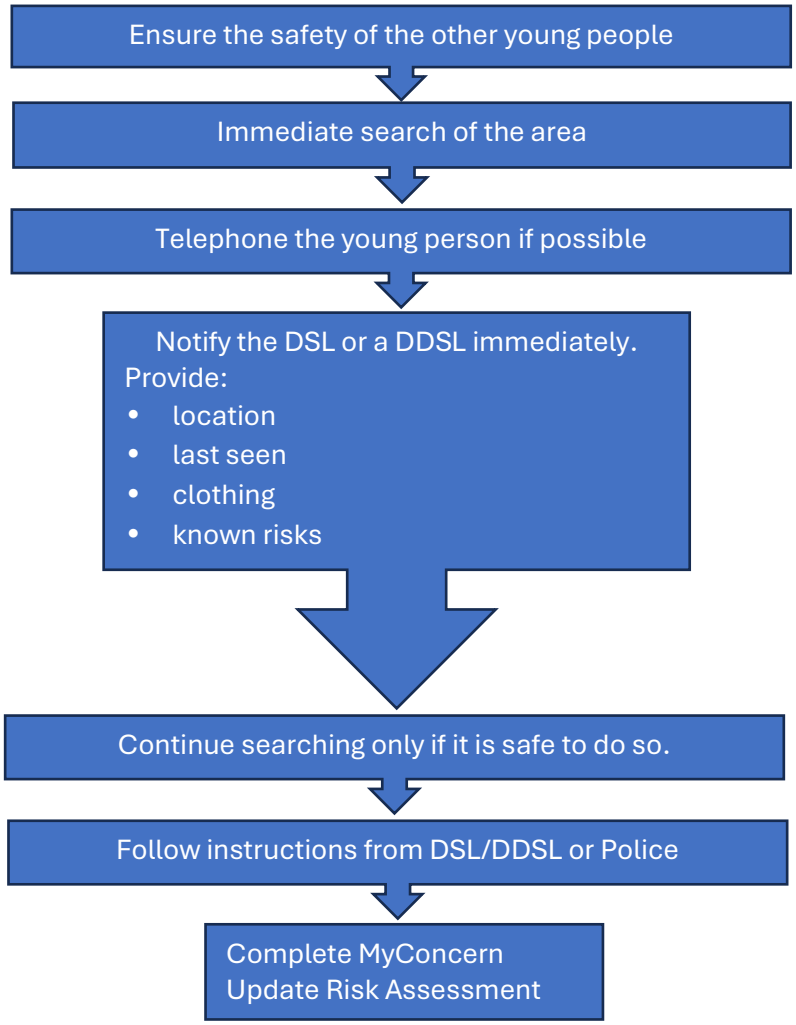
To reduce the likelihood of a young person going missing, staff must:

- maintain agreed supervision levels at all times;
- complete registers and visitor records accurately;
- carry a charged mobile phone when off-site;
- follow individual risk assessments and support plans;
- ensure emergency contact details are available before leaving the premises.

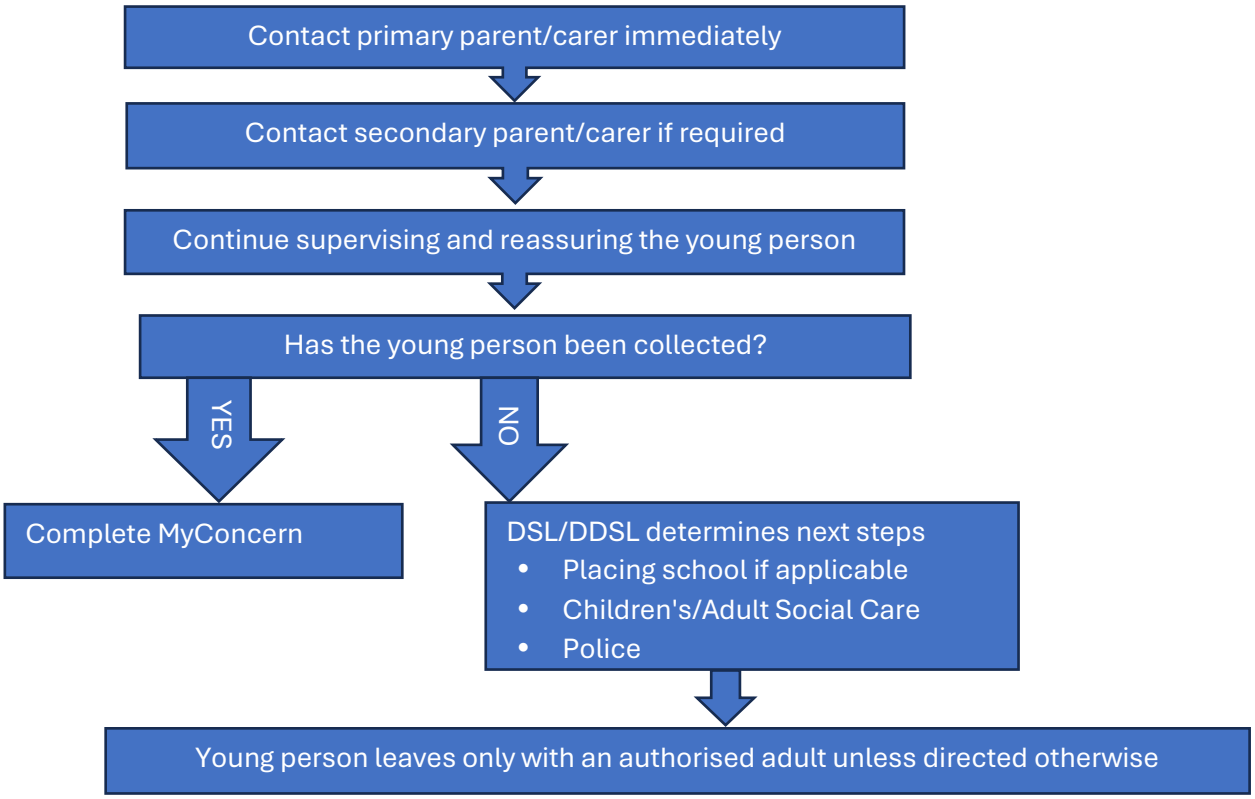
### A3.3 Young Person Missing From Either Site



**A3.4 Young Person Missing During An Off-Site Activity**




**A3.5 YOUNG PERSON NOT COLLECTED**



**A3.6 After the Incident**

Following every missing young person incident, the DSL will:

- review the circumstances;
- identify any learning;
- update risk assessments where required;
- consider whether safeguarding referrals are necessary;
- record outcomes on MyConcern.

## APPENDIX 4 – MENTAL HEALTH AND EMOTIONAL WELLBEING

At Overworld AMP, many young people present with neurodivergence, trauma, anxiety, SEMH needs and emotionally dysregulated behaviour. Mental health concerns may also indicate abuse, neglect or exploitation. This guidance supports staff to recognise when additional support or safeguarding action may be required.

### A4.1 Recognise

- Changes in presentation or behaviour.
- Withdrawal or isolation.
- Increased anxiety or panic.
- Low mood or hopelessness.
- Self-harm or suicidal thoughts.
- Increased risk-taking.
- Changes in eating or sleeping.
- Emotional dysregulation beyond the young person's usual presentation.

### A4.2 Remember

Behaviour is nearly always communication.

Young people may communicate distress through:

- shutdown or masking;
- aggression;
- avoidance;
- refusal;
- increased sensory needs;
- absconding;
- risk-taking;
- changes in engagement.

Always consider whether there may be an unmet need or safeguarding concern.

### A4.3 Respond

- Stay calm.
- Listen without judgement.
- Offer reassurance.
- Never promise confidentiality.
- Report concerns immediately.
- Record factual observations on MyConcern.

### A4.4 Emergency Response

If a young person presents an immediate risk to themselves or others:

- remain with them where safe to do so;
- summon assistance;
- contact the First Aider/DSL/DDSL immediately;
- call 999 if emergency medical assistance or Police attendance is required.

### A4.5 Further Support

Signpost where appropriate for example:

| | | |
|---|---|---|
| Childline (under 19s) | 0800 1111 | https://www.childline.org.uk |
| YoungMinds Parents Helpline | 0808 802 5544 | parents@youngminds.org.uk |
| Shout | Text SHOUT to 85258 | https://giveusashout.org |
| Papyrus HOPELINEUK (under 35s with suicidal thoughts or those supporting them) | 0800 068 4141 | pat@papyrus-uk.org |
| The Mix (under 25s)<br><br>(web support and counselling services available) | N/A | https://www.themix.org.uk |
| NHS 111 | 111 | https://www.nhs.uk/111 |

## APPENDIX 5 – SUPPORTING YOUNG PEOPLE EXPLORING GENDER IDENTITY

### A5.1 Purpose

The Provision is committed to treating every young person with dignity, respect and compassion.

Young people may question, explore or express their gender identity in different ways and at different stages of their lives. Some may identify as transgender, non-binary or gender questioning, whilst others may simply be exploring their identity.

This guidance supports staff to respond appropriately whilst ensuring that safeguarding, welfare and the individual needs of the young person remain the primary consideration.

### A5.2 Key Principles

The Provision will:

- treat every young person with dignity and respect;
- recognise that every young person's circumstances are unique;
- avoid making assumptions about a young person's identity or experiences;
- maintain a trauma-informed and neuro-affirming approach;
- ensure safeguarding remains the primary consideration in all decisions;
- work collaboratively with parents, carers, commissioners and other professionals where appropriate;
- make decisions on an individual basis.

### A5.3 If A Young Person Makes a Disclosure

Where a young person tells a member of staff that they are questioning their gender identity or are socially transitioning, staff must:

- remain calm and listen without judgement;
- thank the young person for sharing the information;
- avoid expressing personal opinions;
- avoid making promises about future actions;
- sensitively ask:

*"Thank you for telling me. Can I ask whether your parents or carers know how you're feeling?"*

- ask whether they feel safe at home and whether there are any concerns about how others may respond;
- explain that staff cannot promise confidentiality where safeguarding concerns exist;
- report the conversation to the DSL or DDSL as soon as possible;
- record the discussion factually on MyConcern.

### A5.4 Safeguarding Considerations

Exploring gender identity is not in itself a safeguarding concern, however, staff should remain professionally curious where there are concerns that a young person may:

- be experiencing abuse or neglect;
- be at risk of exploitation;
- be experiencing bullying or discrimination;
- be at risk of self-harm or suicide;

- be experiencing family rejection or conflict;
- be subject to coercion or undue influence;
- have significant deterioration in emotional wellbeing.

Any safeguarding concerns must be managed in accordance with this policy.

**A5.5 Parents and Carers**

The Provision recognises that many parents and carers play an important role in supporting their young person.

Staff should therefore sensitively establish whether parents or carers are already aware of a young person's disclosure.

However, staff must not:

- promise to keep information secret from parents or carers;
- inform parents or carers themselves;
- advise a young person to withhold information from their family.

Where a young person has not informed their parents or carers, the DSL will consider:

- the young person's wishes;
- their age, maturity and understanding;
- whether they have capacity to make the relevant decisions;
- any safeguarding concerns;
- whether informing parents or carers could place the young person at risk;
- any legal or contractual responsibilities.

The DSL will determine the most appropriate course of action on an individual basis.

**A5.6 Practical Arrangements**

Where appropriate, the DSL, senior leaders and relevant professionals may agree practical arrangements to support a young person whilst they attend the Provision.

These may include:

- the preferred name used within the Provision;
- the use of pronouns;
- communication with parents, carers, schools and commissioners;
- seating arrangements where appropriate;
- access to toilets or changing facilities following individual risk assessment where required;
- participation in activities;
- arrangements for transport where relevant;
- updating individual risk assessments or support plans where appropriate.

All arrangements will be reviewed regularly and amended where necessary.

**A5.7 Confidentiality and Information Sharing**

Information relating to a young person's gender identity is personal information and will be shared only where there is a lawful basis to do so.

**A5.8 Recording**

Staff must record:

- factual observations;
- the young person's own words where possible;
- actions taken;
- decisions made;
- the rationale for those decisions.

Personal opinions or assumptions must not be recorded.

Where the disclosure raises safeguarding concerns, records must be made on MyConcern.

## APPENDIX 6 – TRANSPORTING YOUNG PEOPLE

### A6.1 Purpose

This guidance sets out the safeguarding arrangements for transporting young people on behalf of the Provision.

### A6.2 Authorisation

Only staff who have been authorised by the Provision may transport young people.

Before undertaking driving duties, prospective drivers must complete the Driver's Self-Declaration process, including DVLA licence checks, vehicle requirements and medical declarations.

### A6.3 Safeguarding During Transport

Staff must:

- maintain appropriate professional boundaries throughout the journey;
- follow the young person's individual risk assessment and support plan;
- ensure all passengers wear seatbelts where legally required;
- transport only those young people authorised by the Provision;
- avoid unnecessary stops or deviations from the planned journey;
- never leave a young person unattended in a vehicle;
- report any safeguarding concern immediately to the DSL/DDSL.

### A6.4 Collection and Drop-Off

Young people must only be released to:

- a parent or carer;
- an authorised adult;
- approved transport;
- another authorised professional.

Where a parent or carer has provided prior written authorisation, and it forms part of the young person's agreed arrangements, a young person may be dropped off at an unoccupied home address.

If there is any uncertainty about collection or drop-off arrangements, staff must contact the DSL/DDSL or an appropriate senior manager before releasing the young person.

If no authorised person or approved transport is available, or staff are unable to complete the agreed drop-off safely, staff must:

1. remain with the young person where it is safe to do so;
2. attempt to contact the parent or carer and any alternative authorised contacts;
3. notify the DSL/DDSL or senior manager immediately;
4. follow any instructions provided by the DSL/DDSL, including contacting the placing school, commissioner, Children's Social Care, Adult Social Care or the Police where appropriate;
5. record the incident and all actions taken on MyConcern.

### A6.5 Emergencies

If a safeguarding or medical emergency occurs during transport, staff must:

1. stop the vehicle safely where appropriate;
2. assess any immediate risk;
3. contact emergency services if required;
4. notify the DSL/DDSL as soon as practicable;
5. record the incident on MyConcern.