



Safeguarding and Child Protection Policy

Policy Review Cycle

Last 3 review dates:

Review Date	Signed off by
September 2023	Ben Sweet (DSL)
September 2024	Ben Sweet (DSL)
October 2024	Hannah Baker (DDSL)

Next Review Date:

September 2025

Everyone who works with children and young people including vulnerable adults has a responsibility for safeguarding

Love Squared Statement of Intent and Contextual framework for this Policy Document

We are on a mission to ensure that no child has to lose out on a world of potential because of mental health which mean they can't access school or find it hard to make friends. We don't have magic wands, but we do believe that every child and family should have individually tailored support services, delivered with love and imagination. Everyone has a right to tell their story and be heard with curiosity and sensitivity.

We deliver imaginative and carefully case managed mental health and SEND support for children and young people with social, emotional, and mental health needs. We believe that you can't change outcomes without looking at issues holistically and thoughtfully. For us it's about long term change.

The purpose of this policy statement is:

- To protect children and young people who receive Love Squared's services from harm. This includes the children of adults who use our services.
- To provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

As a specialist children and young people's charity working with children and young people with mental health needs and special educational needs, Love Squared is absolutely passionate about being committed to being a best practice organisation in safeguarding children and young people. This policy is written to provide clear practical guidance to all people working for Love Squared including senior managers and the board of trustees, paid staff, volunteers and self-employed practitioners.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation and guidance is available from nspcc.org.uk/childprotection and individual legislation and guidance is listed below.

- **Working Together to Safeguard Children (2018)**
- **Keeping Children Safe in Education (2024)**
- **Care Act 2014 – Local Guidance from the Local Safeguarding Partnership:** around particular safeguarding topics are available on the [Keeping Bristol Safe Partnership Website](#). Other Local Authorities will have additional information regarding their Partnership working and protocols and this will be reviewed according to the Local Authority making the referral to Love Squared. Please also see [London Multiagency Adult Policy](#) and Bristol's [Safeguarding Adults Multi-Agency Policy](#).
 - **Specific topical safeguarding issues** – a collection of up-to-date guidance can be found on the Safeguarding in Education Team's guidance page. <https://www.bristolsafeguardingineducation.org/guidance/>. There is also helpful guidance on the NSPCC website which is easy to read and accessible and through NSPCC safeguarding updates. There is also helpful information for adult safeguarding in this NHS pocket guide. <https://www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide.pdf>
- **Equalities and Human Rights Legislation:** With regards to safeguarding we will be proactive in our duties under the [Equality Act 2010](#) and our general and, where relevant, specific duties under the [Public Sector Equality Duty](#).
- We adhere to both the [Bristol Equality Charter](#) and [Bristol Children's Charter](#) with a view to contribute towards the [One City Plan](#).
- Love Squared also adheres to the principles of and promotes anti-oppressive practice in line with the [United Nations Convention of the Rights of the Child](#) and the [Human Rights Act 1998](#).

This policy should be understood in conjunction with the following internal policies:

- Safer Recruitment Policy
- Love Squared Code of Conduct and Expectations of Team contained in Team Pack
- Bullying and Behaviour Policy
- Equalities and Diversity Policy
- Statements of Consent and Information sharing including young people friendly versions
- Health and Safety Policy
- Prevent Policy
- Adult Safeguarding Policy

Please note that Whistleblowing and Escalation Procedures can be found in this safeguarding policy as suitable for our setting scope.

This and other relevant policies will be shared with commissioning bodies when we begin working with a new child or young person as well as when the policy is reviewed and updated.

Summary of Key Safeguarding Objectives At Love Squared:

- Safeguarding and promoting the welfare of children and young people is everyone's responsibility. Everyone who comes into contact with children and young people, their families and carers, has a role to play
- In order to fulfil this responsibility effectively, all professionals should make sure their approach is child-centred. This means that they should always consider what is in the best interests of the child and young person
- We take an 'it can happen here' approach where safeguarding is concerned
- Everyone who comes into contact with children and young people has a role to play in identifying concerns, sharing information and taking prompt action
- Victims of harm should never be given the impression that they are creating a problem by reporting abuse, sexual violence, or sexual harassment. Nor should a victim ever be made to feel ashamed for making a report

- Curiosity and open mindedness as modelled in 'Safe Uncertainty' will be deployed in reflection and approach
- Think Family approach deployed but child and young person's voice always central
- Training, reflective practice and vigilance to priority areas and new developments in safeguarding help create a best practise learning environment in which we learn from each other
- A whole team 'what more we could do' approach to safeguarding
- Team and practitioners to support each other and their multi-agency partners by seeking collaborative and supportive ways of working in safeguarding
- Particular sensitivity and thought is paid to the particular community of children and young people impacted by mental health and special educational needs who we serve
- Where a young person is aged 18 or over, particular thought needs to be given to where they are a vulnerable adult, and the best practice principles of adult safeguarding referred to in The Care Act 2014 and appropriate liaison with adult social care sought
- We will be proactive and thoughtful about respect, consent and discussion with our children/ parent/ carers and our vulnerable young adults appropriately differentiating responses on a case by case basis whilst ensuring best practice compliance with the relevant legislation and frameworks

Love Squared is committed to safeguarding and promoting the welfare of young people by:

- The provision of a safe environment in which children and young people can thrive
- Acting on concerns about a child and young person's welfare immediately
- Fulfilling our legal and ethical responsibilities to identify children and young people who may need early help or who are suffering, or are likely to suffer, significant harm

- Realising that the children and young people we support are at particular risk and face specific barriers due to special educational needs/ disability and mental health and being proactive about championing their voices
- Taking a trauma informed response to safeguarding as well as our wider work and ensure that this shapes safeguarding best practise and we are proactive in communicating this with our wider community

Love Squared is aware and committed to the aims of safeguarding vulnerable adults by:

- To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- To safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives “Making Safeguarding Personal”
- To promote an outcomes approach in safeguarding that works for people resulting in the best experience possible
- To raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect

This policy will contribute to the safeguarding of young people at Love Squared by:

- Clarifying safeguarding expectations for members of Love Squared’ community, practitioners, board members, children and young people, and their families
- Contributing to the establishment of a safe, resilient, and robust safeguarding culture in the setting, including outreach programmes and virtual platforms, built on shared values; that children and young people are treated with respect and dignity, taught to treat each other and team with respect, feel safe, have a voice and are listened to

- Supporting contextual safeguarding practice recognising that the setting's various sites, including outreach locations and virtual learning platforms can be locations where harm can occur
- Setting expectations for developing knowledge and skills within the setting's community (practitioners, children and young people, parents/carers) to the signs and indicators of safeguarding issues and how to respond to them
- Early identification of need for vulnerable children and young people and provision of proportionate interventions to promote their welfare and safety
- Working in partnership with children and young people, parents/carers, and other agencies in the Local Safeguarding Partnership across local authorities

Team will be aware of their responsibilities to keep children and young people safe such as:

- All teams working in Education Placements will read Part 1 and Annex B of Keeping Children Safe in Education (2024) as per statutory guidelines
- In addition to this all team and practitioners will be aware of the systems in place which support safeguarding including reading this Safeguarding/Child Protection Policy; the safeguarding response to children and young people who go missing from education; and the role of the Designated Safeguarding Lead (DSL) and deputies
- All team members will maintain vigilance to enable them to identify signs or symptoms associated with child abuse and issues that impact on a young person's ability to thrive and inform the relevant authorities
- All team members and practitioners will know who is the Designated Safeguarding Lead and how to contact the DSL and any deputies, the relevant board members and an identified board lead responsible for safeguarding
- All team members will understand the importance of information sharing in safeguarding and be proactive in sharing information immediately
- All team members and practitioners will be able to identify vulnerable children and young people and take action to keep them safe. Information or concerns

about children and young people will be shared with the DSL where it includes but not limited to:

- who may need a social worker and may be experiencing abuse or neglect; requiring mental health support;
 - may benefit from early help;
 - where there is a radicalisation concern;
 - where a crime may have been committed
- Be clear as to best practice guidance about child on child abuse, children and young people missing education and those requiring mental health support, and the impact of technology in relation to online safety and to other areas of priority which might otherwise be overlooked
- Be involved in the implementation of individual plans to further safeguard vulnerable children and young people and understand their progress and attainment and maintain a culture of high aspirations within their programme of support with us
- Record concerns appropriately and in a timely manner by using the Love Squared safeguarding systems, including using immediate 'concern for a child' notification detailed in this policy document
- To be aware of the need to raise to the Designated Safeguarding Lead or Deputy any concerns they have about safeguarding practices within the organisation
- To be aware that any allegations made by children and young people about professionals including about themselves whether direct or indirect should be raised with the DSL or LADO immediately
- Be fully committed to equalities and diversity and anti-discriminatory practise in every element of work we undertake as a team
- Being committed to the best practice guidelines that guide vulnerable adult safeguarding including being aware of the guiding principles of best practise adult safeguarding and ensuring that any concerns are flagged and followed up
- Where appropriate we talk openly with our young people about relationship/sex education and preventative education promoting positive values and create zero tolerance cultures for sexism, misogyny/misandry,

homophobia/bi-phobic and sexual violence/harassment. This is always tailored to the individual needs of the children and young people we work with

Contact Details

Designated Safeguarding Lead (DSL)

Name: Ben Sweet

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Deputy Designated Safeguarding Leads (DDSL)

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Email: Essi@lovesquared.org.uk

Trustee Designated Safeguarding Officer

Name: Lucy Reynolds

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Childline - 0800 1111

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Safeguarding – Processes and procedures

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1. Introduction

The purpose of this policy is to explain the safeguarding duties and responsibilities of all the staff, volunteers, trustees and self-employed practitioners who are working on behalf of Love Squared as well as providing an overview of child protection.

2. Context

Safeguarding is defined as:

- Protecting children from maltreatment;
- 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
- And taking action to enable all children to have the best outcomes.

Child Protection is defined in the Children Act 1989 (s.47) as when a child is suffering or is likely to suffer significant harm. Under statutory guidance and legislation action must be taken to safeguard and promote the child's welfare.

We also have a statutory and ethical responsibility for the vulnerable adults we support and their effective safeguarding who are normally (but not always) young people under the age of 25 who are subject to EHCP plans which is why in this policy document they are often referred to inclusively within the term young people.

Adults are no longer deemed vulnerable because of their personal attributes, characteristics or abilities. An adult is considered 'vulnerable' if they are, or may be, in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation. The definition of abuse of adults is contained in The Care Act 2014. Abuse is a violation of an individual's human and civil rights by another person or persons.

3. Role of all working/volunteering for Love Squared

All paid staff, volunteers, trustees and self-employed people working on behalf of Love Squared have a duty to promote the safety and welfare of children and young people.

All paid staff, volunteers, trustees and self-employed people may receive disclosures of abuse and observe children and young people who are at risk and this policy will enable them to make confident and informed responses by following the processes and procedures set out.

All paid staff, volunteers, trustees and self-employed persons are required to read this safeguarding policy as well as the code of conduct and the welcome information before they will be able to work with any children or young people as well as any project specific policies that are relevant to the role they are taking up.

4. Forms of abuse

The following definitions are based on those identified in Working Together to Safeguard Children (2018) and [Keeping Children Safe in Education](#) 2024 edition:

- **Abuse** – A form of maltreatment of a child and young person. Somebody may abuse or neglect a child and young person by inflicting harm or by failing to act to prevent harm. children and young people may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults or another child or children and young people
- **Physical abuse** – Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child and young person. Physical harm may also be

caused when a parent fabricates the symptoms of, or deliberately induces illness in a child and young person.

- **Emotional abuse** – Emotional abuse is the persistent emotional maltreatment of a child and young person such as to cause severe and persistent effects on the child and young person's emotional development, and may involve:
Conveying to children and young people that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person;
Imposing age or developmentally inappropriate expectations on children and young people. These may include interactions that are beyond the child and young person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child and young person participating in normal social interaction;
 - **Seeing or hearing the ill-treatment of another e.g. where there is domestic violence and abuse;**
 - **Serious bullying, causing children and young people frequently to feel frightened or in danger;**
 - **Exploiting and corrupting children and young people.**

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

- **Sexual abuse** – Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child and young person is aware of what is happening. The activities may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. Sexual abuse includes non-contact activities, such as involving children and young people

in looking at, including online and with mobile phones, or in the production of, pornographic materials, watching sexual activities or encouraging children and young people to behave in sexually inappropriate ways or grooming a child and young person in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children and young people. In addition; Sexual abuse includes abuse of children and young people through sexual exploitation. Penetrative sex where one of the partners is under the age of 16 is illegal, although prosecution of similar age, consenting partners is not usual. However, where a child is under the age of 13 it is classified as rape under [s5 Sexual Offences Act 2003](#).

- **Neglect** – Neglect is the persistent failure to meet a child and young person's basic physical and/or psychological needs, likely to result in the serious impairment of the child and young person's health or development. Neglect may occur during pregnancy as a result of maternal substance misuse, maternal mental ill health or learning difficulties or a cluster of such issues. Where there is domestic abuse and violence towards a carer, the needs of the child and young person may be neglected. Once a child is born, neglect may involve a parent failing to:
 - **Provide adequate food, clothing and shelter (including exclusion from home or abandonment);**
 - **Protect a child and young person from physical and emotional harm or danger;**
 - **Ensure adequate supervision (including the use of inadequate care-givers);**
 - **Ensure access to appropriate medical care or treatment.**

It may also include neglect of, or unresponsiveness to, a child and young person's basic emotional, social and educational needs.

5. Child Sexual Exploitation (CSE)

The sexual exploitation of children is defined as:

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology. ([Working Together to Safeguard Children 2018](#)).

6. Female Genital Mutilation (FGM)

Female Genital Mutilation (FGM) is a collective term for procedures, which include the removal of part or all of the external female genitalia for cultural or other non-therapeutic reasons. The practice is medically unnecessary, extremely painful and has serious health consequences, both at the time when the mutilation is carried out and in later life. The procedure is typically performed on girls aged between 4 and 13, but in some cases it is performed on new-born infants or on young women before marriage or pregnancy. As a result of immigration and refugee movements, FGM is now being practiced by ethnic minority populations in other parts of the world, such as USA, Canada, Europe, Australia and New Zealand.

FORWARD estimates that as many as 6,500 girls are at risk of FGM within the UK every year. There is no Biblical or Koranic justification for FGM and religious leaders from all faiths have spoken out against the practice.

FGM has been a criminal offence in the U.K. since the Prohibition of Female Circumcision Act 1985 was passed. The Female Genital Mutilation Act 2003 replaced the 1985 Act and made it an offence for the first time for UK nationals, permanent or habitual UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal.

7. Radicalisation, extremism and the PREVENT DUTY

The PREVENT DUTY is the legal obligation to provide “due regard to the need to prevent people from being drawn into terrorism”. Undergoing PREVENT training alerts all those working with children and young people to the possibilities of “non-violent extremism”. Signs to look out for, such as withdrawal, abnormal behaviour and changes to vocabulary are common amongst children and young people and should be contextualised.

To be able to fulfill our PREVENT DUTY all paid staff, volunteers, trustees and self-employed people must be able to identify children and young people who are vulnerable to radicalisation and then know what they must do when those children and young people have been identified.

Radicalisation is when someone starts to support or believe extreme views which can then lead to them participating in terrorist acts or joining terrorist groups.

Radicalisation can be motivated by a wide range of factors, including religious beliefs, ideologies, political beliefs and held prejudices against group(s) of people. This can be over a period of years or within hours and can be triggered by a specific incident.

Anyone can become radicalised but children and young people can be particularly vulnerable.

Children and young people who are at risk of radicalisation may have low self-esteem and/or be the victims of bullying or discrimination themselves. They could feel:

- Isolated and wanting to belong
- Unhappy about what others might think of them and what they think of themselves
- Feel judged or embarrassed about their culture, religion, gender or race
- Depressed
- Bullied and/or treated badly by others or a specific group
- Angry at others or governments
- Confused about themselves and their place in society
- Pressured to stand up for oppressed others

Children and young people can become radicalised by family members, friends, contact with extremists groups or via the internet. Belonging to an extremist group can offer a sense of purpose, identity and a community which they may be lacking in other areas of their life.

All paid staff, volunteers, trustees and self-employed persons must undertake PREVENT DUTY training at least once every two years.

8. Responding to a concern about a child's welfare

In most cases, we would expect the first point of contact to be the DSL or deputy DSL – please always share – **nothing is 'too small'**:

DSL – Ben Sweet – 07397851890 – TEXT 'CONCERN FOR CHILD'

Deputy DSL – Hannah Baker – 07498 631699 – TEXT 'CONCERN FOR CHILD'

Deputy DSL – Essi Pentti – 07955 077481 – TEXT ‘CONCERN FOR CHILD’

When contacting us about a concern, please send a text message stating 'CONCERN FOR CHILD' to highlight the nature of the contact to BOTH the DSL and the Deputy DSL on the numbers above, please do not call and leave a voicemail message or send an email. There will always be a safeguarding lead on duty during the core hours of 9–6 Monday to Friday when sessions are scheduled to take place. During these times a safeguarding lead will be on hand to take safeguarding concerns and deal with them effectively.

If you are in a communication group for your child and young person, for example on WhatsApp, please put this message in the WhatsApp group.

Drop The Pressure (DTP) have their own sharing concerns protocol, which for DTP is to share with the project lead immediately or in the safeguarding debrief at the end of the session, whichever is sooner. Where this project divergence exists, this will be clearly communicated and practitioners regularly reminded of the project protocol but unless this has been made explicit please always follow the protocol cited here.

Where this is not appropriate because **there is an immediate threat** to the child and young person and for some reason DSL or DDSL cannot be reached, practitioners can contact, and where in any doubt, please ring the police straight away. Numbers for other contacts such as LADO, social services, and other helpful safeguarding contacts can be found on our internal Safeguarding site and at the end of this document.

After reporting a concern, DSL or Deputy or other relevant core team will get back to you as quickly as possible and next steps will then be discussed and decided. We might ask for more information and will always try and ensure that practitioners are included in these where this is possible. Referrals will normally be made by DSL or Deputy or by Session Leads – it is usually better if referrals are made by the member of the team who has best knowledge of the concerns where this is balanced by the need for prompt referrals.

Follow up should be chased by an interested member of the team as part of a collaborative working together and learning environment and learning and information sharing for more effective safeguarding should be shared and disseminated promptly and effectively.

9. Storing child protection records

All records, information and confidential notes are stored securely on either Google Drive or on our case management system. Session reports are recorded on our case management system and are only accessible by the safeguarding team, volunteer/self-employed practitioner working with the young person and core team directly involved in the management of the placement. Weekly reports are then checked by the case managers who have had advanced safeguarding training before they are securely emailed to the organisation that commissioned the placement.

All documents are stored securely in each child or young person's folder which is only accessible by the core office team. Any safeguarding reports/incidents are securely stored on the child or young person record on our case management system and only the safeguarding team, case managers and other core staff who need access to those documents can access them.

10. Managing concerns about or allegations made against staff and/or volunteers

Team must report any concerns or allegations about a professional's behaviour that may meet the harm threshold (including colleagues, senior staff, volunteers, and other stakeholders including foster carers) where they may have:

- behaved in a way that has harmed a child and young person or may have harmed a child and young person.

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

Team must report any direct or indirect/secondary accusations which a young person has made about themselves (e.g. you should immediately self-refer if you are the subject of the accusation) to the DSL immediately even if this is retracted immediately.

Immediate action must be taken on the same working day:

- Do not speak to the individual it concerns.
- Allegations or concerns about colleagues and visitors must be reported directly to the DSL who will follow guidance in [Keeping Children Safe in Education](#) (2024, Part four: Allegations of abuse made against teachers and other staff) but would normally involve a same day consultation with the LADO within 12 hours. The DSL should always check with LADO on the same day.
- If the concern relates to DSL or the director of the organisation, it should be reported to the [Local Authority Designated Officer \(LADO\)](#) and they will decide on any action required and the board of Love Squared notified after consultation with the LADO.
- If there is a conflict of interest which inhibits this process of reporting, staff can report directly to the LADO.
- Allegations regarding foster carers or anyone in a position of trust working or volunteering with children and young people should be referred to the

LADO on the day that the allegation is reported. The allocated social worker should also be informed on the day.

- Love Squared should not undertake any investigation unless the LADO advises this but then should follow the investigation process laid out.

If you have any safeguarding concerns about a practitioner, a member of the team, or another adult with whom we work, or if an allegation has been made against them, you should inform the DSL immediately. Your concerns will be respected, listened to, and dealt with in confidence and as a matter of high priority.

11. Managing concerns about or allegations made against a child or young person

All the team should recognise that children and young people can abuse their peers (including online). It is important that incidents of abuse and harm are treated under safeguarding policy in conjunction with the behaviour and bullying policy. However, concerns regarding the welfare of children and young people requires process and records to be kept in the child case management file.

It is recognised that child on child abuse can happen inside and outside of settings or online.

At Love Squared:

- We have a **'zero tolerance'** approach to abuse. Incidents are taken seriously. These will never be tolerated or passed off as 'banter,' just having a laugh' or 'part of growing up.' Banter and teasing can and should be

acknowledged and recognised as bullying behaviour and may require proportionate intervention.

- Even with a zero-tolerance approach, we take steps to educate and take action to mitigate the risk of contributing to a culture of unacceptable behaviours or a culture that normalises abuse.
- It is understood that child on child harm may reflect equality issues in terms of those who may be targeted are more likely to have protected characteristics.
- It is understood that children with special educational needs and disabilities are three times more likely to be abused than their peers.
- Early identification of vulnerability to child on child harm is made by reviewing attendance, behaviour, attainment and safeguarding records at least on a termly basis.

There are clear systems in place (which are well promoted, easily understood and easily accessible) for children and young people to confidently report abuse knowing their concerns will be treated seriously. Love Squared will handle initial reports of harm by:

- Securing the immediate safety of children and young people involved in an incident and sourcing support for other young people affected.
- Listening carefully to the child and young person, being non-judgmental, being clear about boundaries and how the report will be progressed, not asking leading questions and only prompting the child and young person where necessary with open questions – where, when, what, etc;
- ensuring that victims will never be given the impression that they are creating a problem by reporting abuse, sexual violence, or sexual harassment. They will never be made to feel ashamed for making a report and should instead be met with empathy, kindness and sensitivity.
- Ensuring the child and young person's wishes are taken into consideration in any intervention and any action is taken to ensure safety of the target and other members of the wider peer cohort.

- Not promising confidentiality as it is highly likely that information will need to be shared with others and explaining the known next steps to them so that they feel they have ownership as much as possible.

12. Taking, storing and sharing photographs and images of children

All parents/carers are asked to complete a consent form which contains detailed information about the purpose of the images/videos being taken. Parents/Carers are asked for permission for video/photographs to be taken and then used for promotional purposes. Parents/Carers are made aware of when, where and how the photographs/videos will be used. All staff and volunteers are asked to refrain from taking photographs/footage that can reveal the identity of a child or young person. Looked after Children will not be photographed or recorded on video.

13. Whistleblowing and complaints

If you are not happy with how the DSL or DDSL is handling any aspect of a safeguarding concern, we would ask you to inform them directly, and if they cannot resolve your concerns in way that you are satisfied with, we will refer your concerns on to a member of the Love Squared board who follow up on this and inform you of a time frame of response. You can contact the relevant board member, by emailing Maddie@lovesquared.org.uk and requesting a confidential exchange with Lucy Reynolds on the board.

We actively encourage any practitioners with reasonable concerns to draw attention to them, and would consider any punitive action against the practitioner as a result of this to be utterly unacceptable, and to be counter to whistleblowing legislation, and to our aims of being a best practice provider. You should feel listened to,

respected, and comfortable when discussing your concerns. If you are not made to feel this way, then this should be included in your reference to the board and should be considered by the Board as a potential grievance matter against the DSL/DDSL.

Please see Love Squared Grievance Policy and Disciplinary Policy.

If you feel an external agency is not dealing with a concern adequately, then please discuss immediately with DSL/DDSL and see Escalation Procedures and Policy guidance in the Escalation section below.

14. References, links and further sources of information

Child sexual exploitation & child criminal exploitation

Operation Topaz (Avon and Somerset Police)

<https://www.avonandsomerset.police.uk/forms/vul>

Safer Options Team – Education inclusion managers

South

Ingrid.Hooper@bristol.gov.uk

East Central

Calum.Paton@bristol.gov.uk

North

Ross.Moody@bristol.gov.uk

Child Missing from Education

Bristol City Council – Education Welfare

<https://www.bristol.gov.uk/schools-learning-early-years/children-missing-education-cme>

Children affected by Forced Marriage

Forced Marriage Unit

T: (0) 20 7008 0151

E: fmufco.gov.uk

Online Safety Advice

Professional Online Safeguarding Helpline

T: 0344 381 4772

E: helpline@saferinternet.org.uk

Reporting online sexual abuse and grooming

Child Exploitation and Online Protection command

<https://www.ceop.police.uk/ceop-reporting/>

FGM Advice

NSPCC FGM Helpline

T: 0800 028 3550

E: fgmhelp@nspcc.org.uk

Domestic Abuse Support (Bristol)

Directorate of local and national services

<https://www.bristol.gov.uk/crime-emergencies/abuse-violence>

Young Carers – Advice and Support

Carers Support Centre

T: 0117 958 9980

W: <https://www.carerssupportcentre.org.uk/young-carers/contact-young-carers/>

Whistleblowing Professional

NSPCC Whistleblowing hotline

T: 0800 028 0285

E: help@nspcc.org.uk

Mental Health Advice (Bristol)

Primary Mental Health Specialists (advice) Child and Adolescent Mental Health

South

0117 3408121

East Central

0117 3408600

North

0117 3546800

Advice around harmful sexualised behaviour

Be Safe

0117 3408700

W: <https://cchp.nhs.uk/cchp/explore-cchp/be-safe>

Brook Traffic Light Tool

https://legacy.brook.org.uk/brook_tools/traffic/index.html?syn_partner=

South West Local Authorities Contacts

South Gloucestershire:

Access and Response Team

- **01454 866000** - Monday to Thursday 9.00 – 5.00, 4.30 on Friday
- accessandresponse@southglos.gov.uk

Website: [Access and Response Teams \(ART\) | South Gloucestershire Council](#)
(southglos.gov.uk)

North Somerset:

Single Point of Access

- **01275 888 808** –Monday–Thursday 8.45am–5pm, Friday 8.45am–4.30pm

Website: [Children, young people and families | North Somerset Council](#)
(n-somerset.gov.uk)

Bath & North East Somerset (BANES):

Children's Social Work Services

- **01225 396312 or 01225 396313** weekdays, 8.30am to 5pm, except Fridays when we're closed from 4.30pm
- ChildCare_Duty@bathnes.gov.uk

Website:

[Report a concern about a child | Bath and North East Somerset Council](#)
(bathnes.gov.uk)

Report a Concern about an Adult

0300 247 0201 and select option 3 (our phone lines are open Monday to Thursday, 8.30am to 5pm, and Fridays, 8.30am to 4.30pm)

<https://beta.bathnes.gov.uk/tell-us-about-adult-being-abused-or-neglected>

Gloucestershire:

Telephone

01452 42 65 65

Email

childrenshelpdesk@gloucestershire.gov.uk

The Children and Families Front Door is open between **9am and 5pm Monday to Friday**

Contacting the Children & Families services out of hours

Outside of office hours you can contact the Children & Families Services Emergency Duty Team on 01452 614194.

This is an answering machine and you will need to leave a message and your telephone number. Someone will then call you back.

