

Child Protection Policy

Guardianship Organisation

Amber Education (UK), London

January 2019

1 Introduction

- 1.1 This policy is addressed to all Amber Education (UK) (the **Guardianship Organisation**) staff and host family members and is provided to all students and their parents. A child protection information sheet for students is included at Appendix 3.

2 Policy statement

- 2.1 Every student should feel safe and protected from any form of abuse which, in this policy, means any kind of neglect, non-accidental physical injury, sexual exploitation or emotional ill-treatment.
- 2.2 The Guardianship Organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and host families to share this commitment.
- 2.3 The Guardianship Organisation will take all reasonable measures to:
- ensure that it practises safer recruitment in checking the suitability of staff and volunteers and host family members (including staff employed by another organisation) to work with children and young people in accordance with the guidance given in *Keeping children safe in education* (Department for Education (**DfE**), July 2015).
- 2.4 The Guardianship Organisation will take all reasonable measures to:
- 2.4.1 ensure a safe environment for students which helps to safeguard their interests;
 - 2.4.2 treat all students with care and respect according to their needs and without discrimination of any kind;
 - 2.4.3 protect each student from any form of abuse, whether from an adult or another student.
 - 2.4.4 be alert to the medical needs of students with medical conditions;
 - 2.4.5 strike a proper balance between protecting students and respecting the rights and needs of parents / guardians / host family members. However, where there is conflict between these requirements the student's welfare will come first;
 - 2.4.6 ensure parents / guardians have a right to respect and will be consulted and involved in matters which concern their family, subject to duties of confidentiality where these apply;
 - 2.4.7 provide host family members with copies of this Child Protection Policy and the Child Protection Policy operated by the school or college attended by the student;
 - 2.4.8 provide staff members with child protection training, which will include clarification of responsibilities. Training will be reviewed and renewed every three years. Host family members will also be briefed on child protection procedures;
 - 2.4.9 work closely with all agencies and bodies concerned with the protection and welfare of children and any school or college attended by the student to ensure that all allegations of abuse are dealt with justly and promptly;
 - 2.4.10 follow the local inter-agency procedures of the [● county] Safeguarding Children Board;

- 2.4.11 be alert to signs of abuse within the Guardianship Organisation, the host family environment or within the school or college attended by the student;
- 2.4.12 deal appropriately with every suspicion or complaint of abuse;
- 2.4.13 ensure that, so far as possible, actions taken to protect a student, do not in themselves cause the student unnecessary distress. Such actions may include consultation with the police, which may result in criminal proceedings;
- 2.4.14 design, and operate procedures which, so far as possible, ensure that staff / host family members who are innocent are not prejudiced by false allegations;
- 2.4.15 support students who have been abused in accordance with his / her agreed child protection plan;
- 2.4.16 design and operate procedures which promote this policy.

3 Designated Person

3.1 We have appointed a senior manager to be the Designated Person (**DP**) for child protection for Amber Education (UK). The DP is the [Guardian coordinator] of Amber Education UK guardianship and can be contacted on [office number: +442077340274. Winggee Siu Mobile: +447487225711]. In the event that the DP is not contactable or available the Deputy Designated Person (**Deputy DP**) is Tiffany Li Mobile Number: +447415319353. Parents are welcome to approach the Designated Person if they have any concerns about the welfare of any child in the care of the Guardianship Organisation, whether these concerns relate to their own child or any other. The main responsibilities of the DP and the Deputy DP Tiffany Li in her absence are:

- 3.1.1 to advise and act upon all suspicion, belief and evidence of abuse reported to him/her;
- 3.1.2 to be the first point of contact for host families, parents, guardians, students, the Guardianship Organisation's staff and external agencies in all matters of child protection;
- 3.1.3 to co-ordinate child protection procedures within the Guardianship Organisation;
- 3.1.4 to maintain an ongoing training programme for all of the Guardianship Organisation's staff and host families;
- 3.1.5 to monitor the keeping, confidentiality and storage of records in relation to child protection;
- 3.1.6 to liaise as necessary with the DPs for child protection appointed by the Schools or colleges attended by students and the relevant child protection officers appointed by the Social Services Department (Local Authority Designated Officers (**LADOs**));
- 3.1.7 to keep parents / guardians informed of action to be taken under these procedures in relation to their child in consultation with the school or college and LADO;
- 3.1.8 if requested, to monitor records of students who are subject to a child protection plan to ensure that this is maintained and updated as notification is received and to liaise with other professionals to ensure that these children are monitored;
- 3.1.9 where appropriate, to take part in child protection conferences or reviews.

4 Duties of staff and host families

- 4.1 Each member of staff and host family members must:
- 4.1.1 protect children from abuse;
 - 4.1.2 be aware of the Guardianship Organisation's child protection procedures and follow them;
 - 4.1.3 know how to access and implement the procedures, independently if necessary;
 - 4.1.4 keep a sufficient record of any significant complaint, conversation or event; and
 - 4.1.5 report any matters of concern to the DP.
- 4.2 In addition, each staff member will undertake appropriate child protection training, including refresher training, at regular intervals.

5 Staff-student and host family-student contact

- 5.1 Staff and host families will endeavour to keep physical contact with the student to a minimum and should consider the following guidelines:
- 5.1.1 the physical integrity of the students will be respected at all times. Staff and host family members may not engage in inappropriate physical contact of any kind;
 - 5.1.2 under no circumstances may a staff or host family member give tobacco or drugs to students. Alcohol may only be given, in moderation, at times specified by parents or guardians and in accordance with the law restricting the sale, supply and consumption of alcohol;
 - 5.1.3 staff and host family members will prudently avoid situations in which they are alone with students in rooms or areas which are locked or made inaccessible to others;
 - 5.1.4 student's bedroom must always be regarded as private space and staff or host family members may never visit a student in his or her bedroom or dormitory except when exercising specific responsibilities or duty of care. In this case, doors should be left ajar or another host family member made aware of the course of action being followed;
 - 5.1.5 staff involved in transporting students will exercise prudence if transporting students individually and will inform the office in cases where such transport is unavoidable.

6 Types of abuse

- 6.1 **Abuse** can be:
- 6.1.1 physical abuse, for example beating or punching;
 - 6.1.2 emotional abuse, for example rejection and denial of affection;
 - 6.1.3 sexual abuse, for example sexual assault or encouraging a child to view pornographic material; and

6.1.4 neglect, for example failure to provide appropriate care including warmth or medical attention.

7 Signs of abuse

7.1 Possible signs of abuse include (but are not limited to):

7.1.1 the student says he or she has been abused or asks a question which gives rise to that inference;

7.1.2 there is no reasonable or consistent explanation for a student's injury; the injury is unusual in kind or location; there have been a number of injuries; there is a pattern to the injuries;

7.1.3 the student's behaviour stands out from the group as either being extreme model behaviour or extremely challenging behaviour; or there is a sudden change in the student's behaviour;

7.1.4 the student's development is delayed;

7.1.5 the student loses or gains weight;

7.1.6 the student appears neglected, e.g. dirty, hungry, inadequately clothed; and

7.1.7 the student is reluctant to go home or back to the host family home or has been openly rejected by his or her parents, guardians or host family.

8 Initial procedure when abuse is suspected, or a complaint is made

8.1 A staff / host family member suspecting or hearing a complaint of abuse should report all allegations or complaints of abuse to the DP or Deputy DP, or if the complaint involves the DP or Deputy DP, to the Manager of the Guardianship Organisation.

8.2 The DP is Winggee Siu and can be contacted on Mobile: +447487225711.

8.3 In the event that the DP is not contactable or available the Deputy DP is Tiffany Li, Mobile: +447415319353

8.4 Details of procedures for reporting allegations against staff or host family members or other students are given in paragraphs 9 to 10 below and in the flow chart to be found in the Staff Handbook.

8.5 Staff or host family members should:

8.5.1 listen carefully to the student and keep an open mind. Staff or host family members should not take a decision as to whether or not the abuse has taken place;

8.5.2 not ask leading questions, that is, a question which suggests its own answer;

8.5.3 reassure the student but not give a guarantee of absolute confidentiality. The staff or host family member should explain that they need to pass the information to the DP who will ensure that the correct action is taken (please note that the giving of information to others, who have an obligation to receive the information for the purpose of protecting a child, is not a breach of confidentiality);

- 8.5.4 keep a sufficient written record of any conversation regarding the suspected abuse. The record should include the date, time and place of the conversation and the essence of what was said and done by whom and in whose presence. The record should be signed by the person making it and should use names, not initials. The record must be kept securely and handed to the DP as soon as possible;
 - 8.5.5 attempt to safeguard and preserve all available evidence, (for example, notes, mobile phones containing text messages, clothing, computers);
 - 8.5.6 as soon as reasonably practicable after making a report to the DP, complete the Reporting Form which can be found at;
 - 8.5.7 immediately provide a safe environment for the student if necessary.
- 8.6 Once the DP or Deputy DP has been informed of the allegations or complaints of abuse, the staff or host family member suspecting or hearing of the abuse should continue to pass on any further information that comes to light but should not carry out any further investigations into the incident as this may prejudice the investigations of external agencies.
- 8.7 Parents and others who suspect abuse or hear a complaint of abuse involving an Amber Education (UK) student should also inform the DP straight away.
- 9 Action taken by the Designated Person when abuse is suspected, or a complaint is made**
- 9.1 The action to be taken will take into account:
- 9.1.1 the local inter-agency procedures of the [• county] Safeguarding Children Board;
 - 9.1.2 the nature and seriousness of the suspicion or complaint. A complaint involving a serious criminal offence will always be referred to social services or the police;
 - 9.1.3 the wishes of the student who has complained, provided that the pupil is of sufficient understanding and maturity and properly informed. However, there may be times when the situation is so serious that decisions may need to be taken, after all appropriate consultation, that override a student's wishes;
 - 9.1.4 the wishes of the complainant's parents or guardians, provided they have no interest which is in conflict with the student's best interests and that they are properly informed. Again, it may be necessary, after all appropriate consultation, to override parental wishes in some circumstances. If the DP is concerned that disclosing information to parents would put a child at risk, he or she will take further advice from the relevant professionals before making a decision to disclose;
 - 9.1.5 duties of confidentiality, so far as applicable.
- 9.2 If the DP considers that it is likely that a student has suffered significant harm, or that a child may be at risk of significant harm, a referral to social services will be made without delay (and in any event within 24 hours). If the initial referral is made by telephone, the DP will confirm the referral in writing to social services within 24 hours. If no response or acknowledgment is received within three working days, the DP will contact social services again.
- 9.3 If there is room for doubt as to whether a referral to an external body should be made, the DP will consult with the LADO on a no names basis without identifying the family.

9.4 Where the DP decides not to refer the concerns to the relevant authorities, the person who raised the concern will be given a clear written statement of the reasons why the Guardianship Organisation is not taking action. The person will be advised that, if they remain concerned, they are free to consult with, or to report to, the relevant authorities. There will be no retribution or disciplinary action taken against a member of staff for making such a report, provided it is done in good faith.

10 Allegations against Guardianship Organisation staff or host families

10.1 The Guardianship Organisation's procedures for dealing with allegations against Guardianship Organisation staff and host families aim to balance the need to protect students from abuse and the need to protect staff and host families from false and unfounded allegations. Where appropriate, these procedures follow the guidance in the DfE guidance, *Keeping children safe in education*, DfE, July 2015.

10.2 Suspension (of staff or host family) will not be an automatic response to an allegation. Full consideration will be given to all the options, subject to the need to ensure:

10.2.1 the safety and welfare of the student or students concerned; and

10.2.2 the need for a full and fair investigation.

10.3 If an allegation is made against a member of the student's host family, the Guardianship Organisation will provide the student with alternative accommodation while a full investigation takes place.

10.4 Detailed guidance is given to staff and host families to ensure that their behaviour and actions do not place students or themselves at risk of harm or allegations of harm to a student. This guidance is contained in the Guardianship Organisation's [• manual and host family manual].

10.5 All staff are required to report to the Guardianship Organisation Manager, any concern or allegations about the Guardianship Organisation's practices or the behaviour of colleagues or host family members which are likely to put students at risk of abuse or other serious harm. There will be no retribution or disciplinary action taken against a member of staff for making such a report, provided that it is done in good faith.

10.6 If the Guardianship Organisation ceases to use the services of a member of staff or host family because they are unsuitable to work with children, a compromise agreement will not be used and there will be a prompt and detailed report to the Disclosure and Barring Service (DBS) or other relevant body as determined by future legislation. Any such incidents will be followed by a review of the safeguarding procedures within the Guardianship Organisation.

10.7 If a member of staff or host family member tenders his or her resignation, or ceases to provide his or her services, any child protection allegations will still be followed up by the Guardianship Organisation. Resignation will not prevent a prompt and detailed report being made to the DBS or other relevant body as determined by future legislation, in appropriate circumstances.

11 Allegations against students

11.1 If a student for whom we have responsibility is accused of abuse against another student for whom we have responsibility, we will take all appropriate action to ensure the safety and welfare of both students, including the student accused of abuse. This may include offering alternative accommodation for one or both students.

- 11.2 If it is necessary for a student to be interviewed by the police in relation to allegations of abuse, we will ensure that, in consultation with the student's school or college, parents or guardians are informed as soon as possible and that the student is supported during the interview by an appropriate adult.
- 11.3 If the school or college decide that it is necessary to suspend the student during the investigation, we will provide appropriate support, assistance and accommodation.
- 11.4 These procedures will also apply as appropriate if a student for whom we have responsibility is accused of abuse against any other student for whom we do not have responsibility.

12 Confidentiality and information sharing

- 12.1 The Guardianship Organisation will keep all child protection records confidential, allowing disclosure only to those who need the information in order to safeguard and promote the welfare of the students. We will co-operate with police and social services to ensure that all relevant information is shared for the purposes of child protection investigations under section 47 of the Children Act 1989 in accordance with the requirements of *Working together to safeguard children : a guide to inter-agency working to safeguard and promote the welfare of children* (HM Government, March 2015).
- 12.2 Except in exceptional circumstances we will always notify the school attended by the student of any concerns relating to a student's safety or welfare.

13 Monitoring

- 13.1 Following any child protection incidents involving students for whom the Guardianship Organisation has responsibility, the DP will review this policy and the procedures and will make a prompt report to Amber Education Guardian CEO, Harry Lee, Contact: harrylee@amberedu.com , Alex Leung alex.leung@amberedu.com.hk
- 13.2 In addition, the DP will monitor the operation of this policy and its procedures and will make an annual report to the Amber Education Guardian CEO, Harry Lee, Contact: harrylee@amberedu.com, Alex Leung alex.leung@amberedu.com.hk
- 13.3 Guardian coordinator will ensure that any deficiencies or weaknesses in regard to child protection arrangements at any time are remedied without delay.

14 Contact numbers

- 14.1 The telephone numbers of the key personnel to contact are as follows:

Designated Person	Winggee Siu +44 7487225711
Deputy Designated Person (if the Designated person is unavailable)	Tiffany Li +44 7415319353
Local Authority Designated Officer (LADO)	020 76417668
[County] Council Social Services Department	020 76414000
Childline	0800 1111
NSPCC	08 800 5000

Introduction

- 14.2 This form comprises part of the Organisation's Child Protection suite of documents and should be read in conjunction with the Child Protection Policy.
- 14.3 This form is designed to be completed by any member of staff / host family member who receives information raising child protection concerns either through observation or direct disclosure, from a student or from another source. The purpose of this form is to ensure that an adequate amount of information is recorded at the outset. This form must be completed as soon as possible after the information is received even where this happens away from the Guardianship.

Do not allow the completion of the form to delay notification of the concerns to the Guardianship Organisation's Designated Person (**DP**) but pass the completed form to the DP, Deputy DP if the DP is unavailable or guardian coordinator, as a matter of urgency.

- 14.4 The Guardianship Organisation's DP for child protection is Winggee Siu.
- 14.5 The LADO for Amber Education UK Guardianship is 020 76417668, **LADO@westminster.gov.uk**. – Westminster.

15 Data protection information notes

- 15.1 The Guardianship Organisation holds personal information about students in order to safeguard and promote their welfare, promote the objects and interests of the Guardianship Organisation.
- 15.2 The content of this form, when completed, will contain personal information which is subject to the provisions of the Data Protection Act 1998. Students, and in certain circumstances their parents or guardians, have the right to request access to personal information about them held by the Guardianship Organisation, including the content of this form, although exemptions may apply depending on the circumstances. Legal advice should be sought before any information of this nature is disclosed to students, parents or guardians.
- 15.3 The Guardianship Organisation will keep this record confidential, allowing disclosure only to those who need the information in order to safeguard and promote the welfare of children. For example, where, in the professional opinion of the DP, it is deemed necessary we may share this information with the social services or the police for the purpose of child protection investigations.

16 Whistleblowing

- 16.1 As an employee of a guardian company (Amber Education), as employees you may be the first to realise that there may be something wrong within the organisation. However, you may not express your concerns because you feel that speaking up would be disloyal to colleagues or the organisation. You may also fear harassment or victimisation and think it may be easier to ignore the concern rather than report it.
- 16.2 The CEO (Harry Lee) and Project manager (Alex Leung) of Amber Education are committed to the highest standards of openness, probity, and accountability. In line with that commitment, we encourage employees, who have serious concerns about any aspect of the guardianship organisation work, to come forward and voice those concerns.

- 16.3 It is recognised that certain cases will have to proceed on a confidential basis. This policy document makes it clear that staff can do so without fear of reprisals. This Whistle-blowing Policy is intended to encourage and enable employees of Amber Education, to raise serious concerns within the company rather than overlooking a problem or discussing it externally.
- 16.4 Confidentiality
- 16.5 Amber Education treats the details of all whistle-blowers in confidence and will do its best not to divulge your identity. However, it must be appreciated that the investigation process may reveal the source of the information without us revealing your identity directly, and a statement by you may be required as part of the evidence.
- 16.6 Anonymous allegations
- 16.7 Allegations can be made anonymously. However, this policy encourages you to put your name to your allegation, as concerns expressed anonymously are often much more difficult to investigate. For example, we may need to contact you to obtain further information or verify the details you have already given us.
- 16.8 Anonymous allegations will be considered wherever possible at the discretion of the Amber Education. The factors to be taken into account when determining whether an investigation in such a case can proceed would include:
- 16.9 • the seriousness of the issues raised
- 16.10 • the credibility of the concern; and
- 16.11 • the likelihood of confirming the allegation from other, attributable sources
- 16.12 Untrue Allegations
- 16.13 If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make malicious or vexatious allegations, appropriate action may be taken against you.
- 16.14 How to Raise a Concern
- 16.15 The earlier you express the concern, the easier it is to take action.
- 16.16 As a first step, you should normally raise concerns with your immediate manager or other appropriate managers. This depends, however, on the seriousness and sensitivity of the issues involved and who is thought to be involved in the malpractice. For example, if you believe that management is involved, you should contact the Project manager (Alex Leung) or CEO (Harry Lee).
- 16.17 The Data protection officer (Raymond Chung, please find more information on the data protection policy) and Project manager (Alex Leung) can give advice and guidance on how matters of concern can be pursued.
- 16.18 Concerns can be raised by the following methods. All referrals made will be treated in the strictest of confidence.
- 16.19 Concerns are best raised in writing. The sort of information required to investigate an allegation is details of the background and history to the case, names, dates, places and, where possible, the reason why you are particularly concerned.

16.20 Your immediate manager

- Data Protection Officer (Raymond Chung)
- Project Manager (Alex Leung)
- CEO (Harry Lee)

16.21 If you have any concerns about a child's safety and wellbeing, including a child in the guardian's care or host family care, please **call** the NSPCC on 0808 800 5000 and one of the helplines.

16.22 advisors can help you. Alternatively, you can text the NSPCC on 88858 or email at help@nspcc.org.uk. If you think a child is in immediate danger, don't delay – **call** the police on 999.

16.23 Amber Response

16.24 Amber Education will refer to the Local Authority Designated Officers (LADOs) who advise whether what the best course of action will be. This could include:

- 16.25 • be investigated internally
- 16.26 • be referred to the Police
- 16.27 • form the subject of an independent inquiry
- 16.28 • or any combination of the above

16.29 In order to protect individuals and the organisation, initial inquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations that fall within the scope of specific procedures (for example, child protection or discrimination issues) will normally be referred for consideration under those procedures.

16.30 Some concerns may be resolved by agreed action without the need for an investigation.

16.31 Within ten working days of a concern being received, where appropriate, Amber Education project manager or CEO, will write to you:

- 16.32 • acknowledging that the concern has been received
- 16.33 • indicating how it proposes to deal with the matter (including potential timescales)
- 16.34 • telling you whether any initial inquiries have been made; and
- 16.35 • telling you whether further investigations will take place and, if not, why not.

16.36 The amount of contact between the person(s) considering the issues and you will depend on the nature of the matters raised, the potential difficulties involved, and the clarity of the information provided. If necessary, further information will be sought from you.

16.37 When any meeting is arranged, you have the right, if you wish, to be accompanied by a colleague who is not involved in the area of work to which the concern relates.

- 16.38 Amber Education will take steps to minimise any difficulties that you may experience as a result of raising a concern. For instance, if you are required to give evidence in criminal or disciplinary proceedings, the organisation will advise you about the procedure.
- 16.39 Amber Education acknowledges the need to provide you with the assurance that the matter has been properly addressed. Thus, subject to legal constraints, you will receive appropriate information about the extent and outcomes of any investigations.
- 16.40 How the Matter can be Taken Further
- 16.41 This whistle-blowing policy is intended to provide an internal procedure through which concerns can be raised, and Amber Education hopes that anyone raising a concern will be satisfied with the action taken. Should you feel unable to raise a concern with your immediate manager, the project manager or the CEO, because the allegations relate to them, you should seek independent advice from the Local Authority Designated Officers (LADOs). An employee should not take concerns directly to the media without first complying with this policy.

To be completed by a member of staff / host family

Remember:

- ask "open" questions and not leading questions, that is, a question which suggests its own answer
- listen carefully and keep an open mind
- do not take a decision as to whether or not the alleged abuse or neglect has taken place.

Reporting form

Please complete in black pen	
Date	
Time	
Place	
Member of staff present and position	
Full name of student(s)	
Before proceeding have you reassured the student that you are there to help them but you cannot guarantee absolute confidentiality? Have you explained that in some cases you may be able to keep it a secret, but that you may need to pass the information on to the Designated Person [• name] and / or [• job title] [• name] who will ensure the correct action is taken?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
Ask the student to explain their concern or allegation and record details of the matter in the space below. Use a separate sheet if necessary and then attach to the form.	

A non-exhaustive list of the details to be included:

- what was said or done, by whom, to whom and in whose presence
- when the incident took place and where
- whether the student wishes their parents [or legal guardian] to be informed.

Any additional comments or evidence

Details may include, for example, any concerns you may have about signs of abuse, emotional ill-treatment or neglect.

Please also include a note of any other evidence, for example, written notes, items of clothing or mobile phone messages relating to the matter.

Any suspicion or complaint of abuse must be reported to the Designated Person [• name] or in their absence, the Deputy Designated Person [• name], or if the complaint involves a member of staff or host family, to the Manager of the Guardianship Organisation.

DO NOT investigate the matter, as this could prejudice the investigations of outside agencies.

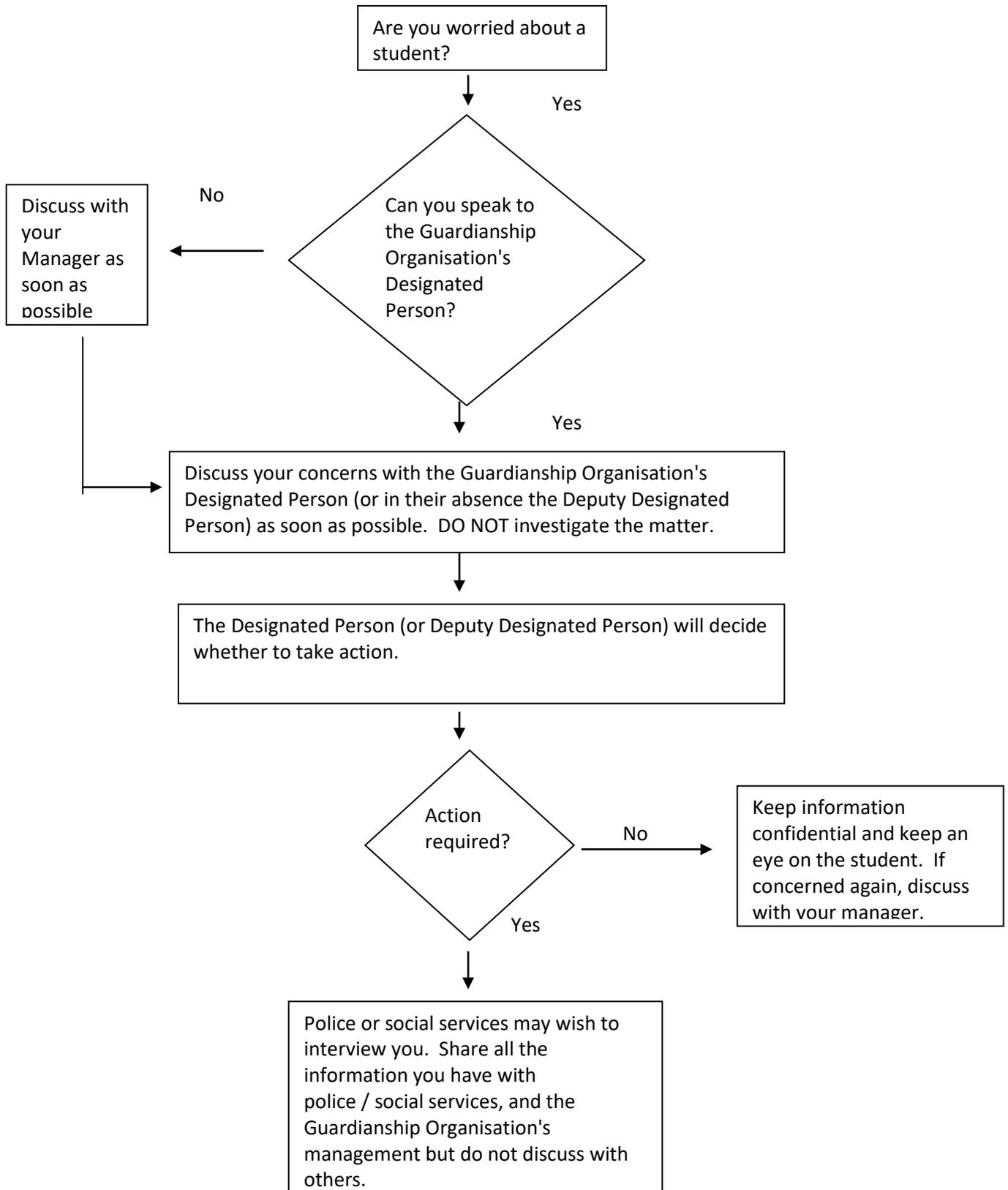
Where the concern or allegation is made against the DP or the Deputy DP, you must immediately inform the Manager of the Guardianship Organisation, without first notifying them.

Please record what action you have taken and when

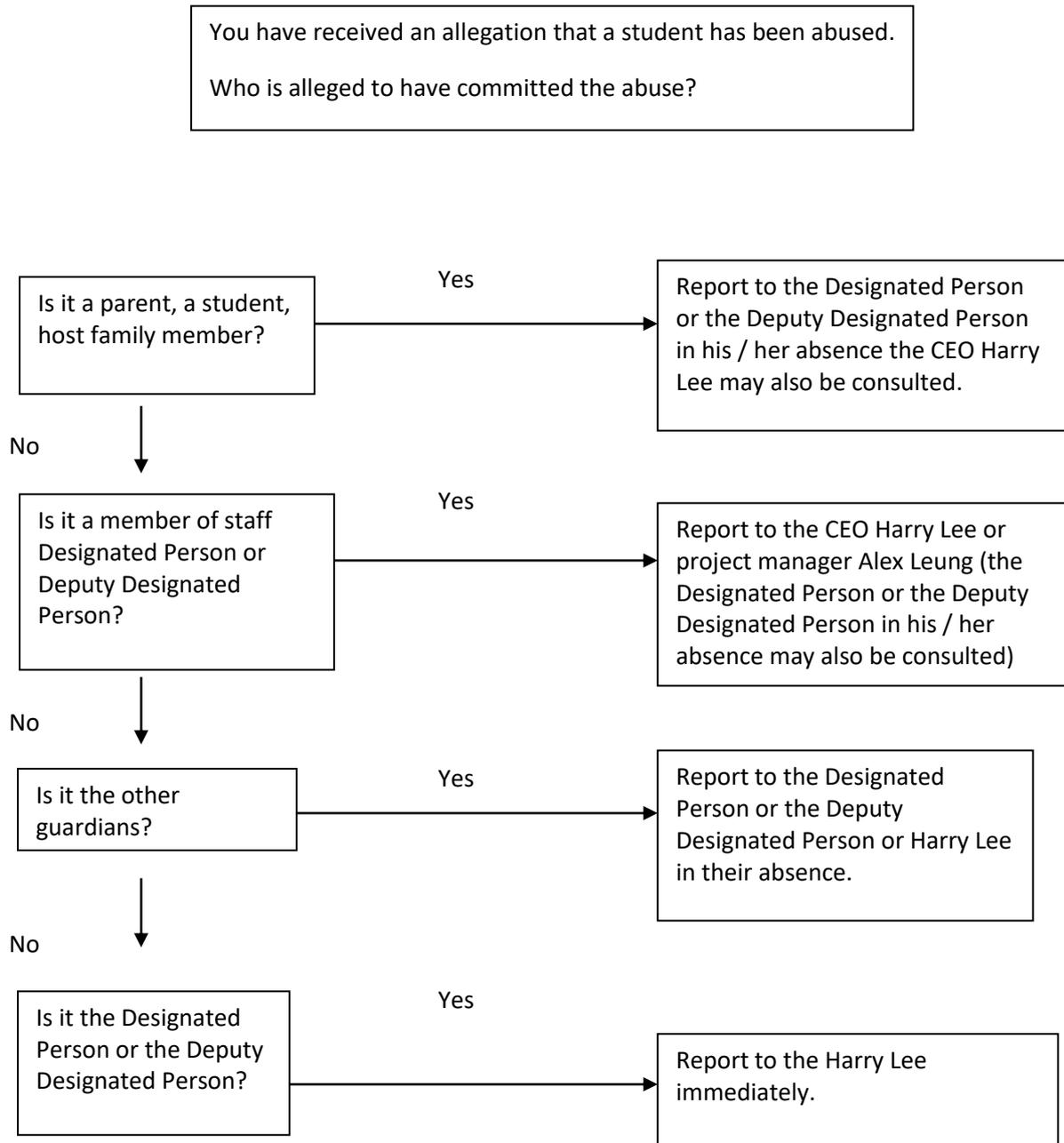
Full name of member of staff / host family

Signature

Appendix 1 For the Staff Handbook: flowchart for a member of staff worried about a student [not for publication]



Appendix 2 For the Staff Handbook: allegations flowchart [not for publication]



* The LADO must be contacted. Follow procedures in DfE guidance *Keeping Children Safe in Education, DfE, July 2015*.

Appendix 3 Child protection: information sheet for students

1 Introduction

- 1.1 We are aware that, from time to time, you may be worried or upset about something. This policy tells you about various people available to help you, so that you can choose someone you feel you can trust. The experience of many students is that, no matter how bad the problem may seem to be, it is almost always a great help to talk about it.

2 Is something worrying you?

- 2.1 Here are some examples of the kinds of thing which can be worrying for young people:
- 2.1.1 you think you may be ill and are too afraid or embarrassed to tell anyone;
 - 2.1.2 you feel very depressed, or that life is not worth living;
 - 2.1.3 you or your friends are being bullied or treated unkindly by another student;
 - 2.1.4 you think that another student is not eating properly, or may be harming him / herself;
 - 2.1.5 you are worried, angry or hurt about something happening at your host family's home;
 - 2.1.6 you think that another student has done, or is about to do, something seriously wrong or dangerous;
 - 2.1.7 you are caught in a serious situation that you don't know how to get out of, for example to do with drugs, alcohol, money or sex;
 - 2.1.8 you feel you are being treated unfairly simply because you are a girl (or simply because you are a boy), or because of your colour or religion, or because you have a disability or learning difficulty, or because you may be lesbian or gay;
 - 2.1.9 you feel that a staff member from the Guardianship Organisation or a host family member has treated you unfairly e.g. in a punishment given, or in favouring other students;
 - 2.1.10 you feel that you are not given enough privacy or independence.

3 What should you do?

- 3.1 If any of these things are happening, please talk to someone about it, even if you feel you can handle the situation. It may be that what's going on affects other people, or that you are unaware of all the different ways a problem can be tackled.
- 3.2 There are a number of different people who will be very happy to talk to you and to help you try to find a solution to the problem. It may help to talk first with another student who is a trusted friend. However, sometimes you may also need the help and support of an adult or professional, for example a staff member at the Guardianship Organisation or a host family member who you feel most comfortable and safe talking to.
- 3.3 We would expect one of these to be the first person you speak to if you have any concerns.

- 3.4 However, if you do not feel able to speak to a member of staff or host family member, other people to talk to are:
- 3.4.1 your parents, guardians or other relatives;
 - 3.4.2 adults in a position of authority at the school you attend, for example the School Chaplain, Counsellor or Doctor;
 - 3.4.3 an older student at the school you attend or an older international student who is also allocated a host family through the Guardianship Organisation;
 - 3.4.4 Westminster City Council 020 76414000];
 - 3.4.5 Child Line: telephone 0800 1111.
- 3.5 If you prefer, you can write to one of the people mentioned, although this does sometimes slow things down.

4 Who else needs to know?

- 4.1 We understand that you may wish to talk about a problem only if it is kept secret. In many cases, this is possible, but you should be aware of the following exception:
- 4.1.1 Where you may have been at risk of significant harm, we will need to pass this information to a designated person within the Guardianship Organisation (or a deputy designated person if the designated person is unavailable) who will ensure that the correct action is taken. Depending on the severity of the allegations, the designated person may need to refer the matter on the CEO Harry Lee, of the Guardianship Organisation and the Local Authority Designated Officer (**LADO**) - see below for further details of the LADO.
 - 4.1.2 However, please do not let this stop you from raising complaints or saying when you are worried or upset. Most young people who speak up, say afterwards that it helped them and that the problem did not seem quite as bad once they had a chance to talk it through with someone experienced and helpful.

5 Contacting the local authority designated officer (LADO)

- 5.1 Each local authority has a designated officer known as a LADO who has responsibility for advising on cases where there are allegations that children may be at risk of significant harm as a result of abuse or neglect by a person who works with children. The designated person for child protection at the Guardianship Organisation will be able to give you the name and contact details for the nearest LADO. Alternatively you should be able to find these details on the [• name of local authority] Local Safeguarding Children Board (**LSCB**) website.
- 5.2 You and your parents or guardians have the right to contact the LADO at any time if you have a complaint concerning your welfare.