

POLICY DOCUMENT

# Safeguarding Policy and Procedures

## The Wonder Within Programme

<b>Policy Owner</b>	Carly Uttridge
<b>Service</b>	The Wonder Within Programme
<b>Applies To</b>	1:1 mentoring, Wonder Club, CIC sessions, workshops, home-based therapeutic support, and Alternative Provision
<b>Review Date</b>	Annually, or sooner if statutory guidance changes
<b>Relevant Guidance</b>	Keeping Children Safe in Education, Working Together to Safeguard Children, local safeguarding partnership procedures

# Safeguarding Statement

Every young person has the right to feel safe, respected, listened to and protected from harm.

The Wonder Within Programme is committed to safeguarding and promoting the welfare of all children and young people we work with. We recognise that safeguarding is everyone's responsibility.

Our work is grounded in kindness, connection and inclusion. We aim to create emotionally safe spaces where young people feel understood, while also ensuring that any safeguarding concerns are responded to clearly, professionally and without delay.

The Wonder Within Programme works in partnership with schools, families, carers, safeguarding teams and external agencies where appropriate.

## Purpose of This Policy

- Protect children and young people from harm
- Respond to safeguarding concerns or disclosures
- Share information appropriately
- Keep clear safeguarding records
- Ensure safe practice
- Maintain professional boundaries
- Work alongside schools and statutory services

## Who This Policy Applies To

- Carly Uttridge
- Any staff, mentors, practitioners, volunteers or sessional workers
- Any external practitioners
- Students accessing 1:1 mentoring, group work, CIC sessions, workshops, home support or Alternative Provision
- Parents, carers and schools who commission support

# Our Safeguarding Principles

Safeguarding means protecting children from maltreatment, preventing impairment of children's mental and physical health or development, ensuring children grow up in circumstances consistent with safe and effective care, and taking action to enable all children to have the best outcomes.

## Child First

The welfare of the child is always the priority. All children have the right to protection from abuse, neglect and exploitation.

## Listen & Act

Children should be listened to and taken seriously. Safeguarding concerns must be acted on promptly.

## Proportionate Sharing

Information should be shared proportionately and appropriately. Trauma-informed practice does not replace safeguarding action.

## Holistic Safety

Emotional safety and physical safety must work together. Schools, families and agencies should collaborate where needed.

# Types of Harm

## Physical Abuse

May include hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm to a child.

## Emotional Abuse

May include persistent emotional harm, rejection, humiliation, intimidation, threats, criticism, isolation, or making a child feel worthless, frightened or unloved.

## Sexual Abuse

Includes forcing or enticing a child to take part in sexual activity. May include physical contact, online abuse, exploitation, grooming or exposure to sexual material.

## Neglect

The persistent failure to meet a child's basic physical or emotional needs. May involve lack of food, clothing, supervision, medical care or safe living conditions.

# Wider Safeguarding Concerns

We also recognise that safeguarding concerns may include, but are not limited to:

- Child-on-child abuse
- Bullying, including online bullying
- Sexual harassment or sexual violence
- Exploitation and grooming
- Domestic abuse
- Self-harm or suicidal thoughts
- Emotional distress or significant mental health concerns
- Radicalisation or extremism
- Criminal exploitation / county lines
- Substance misuse
- Harmful sexual behaviour
- Online safety concerns
- Neglect of emotional or physical needs
- Unsafe home circumstances
- Missing episodes
- Attendance concerns linked to safety or wellbeing

## SAFEGUARDING PROCEDURES

# Responding to a Disclosure

**i** If a young person shares something that may indicate they are at risk of harm, the practitioner will follow this process.

01

### Listen Calmly

Stay calm and listen carefully. Reassure the young person that they have done the right thing by sharing. Avoid asking leading questions.

02

### Do Not Promise Confidentiality

Explain that information may need to be shared to help keep them safe. Only share what needs to be shared.

03

### Record

Record the concern as soon as possible using the young person's words where appropriate.

04

### Report

Share with the school DSL, parent/carer or relevant safeguarding professional depending on the setting and nature of the concern.

05

### Act Immediately if Urgent

Contact emergency services or children's social care directly if there is immediate risk of harm.

# What Happens When a Concern Is Identified

## In School-Based Work

The concern will be shared with the school's Designated Safeguarding Lead or agreed safeguarding contact as soon as possible. If the DSL is unavailable and the concern is urgent, the practitioner will follow the school's safeguarding procedure or contact children's social care/police directly if needed.

## In Home-Based or Parent-Funded Work

The practitioner will consider the level of risk and take appropriate action. This may include speaking with the parent/carer where safe and appropriate, contacting the child's school DSL, contacting children's social care, or seeking advice from the local safeguarding partnership or NSPCC helpline if unsure.

## In Alternative Provision

Safeguarding concerns will be shared with the commissioning school's DSL in line with agreed referral and placement arrangements. The Wonder Within Programme will also contact external agencies directly where necessary.

⊗ If a child is at immediate risk of harm, The Wonder Within Programme will NOT wait for school permission or parental consent before taking action.

## Call 999

Contact emergency services without delay

## Children's Social Care

Contact children's social care directly where needed

## Police

Contact police where a criminal matter may be involved

## Inform DSL

Inform the school DSL as soon as possible following any immediate action

## Stay with YP

Stay with the young person until appropriate support is in place, where safe to do so

# Recording & Confidentiality

## Recording Safeguarding Concerns

All safeguarding concerns will be recorded clearly, factually and promptly. Records will include:

- Date and time of concern
- Name of young person
- What was seen, heard or disclosed
- Exact words used by the young person where possible
- Any visible injuries or concerning presentation
- Action taken and who the concern was shared with
- Date and time of sharing and any follow-up required

Records will avoid personal opinion unless clearly identified as professional judgement.

## Confidentiality & Information Sharing

The Wonder Within Programme respects the privacy and dignity of young people. However, confidentiality cannot be guaranteed where there is a safeguarding concern.

Information will be shared when:

- A child may be at risk of harm
- Another person may be at risk
- There is a legal or safeguarding duty to share
- Information is needed to support safe planning
- The school, parent/carer or agency needs proportionate information

Only relevant and necessary information will be shared. The young person will be informed wherever appropriate, unless doing so could increase risk.

## Working With Schools

### The School Will:

- Provide the name and contact details of the DSL and deputy DSL
- Share relevant safeguarding, pastoral, SEND, attendance or behaviour information before work begins
- Provide a safe and appropriate room for sessions
- Ensure parents/carers have been informed and consent has been gained where required
- Inform The Wonder Within Programme of any known risks
- Ensure safeguarding concerns are recorded on CPOMS or the school's chosen safeguarding system
- Communicate any changes that may affect the young person's safety or emotional wellbeing

### The Wonder Within Programme Will:

- Follow the school's safeguarding procedure while on site
- Share safeguarding concerns with the DSL promptly
- Maintain appropriate confidentiality
- Provide proportionate session updates where agreed
- Complete 4-weekly reports and closing reports where part of the package
- Raise concerns linked to emotional safety, environment, attendance or engagement where relevant

# Parent and Carer Communication

Parents and carers are important partners in supporting a young person. However, safeguarding information will only be shared with parents or carers when it is safe and appropriate to do so.

⚠ There may be times when information is shared with the school DSL, children's social care or police **before** speaking with parents/carers.

This may happen where:

- Telling a parent/carers could place the child at further risk
- The concern involves a parent/carers
- The child has asked for help and there is a risk of harm
- Professional safeguarding advice recommends not informing the parent/carers immediately

## Allegations & Low-Level Concerns

### Allegations Against Staff or Practitioners

Any allegation, concern or complaint about the conduct of Carly Uttridge, a practitioner, volunteer or anyone working on behalf of The Wonder Within Programme will be taken seriously. This may include concerns that an adult has:

- Harmed a child
- Behaved in a way that may have harmed a child
- Possibly committed a criminal offence against a child
- Behaved in a way that indicates they may pose a risk to children

Where appropriate, the Local Authority Designated Officer will be contacted. The practitioner involved may be removed from direct work while the concern is considered.

### Low-Level Concerns

A low-level concern is any concern about adult behaviour that does not meet the threshold for an allegation but may still feel inappropriate, unclear or not in line with safe practice. Examples may include:

- Over-familiar behaviour
- Inappropriate language
- Unclear boundaries
- Private communication with a young person outside agreed channels
- Favouritism
- Poor professional judgement

Low-level concerns will be recorded and reviewed to identify any pattern or risk.

# Safer Recruitment & Code of Conduct

## Safer Recruitment

The Wonder Within Programme will ensure that anyone working directly with children is suitable to do so. This may include:

- Enhanced DBS checks
- Barred list checks where applicable
- Identity checks
- Reference checks
- Qualification checks where relevant
- Safeguarding training
- Clear role expectations and professional boundaries guidance

Schools may request written confirmation of safeguarding checks before commissioning work.

## Staff & Practitioner Code of Conduct

All adults working with The Wonder Within Programme must:

- Treat young people with dignity and respect
- Maintain professional boundaries and avoid favouritism
- Avoid inappropriate physical contact
- Avoid private or secretive communication
- Never promise confidentiality
- Report safeguarding concerns promptly
- Work in visible, agreed and safe spaces
- Follow lone working and safer practice procedures
- Act as a safe, consistent and regulated adult

# Lone Working, 1:1 Sessions & Home-Based Support

## Lone Working & 1:1 Sessions

To support safe practice in 1:1 settings:


- Sessions should take place in an agreed room, visible where possible
- School staff should know where the session is taking place
- Start and end times should be agreed
- Practitioners should avoid unnecessary physical contact
- Doors should not be locked
- Any change of room must be communicated to school staff
- Safeguarding concerns should be shared promptly

Where home-based support is provided, a clear lone working plan should be agreed before sessions begin.

## Home-Based Therapeutic Support

For parent-funded home-based therapeutic support:

- An initial agreement will be completed with the parent/carer
- Emergency contact details will be collected
- Relevant medical, emotional, behavioural or safeguarding information should be shared before support begins
- Sessions will take place in a suitable, safe and agreed space
- Practitioners will maintain professional boundaries
- Safeguarding concerns will be acted on in line with this policy

 The Wonder Within Programme is not an emergency mental health or crisis service. If a young person is at immediate risk of harm, contact emergency services, NHS crisis support, children's social care or the young person's school safeguarding team.

# Child-on-Child Abuse & Online Safety

## Child-on-Child Abuse

The Wonder Within Programme recognises that children can harm other children. This may include:

- Bullying and online abuse
- Sexual comments or harassment
- Physical aggression or coercive behaviour
- Sharing images
- Exclusion or intimidation
- Harmful sexual behaviour

Concerns about child-on-child abuse will be taken seriously and shared with the school DSL or relevant safeguarding professional. Young people affected will be supported with care, dignity and without blame.

## Online Safety

Online safety concerns may include:

- Cyberbullying and grooming
- Exposure to harmful content
- Sexual exploitation or image sharing
- Coercion and contact from unsafe adults
- Harmful social media use
- Online misogyny, racism or abuse
- Pressure linked to appearance, identity or self-worth

If online safety concerns arise, these will be recorded and shared with the DSL, parent/carer or relevant safeguarding professional.

- ❑ Practitioners must not communicate privately with young people through personal social media accounts.

## Attendance, Physical Contact & Behaviour

### Attendance & Missing Children

For Alternative Provision or school-commissioned work, attendance will be recorded for each session.

Unexplained absence will be reported to the commissioning school. Any attendance concerns linked to safety or wellbeing will be shared with the DSL. Schools should maintain oversight of pupils placed in Alternative Provision.

### Physical Contact & Safe Touch

The Wonder Within Programme does not use physical contact as part of standard practice. Any physical contact should be minimal, necessary, proportionate and recorded where relevant. Examples where limited contact may be appropriate include preventing immediate harm, responding to an accident or injury, or offering appropriate comfort.

### Behaviour, Regulation & De-escalation

A trauma-informed and relational approach to behaviour is used. Practitioners will use calm communication, reduce shame and confrontation, support regulation, avoid punitive responses, and seek support from school staff if risk escalates. Physical intervention will not be used unless there is immediate risk of harm and no safer alternative.

# Rooms, Transport, Community Sessions & Record Keeping

## Rooms, Transport & Community Sessions

### Use of Rooms

Schools are expected to provide a safe, suitable and consistent space for sessions. The room should be appropriate for confidential conversation, allow safeguarding visibility where possible, be free from unnecessary interruptions, and be known to relevant school staff. If a room change unsettles a young person or creates a safeguarding concern, this will be shared with the school.

### Transport

The Wonder Within Programme will not transport young people unless specifically agreed in writing as part of a separate risk-assessed arrangement. If transport is ever agreed, written parent/carer consent, school agreement, business insurance, clear journey details, emergency contacts and a risk assessment must all be in place.

### Trips & Community Sessions

Where sessions take place outside of the usual environment, the following will be considered: risk assessment, consent, staffing ratios, emergency contacts, medical needs, safeguarding risks, travel arrangements, boundaries and behaviour expectations, and communication with school/parent/carer.

## Record Keeping, Data Protection & Training

### Record Keeping & Data Protection

Safeguarding records will be stored securely and only accessed by those with a legitimate safeguarding or professional need. Records will be:

- Factual and dated
- Securely stored
- Shared only where necessary
- Retained in line with legal and safeguarding requirements

Where school-based concerns arise, schools are expected to record safeguarding information on CPOMS or their chosen safeguarding system.

### Training & Professional Development

The Wonder Within Programme will maintain appropriate safeguarding knowledge and training. This includes:

- Safeguarding children training
- Awareness of Keeping Children Safe in Education
- Awareness of Working Together to Safeguard Children
- Understanding local safeguarding procedures
- Safer working practice
- Ongoing reflective practice and supervision where appropriate

# Safeguarding Contacts

## Simple Safeguarding Flowchart

If a young person tells you something worrying, follow these steps:

01

### Listen

Stay calm. Do not interrupt. Do not investigate.

03

### Do Not Promise Secrecy

Explain that you may need to share information to help keep them safe.

05

### Report

Share with the school DSL, parent/carer or safeguarding agency depending on the setting and level of risk.

02

### Reassure

Tell them they have done the right thing by sharing.

04

### Record

Write down what was said, using their words where possible.

06

### Act Immediately if Urgent

If there is immediate danger, call 999 or children's social care.

### The Wonder Within Programme

**Designated Safeguarding Lead** Carly Uttridge

**Email** [carly@carlyuttridge.com](mailto:carly@carlyuttridge.com)

**Phone** 07885 838346

**Deputy Contact (if applicable)** *To be completed on appointment*

### Local Authorities

**Warwickshire Family Connect** 01926 414144

**Local Authority Designated Officer** 01926 745376  
[lado@warwickshire.gov.uk](mailto:lado@warwickshire.gov.uk)

### Emergency & Support Lines

**Police Emergency** 999

**Police Non-Emergency** 101

**NSPCC Helpline** 0808 800 5000

**Childline** 0800 1111