



PRESTIGE  
GUARDIANS

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# SAFEGUARDING POLICY

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Prestige Guardians Ltd.

Rickford Mill, Leg Lane, Rickford, BS40 7AH, England, UK

[www.prestige-guardians.co.uk](http://www.prestige-guardians.co.uk) +44 (0) 1225425125



**This Policy was written in June 2021 and updated annually since.  
It has been reviewed in Jan 2026 and will be reviewed annually thereafter.**

## Policy statement

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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.

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.

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), 2025).
- Ensure a safe environment for students, which helps to safeguard their interests.
- Treat all students with care and respect according to their needs and without discrimination of any kind.
- Protect each student from any form of abuse, whether from an adult or another student.
- Be alert to the medical needs of students with medical conditions.
- 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.
- Ensure parents/ guardians/ the College and agents 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.
- Provide staff members with child protection training, which will include clarification of responsibilities. All staff will receive basic safeguarding training, in the form of an online training course, and an annual update on safeguarding. Training will be reviewed and renewed every three years.



- 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.
- Follow the local inter-agency procedures of the North Somerset Community Safety and Safeguarding Partnership (Avon Fire and Rescue, Avon and Somerset Constabulary, North Somerset Clinical Commissioning Group, North Somerset Council and the National Probation Service, Local Safeguarding Children Board, Local Safeguarding Adult Board and the Responsible Authorities Group).  
<https://nsscp.co.uk/local-policies-procedures-guidance>
- Be alert to signs of abuse within the Guardianship Organisation, the host family environment or within the school or college attended by the student.
- Deal appropriately with every suspicion or complaint of abuse.
- 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.
- Design, and operate procedures, which, so far as possible, ensure that staff/ host family members who are innocent are not prejudiced by false allegations.
- Support students who have been abused in accordance with his/ her agreed child protection plan.
- Design and operate procedures that promote this policy.

## Introduction

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This document outlines all Prestige Guardians Ltd. (the **Guardianship Organisation**) policy on identifying and responding to concerns regarding the safeguarding and protection of children and young people. This policy, with the associated procedures, provides guidance for all staff who may come across concerns of this nature within the context of their work for the **Guardianship Organisation**. These include:

- All members of the workforce of Prestige Guardians Ltd.
- Host families
- Other individuals, consultants and agencies contracted by Prestige Guardians Ltd.

It also provides information for **students** and their **parents**.



This policy should be read alongside our policies and procedures on:

- Data Protection
- Types of Abuse Policy
- Anti-bullying, E-safety and Cyber-bullying policy
- Anti-Radicalisation Policy
- Online safety policy
- Emergency plan
- Low Level Concerns Policy
- Mental Health Policy
- Missing student Policy
- Safer Recruitment Policy
- Staff Code of Conduct
- Whistleblowing Policy

## Definition

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In relation to children and young people, the Children Act 2004 and the Department for Education (DfE) guidance document: *Working Together to Safeguard Children 2023* (paragraph 2), define safeguarding and promoting children and young people's welfare as:

- providing help and support to meet the needs of children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children
- taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework



The above statutory guidance defines child protection as part of safeguarding and promoting welfare. Safeguarding is the activity that is undertaken to protect specific children who are suspected to be suffering, or likely to suffer, significant harm. This includes harm that occurs inside or outside the home, including online.

A glossary of safeguarding terms can be found at the end of this document for your information. Please do contact one of our Safeguarding Team if you require any additional clarification on anything contained within this policy.

## Legal Framework

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This policy has been drawn up based on law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Convention on the Rights of the Child 1991
- Data Protection Act 1998
- General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679)
- Data Protection Act 2018
- Human Rights Act 1998
- Equality Act 2010
- Sexual Offences Act 2003
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Keeping Children Safe in Education 2025
- Special educational needs and disability (SEND) code of practice: 0 to 25 years – Statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities; HM Government 2014 (April 2020 update)
- Information sharing: Advice for practitioners providing safeguarding services to children, young people and carers; HM Government 2015 (updated 2018)
- Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children; HM Government 2018 (May 2025 update).



## Types of abuse

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Further information on types of abuse, and possible indicators of abuse, can be found in the separate document, Types of Abuse Policy.

### Abuse can be:

- Bullying:

Bullying is defined as 'behaviour by an individual or group, usually repeated over time, which intentionally hurts another individual or group either physically or emotionally' (DfE definition). Repeated bullying usually has a significant emotional component, where the anticipation and fear of being bullied seriously affects the behaviour of the victim.

Bullying may take the form of any of the following types of abuse:

- Physical abuse:

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

- Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning or preventing the child from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.



- Sexual abuse

involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. The sexual abuse of children by other children is a specific safeguarding issue in education and all staff should be aware of it and of their school or college's policy and procedures for dealing with it.

- Neglect:

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy, for example, as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate caregivers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

- Financial and Material:

This could involve theft, fraud, exploitation or the misuse of property, possessions or benefits.

- Discrimination

This may include racist, sexist, ageist, homophobic, religious or disability related and other forms of harassment.

- Radicalisation

Defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups. Further information can be found in our Anti-Radicalisation Policy document. Our Prevent Lead is Leonor Liz-Losada.



- Child Sexual Exploitation

Form of sexual abuse where children are sexually exploited for money, power, sexual gratification or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status.

Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online.

A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

- Domestic Abuse

It is defined as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: Psychological, physical, sexual, financial and emotional.

Where there is Domestic Abuse in a family, the children/young people will always be affected; the longer the violence continues, the greater the risk of significant and enduring harm, which they may carry with them into their adult life and relationships.

This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Helplines: <http://www.nationaldomesticviolencehelpline.org.uk>

Advice: <http://www.nhs.uk/Livewell/abuse/Pages/domestic-violence-help.aspx>

<http://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/domestic-abuse>

'Honour' based violence encompasses crimes which have been committed to protect or defend the honour of the family and or the community, including Female Genital Mutilation, forced marriage and practices such as breast ironing. Prestige Guardians recognises that all cases of honour-based violence fall under the safeguarding and child protection umbrella and will be treated accordingly.



- Child on child abuse

It can manifest in many different ways, including but not limited to on-line bullying, sexting, banter, initiation rituals and inappropriate or harmful sexualised behaviours. In most instances, the conduct of children and young people towards each other will be covered by the school behaviour policy.

However, some allegations may be of such a serious nature that they may raise safeguarding concerns. Prestige Guardians recognise that children are capable of abusing their peers. It will not be passed off as 'banter' or 'part of growing up'. The forms of child-on-child abuse are outlined below.

- Domestic abuse – incident or pattern of actual or threatened acts of physical, sexual, financial and/or emotional abuse, perpetrated by an adolescent against a current or former dating partner regardless of gender or sexuality.
- Child Sexual Exploitation– children under the age of 18 may be sexually abused in the context of exploitative relationships, contexts and situations by peers who are also under 18.
- Harmful Sexual Behaviour – Children and young people presenting with sexual behaviours that are outside of developmentally 'normative' parameters and harmful to themselves and others.
- Serious Youth Violence – Any offence of most serious violence or weapon enabled crime, where the victim is aged 1-19. i.e. murder, manslaughter, rape, wounding with intent and causing grievous bodily harm. 'Youth violence' is defined in the same way, but also includes assault with injury offences.

The term child-on-child abuse can refer to all of these definitions and a child may experience one or multiple facets of abuse at any one time. Therefore, our response will cut across these definitions and capture the complex web of their experiences.

There are also different gender issues that can be prevalent when dealing with child-on-child abuse (i.e. girls being sexually touched/assaulted or boys being subjected to initiation/hazing type violence).

An individual may for whatever reason have behaved in a manner which on reflection he/she considers falls below the standard set out in the Code of Conduct. Self-reporting in these circumstances is encouraged as it demonstrates both awareness of the expected behavioural standards and self-awareness



as to the individual's own actions or how they could be perceived. As such, the guardianship organisation sees self-reporting of low-level concerns as an important means of maintaining a culture where everyone aspires to the highest standards of conduct and behaviour.

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## Signs of abuse

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

- Patterns of bruising; inconsistent account of how bruising or injuries occurred
- Finger, hand or nail marks, black eyes
- Bite marks
- Round burn marks, burns and scalds
- Lacerations, wealds
- Fractures
- Bald patches
- Symptoms of drug or alcohol intoxication or poisoning
- Unaccountable covering of limbs, even in hot weather
- Fear of going home or parents being contacted
- Fear of medical help
- Fear of changing for PE
- Inexplicable fear of adults or over-compliance
- Violence or aggression towards others including bullying
- Isolation from peers
- Over-reaction to mistakes, continual self-deprecation
- Delayed physical, mental, emotional development
- Sudden speech or sensory disorders
- Inappropriate emotional responses, fantasies
- Neurotic behaviour: rocking, banging head, regression, tics and twitches
- Self-harming, drug or solvent abuse
- Fear of parents being contacted
- Running away
- Compulsive stealing
- Masturbation, Appetite disorders - anorexia nervosa, bulimia
- Soiling, smearing faeces, enuresis
- Sexually explicit play or behaviour or age-inappropriate knowledge
- Anal or vaginal discharge, soreness or scratching
- Reluctance to go home
- Inability to concentrate, tiredness
- Refusal to communicate.
- Thrush, Persistent complaints of stomach disorders or pains
- Eating disorders, for example anorexia nervosa and bulimia
- Attention seeking behaviour, self-mutilation, substance abuse
- Aggressive behaviour including sexual harassment or molestation
- Unusually compliant



- Regressive behaviour, Enuresis, soiling
- Frequent or open masturbation, touching others inappropriately
- Depression, withdrawal, isolation from peer group
- Reluctance to undress for PE or swimming
- Bruises, scratches in genital area

## Designated Safeguarding Lead

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We have appointed Mrs Leonor Liz-Losada, the Director, to be the Designated Safeguarding Lead (DSL) for child protection for Prestige Guardians Ltd. The DSL is a Guardianship Coordinator of the Guardianship Organisation and can be contacted on 01225 859998 or 07551 081009. In the event that the DSL is not contactable please contact the Operation officer of the Guardianship Organisation. Any concerns or observations regarding the safety or welfare of a student should be reported without delay to the DSL.

In the event that the DSL is unavailable, the Deputy DSL is Mark Stricklin who can be contacted on 01225 859998 or 07715 123299.

The main responsibilities of the DSL are:

- to advise and act upon all suspicion, belief and evidence of abuse reported to him/her.
- 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.
- to co-ordinate child protection procedures within the Guardianship Organisation.
- to maintain an ongoing training programme for all of the Guardianship Organisation's staff and host families.
- to monitor the keeping, confidentiality and storage of records in relation to child protection.
- to liaise as necessary with the DSLs 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)).
- 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 Designated Officers for Allegations.
- 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.

- where appropriate, to take part in child protection conferences or reviews.

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## Personnel

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All personnel will undergo an enhanced Disclosure and Barring Service (DBS) Check as well as the barred list check. An enhanced DBS check (also called disclosure) has no official expiry date. Any information included is accurate at the time the check was carried out. It is recommended good practice that a new check is carried out every 3 years.

Note: it is illegal to engage someone to work with children or vulnerable adults if they are in the DBS 'barred list'.

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## Students

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UK or Foreign nationals studying in UK who will normally be under the age of 18, or reaching the age of 18 during the school year. Parents of these students will have granted Prestige Guardians certain responsibilities and completed and signed a Guardianship Agreement.

It is the duty of the **student** to assist in their own safeguarding and guidance on how to comply is included in the student handbook.

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## Parents

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**Parents** or legal guardians of **Students**, who are not normally resident in UK.

We will work closely with the parents and promote open communication except where this may endanger the **student**.

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## Staff

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**Staff** are employees of the **Guardianship Organisation**, and have unsupervised access to **students**, their information and data as follows:

The Director, Leonor Liz-Losada who is **Guardian** for all students, and is the **Designated Safeguarding Lead**.



Administrative staff, who have no direct contact with **students**, **Parents** or schools but have access to **students**, **parents** and **host families** information and data.

Specialist staff and contractors, who have no direct contact with **students**, but have access to **students** information and data.

In addition, the following people are not **staff**, but are listed here for safeguarding purposes, include:

- **Drivers** and **accompanying adults**, who have direct contact with **students**. **Drivers** may have unsupervised contact while transporting **students** to and from airports, schools and other locations. **Accompanying adults** will normally accompany **students** who are under the age of 14 or have additional needs.

Further, there may be others who come into contact with **students**, for example **students** and **staff** of **other Guardianship Services**, who may share transport arrangements.

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## Contact with students

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**Staff** and **drivers** will endeavour to keep physical contact with the **student** to a minimum and should conform with the following guidelines:

- The physical integrity of the students will be respected at all times. Staff may not engage in inappropriate physical contact of any kind.
- Under no circumstances may a **staff** member give alcohol, tobacco or drugs to students.
- **Staff** members will prudently avoid situations in which they are alone with **students** in rooms or areas which are locked or made inaccessible to others.
- **Student's** bedroom must always be regarded as private space and staff 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 **staff** member made aware of the course of action being followed.
- **Staff** involved in transporting students will exercise prudence if transporting **students** individually and will inform the office in cases where such transport is unavoidable.



## Procedures

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Procedures specific to certain roles are covered in the appropriate handbook, but there are a number of procedures which are common to all, or should be understood by all parties.

- Immigration
- The Guardianship Organisation

## Complaints and Allegations

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Students, parents, host families and members of staff should feel comfortable reporting any concerns, Prestige Guardians will treat any concerns seriously.

### Who to share a concern with:

Any concern should be shared with the DSL (Leonor Liz-Losada) on 07551 081009 or by email at [mail@prestige-guardians.co.uk](mailto:mail@prestige-guardians.co.uk)

The DDSL Mark Stricklin can be contacted on 07715 123299 or by email at [mail@prestige-guardians.co.uk](mailto:mail@prestige-guardians.co.uk)

The DSL will decide if it is a low-level concern but may refer the concern to LADO if it meets the threshold for harm.

All low-level concerns are recorded in writing. The record will include details of the concern, the context in which the concern arose, and action taken. The name of the individual sharing their concerns should also be noted, if the individual wishes to remain anonymous then Prestige Guardians will aim to do this as far as reasonably possible. Records are kept securely and comply with GDPR.

If the concern has been raised via a third party, such as a school, the DLS will collect as much evidence as possible by speaking:

- directly to the person who raised the concern, unless it has been raised anonymously and to the individual involved and
- any witnesses



Where a pattern of behaviour is identified, Prestige Guardians will decide on a further course of action, either through our disciplinary procedures or where a pattern of behaviour moves from a low-level concern to meeting the harm threshold the case will then be referred to the LADO.

## 1. Initial Procedure when abuse is suspected or a complaint is made

A staff or host family member suspecting or hearing a complaint of abuse should report all allegations or complaints of abuse to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead (if DSL not available) or, if the complaint involves the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead, please report the complaint to the North Somerset Safeguarding Children Partnership LADO's (Local Authority Designated Officer) – Allyson Donovan ([lado@n-somerset.gov.uk](mailto:lado@n-somerset.gov.uk)) or the duty LADO on 07386 963 406.

Details of procedures for reporting allegations against staff, host family members or other students are given on pages 17 and 18.

Staff or host family members should:

- 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;
- not ask leading questions, (a question which suggests its own answer).
- 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 Designated Safeguarding Lead 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).
- keep a sufficient written record of any conversation regarding the suspected abuse. There is a disclosure form available in this document for this purpose. It is also available as a standalone document which can be provide to you on request. 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 Designated Safeguarding Lead as soon as possible.
- attempt to safeguard and preserve all available evidence, (for example, notes, mobile phones containing text messages, clothing, computers).



- as soon as reasonably practicable after making a verbal report to the Designated Safeguarding Lead, ensure the written disclosure form is passed to the DSL or DDSL (in his absence);
- if deemed necessary and with full support from the DSL or DDSL immediately provide a safe environment for the student.

Once the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead 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.

Parents and others who suspect abuse by or hear a complaint of abuse involving a Prestige Guardian student should also inform the Designated Safeguarding Lead straightaway.

## 2. Action taken by the Designated Safeguarding Lead when abuse is suspected or a complaint is made

The action to be taken will take into account:

- The local inter-agency procedures of the Bath and North East Somerset Community Safety and Safeguarding Partnership.
- 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.
- The child's wishes and feelings. 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.
- 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 DSL 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.
- Duties of confidentiality, so far as applicable.
- All staff and homestays should be aware that children may not feel ready or know how to tell someone that they are being abused, exploited, or neglected, and/or they may not recognise their experiences as harmful. This should not prevent staff from having a professional curiosity and speaking to the DSL if they have concerns about a child.



If the DSL 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 DSL will confirm the referral in writing to social services within 24 hours. If no response or acknowledgment is received within three working days, the DSL will contact social services again.

If there is room for doubt as to whether a referral to an external body should be made, the DSL will consult with the Child Protection Advisers on a no names basis without identifying the family.

Where the DSL 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.

We encourage whistleblowing in the following instances:

- someone's health or safety is in danger
- actions that negatively affect the welfare of children (not only Prestige Guardians students)
- a criminal offence
- not obeying the law
- covering up wrongdoing
- damage to the environment

Further information on this can be found in our Whistleblowing Policy.

### **3. Allegations against Guardianship Organisation staff, host families or any other adult**

Our procedures for dealing with allegations against Prestige Guardians 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



current edition of the Department of Education guidance Keeping Children Safe in Education September 2025.

Suspension of staff will not be an automatic response to an allegation. Full consideration will be given to all the options, subject to the need to ensure the safety and welfare of the student or students concerned, and the need for a full and fair investigation.

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

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 Prestige Guardians Host Family Handbook.

There is also clear guidance given in the staff Code of Conduct which is handed out to staff at their induction.

All staff are required to report to the Designated Safeguarding Lead any concern or allegations about Prestige Guardians' practices or the behaviour of colleagues or host family members which they feel 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.

If Prestige Guardians ceases to use the services of a member of staff 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. This report will be made by the appropriate DSL.

Any such incidents will be followed by a review of the safeguarding procedures within Prestige Guardians and will be carried out by the DSL Team.

If a member of staff tenders his or her resignation, or ceases to provide his or her services, any safeguarding 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. This report will be made by the appropriate DSL.

#### **4. Allegations against students**

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. 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.

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 by the school and that the student is supported during the interview by an appropriate adult.

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 wherever safe and possible.

Any concerns, disclosures or allegations of child-on-child abuse in any form should be referred to the Designated Safeguarding Lead. Where a concern regarding child-on-child abuse has been disclosed to the DSL, advice and guidance will be sought Children's Services and where it is clear a crime has been committed or there is a risk of crime being committed the Police will be contacted.

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## Self-Reporting

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Prestige Guardians recognises that staff and host families may find themselves in a situation which could be misinterpreted, or might appear compromising to others, or, on reflection feel they behaved in a manner which they consider falls below the standard set out in the code of conduct. Prestige Guardians encourages self-reporting in these circumstances, and it is seen as a positive action.

Self-reporting promotes safeguarding and safer practice by:

- enabling staff and volunteers to get support with a potentially difficult issue and/or addressing it at the earliest opportunity;
- demonstrating awareness of the expected behavioural standards and self-awareness as to the person's own actions or how they could be perceived; and,
- contributing to maintaining a culture where everyone aspires to the highest standards of conduct and behaviour

We encourage staff and homestays to self-report any situation which could appear compromising or be misconstrued, or where their behaviour has fallen below the standards required in the Staff or Host Family Code of Conduct. We will then follow our procedure above and will interview the person who is self-reporting first to get a full report.



## Data Protection, Confidentiality and Information Sharing

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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 cooperate 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, May 2025).

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.

Any personnel who have access to any information relating to students and parents are subject to regulations protecting that data. Information must not be divulged to any person unless a student is at risk if the information is not shared. If in any doubt the advice of the DSL should be sought. Further information can be found in our Data Protection Policy.

## Monitoring

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Following any child protection incidents involving students for whom the Guardianship Organisation has responsibility, the DSL will review this policy and the procedures and will make a prompt report to the Project Manager.

In addition, the DSL will monitor the operation of this policy and its procedures and will make an annual report to the Project Manager.

The Project Manager will ensure that any deficiencies or weaknesses in regard to child protection arrangements at any time are remedied without delay.



## Contact numbers

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If you have any concerns regarding a child, please contact the Designated Safeguarding Lead in the first instance however, you can also make a referral directly to the Community Safety and Safeguarding Partnership in your area. All contact details for your area are included in the staff/student handbook.

If you have any concerns or would like to make a referral relating to an allegation of a staff member please contact the Designated Safeguarding Lead in the first instance however, you can also make a referral directly to the North Somerset Council LADO.

The telephone numbers of the key personnel to contact in Bath and North East Somerset Community Safety and Safeguarding Partnership and Prestige Guardians are as follows:

|  |  |
|--|--|
| <b>Designated Safeguarding Lead -</b>  | 01225 859998 or<br>07551 081009 (24 Hours)   |
| <b>Deputy Designated Safeguarding Lead – Mark Stricklin</b>                        | 01225 859998 or<br>07715 123299 (24 Hours)   |
| <b>Project Manager - Alan MacRae</b>   | 01249 712014 or 07854 469981   |
| <b>LADO: (North Somerset) – Allyson Donovan</b>                                    | 07386 963 406 or<br><a href="mailto:LADO@n-somerset.gov.uk">LADO@n-somerset.gov.uk</a>       |
| <b>MASH (North Somerset)</b>   | 0300 123 2224 or<br><a href="mailto:childrens@somerset.gov.uk">childrens@somerset.gov.uk</a> |
| <b>Child Protection Advisers (North Somerset)</b>                                  | 01275 888 808  |
| <b>Children and Families Assessment and Intervention Team:</b>                     | 01275 888 808  |
| <a href="mailto:care.connect@n-somerset.gov.uk">care.connect@n-somerset.gov.uk</a> |  |
| <b>Emergency Duty Team Out of Hours Contact:</b>                                   | 01454 615 165  |
| <b>NSPCC Helpline:</b>   | 0808 800 5000  |

**In the first instance please contact the Designated Safeguarding Lead. For advice regarding a child please contact the Child Protection Advisers. For a direct referral regarding a child please contact Children and Families Assessment and Intervention Team. For a direct referral regarding a person who**

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works with children (i.e. behaved in a way that has harmed, or may have harmed, a child. possibly committed a criminal offence against children, or related to a child) please contact the LADO.

If a child is in immediate danger or is at risk of serious significant harm, the practitioner should contact the Police (999) and refer to MASH (The Multi-Agency Safeguarding Hub enables the sharing of information between services so risks to children can be identified at an early stage) **as soon as possible**.



## Child protection incident reporting form

### 1. Introduction

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- 1.1 This form comprises part of the Organisation's Child Protection suite of documents and should be read in conjunction with the Child Protection Policy.
- 1.2 This form is designed to be completed by any member of staff 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 Safeguarding Lead (DSL)** but pass the completed form to the DSL or the Operations Officer of the Guardianship Organisation if the DSL is unavailable, as a matter of urgency.
- 1.3 The Guardianship Organisation's DSL for child protection is Leonor Liz-Losada.
- 1.4 The LADO for Prestige Guardians Limited is North Somerset Council LADO



## 2. Data protection information notes

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- 1.1 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.
- 1.2 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.
- 1.3 The Guardianship Organisation will keep this record confidential, password protected and stored in the organisation's cloud, 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 DSL, it is deemed necessary we may share this information with the social services or the police for the purpose of child protection investigations.



**To be completed by a member of staff**

**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 any decision as to whether 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 you may need to pass the information on to the Designated Safeguarding Lead Leonor Liz-Losada 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 Safeguarding Lead, Leonor Liz-Losada, or if the complaint involves a member of staff or host family, to the Designated Safeguarding Lead or the Operations officer 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 DSL, you must immediately inform the Project Manager of the Guardianship Organisation, without first notifying them.

Please record what action you have taken and when

Full name of member of staff

Signature



If you become aware that a member of staff/volunteer may have:

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



Where a young person discloses abuse or neglect:

- Listen; take their allegation seriously; reassure that you will take action to keep them safe.
- Inform them what you are going to do next
- Do not promise confidentiality
- Do not question further or approach/inform the alleged abuser



Report immediately to your Designated Safeguarding Lead **Leonor Liz-Losada**

Unless there is clear evidence to prove that the allegation is incorrect the manager /safeguarding lead must:



The DSL will:

1. Consider the relevant facts and concerns regarding the adult and child or children, including any previous history.
2. Decide on next course of action – usually straight away, sometimes after further consultation with other multi-agency parties such as the Police and Social Services.



If the allegation concerns an adult who is in a position of responsibility (working with children / vulnerable adults), then the DSL should report the allegation within one working day to the LADO:

Designated Officer (direct line): 07795 092 692

Out of Hours Emergency Duty Service (5.30pm to 9.00am): 07795 092 692



If the allegation threshold is NOT met, the Designated Officer will agree with you an appropriate response (e.g. for the agency to undertake further enquiries or undertake an internal investigation).

If the allegation threshold is met a strategy meeting will normally be held either by phone or in person. Normally a senior manager/safeguarding lead, the Designated Officer, HR, Police and social care are invited to attend. Relevant information is shared, risks to children are considered and appropriate action agreed – e.g. child protection and other enquiries, disciplinary measures or criminal proceedings. A record of the meeting will be made, and regular reviews will take place until a conclusion is reached.



## Glossary of commonly used Safeguarding terms

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**Abuse** - Abuse is any form of maltreatment of a child and covers every form of 'abuse', including sexual, emotional, psychological, material, financial, physical, discriminatory or organisational abuse.

**Alert** - An alert is a concern that an individual is or may be a victim of exploitation, neglect or abuse.

**Assessment** - An assessment is a process put in place that identifies the needs of an individual, whether these needs are being met and how their wellbeing and day to day life are being impacted.

**Child Protection** - Child Protection is a term used to describe the activity that is undertaken to protect specific children who are suffering or likely to suffer significant harm.

**Consent** - Consent refers to the individual's voluntary and continuing permission for an intervention. The individual must have adequate knowledge of the reason nature, likely consequences and risks of that intervention.

**CPS** - CPS is short for Crown Prosecution Service. This is a government department that's responsible for prosecuting criminal cases that are investigated by the police in England and Wales.

**DBS** - DBS is the acronym used for the Disclosure and Barring Service. The DBS is a governmental body.

**Designated Safeguarding Lead** - The Designated Safeguarding Lead refers to the individual within an organisation who's responsible with management, oversight and coordination where allegations are made or concerns raised about a person.

**Domestic abuse** - Domestic abuse refers to any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over. This also includes those who are or have been intimate partners or family members.

**Enhanced DBS Check** - An enhanced DBS check is a form of Disclosure and Barring Service check.

**GDPR** - GDPR stands for the General Data Protection Regulation. This is an EU regulation and law on data protection and privacy for all individuals within the EU and EEA.

**Harm** - Harm refers to any ill-treatment including sexual abuse and ill-treatment that isn't physical, the avoidable deterioration and or impairment in physical or mental health. of physical, intellectual, emotional, social or behavioural development.

**Hate crime** - A hate crime is any crime that is thought to be a crime that's been committed against someone for racist, homophobic, transphobic reasons. This may also be due to a person's religion, belief, gender identity or disability.



**Human trafficking** - Human trafficking refers to the recruitment, transportation, transfer, and harbouring of someone with the intention of threatening them or using force and or other forms of coercion, and abusing the power or of a position of vulnerability, and achieving coerced consent of a person having control over someone else by giving and receiving of payments or benefits, for the purpose of exploitation.

**LSP** -LSP stands for the Local Safeguarding Partnerships, which is compiled of a team of key professionals from three sectors: the local authority; the clinical commissioning group for any area that falls under the local authority and the chief officer of police for any area that falls under the local authority.

**MASH** - MASH stands for Multi-Agency Safeguarding Hub. This service is made up of Police, Adult Services, NHS and other organisations. MASH helps agencies to act quickly in a coordinated and consistent way. This means that the person at risk is kept safe.

**PREVENT** -PREVENT is a Government strategy that was launched in 2007. This strategy aims to stop people from becoming terrorists or supporting terrorism and is part of the government's counter-terrorism strategy  
**Safeguarding** -Safeguarding is the term used to describe any activity that protects a person's right to live in safety, free from abuse and neglect.

**SELF-NEGLECT** -Self-neglect is the intentional or unintentional the inability to maintain a socially and culturally accepted standard of self-care, that results in serious consequences to the health and well-being of the individual.

**SIGNIFICANT HARM** - Significant harm refers to any ill-treatment (including sexual abuse and forms of ill-treatment which are not physical), that has resulted in the impairment of physical, intellectual, emotional, social or behavioural development