

Safeguarding and Child Protection Policy



CONTACT SUCCESS
ALTERNATIVE EDUCATION PROVISION

Organisation: Contact Success Ltd – Alternative Provision

Last Review Date: September 2025

Next Review Date: September 2026

Policy Owner: Designated Safeguarding Lead- PJ Dundass (DSL)

This policy is reviewed annually or sooner in response to changes in legislation or safeguarding guidance.

Safeguarding Team Details

Role	Name	Contact Details
Designated Safeguarding Lead (DSL)	Patrick John (P.J.) Dundass	Email address: Pj@contactsuccess.co.uk Phone number: 07479-519347
Deputy Designated Safeguarding Lead (DDSL)	Ginnette Williams	Email address: gw@contactsuccess.co.uk Phone number: +44 7766 548756

1. Policy Statement

Contact Success Ltd is committed to safeguarding and promoting the welfare of children and young people.

The welfare of the child is paramount. Safeguarding is everyone's responsibility, and all staff, volunteers and professionals working with the provision share a collective duty to protect children from harm.

This policy is based on statutory guidance including:

- Keeping Children Safe in Education (KCSIE) 2025
- Working Together to Safeguard Children 2023
- Children Act 1989 and 2004
- Prevent Duty Guidance
- Human Rights Act 1998
- Equality Act 2010
- Local Safeguarding Partnership procedures

Contact Success operates a culture of vigilance where safeguarding is embedded into daily practice, decision making, staff training and leadership oversight.

2. Policy Aims

This policy aims to:

- Protect children and young people from abuse, neglect and exploitation.
- Ensure staff understand safeguarding responsibilities.
- Establish clear reporting procedures.
- Promote early identification of safeguarding concerns.
- Create an environment where children feel safe, listened to and supported.
- Ensure compliance with statutory safeguarding responsibilities.

3. Scope of Policy

This policy applies to:

- All staff
- Volunteers and mentors
- Directors and leadership
- External professionals and contractors
- Visitors to the site

Safeguarding responsibilities always apply when children are engaged with Contact Success activities, including educational provision, mentoring sessions, transport arrangements, off-site visits and outdoor learning.

4. Designated Safeguarding Lead

The Designated Safeguarding Lead (DSL) takes overall responsibility for safeguarding and child protection. Please see below details for both our Designated Safeguarding Lead and Deputy Designated Safeguarding Lead.

Roles and Responsibilities

Role	Name	Contact Details
Designated Safeguarding Lead (DSL)	Patrick John (P.J.) Dundass	Email address: Pj@contactsuccess.co.uk Phone number: 07479-519347
Deputy Designated Safeguarding Lead (DDSL)	Ginnette Williams	Email address: gw@contactsuccess.co.uk Phone number: +44 7766 548756

Key responsibilities include:

- Managing safeguarding referrals
- Liaising with children's social care and safeguarding agencies
- Supporting staff with safeguarding concerns
- Maintaining safeguarding records
- Ensuring safeguarding training is current
- Monitoring safeguarding culture and compliance

A trained Deputy DSL is appointed to support and act in the absence of the DSL.

5. Staff Responsibilities

All staff must:

- Read and understand Part 1 of KCSIE.
- Be able to identify signs of abuse or neglect.
- Report safeguarding concerns immediately to the DSL.
- Maintain professional curiosity.
- Record concerns clearly and factually.
- Maintain appropriate professional boundaries.

6. Signs and Indicators of Abuse

Staff are trained to recognise possible indicators of abuse including:

Physical abuse indicators:

- Unexplained injuries
- Bruising patterns

- Frequent injuries

Emotional abuse indicators:

- Withdrawal
- Low self-esteem
- Developmental delay

Sexual abuse indicators:

- Inappropriate sexual behaviour
- Sexual knowledge beyond age expectations

Neglect indicators:

- Poor hygiene
- Persistent hunger
- Inadequate clothing

Staff must always consider the wider context of safeguarding concerns.

7. Types of Safeguarding Risks

Additional safeguarding risks include:

- Child sexual exploitation (CSE)
- Child criminal exploitation (CCE)
- County lines
- Radicalisation and extremism
- Domestic abuse

- Honour-based abuse
- Female genital mutilation (FGM)
- Forced marriage
- Online exploitation
- Mental health vulnerabilities

8. Child-on-Child Abuse

Children may abuse other children. This includes bullying, sexual harassment, sexual violence, physical abuse and online abuse.

All incidents are taken seriously and addressed promptly using safeguarding procedures.

9. Online Safety and Filtering

Online safety is recognised as a key safeguarding priority. Filtering and monitoring systems are used to protect children from harmful online content.

Staff teach children safe and responsible use of technology and recognise signs of online exploitation or harm.

10. Reporting Safeguarding Concerns

Any staff member with a safeguarding concern must:

1. Record the concern factually.
2. Report immediately to the DSL.
3. Not investigate independently.
4. Maintain confidentiality.

The DSL will assess the concern and determine appropriate action including early help or referral.

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11. Safeguarding Record Keeping

Safeguarding concerns are recorded securely and confidentially. Records include:

- Factual concern reports
- Safeguarding referrals
- Actions taken
- Outcomes

Records are stored securely and transferred appropriately when children move provision.

12. Devon Safeguarding Contacts

Devon Children's Services

Phone: 0345 155 1071

Emergency Duty Team

Phone: 0345 600 0388

Referrals are made where a child is at risk of significant harm.

12A. Devon Front Door, Referral Pathways and Escalation Process

12A.1 Policy Statement

Contact Success Ltd follows the procedures set out by the Devon Safeguarding Children Partnership to ensure that all safeguarding concerns are referred appropriately and without delay.

All staff must understand how to access Devon's "Front Door" to Children's Services and take timely action to protect children.

The principle is clear:

"If you think it, report it." ([Devon Safeguarding Children Partnership](#))

12A.2 Devon Front Door Overview

The Devon "Front Door" is the central access point for:

Safeguarding concerns

Requests for support

Early Help and statutory intervention

Referrals are managed through:

Children's Social Care

Multi-agency safeguarding processes

Early Help services

All concerns should be directed through the appropriate route depending on level of risk.

12A.3 Levels of Need and Referral Pathways

Level 1: Universal / Early Help

Where:

Emerging concerns are identified

No immediate risk of harm

Action:

Provide internal support

Consider Early Help assessment

Seek advice via Professional Consultation Line

Early Help should be considered where needs are identified early and can prevent escalation (swcpp-devon.trixonline.co.uk)

Level 2: Child in Need (Section 17)

Where:

The child's development may be impaired without services

Additional support is required from multiple agencies

Action:

Submit a Request for Support via Devon Front Door

Share relevant information and assessments

Level 3: Child Protection (Section 47)

Where:

A child is suffering or likely to suffer significant harm

Action:

Immediate referral to Children's Social Care

Do not delay to gather full information

Follow DSL direction

All practitioners have a duty to refer where significant harm is suspected (swcpp-devon.trixonline.co.uk)

Level 4: Immediate Danger / Emergency

Where:

A child is at immediate risk

Action:

Call 999 (Police) immediately

Inform DSL without delay

12A.4 How to Make a Referral (Devon Process)

Step 1: Identify and Record Concern

Record factual information (dates, times, observations)

Maintain professional curiosity

Do not investigate

Step 2: Report to DSL Immediately

All safeguarding concerns must be reported internally in line with Section 10 of this policy

Step 3: DSL Decision-Making

The DSL will:

Assess level of risk

Determine appropriate pathway (Early Help / CIN / CP)

Decide whether parental consent is appropriate

Step 4: Submit Referral to Devon Front Door

Referrals are made via:

Online Request for Support Form

Telephone where urgent

Key contact routes:

Children's Social Care: 0345 155 1071 ([Multi Agency Safeguarding Hub](#))

Customer Services (general enquiries): 0345 155 1078 ([Devon Safeguarding Children Partnership](#))

Referrals should include:

Child and family details

Nature of concern and evidence

Known risks and immediate safety

Involvement of other agencies

Child's voice (where possible)

Referrals must not be delayed to gather additional information if a child is at risk (swcpp-devon.trixonline.co.uk)

Step 5: Written Confirmation

All referrals should be confirmed in writing within 48 hours

If no response is received within 3 working days, follow up

12A.5 Information Sharing and Consent

Parents/carers should usually be informed of a referral

Consent should be sought where appropriate

However:

Consent must not be sought where this may:

Place the child at further risk

Compromise a safeguarding investigation

Decisions must be clearly recorded.

12A.6 Outcomes of Referral

Following referral, Children's Social Care may determine:

No further action (with signposting)

Early Help intervention

Child in Need assessment (Section 17)

Child Protection enquiry (Section 47)

Clear outcomes and next steps will be communicated to the referrer (swcpp-devon.trixonline.co.uk)

12A.7 Escalation Process (Professional Challenge)

If:

A referral is not accepted

There is disagreement about threshold

Action taken is insufficient

A child remains at risk

Staff must escalate concerns through the following stages

Stage 1: Internal Escalation

Raise with DSL

Review evidence and decision-making

Stage 2: Multi-Agency Escalation

Contact Children's Social Care directly

Request review of decision

Stage 3: Devon Escalation Protocol

Follow Devon SCP escalation procedures:

Professional disagreement should be resolved promptly

Escalate to senior managers if required

Stage 4: External Escalation

If concerns persist:

Contact LADO (for staff concerns)

Contact Ofsted

Seek advice from NSPCC whistleblowing helpline

12A.8 Professional Consultation and Advice

Where there is uncertainty:

Staff/DSL should seek advice via Devon Professional Consultation Line

This does not replace the need to refer where risk is identified

12A.9 Key Safeguarding Principles

Safeguarding is everyone's responsibility

Do not delay referrals

Always act in the child's best interests

Record all decisions and rationale

Maintain confidentiality appropriately

13. Safer Recruitment

Contact Success follows safer recruitment procedures including:

- Enhanced DBS checks
- Identity verification
- References
- Employment history checks
- Safeguarding interview questions
- Maintaining a Single Central Record

14. Low Level Concerns

Low-level concerns regarding staff behaviour are recorded and reviewed to ensure safeguarding culture and transparency. Patterns of concern are addressed through supervision and leadership oversight.

15. Allegations Against Staff

Any allegation against staff is reported immediately to senior leadership and referred to the

Local Authority Designated Officer (LADO) where appropriate.

16. Missing Child Procedures

A missing child is treated as a safeguarding concern. Staff follow established procedures including searching for the site, contacting parents/carers and notifying authorities if necessary.

17. Transport Safeguarding

Where transport is provided, safeguarding expectations apply. Staff ensure appropriate supervision, risk assessment, and safe collection procedures.

18. Off-site Visits and Outdoor Learning

Educational visits and outdoor learning activities are risk assessed. Staff ensure appropriate supervision, communication, and safeguarding measures are in place.

19. Whistleblowing Policy

19.1 Policy Statement

Contact Success Ltd is committed to maintaining the highest standards of safeguarding, professional conduct, and accountability. All staff have a duty to raise concerns where they believe that poor or unsafe practice may be placing a child at risk.

Whistleblowing is a vital safeguarding mechanism and forms part of a transparent, open, and vigilant safeguarding culture. Staff must feel confident to raise concerns without fear of reprisal.

This policy operates in line with:

Keeping Children Safe in Education

Working Together to Safeguard Children

Public Interest Disclosure Act 1998

Ofsted safeguarding and leadership expectations

19.2 Scope

This policy applies to:

All staff, mentors, and volunteers

Leadership and directors

Contractors and external professionals

Any individual working on behalf of Contact Success

It covers concerns relating to:

Safeguarding failures or risks to children

Poor or unsafe professional practice

Breaches of safeguarding procedures

Allegations against staff

Conduct that may harm the reputation for integrity of the provision

19.3 What is Whistleblowing?

Whistleblowing is the act of raising concern about wrongdoing, risk, or malpractice within the organisation.

This includes (but is not limited to):

A colleague failing to act on safeguarding concerns

Inappropriate behaviour towards a child

Attempts to conceal safeguarding concerns

Unsafe practices that place children at risk

Breaches of statutory guidance or legal duties

Whistleblowing differs from a grievance, which relates to personal employment concerns.

19.4 Core Principles

The welfare of the child is paramount

Concerns must be raised immediately, not delayed

All concerns are taken seriously and investigated appropriately

Staff will be supported and protected when raising genuine concerns

Confidentiality will be maintained where possible

No individual will suffer detriment for raising a concern in good faith

19.5 Whistleblowing Process (Clear Reporting Procedure)

Step 1: Immediate Concern Identified

If a staff member has concerns about:

A colleague's behaviour

Unsafe practice

A safeguarding failure

They must act immediately.

Step 2: Report Internally (Primary Route)

Concerns should be reported without delay to:

Designated Safeguarding Lead (DSL)

Patrick John Dundass

Email: Pj@contactsuccess.co.uk

Phone: 07479 519347

OR

Deputy DSL (DDSL)

Ginnette Williams

Email: gw@contactsuccess.co.uk

Phone: +44 7766 548756

Step 3: If Concern Involves DSL or Leadership

If the concern relates to:

The DSL

Senior leadership

A conflict of interest

The concern must be escalated directly to:

The Director/Proprietor

Or external safeguarding agencies (see Step 5)

Step 4: Record the Concern

The individual must:

Record the concern factually and clearly

Include dates, times, and observed behaviours

Avoid assumptions or personal opinions

Submit the record securely

Step 5: External Whistleblowing Routes (If Needed)

If:

The concern is not taken seriously

Appropriate action is not taken

The concern involves senior leadership

The individual feels unable to report internally

Staff must escalate externally:

Local Authority Designated Officer (LADO)

Devon Children's Services: 0345 155 1071

NSPCC Whistleblowing Helpline: 0800 028 0285

Ofsted

Step 6: Response and Action

Upon receiving a whistleblowing concern, leadership will:

Acknowledge the concern promptly

Assess risk and take immediate safeguarding action if required

Refer to LADO where appropriate

Maintain accurate records

Provide feedback where appropriate (within confidentiality limits)

19.6 Safeguarding Priority

Where a whistleblowing concern relates to immediate risk of harm:

Safeguarding procedures take precedence

A referral to children's social care will be made without delay

19.7 Protection for Whistleblowers

Contact Success ensures that:

Individuals raising concerns in good faith are protected

No disciplinary action will be taken against those raising genuine concerns

Victimisation or retaliation will be treated as a serious disciplinary matter

19.8 Malicious or False Allegations

Concerns raised in good faith will always be supported

However, knowingly false or malicious allegations may result in disciplinary action

19.9 Training and Awareness

All staff will:

Receive safeguarding training including whistleblowing procedures

Be reminded regularly of reporting expectations

Be expected to demonstrate professional curiosity and vigilance

19.10 Monitoring and Review

Whistleblowing concerns will be:

Logged and monitored by leadership

Reviewed to identify patterns or systemic issues

Used to strengthen safeguarding practice and culture

19.11 Culture of Openness

Contact Success promotes:

A culture where concerns are welcomed

Professional challenge as good practice

Transparency and accountability at all levels

21. Safeguarding Summary provided to all staff

Safeguarding Summary for Staff (2026)

This one-page summary sets out the key safeguarding responsibilities given to all staff for reporting routes, and accountability mechanisms at Contact Success. All staff must follow this guidance and keep it visible for reference. This is given to all staff on induction and is printed at our premises for visibility, with consistent references given to view it termly:

Key Responsibilities of All Staff

- Safeguard the welfare of all pupils.
- Read and understand Part 1 of KCSIE (2025).
- Report ALL concerns immediately to the DSL/DDSL.
- Record concerns factually and accurately.
- Never promise confidentiality to a child.
- Escalate if concerns are not taken seriously.
- Maintain professional boundaries at all times.

Contact Success

Safeguarding and Child Protection Policy

Designated Safeguarding Leads (DSL) & Deputy Designated Safeguarding Lead (DDSL)

DSL: Patrick John Dundass | pj@contactsuccess.co.uk

DDSL: Ginnette Williams | 07766 548756 | gw@contactsuccess.co.uk

If unavailable, report to the most senior member of staff present.

Safeguarding Reporting Flow

1. Concern identified → Record and report immediately to DSL/DDSL.
2. DSL assesses and decides action (referral, early help, monitor).
3. If staff believe action is not taken → Escalate to Director or Children's Social Care.
4. If still unresolved → Contact LADO, Police or Ofsted Whistleblowing Hotline.

External Contacts

Devon MASH (Multi-Agency Safeguarding Hub): 0345 155 1071

Local Authority Designated Officer (LADO): 01392 384964 | ladosecure-mailbox@devon.gcsx.gov.uk

Ofsted Whistleblowing Hotline: 0300 123 3155 | whistleblowing@ofsted.gov.uk

Police (non-emergency): 101 | Emergency: 999

Training & Accountability

- Safeguarding training: at induction and refreshed annually.
- DSL/DDSL training: updated every 2 years.
- Termly safeguarding report provided to Directors.
- Safeguarding audits conducted annually.

20. Monitoring and Review

This policy is reviewed annually by leadership to ensure compliance with safeguarding legislation and statutory guidance.