STATUS	
APPROVED	October 2026
REVIEW FREQUENCY	Annually
EFFECTIVE FROM DATE	September 2026
DATE OF LAST REVIEW	September 2025
DATE OF NEXT REVIEW	September 2027
COMMITTEE APPROVAL	October 2026
OWNER	Sharon Cole – Head of Safeguarding
EXECUTIVE LEAD	Simon Yates – Director of Operations

1) Safeguarding & Child Protection Procedures

Where safeguarding or child protection disclosures are made by a child, or there are observed safeguarding or child protection concerns, the following actions must be taken:

1. Refer the child to the contract made with them and the fact that you will have to tell the Place2Be staff member / school.

2. Immediately after the session, the Place2Be staff member or Counsellor on Placement must make a note of the disclosure or concerns (this must be destroyed after the Place2Be staff member adds it to SSS), using the exact words of the child where possible (if this needs to be paraphrased, this must be made clear). Where the concern has been observed by a Place2Be Counsellor on Placement, they must immediately notify the Place2Be staff member in the school.

3. The Place2Be staff member must then immediately inform the School's designated Child Protection Officer (CPO) / Designated Safeguarding Lead (DSL). The Place2Be staff member and the CPO / DSL should make a joint decision about the actions required, based on the risks. The Place2Be staff member must also notify their Area Manager of the concern, and discuss actions with them if required. If the Area Manager is unavailable, the staff member should contact the Place2Be Safeguarding team on the team line (0207 923 5501).

4. The Place2Be staff member who recognized the concern must then input the information onto the School Services System (SSS). In some circumstances, schools may require the Place2Be staff member to input this onto their own database such as CPOMs / MyConcern / Safeguard. Where this isn't possible, Place2Be staff must send a downloaded copy of the SSS form via encrypted email to the CPO / DSL requesting a read receipt or send a copy via the "Send PDF to" function on SSS

   In the absence of a Place2Be staff member, Counsellors on Placement must inform their Area Manager, so that they can input the concern onto SSS for them, they must also inform the school

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DSL/CPO. If the Area Manager is absent or on leave, the Regional Director and Place2Be's Safeguarding Team must be notified. The Area Manager must Mark Read the concern on SSS once they have reviewed it.

5. The SSS form should then be regularly updated with actions taken by the School, Place2Be or external agencies.

6. Place2Be staff must update SSS and their Area Manager of progress and maintain an oversight of the case. They should also report on the progress of the case via 'line-management' sessions with their Area Manager.

7. Once Place2Be and the school are satisfied that sufficient actions have been taken to safeguard the child, either by Place2be, the school or external agencies, the concern on the system can be changed from being an 'Open' case to an 'Agreement Requested' case. Place2Be's Safeguarding Team approve closure on all concerns. The completed form should be downloaded and sent to the school CPO / DSL for their agreement via encrypted email and password protected or alternatively, Place2Be staff should confirm that the school's data recording system has a record of all information contained in the concern

NB 1: If you are unable to record the concern on SSS before 5pm, you must contact your Area Manager and the Place2Be Safeguarding Team (one the safeguarding teamline - 0207 923 5501) to discuss the concern so that the actions can be agreed upon before the end of the working day. Record the concern on SSS as soon as possible on your next working day and note that it has been discussed with your Area Manager / Place2Be Safeguarding Team and the actions agreed.

NB 2: Where there has been agreement to record sessions and a safeguarding concern is raised, please advise your Area Manager immediately and follow Place2Be's 'Policy on use of Clinical Materials'

NB 3: A separate safeguarding concern must be raised on SSS for each disclosure or concern about a child. Consideration should always be given on the designated threshold of a concern if there are accumulating issues to ensure there is a holistic overview of the risk to a child.

NB4: Decisions on the concern's threshold should be made by Place2Be school-based staff and they should consult with their Area Manager or Place2Be's Safeguarding Team if required. Changes to the threshold can only be made by the Area Manager or Place2Be's Safeguarding Team.

NB5: Staff must continue to refer to Place2Be's Threshold Criteria and Expected Responses documents in managing concerns.

The Safeguarding Concern Form must be completed and discussed with the school's designated CPO / DSL as soon as possible on the ***same day*** as the disclosure or concern coming to Place2Be's attention. Staff should ensure that they speak to their Area Managers ***that day*** by phone, text or email.

Place2Be school-based staff must ensure that there is a contingency plan in place for occasions when they are not in the school; Counsellors on Placement should be advised to contact the Area Manager and School CPO/DSL regarding any safeguarding concerns. Plans should also be in place for circumstances in which the CPO / DSL in the school is not available. If the CPO / DSL is not available, concerns must not be left without speaking to a member of school management and an action being agreed.

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Please note: In addition to Place2Be forms, staff and Counsellors on Placement may be required to complete additional forms in line with local area or school policy and procedures.

2) Emergency Actions

If you believe an individual is at imminent risk of harm / threat to life, please contact the emergency services on 999. Please then notify the DSL / CPO, your Line Manager and the Safeguarding Team at Place2Be immediately.

3) Safeguarding Expectations

Place2Be expect that any safeguarding concern (both Low and High Threshold) that is raised on SSS is reported to the school's CPO / DSL who then shares the concern with the parents / care givers so that they can be aware of the risk and safeguard their child appropriately. The only time that we would agree with the concern not being reported to the child / young person's parents is when there may be risk in doing. In such cases, we recommend that the school consult with children's social care for their advice.

4) School Holidays

It is important that children and young people are signposted to relevant support organisations when schools (and therefore Place2Be) are closed. Children and young people should be aware that they should not contact Place2Be staff for support during holiday periods (unless this is part of pre-agreed and contracted work). Place2Be staff should have appropriate 'out-of-office' automatic emails in place when they are not at work including details on:

- your dates of being unavailable
- other support options in the meantime (e.g. text and helpline numbers; Place2Be's 'Get Urgent Help' page)
- guidance on what to do in an emergency (e.g. attend A&E, contact the Police)

However, if Place2Be staff are contacted by a young person or parent / carer when the school is closed and there is a safeguarding concern, Place2Be staff should immediately contact their Area Manager and the Place2Be Safeguarding Team to discuss what actions are required.

5) Managing Concerns of Self-Harm or Suicide Ideation

Place2Be has dedicated risk assessment and safety planning documentation to support staff in managing concerns regarding self-harm or suicide ideation. It's important to note that the risk assessment can be used at any time with either children or adults regardless of risk; however, a risk assessment must be completed if there is a disclosure of significant risk for a child e.g., you are concerned about them leaving the school or they have disclosed a plan to harm themselves. The full guidance and supporting documentation can be found here and staff should ensure they continue to follow the child protection procedures at all times.

6) Serious Incidents

The Charity Commission requires charities to report serious incidents. If a serious safeguarding incident takes place within Place2Be, it is important that a prompt, full and frank disclosure is made to the commission. Place2Be will need to report what happened, and importantly, let the Commission know how we are dealing with it, even if it has already been reported to the police, donors, or another regulator. A serious incident

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relating to safeguarding is defined as a harm to Place2Be's beneficiaries, staff, Counsellors on Placement or others who come into contact with Place2Be through its work.

7) Working Virtually and Safeguarding Procedures

Safeguarding of those who avail of our services is a fundamental role we all play. This is true when we are working face to face, remotely or virtually. Our policies and procedures remain the same irrespective of how we are delivering our services.

Please speak with your manager should you require any further guidance around safeguarding when working virtually or remotely.

8) Safeguarding Database

All Safeguarding Concerns are added to SSS. Area Managers and Place2Be school-based staff will be required to monitor open safeguarding cases on SSS, and report on actions taken and the progress of each case. This monitoring and overview is important to ensure that cases do not drift, and that risks to vulnerable children are managed effectively. When all actions to safeguard an individual have been taken, you can 'Request Agreement' on SSS, so that the Place2Be Safeguarding Team can review the concern and actions taken. At this stage, if the Place2Be safeguarding team are in agreement that appropriate actions have been taken to safeguard the child, they will approve the agreement and this will change the status of the concern from 'Open' to 'Agreed Actions Taken'.

9) Record Keeping and Information Sharing

The need to share information about child protection is paramount and overrides the confidential nature of the work. However, it is important that safeguarding concerns and information about vulnerable children are handled carefully. Where forms are stored electronically, steps must be taken to ensure that this is kept secure, e.g. use of computer password, and password lock when leaving the computer unattended.

- Safeguarding Forms must always be completed on the day on which the disclosure is made or the concerns arise.
- Only Place2Be's email system should be used for the electronic transmission of documentation. ***Personal email accounts must never be used for this purpose.***
- Wherever documents are posted, the envelope must be marked "Strictly Private and Confidential".
- Information about children must be shared on a "need to know" basis within the school and within Place2Be.

Please also refer to Place2Be's 'Confidentiality and Information Sharing' policy which gives further details about these requirements.

10) Disputes, Challenges or Concerns

If, at any stage, there is a disagreement or concern about a safeguarding case, Place2Be staff must consult their Area Manager immediately and the Regional Director and Head of Safeguarding must also be notified.

Examples of such disagreements or concerns are:

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- Concerns by Place2Be staff or Counsellor on Placement that the school has not fulfilled its duties in dealing with a safeguarding concern.
- Concerns about a delay in a case being progressed by the school.
- Lack of feedback from a school about the outcome of a referral.
- Concerns about the response of the local authority to a referral by a school.
- Differences of opinion within Place2Be's team about a case.
- Concerns expressed by the school about the manner in which Place2Be has handled a child protection issue.
- Concerns that a member of staff or Counsellor on Placement from Place2Be has not followed the policy.

The school's Safeguarding Policy should describe the mediation procedures which are to be used in circumstances where there is disagreement concerning actions taken/not taken relating to a safeguarding concern.

Place2Be reserves the right to make a referral to statutory agencies if the school is reluctant to do this, and if this is considered to be in the child or adult's best interests. This is written into our contract with schools. In such circumstances, there must be a discussion involving the Place2Be staff member's line-manager, Regional Director, Head of Safeguarding and Director of Operations.

Under government guidance, local areas now have multi-agency escalation / dispute resolution protocols. Place2Be staff are required to use these protocols, in consultation with their Area Manager, should they disagree with a decision made by another agency with regards to safeguarding children.

The relevant sections of the School Contract are attached to this policy (Appendix 2).

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Appendix 1
Child Protection Flowchart

Place2Be staff member becomes concerned about the safety or welfare of a child/young person. They must then reference the contract made with the child/young person and let the child/young person know they will be sharing the info (including with school and parent/carer(s)).

Place2Be counsellor on placement becomes concerned about the safety or welfare of a child. They must then reference the contract made with the child/young person and advise that they need to tell the Place2Be staff member, and the info will likely be shared with school and parent/carer(s). The counsellor on placement must then immediately inform the Place2Be staff member or Area manager, if they are not available, of the concern.

The Place2Be staff member immediately shares the concern with the school's DSL/CPO and this is recorded via the school's safeguarding data recording system.
They jointly agree what actions will be taken, by whom and when, based on the risks.
All concerns need to be shared with parent/carer(s) (unless doing so places the child at risk, in which case Place2Be recommend that school consult with Children's Social Care for their advice).
Please see the Expected Responses for guidance on what other actions may be needed.

For all concerns, the Place2Be staff member must regularly review progress of the concern with the school and record updates / actions on SSS.
Area Managers must always be kept up to date on the progress of concerns.

The Place2Be staff member records the concern and initial actions on Place2Be's School Services System (SSS) on the day it arises (before 5pm) and informs their Area Manager.

Once Place2Be and the school are satisfied that sufficient actions have been taken to safeguard the child, either by ourselves or external agencies, the Place2Be staff member can 'Request Agreement' on the concern on SSS.
Place2Be's Safeguarding Team agree closure on all safeguarding concerns.

Any disagreements or concerns by any party must be shared with the staff member's Area Manager, Regional Director and the Place2Be Safeguarding Team

Please note: In addition to Place2Be forms, staff and Counsellors on Placement may be required to complete additional forms in line with local area or school policy and procedures.

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Appendix 2

The contract between Place2Be and the school states:

> *"All Place2Be staff are required to complete mandatory safeguarding training, delivered by Place2Be's safeguarding team. Training is updated annually for all School Based Staff members.*
>
> *Place2Be will, in respect of a Contract, ensure that Place2Be personnel comply with Place2Be's and the school's safeguarding and child protection policies and procedures (as provided in writing by the school to us). Place2Be personnel will report any concern they may have concerning actual or potential abuse of, or risk to, any child, or concerns about the behaviour of an adult towards a child, to the school's designated child protection officer/lead using the school's internal child protection system (e.g. CPOMS, myConcern, Safeguard) or via encrypted email using Place2Be's safeguarding form.*
>
> *We require you to take appropriate action upon any report by Place2Be (or any of our personnel, including any of the School Based Staff) of abuse made by a child to the school's child protection officer/lead. We also require you to keep us updated of the outcome of such action. We reserve the right to escalate reports to the school's local authority area services (e.g. children's services or CAMHS) if necessary.*
>
> *Place2Be will, in respect of a Contract, provide confirmation to you that an appropriate Disclosure Barring Scheme (or another appropriate body) and other relevant recruitment checks have been carried out in respect of Place2Be personnel."*

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Appendix 3 – High or Low Threshold?

Place2Be has a two-tier threshold system and decision-making on actions to be undertaken must be a joint process between Place2Be and the school.

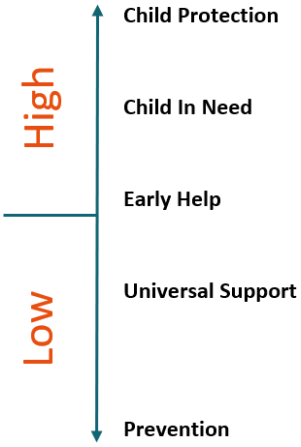
It is useful to first think of safeguarding as being on a spectrum. At the bottom of this spectrum would be 'Prevention' (e.g. raising awareness of e-safety with all children within the school) and at the other end of this spectrum would be 'Child Protection' (the activity taken to protect children who are suffering, or at risk of suffering, significant harm).

When thinking about significant harm, it is important to also include the risks that children pose to themselves (e.g. self-harm or suicide ideation/intent). Somewhere in the middle of this spectrum would be 'Early Help'.

When a safeguarding concern is raised, based on the information available, think about where it may be positioned on the spectrum:

- If it is indicating, or potentially indicating, that a child has suffered significant harm, or is at risk of suffering significant harm, then it should be considered **High Threshold.**

- If it is not indicating significant harm, or potential significant harm, then it is more likely to be on the lower end of the spectrum, and therefore should be considered **Low Threshold.**



*When a concern is assigned **High Threshold**, typical actions would generally be managed with external agency involvement (e.g. contact with social care, contact with CAMHS, or referral to family support services / GP / early help services).*

*When a concern is assigned as **Low Threshold**, typical actions would generally be managed within the school (e.g. a meeting / phone conversation with the caregivers)*

NB1: Any disclosure of physical abuse, self-harm, suicide ideation, or sexual abuse must be raised as High Threshold.

NB2: If there is current social care / social work involvement with a child or young person, any concern must always be raised as High Threshold.

NB3: Changes in threshold can only be made by Area Managers or the Place2Be Safeguarding Team.

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Appendix 4 – Expected Responses / Thresholds

It is expected that all safeguarding concerns are reported immediately to the school's Designated Safeguarding Lead (DSL) / Child Protection Officer (CPO). Decisions about actions required should be made jointly between the school's DSL/CPO and Place2Be's School-based staff (SBS) based on the risks.

All concerns and agreed actions (and risk assessments / safety plans where relevant) must be entered onto Place2Be's School Service System (SSS) on the day they arise. These are monitored by Place2Be's Safeguarding Team and Area Managers on a daily basis.

Place2Be expect that all safeguarding concerns, both high or low threshold, including historic disclosures, will be communicated with the child's parent/carer(s). Best practice is that this is done on the same day the concern arises.
The only exception to this expectation is if sharing the information could increase the risk to the child, in which case Place2Be advise school seek advice from Children's Social Care – this can be decided on a case-by-case basis with support from the Place2Be Safeguarding Team.

All concerns also need to be shared with any external services involved with the family i.e. Social Worker, Early Help, CAMHS.

Place2Be advise that the following actions need to be taken at a minimum in response to all concerns relating to the following issues:

Self-Harm & Suicidal Ideation

- parent/ carer(s) are contacted, informed of the concern and provided with advice on the day of the disclosure
- advice is given to parent/carer(s) about safety planning e.g. GP appointment, taking child to A&E, removing sharp or potentially harmful objects (including medication), providing Shout / Kooth details, monitoring child in the evening / at the weekend

NB: Where there is a disclosure of significant risk for a child e.g. you are concerned about them leaving the school or they have disclosed a plan to harm themselves, a Place2Be Risk Assessment & Safety Plan must also be completed and the guidance and procedures on this can be found here.

Physical Abuse / Chastisement

- the child is spoken to by the DSL / CPO, or appropriate staff member, at the school to obtain more info
- school contact Children's Social Care to consult on the disclosure and agree on appropriate further actions to be taken

NB: There may be occasions where the school decide that a consultation with Children's Social Care is not required. These cases need to be discussed with the Place2Be Safeguarding Team and the level of risk and circumstances will be assessed to determine the best course of action.

Sexual Assault

- the child is spoken to by the DSL / CPO, or appropriate staff member, at the school to obtain more info
- the concern is reported to the police to investigate further and a referral made to Children's Social Care
- if both the victim and alleged perpetrator attend the school, the school undertake a risk assessment to ensure that the victim is safeguarded within the school environment

In order for the concern to be closed, the above actions need to be completed and the outcomes recorded on SSS. If needed, the Place2Be Safeguarding Team may request further information before agreeing closure on concerns.

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