SAFEGUARDING FOR PARENTS, CARERS AND CORPORATE PARENTS

Information about the College, our procedures and how we support your child to be safe

EASTON COLLEGE

PASTON COLLEGE

CITY COLLEGE NORWICH

SAFEGUARDING FOR PARENTS

Information about the College, our procedures and how we support your child to be safe.

Introduction

Our college recognises our moral and statutory responsibility to safeguard and promote the welfare of students. We will endeavor to provide a safe and welcoming environment where young people are respected and valued. We will be alert to the signs of abuse and neglect and will follow our procedures to ensure that young people receive effective support, protection and justice.

We have put together this booklet to give you some information about how we meet our safeguarding and child protection responsibilities. We have also included some tips to help you to keep your child safe.

Our key staff for Safeguarding are:

Designated Governor

Marcus Bailey
Chairman of the Corporation
Governor
01603 773 188
(Clerk to the Corporation)

Designated Safeguarding Leads

Jennifer Eves
Principal
01603 773 302

Helen Richardson-Hulme
Vice Principal of Safeguarding, Inclusion and Student Services 01603 773 070

Mathew Scott
Principal Easton College 01603 773 512

Chris Caddamy
Executive Director Data, Digital and Transformation
01603 773 014

Jacky Sturman
Executive Manager
01603 773 615

Safeguarding Officers

Marie Pacey (Norwich)
01603 773 408
07795 487 645
safeguarding@ccn.ac.uk

Sam Warner (Easton)
01603 772 326
07795 487 645
safeguarding@ccn.ac.uk

Katie Williams (Paston)
01603 773 351
07795 487 645
safeguarding@ccn.ac.uk

Our policy and procedures

Everything we do at City College Norwich is to enhance our students' experience, therefore students and their safety is of paramount importance. We seek to provide a safe and supportive environment where the welfare and health and safety of students is valued, promoted and safeguarded so that students can learn and progress in a safe and secure environment.

The purpose of our Safeguarding policy and procedure is to ensure that every young person who is registered at our college is safe and protected from harm.

This means that we will always work to:

- Provide help and support to meet the needs of children as soon as problems emerge
- Protect children from maltreatment, whether that is within or outside the home, including online
- Prevent the impairment of children's mental and physical health or development
- Ensure that children grow up in circumstances consistent with the provision of safe and effective care
- Take action to enable all children to have the best outcomes

The Safeguarding Policy aims to:

- Define organisational and individual roles and responsibilities for safeguarding
- Outline our legal responsibilities in relation to safeguarding
- Outline the process for managing safeguarding referrals

Our Ethos: to provide a safe environment for our students

We are committed to promoting a positive, supportive and secure environment where students can develop a sense of being valued. We will do this through the effective implementation of a series of procedures related to health, safety and well-being. The following procedures will support our commitment to providing a safe learning environment:

- Admissions and Review
- Alcohol and Drugs
- Bullying and Harassment
- Confidential Care Plan
- Disruptive Behaviour in the Classroom
- Staying Safe Online
- Healthy Eating
- Student Absence
- Unwell Students
- Searching students
- Missing students

How we will support your child

At College we will provide your child with wrap around support services that are tailored to their individual needs so that they are able to access their education and get the most out of their college experience. The diagram below shows some of the types of support your child can access through our support services.

Wrap around support when you need it most

Counselling and wellbeing services

Safeguarding advice, support and action

Speak to us about

Student loans, bursaries and charity funding help

Travel advice and money



Careers and employability / UCAS applications

Free College Meals

Poor attendance and how we can help

Any courses issues or other questions

What we will do if we have a concern about your child

If we are concerned that your child may be at risk of abuse or neglect we must follow the procedures in our safeguarding policy. You can look at the policy in college, or receive a copy to take home. Please just ask one of the named people at the front of this booklet.

The procedures have been written to protect all students. They comply with our statutory responsibilities and are designed to support students, families and staff. The procedures are based on the principle that the welfare of the child is the most important consideration.

We are committed to working with parents positively, openly and honestly. We ensure that all parents are treated with respect, dignity and courtesy. We respect parents' rights to privacy and confidentiality and will not share sensitive information unless we have permission or it is necessary to do so in order to safeguard a child from harm.

We will seek to share with parents any concerns we may have about their child unless to do so may place a child at increased risk of harm. A lack of parental engagement or agreement regarding concerns the institution has about a child will not prevent the DSL making a referral to Children's Services in those circumstances where it is appropriate to do so.

All safeguarding records are kept separate from your child's general college file. Records are stored in a locked cabinet, and if stored electronically they are held in a secure system.

The only staff who have access to the records are those who need to know about the concerns in order to protect and support your child.

You can ask to see what information is held on your child, and we will normally agree to this, but if we are unsure we will seek advice from the local authority safeguarding board or young people's social care first.

Child protection is a very sensitive issue and it raises many questions and a range of strong emotions. We will do everything we can support our students and you can be assured that any action we take will be in the best interests of your child.

IF YOU ARE CONCERNED ABOUT THE SAFETY OR WELFARE OF YOUR CHILD, OR A CHILD YOU KNOW, YOU SHOULD ACT WITHOUT DELAY.
YOU CAN ASK FOR ADVICE, OR REPORT YOUR CONCERN TO:

Young people's Social Care
CADS Child Advice & Duty Service
If you have a concern for the welfare or safety of a child you can make a telephone referral by telephone on **0344 800 8020**. CADS is a partnership between; Norfolk County Council Children's and Adult Care Services, Police, Leeway and Orwell, Independent Domestic Violence Advisory Services (IDVA), Magdalene Group, ROSE Project (CSE and Young Runaways), Children Health services and Probation.

NSPCC child protection helpline
Tel: **0808 800 5000**

Many people worry that their suspicions might be wrong, or that they will be interfering unnecessarily. If you wish, you can telephone for advice without identifying the child. If the conversation confirms that you are right to be concerned you can then give the child's details. You will be asked for your name and address too, but the agencies will take anonymous calls, so if you really do not want to say who you are, you do not have to. Remember, it is always better to be safe than sorry.

We help to keep students safe by:

- having an up to date safeguarding policy
- training all our staff to recognise and respond to child & vulnerable adult welfare concerns
- having other safeguarding policies, such as anti-bullying and staying safe online
- appointing designated senior person(s) who have additional training in child protection
- checking the suitability of all our staff to work with young people
- working in partnership with parents and carers
- encouraging students to tell us if something is wrong
- sharing information with appropriate agencies if we have concerns
- adhering to health and safety regulations
- managing and supporting our staff team.

If your child is being bullied

We define bullying as behaviour that is deliberate, repeated more than once and is designed to be hurtful. Bullies tend to pick on young and/or vulnerable people who they think are unable to defend themselves. Bullying is not only about hitting or fighting. It also includes name-calling, threats, taking belongings, intimidating and making unkind or abusive remarks. Cyber-bullying is the use of texts, messages and emails to hurt, upset or frighten young and/or vulnerable people.

We have tackling bullying procedures that help us to identify and deal with any case of bullying in college, but bullying does not only take place in college, it can also happen in the home or in the community.

Bullying can be serious and cause a lot of distress. If your child tells you that they are being bullied in college, ask for their permission for you to tell us. They may not have told us themselves because they are afraid that the bully will find out and the bullying will get worse. Try to help them to understand that the bullying will not stop while it is kept secret. As soon as we know it is happening we will follow our anti-bullying procedures to try to stop it.

It is also distressing to suspect that your child might be bullying other young people. Our procedures include trying to support young people who bully to change their behaviour, so please talk to us if you think your child needs some help.

You will find some useful sources of information and support at the end of this booklet.

Complaints procedure

There may be an occasion when you need to tell us that something has gone wrong.

If you have a serious concern about the safety or welfare of your child or another student it may be dealt with under our safeguarding procedures. All other complaints, including those that may point to poor practice by a member of staff, will be dealt with firstly through the complaints procedure.

You should take any serious concerns about the behaviour of a staff member directly to the Principal. Examples of serious concerns include those involving violence, anything of a sexual nature or persistent bullying or humiliation. Otherwise, the complaints procedure has three stages.

Stage one – Informal
You may first speak to the member of staff concerned in your complaint. If you are able to telephone, or come into college and speak to the member of staff, you may be able to resolve your worries. If speaking to the staff member does not resolve the issue, or if you do not want to speak to the staff member directly, you should then move to stage two.

Stage two – Informal
You should now discuss your complaint with the Head of Area. You can do this by telephone, letter, or arrange to meet at college. The Head of Area/nominated member of staff may need to make enquiries into your concern, including speaking with any people involved.

They may also ask you to record your complaint on the college's complaints form. You will want the Head of Area to find out what has happened, and the time this takes will depend on a number of things. They will agree with you the date by which they will contact you again. At this second contact, the Head of Area/member of staff will either tell you that enquiries are continuing, or report that enquiries are complete and offer a suggested resolution. Possible resolutions include:

- there was no evidence to support the complaint
- the complaint is upheld

Stage three – Formal
If you feel that the resolution offered in stage two is inadequate, you may forward your complaint to the Principal. You will need to complete a formal complaints form and send it to the address below. The Principal will listen to your complaint and your reasons for rejecting the previous resolutions. The Principal can then either dismiss the complaint, or uphold the complaint, in full or in part, and offer some resolutions. You will be given a date by which a decision will be taken and you will be notified in writing. The letter should be in your preferred language.

This is the final stage of the college-based complaints procedure.

You can submit a complaints form online via our website:
www.ccn.ac.uk/complaints

Sources of support and information	Local support networks
Child protection – national NSPCC helpline: 0808 800 5000 Childline: 0800 1111 Child Law Advice Line: 0300 330 5480 Africans Unite Against Child Abuse (AFRUCA) 0207 7042 261 / www.afruca.org	**Children's Advice and Duty Service (CADS)** Telephone on 0344 800 8020 www.norfolklscb.org/people-working-with-children/how-to-raise-a-concern/ **Early Help And Family Support** www.norfolk.gov.uk/children-and-families/early-help-and-family-support Telephone on 01603 224101 If you are experiencing difficulties in your family or are worried about your children, there are people who can offer help and support. Difficulties could be: • Mental health problems • Domestic abuse at home • Drug or alcohol dependency • Your child not going to school • Struggling as a lone parent • Debt problems • Housing problems If you need more help than your usual support network - for example your health visitor, child's school, doctor or Children's Centre - the family support process can help.
Bullying – national NSPCC helpline: 0808 800 5000 Childline: 0800 1111 Kidscape: 020 7730 3300 www.kidscape.org.uk	**Contact the College if your child is experiencing bullying. Please tell their teacher or a member of staff who they trust in the first instance.**

Sources of support and information	Local support networks
Mental health – national Young Minds: 0808 802 5544 www.youngminds.org.uk Mental Health Foundation: 020 7803 1100 www.mentalhealth.org.uk Mind: 01603 432 457 / 0300 123 3393 / or text 86463 / www.mind.org.uk / www.norwichmind.org.uk	**Child & Adolescent Mental Health Services (CAMHS) are a range of services which support children and young people who are at risk of, or are experiencing, mental health issues and problems.** Services are available across Norfolk, so the service you get support from may depend upon where you live.
Parents' support – national ParentlinePlus: 0808 800 2222 www.familylives.org.uk	**Norfolk County Council Children's Services Family, children and young people support** www.norfolk.gov.uk **Norfolk Parent Partnership** 01603 704070 parent.partnership@norfolk.gov.uk
Sexual harm and sexually harmful behaviour – national Brook www.brook.org.uk/our-work/the-sexual-behaviours-traffic-light-tool www.norfolklscb.org/harmful-sexual-behaviour-project Stop It Now! 0808 1000 900 www.stopitnow.org.uk The AIM Project (for young people with sexual behaviour problems): www.aimproject.org.uk	**Mancroft Advice Project (MAP)** MAP the Risebrow Centre, Chantry Road, Norwich, NR2 1RF 01603 766 994 info@map.uk.net **Norfolk Harmful Sexual Behaviour Project** www.norfolklscb.org/harmful-sexual-behaviour-project
Internet safety – national ChildNet International: www.childnet.com Child Exploitation and Online Protection: 0870 000 3344 www.ceop.gov.uk Internet Watch Foundation www.iwf.org.uk Think U Know: 0870 000 3344 www.thinkuknow.co.uk	**Norfolk Police** www.norfolk.police.uk/safetyadvice/onlinesafety.aspx Advice for parents, on-line safety, social networks **Police** www.norfolk.police.uk/advice/personal-safety/online-safety

Sources of support and information	Local support networks
Health Service – local	**Just One Norfolk is dedicated to providing children and young people's health services to the community.** Tel: 0300 300 0123 www.justonenorfolk.nhs.uk **Kooth - Online mental wellbeing community** www.kooth.com

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