



WARM WELCOME **CHILD PROTECTION POLICY**



Warm Welcome Homestay Limited recognises its responsibility with respect to safeguarding the welfare of any young person staying in one of our homestays and believes that it is always unacceptable for any student to experience abuse of any kind. We seek to maintain a safe and supportive environment and ensure that all employees and homestay hosts/families accept and recognise these responsibilities.

The purpose of this policy is:

- to provide protection for the young people and vulnerable adults staying with a homestay family
- to provide staff and homestay families with guidance on procedures they should follow in the event that they suspect a young person may be at risk of harm

We seek to safeguard children and young people by ensuring:

- hosts provide original copies of their identification along with a copy of an Enhanced DBS certificate (less than three years old) for each member of the household aged 18 or over
- all members of the household aged over 18 sign a Safeguarding self-declaration of suitability to work with under 18's. (Two good character references will subsequently be sought to support this declaration)
- suitability checks are carried out before engagement starts
- hosts are provided access to Level 1 Safeguarding Basic Awareness training
- information is shared and acted upon promptly and professionally
- a Designated Safeguarding Person is appointed
- the policy is reviewed on an annual basis or more frequently should this be deemed to be required

The **Designated Safeguarding Person** for Warm Welcome Homestay Limited is:

Jonathan Wilkins Tel: 0121 638 0210 or 07749 741 490. Email: jon@warm-welcome.co.uk

Designated Safeguarding Person's Duties:

- to be familiar with the Safeguarding Policy and the procedures
- to have responsibility for safeguarding young people
- to ensure homestay families are familiar with Warm Welcome's Child Protection Policy and know how to respond to suspicions or allegations.
- to inform the Birmingham Safeguarding Children Board, of any allegations of serious harm or abuse by any person living or working with, or looking after young people
- to ensure all incidents are effectively logged and recorded

Identifying abuse:

It can be difficult to identify abuse as it has various forms. Below are some typical indicators to look out for:

- unexplained injuries, student describing an abusive act that has happened to them
- another student telling you of their concern about a friend/fellow student
- sexually explicit behaviour in games/activities
- serious distrust of adults or other students
- difficulty in making friends/socialising with other students
- personality changes and behavioural changes
- changes in dress which may be covering up bruises etc
- avoiding sports when previously they have been participants

How to react if you suspect abuse:

- remain calm, accessible and receptive, listen carefully without interrupting, DO NOT ask leading questions
- communicate with the student in a way that is appropriate to their age, understanding and preference – this is especially important for disabled students
- be aware of the non-verbal messages you are giving
- make it clear that you are taking them seriously
- acknowledge their courage and reassure them that they are right to tell
- reassure them that they should not feel guilty, let them know that you are going to do everything you can to help them and what may happen as a result
- do not promise to keep the information a secret

Procedure to follow if abuse is suspected:

- inform the Designated Safeguarding Person if you notice any significant physical and behavioural changes
- if you suspect that an adult is a threat to a student in some way inform the DSP and continue to monitor the situation
- if a student makes any comment that gives cause for concern or there is any deterioration in the student's general well-being, react calmly as described in the guidelines above and inform the DSP
- make a note of what was said and who was present and report this information immediately to the DSP

The Designated Safeguarding Person will take appropriate actions, which may involve external agencies and contacting parents/guardians.

Procedure to follow if staff, students or homestay family members are accused of abuse:

- if a member of staff, a student or member of a homestay family is accused of any form of abuse, such suspicions will be reported to the DSP
- the person against whom the allegation is made will be informed of the allegation and interviewed immediately. Following the interview, if there is any potential substance to the allegation:

Staff will be suspended from their duties pending further investigation

Students will be required to find alternative accommodation

Homestay families will have all bookings suspended until the matter has been fully investigated

- confidential records will be kept of the allegation and all subsequent proceedings
- unfounded allegations will result in all rights being re-instated. Founded allegations will be passed on to the police and will result in a termination of contracted services.

Important contact numbers for Safeguarding children and young people

In the unlikely event that you are unable to reach the Designated Safeguarding Person regarding a concern, you can contact:

The Birmingham Local Safeguarding Children Board - 0121 303 1888.

Birmingham Multi-Agency Safeguarding Hub (MASH) - 0121 303 1888

The Local Authority Designated Officer (LADO) at Birmingham City Council, can be reached on 0121 675 1669.

Alternatively, the NSPCC Helpline 24/7 0808 800 5000 or text on 88858

Free Level 1 Safeguarding for Homestay Hosts training [here](#).

Once you have completed the training, please send a copy of your Certificate of Completion to: jon@warm-welcome.co.uk

Policy reviewed and updated on 16th August 2019

Glossary of Terms

What is Safeguarding?

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm.

Safeguarding means:

- protecting children from abuse and maltreatment
- preventing harm to children's health or development
- ensuring children grow up with the provision of safe and effective care
- taking action to enable all children and young people to have the best outcomes.

Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

Safeguarding children and child protection guidance and legislation applies to all children up to the age of 18.

What is Child Protection

The UK's 4 nations – England, Northern Ireland, Scotland and Wales – have their own child protection system and laws to help protect children from abuse and neglect. Each nation has a framework of legislation, guidance and practice to identify children who are at risk of harm, and take action to protect those children and prevent further abuse occurring.

What is a whistleblower?

You're a whistleblower if you're a worker and you report certain types of wrongdoing. This will usually be something you've seen at work - though not always.

The wrongdoing you disclose must be in the public interest. This means it must affect others, eg the general public.

As a whistleblower you're protected by law - you shouldn't be treated unfairly or lose your job because you 'blow the whistle'.

You can raise your concern at any time about an incident that happened in the past, is happening now, or you believe will happen in the near future.

Complaints that count as whistleblowing

You're protected by law if you report any of the following:

- a criminal offence, eg fraud
- someone's health and safety is in danger
- risk or actual damage to the environment
- a miscarriage of justice
- the company is breaking the law, eg doesn't have the right insurance
- you believe someone is covering up wrongdoing

Complaints that don't count as whistleblowing

Personal grievances (eg bullying, harassment, discrimination) aren't covered by whistleblowing law, unless your particular case is in the public interest.

What is radicalisation?

Radicalisation happens when a person's thinking and behaviour become significantly different from how most of the members of their society and community view social issues and participate politically. Only small numbers of people radicalise and they can be from a diverse range of ethnic, national, political and religious groups.

Types of neglect

Physical neglect

Failing to provide for a child's basic needs such as food, clothing or shelter.
Failing to adequately supervise a child, or provide for their safety.

Educational neglect

Failing to ensure a child receives an education.

Emotional neglect

Failing to meet a child's needs for nurture and stimulation, perhaps by ignoring, humiliating, intimidating or isolating them. It's often the most difficult to prove.

Medical neglect

Failing to provide appropriate health care, including dental care and refusal of care or ignoring medical recommendations.

Confidentiality:

Warm Welcome Homestay Limited endeavours to uphold the confidentiality of students, parents/guardians, staff and homestay families at all times. This will be achieved by:

Storing confidential information in a locked filing system, information about students, staff and families only being shared on a need to know basis.