Safeguarding and Child Protection Policy

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Date Approved: 17/08/2017
Date Reviewed: 21/10/2026

Next Review: 21/10/2027

Related Documents:

Safer Recruitment Policy
Anti-Radicalisation and Prevent Policy
Bullying and Online Safety Policy
Welfare, Health and Safety Policy
Absent or Missing Student Policy
Confidentiality and Information Sharing Policy
Data Protection Policy
Complaints Policy
Whistleblowing Policy
Private Fostering Arrangement Policy
All Handbooks (Staff, Host, Parent, Child)
Code of Conduct
Mental Health Policy

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Oxbridge Guardians
Part of Oxbridge Group

AEGIS fully accredited to gold standard
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BRITISH BOARDING SCHOOLS NETWORK
Approved Agent 2025-2026

Oxbridge Group Ltd: Safeguarding and Child Protection Policy

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Important Safeguarding Contact Reference Sheet

Role	Contact Name	Contact Information
Oxbridge Group Ltd Designated Safeguarding Lead (DSL)	Steph Gilbert	07837778298 steph.gilbert@oxbridgeguardians.co.uk
Oxbridge Group Ltd Deputy Designated Safeguarding Lead (DDSL)	David Qi	07311266925 and 07752629918 david.qi@oxbridgeguardians.co.uk
Wandsworth Local Safeguarding Children Partnership (LSCP)	Multi Agency Safeguarding Hub	mash@wandsworth.gov.uk 020 8871 6622 (Education Safeguarding Lead) sophie.allen@richmondandwandsworth.gov.uk
Wandsworth Local Authority Designated Officer (LADO)	Anita Gibbons (LADO)	lado@wandsworth.gov.uk 07974 586461

LSCP information for each area where students live are included in the relevant Host Family, Student and Parent Handbooks accordingly.

Each have email, phone number and LADO information detailed in the handbook as appropriate, so that all parties can access the relevant information. Staff can access all details of each area through our online system, in the case of an emergency.

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Introduction

The purpose of this policy is to make sure that the actions of any adult in the context of the work carried out by the organisation are transparent; and safeguard and promote the welfare of all young people. If any parent or young person/child has any concerns about the conduct of any member of the organisation, this should be raised in the first instance with Steph Gilbert (Designated Safeguarding Lead – +447837778298)

In line with Keeping Children Safe in Education (2026), safeguarding and promoting the welfare of children are defined for the purposes of this policy as: "providing help and support to meet the needs of children as soon as problems occur; protecting children from maltreatment, whether inside or outside of the home, including online; preventing the 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; and taking action to enable all children to have the best outcomes."

Oxbridge Group Ltd recognises that safeguarding encompasses the duties of child protection and promoting the rights and welfare of children. As such Oxbridge Group Ltd maintain that:

- It is everyone's responsibility to safeguard children
- Everyone who comes into contact with children and families has a role to play
- Everyone working with children must maintain an attitude of 'it could happen here' (Keeping Children Safe in Education, 2026).

In line with Keeping Children Safe in Education (2026) Oxbridge Group Ltd recognises that:

- "Safeguarding and promoting the welfare of children is **everyone's responsibility.** 'Children' means everyone under the age of 18. In order to fulfil this responsibility effectively, all practitioners should make sure their approach is **child centred**. This means that they should consider, at all times, what is in the **best interests of the child**."
- "No single practitioner can have a full picture of a child's needs and circumstances. If children and families are to receive the **right help** at the **right time**, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action."

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Safeguarding statement

Oxbridge Group Ltd is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers, host families and any individual working with the organisation to share this commitment. This is reflected in all child protection policies, safer recruitment, our ongoing training programme and additional welfare support offered to our students. Every young person in the care of Oxbridge Group Ltd should feel safe and protected from any form of abuse or neglect.

Oxbridge Group Ltd understand that a commitment to safeguarding and child protection starts at the top, and so both Directors of Oxbridge Group Ltd have previous experience as DSL/DDSL, and currently maintain knowledge in this area by keeping updated with Government and NSPCC updates as appropriate to their roles. All arrangements are overseen by the Directors' and all procedures are informed by policy, and a dedication to keeping young people safe from harm.

Oxbridge Group Ltd believe that:

- Guardians and host families can contribute to the prevention of abuse.
- All children have the right to be protected from harm.
- Children need support which matches their individual needs, including those who may have experienced abuse.
- Children need to be safe and feel safe in school and when staying with their guardian or homestay.

Policy background and relevant legislation

The Safeguarding and Child Protection Policy relates to and informs all policies and procedures which Oxbridge Group Ltd follow. This includes but is not limited to the following policies and documents:

- Safer Recruitment Policy
- Anti-Radicalisation and Prevent Policy
- Bullying and Online Safety Policy
- Welfare, Health and Safety Policy
- Absent or Missing Student Policy
- Confidentiality and Information Sharing Policy
- Data Protection Policy
- Complaints Policy
- Whistleblowing Policy
- Private Fostering Arrangement Statement
- All Handbooks (Staff, Host, Parent, Child)
- Code of Conduct
- Mental Health Policy

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Oxbridge Group Ltd will fulfil local and national responsibilities as laid out in the following documents – these government documents inform the below policy and are referred to throughout for guidance:-

- Keeping Children Safe in Education (2026) Keeping_children_safe_in_education_2026.pdf
- Working Together to Safeguard Children (2026) Working_together_to_safeguard_children_2026_a_guide_to_multi_agency_working.pdf
- Statutory Guidance on Children who Run away or Go Missing from Home or Care, January 2014 Statutory guidance on children who run away or go missing from home or care (publishing.service.gov.uk)
- What to do if you're worried a child is being abused – March 2015 Stat guidance template (publishing.service.gov.uk)
- Children Missing from Education – Sept 2025 Children missing education: statutory guidance for local authorities and schools - GOV.UK
- Disqualification under the Childcare Act 2006 (2018) Disqualification under the Childcare Act 2006 – GOV.UK (www.gov.uk)
- The Children Act 1989 (July 2021)The Children Act 1989 guidance and regulations (publishing.service.gov.uk)
- The Education Act 2011 Education Act 2011 (legislation.gov.uk)
- The Counter-Terrorism and Security Act 2015 (section 26 The Prevent Duty) http://www.legislation.gov.uk/ukdsi/2015/9780111133309/pdfs/ukdsiod_9780111133309_en.pdf
- Prevent Duty Guidance: for England and Wales (2023) Prevent duty guidance: England and Wales (2023) – GOV.UK (www.gov.uk)
- The Use of Social Media for On-line Radicalisation (July 2015) The use of social media for online radicalisation – GOV.UK (www.gov.uk)
- The Serious Crime Act 2015 (FGM) (revised 2022) Serious Crime Act 2015 (legislation.gov.uk)
- Information Sharing: Advice for safeguarding organisations and their practitioners (2026) Information_sharing_duty_statutory_guidance.pdf
- The Human Rights Act (1998) Human Rights Act 1998 (legislation.gov.uk)
- The Equality Act (2010) Equality Act 2010 (legislation.gov.uk)
- The Public Sector Equality Duty (2011) The Public Sector Equality Duty (PSED) | EHRC (equalityhumanrights.com)

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Safeguarding and Child Protection Policy aims

Oxbridge Group Ltd aims to:

- Provide a safe environment for children and young people;
- Help promote young people's welfare and safeguard their interests;
- Value all children and young people as individuals and to treat them with respect and appropriate care;
- Protect each child or young person from any form of abuse, be that from an adult or from another child or young person;
- Ensure that no child or young person is ever subject to any form of discrimination whilst in their care;
- Support each child and young person's development in ways that will foster security, confidence and independence;
- Ensure that each child or young person knows who to approach if they are in difficulties;
- Deal appropriately and as quickly as possible with every suspicion or disclosure of abuse or neglect;
- Be aware of the needs of the child or young person and ensure that any action required to protect does not where possible cause any further unnecessary distress to them;
- Provide any necessary support and professional help to any children or young people who have been abused/subject to neglect as required;
- Be alert to the medical needs of all children or young people in their care;
- Take a carefully balanced approach to protecting children and young people whilst respecting the rights and needs of parents, guardians and host families. **If there is ever conflict as a result of these requirements the child or young person's welfare will always be paramount;**
- Ensure that parents and guardians have a right to respect and will be fully involved as appropriate in such matters which concern their family, subject to the appropriate duties of confidentiality;
- Follow local inter-agency procedures for the Local Safeguarding Children Partnership (LSCP) in the areas where they are responsible for providing a service to children and young people;
- Work closely with all agencies and bodies concerned with the protection and welfare of children and young people;
- Develop and promote effective working relationships with the LADO's/LSCP and other social care staff in the areas where we work;
- Liaise closely with the DSL at any schools or colleges where children or young people in their care attend and to ensure that schools or colleges are kept fully informed of any safeguarding or child protection concerns or

allegations;

- Provide all members of staff, host families, parents and partner schools / colleges with a copy of this policy and any updates that may be required;
- Raise the awareness of all Oxbridge Group Ltd's staff, including homestay hosts, of their duty to safeguard children and of their responsibilities in identifying and reporting possible cases of abuse.
    - This is will by online course initially
    - Email updates annually (or more regularly as necessary)
    - In office training from the Designated Safeguarding Lead for permanent staff;
- Provide a systematic means of monitoring children known or thought to be at risk of harm and to ensure Oxbridge Group Ltd's staff contribute to assessments of need and support for those children and young people;
- Ensure that all Oxbridge Group Ltd's staff and volunteers who have access to children and young people have been checked as to their suitability for the role, including verification of their identity and a satisfactory enhanced DBS check;
- Ensure a single central record of all safer recruitment checks is kept;
- Ensure that we have a Designated Safeguarding Lead (DSL) and a Deputy Designated Safeguarding Lead (DDSL) who will receive appropriate training at least every two years in line with LSCP and AEGIS guidelines;
- Ensure that all Oxbridge Group Ltd staff and host families receive initial training in basic Safeguarding awareness and are given an annual Safeguarding update in line with AEGIS requirements;
- Ensure that a central Safeguarding cause for concern record is maintained and reviewed regularly, and stored confidentially;
- Ensure that any staff, volunteers or host families who are innocent are not prejudiced by any false allegations.

Oxbridge Group Ltd: Safeguarding and Child Protection Policy

Definition of terms, and how to recognise abuse, neglect and exploitation

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

All staff, volunteers and host families should be aware that abuse, neglect and safeguarding issues are rarely standalone events that can be covered by one definition or label. In most cases, multiple issues will overlap with one another.

Abuse is a form of maltreatment of a child.

Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or by others (e.g. via the internet). They may be abused by an adult(s) or by another child or children.

Exploitation is the deliberate manipulation or abuse of power used to have control over another person, usually for some form of gain. This can be for a range of reasons including personal, financial or sexual.

Given the vulnerability of children and young people within our setting, as well as the relationships which can have a power imbalance, we should be mindful of the potential opportunities for exploitation and work to safeguard young people from this.

Physical Abuse

Physical Abuse is defined as any act that causes physical harm. This includes but is not limited to; hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm. This also includes cases whereby a parent/carer fabricates sumptoms or deliberately induces illness within a child. Physical abuse can be seen in other areas of abuse, and is common in cases of domestic abuse, 'honour' based violence, child on child abuse and other situations.

Indicators may 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 other children

Emotional Abuse

The maltreatement of children which has a severe and detrimental effect on mental health and development would be classified as emotional abuse. This may present in different ways, which might make it more difficult to identify than other forms of abuse. Emotional abuse has a factor in almost all types of abuse, and the effect on a young person can be vast. Examples of types of maltreatment include but are not limited to;

- Making a child feel worthless/unloved or inadequate
- Making a child feel that they are valued only insofar as they meet the needs of another person
- Not given opportunity to express their views
- Deliberately silencing them or 'making fun' of what they say
- Age/developmentally inappropriate expectations
- Overprotection or limitation of exploration/learning/social interactions
- Bullying (child-on-child abuse)
- Online Bullying
- Seeing or hearing the maltreatment of others
- Causing children to feel frequently frightened or in danger
- Exploitation or corruption of children
- Verbal abuse (criticism, belittling, name-calling)

Indicators may include but are not limited to;

- 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
- Stopping communication, known as "traumatic mutism", can indicate abuse.

Sexual Abuse

The forcing or enticing of a child/young person into taking part in sexual activities constitutes sexual abuse. A high level of violence is not necessarily involved in every case of sexual abuse, and the child may or may not be aware of what is happening. Examples of what may be defined as sexual abuse are:

- physical contact, including assault by penetration (for example, rape or oral sex)
- non-penetrative acts, such as masturbation, kissing, rubbing, and touching outside of clothing.
- 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. Images may be generated, self-generated or generated by AI (artificial intelligence) in full or partly (Deepfakes/Deep Nudes)

Sexual abuse can take place in family settings, schools, online, and via technology to organise future abuse offline. Child sexual abuse material may be generated within family environments. Online abuse can also take form of grooming or self-generated sexual content under coercion. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. A child of any age or gender can be a victim of sexual abuse.

Indicators may include but are not limited to;

- Sexually explicit play or behaviour
- 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 child group
- Reluctance to undress for PE or swimming
- Bruises, scratches in genital area

Neglect

Persistent failure to meet a child's basic physical and/or psychological needs, resulting in the serious impairmet of their health or development is defined as neglect.

Neglect can occur at many times during a child's life, from pregnancy (maternal substance abuse) to failure to provide adequate food, clothing or shelter. Neglect may include exclusion from the home or abandonment, and would be failure to protect a child from physical/emotional harm or danger. Inadequate supervision would be neglectful, including the use of inadequate care-givers, as well as failure to provide access to appropriate medical care or treatments. It may also include unresponsiveness to a child's basic emotional or physical needs. There may be cases of affluent neglect whereby the child's food, clothing and shelter are met but emotional or psychological wellbeing are not met.

Indicators may include but are not limited to;

- Hunger
- Tiredness or listlessness
- Child dirty or unkempt
- Poorly or inappropriately clad for the weather
- Poor school attendance or often late for school
- Poor concentration
- Affection or attention seeking behaviour
- Untreated illnesses/injuries
- Pallid complexion
- Stealing or scavenging compulsively
- Failure to achieve developmental milestones, for example growth, weight
- Failure to develop intellectually or socially
- Neurotic behaviour

Child Criminal Exploitation (CCE)

A form of emotional or physical abuse, where vulnerable children are targeted and exploited for money, power or status. This can be committed by an individual or an organised network, and could constitute Modern Slavery, in which case relevant government guidelines would be followed as part of Oxbridge Group Ltd's response to support the young person.
Forms of this include but are not limited to; pickpocketing, shoplifting, county lines, drug trafficking, modern slavery and violence/violent crimes.

Once children are exploited in this way it is possible for them to be coerced into further violence or crime. Both boys and girls are at risk of this, and there is also concern of combination with Child Sexual Exploitation (CSE). Due to the nature of the abuse, victims of CCE are not always seen as vulnerable given the nature of the crimes, which can lead to feelings of being trapped in the abusive situation.

Indicators may include but are not limited to;

- Unexplained gifts/new possessions
- Association with others involved in exploitation
- Relationships with older boyfriends/girlfriends
- Change in emotional wellbeing
- Misuse of drugs/alcohol
- Absence/missing for periods of time or regularly break curfew
- Regular school absence/lack of involvement with education

Child Sexual Exploitation (CSE)

A form of sexual abuse where children are sexually exploited for money, power, sexual gratification or status. This may be committed by an individual or an organised network. This can included violent, humiliating and degrading sexual assault. In some cases, children can be persuaded or forced into exchanging sexual activity for money, drugs, affection, gifts or status. It is important to note that consent cannot be given; even when a child may believe they are voluntarily engaging in sexual activity with the person exploiting them. It does not need to involve physical contact and can happen online or via mobile phone. Similarly to CCE, Child Sexual Abuse can make children feel that they are trapped in the cycle of abuse due to the nature of the exploitation. Many victims of Child Sexual Exploitation go missing from home, care or education at some point.

Indicators may include but are not limited to;

- Children who appear with unexplained gifts or new possessions;

- Children who associate with other young people involved in exploitation;
- Children who have older boyfriends or girlfriends;
- Children who suffer from sexually transmitted infections or become pregnant;
- Children who suffer from changes in emotional well-being;
- Children who misuse drugs and alcohol;
- Children who go missing for periods of time or regularly come home late; and
- Children who regularly miss school or education or don't take part in education

Female genital mutilation (FGM)

A practice which intentionally alters or injures female genital organs for non-medical reasons. It is recognised as a violation of human rights for girls and women and is illegal in most countries, including the UK. Unfortunately it is surprisingly common form of abuse for young women in the UK. As part of the Female Genital Mutilation Act 2003 (as inserted by Section 74 of the Serious Crime Act 2015), there is a mandatory reporting duty for teachers, and professionals with a duty of care to report any concerns (disclosure or visual confirmation) about FGM on an under 18 to the police.

All Host Families and Oxbridge Staff have been made aware of the mandatory reporting duty requirements, and whilst we would not expect for our staff or hosts to see visual evidence of FGM, any concerns or disclosures would be expected to be reported immediately in line with the legal requirement.

The age at which FGM may be prevalent depends enormously on the community and background of the child. It can be carried out shortly after birth, during childhood or adolescence, before marriage or during first pregnancy. FGM is extremely harmful and has short and long term physical and psychological health repercussions. Oxbridge Group Ltd takes these concerns about FGM and the mandatory reporting duty seriously, and so staff and hosts are made aware of possible signs and indicators which may alert them to the possibility of FGM.

Risk Factors

- Community or Country of origin with history of FGM
- Integration into UK society (it is believed that those less integrated into British culture may consider FGM acceptable)
- Maternal history of FGM (female relation history also)
- Withdrawal from PSHE or PSE lessons (risk of keeping uninformed about body or rights)
- Ages between 5-8 are higher risk (although FGM can take place at any time in accordance with the community)
- Girl's taken abroad (often to family's county of origin) at the start of summer holidays in order to

allow time to recover before return to studies
- If a family elder is around (or visiting)
- May have discussion about 'special procedure' or special occasion to 'become a woman'
- Parents may request to take child out of country for a prolonged period
- Child may divulge information or request help if she feels concerned or at risk

It is also important for professionals to look out for signs that FGM has already occurred as the girl or woman may need support to deal with the effects of FGM, and others in the family may be safeguarded from harm. Criminal investigations may be considered by police to prosecute those breaking the law and to protect others from harm.

Indicators

Indicators that a girl or woman has been subject to FGM include but are not limited to;

- Difficulty walking, sitting, standing
- May look uncomfortable
- May spend longer visited bathroom due to difficulties urinating
- May spend long periods of time away from classroom for bladder/menstrual issues
- Frequent urinary, menstrual or stomach problems
- Prolonged or frequent absence from school
- Changes of behaviours
- Reluctance to attend normal medical examinations
- May confide in a professional
- May ask for help (explicitly or non-explicitly)
- May discuss with friends pain/discomfort

Under the mandatory reporting requirements professionals must personally report to the police cases where they discover that an act of FGM appears to have been carried out (either through disclosure by the victim or visual evidence) on a girl under 18. Members of staff, volunteers and Host families are asked to either report any FGM concerns directly to the local police, or if they feel more comfortable to the DSL who would make the report on their behalf. Where a referral is made directly to the police, the Designated Safeguarding Lead should also be informed as soon as possible.

Oxbridge Group Ltd: Safeguarding and Child Protection Policy

Radicalisation and the PREVENT duty

This details the process by which people come to support terrorism or violent extremism, and how they may decide to participate in terrorist organisations. The process of radicalisation is different for every individual and is a process, not a one-off event. It can take place over an extended period or within a very short time frame. It is important that staff and volunteers are able to recognise possible signs and indicators of radicalisation. Similarly to grooming or general online safety, children and young people may be vulnerable to exposure or involvement with those wishing to radicalise or who advocate violence as a means to a political or ideological ideal. There are many ways which young people can be exposed to extreme ideologies including; family members, friends, direct contact with member groups/organisations, internet and social media. The risk of radicalisation increases the risk of being drawn into criminal activity which of course has the potential to cause significant harm.

PREVENT is part of the UK's counter terrorism strategy, it focuses on supporting and protecting vulnerable individuals who may be at risk of being exploited by radicalisers and subsequently drawn into terrorist related activity. The aim of PREVENT is to stop people from becoming terrorists or supporting terrorism. All staff and host families maintain up to date PREVENT training to increase vigilance and awareness of the nature of the risk to children and young people, and would allow for early help and prevention, and support for the young person.

Indicators include but are not limited to;

- Use of inappropriate language
- Possession of violent extremist literature
- Changes in behavior, language, clothing or appearance
- The expression of extremist views
- Advocating violent actions and means
- Association with known extremists
- Seeking to recruit others to an extremist ideology

If staff are concerned about a change in the behaviour of an individual (student, staff, parent or host) or see something that concerns them they should seek advice appropriately with the Designated Safeguarding Lead, who acts as the Prevent Lead for Oxbridge Group Ltd. For further information on the Prevent (anti-radicalisation policy) the full policy is available on all websites.

Non-urgent advice is available from the DfE on 020 7340 7264 or via e-mail at: counter-extremism@education.gsi.gov.uk

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Domestic Abuse

Includes any incident or pattern of incidents involving controlling, coercive, threatening, violent or abusive behaviours between those aged 16 or over who are or have been intimate partners or family members.
There is no limitation based on gender or sexuality and it includes all types of abuse; psychological, physical, sexual, financial and emotional. The risk of abuse and neglect to children and young people is significantly higher in a home where there is domestic abuse. The longer the child or young person is exposed to domestic abuse the greater the risk of significant or long term harm which may affect future relationships.

Where there are signs of domestic abuse or potential domestic abuse, host families and schools are ideally placed to offer appropriate support (alongside other agencies) or to signpost to relevant support services.

- Refuge Helpline: Home | Refuge National Domestic Abuse Helpline (nationaldahelpline.org.uk)
- NHS Advice: http://www.nhs.uk/Livewell/abuse/Pages/domestic-violence-help.aspx
- NSPCC Advice: http://www.nspcc.org.uk/preventing-abuse/child-abuse-and- neglect/domestic-abuse

'Honour' based violence

This type of abuse includes crimes which are commitment with the view of protecting the 'honour' of a family or community. This is inclusive of but not limited to;

- Female Genital Mutilation (detailed above)
- Forced Marriage
- Breast Ironing
- Domestic Violence (detailed above)
- Sexual Harassment
- Sexual Violence
- Isolation from others and not allowed freedom
- Limitation on use of communication devices, and not having access to important personal documents (Passport/Birth Certificate)

Oxbridge Group Ltd recognises that all cases of honour based violence are a safeguarding concern and will be treated accordingly. Any concerns would be reported to the relevant authority, and support systems would be signposted to best support the victims.

- Karma Nirvana: What is Honour Based Abuse? – Karma Nirvana
- The Halo Project: Honour Based Violence in the UK (haloproject.org.uk)
- Refuge: Home - Refuge

Child-on-Child Abuse

This form of abuse is something which children or young people may come across as it can manifest in many different ways. In most instances, the conduct of children and young people towards each other will be covered by our behaviour agreement and anti-bullying policy. However, some allegations may be of such a serious nature that they may further safeguarding concerns. Oxbridge Group Ltd recognises that children are capable of abusing other children. It will not be accepted as 'banter' or 'part of growing up'. The forms of child-on-child abuse are outlined below.

- Bullying
- Online Bullying
- Racism
- Initiation
- Hate incident or hate crimes
- Physical abuse
- Domestic abuse (sometime known as teenage relationship abuse)
- Child Sexual Exploitation
- Child Criminal Exploitation
- Harmful sexual behaviour
- Serious youth violence
- Initiation/hazing
- Sexual Violence
- Sexual Harassment
- Upskirting

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).

Research indicates that young people rarely disclose child-on-child abuse and that if they do, it is likely to be to their friends. Therefore, we will also educate children and young people that we work with about how to support their friends if they are concerned about them, that they should talk to a trusted adult or someone at their

school and what services they can contact for further advice. In accordance with our Anti-Bullying Policy and with KCSIE (2026) advice, we would work with the school and the young person to offer effective contextual safeguarding relevant to their individual experience.

Child-on-child abuse is a safeguarding issue for both the victim and the alleged perpetrator; it is preventable and it may also sometimes involve serious physical harm or threats involving weapons. Oxbridge Group Ltd take its responsibility to safeguard the young people under our care from all forms of abuse.

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 and they feel it relevant to do so, advice and guidance will be sought from LSCP. Where it is clear that a crime has been committed or there is a risk of crime being committed the Police would be contacted.

Online Safety

With ongoing updates into risks of potentially harmful information, experiences, images or people online, Oxbridge Group Ltd understand that it is our duty to safeguard children and young people through education, support and ongoing vigilance. The issues which can be presented online are widespread, but could be categorised into the following four sections as detailed within Keeping Children Safe in Education (2026);

- **Content**: being exposed to illegal, inappropriate, or harmful content, for example: pornography, racism, misogyny, self-harm, suicide, antisemitism, radicalisation, extremism, extreme sexual or physical violence, misinformation, disinformation (including fake news) and conspiracy theories.
- **Contact**: being subjected to harmful online interaction with other users or generative AI applications that simulate this; for example: peer-to-peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes.
- **Conduct**: online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images, including those generated using AI and online bullying.
- **Commerce**: risks such as online gambling, inappropriate advertising,

phishing and or financial scams. If you feel your pupils, students or staff are at risk, please report it to the Anti-Phishing Working Group (https://apwg.org/). (Keeping Children Safe in Education 2026)

To ensure we are promoting the safer use of the internet, the Designated Safeguarding Lead will ensure to regularly undertake 'Keeping Children Safe Online' in addition to annual updates to staff and hosts about best practice with online access as part of the Safeguarding training. In terms of filtering and monitoring, host families are strongly encouraged to set up parental controls on their home wifi, and schools each have filtering and monitoring systems in place. In regard to generative AI, our students, staff and host families should be educated effectively on the benefits and risks of use, with direction to support documents as below:

- Generative artificial intelligence (AI) in education - GOV.UK
- Using AI in education settings: support materials - GOV.UK

Whilst personal devices may have access to unfiltered websites, young people should be encouraged to remain vigilant of potential areas of harm which may be presented online. Students are required to read and agree to an online usage policy, and made aware of potential issues which may face them online (as detailed above and within Keeping Children Safe in Education, 2026)

Particular issues to raise to students and be aware of include but are not exclusive to;

- Remote learning
- Sexting
- Bullying
- Exposure to inappropriate Content
- Financial Risks
- Grooming
- Exploitation
- Child-on-child abuse
- Radicalisation
- Generative AI (Deepfakes)

Sexting

Responding to incidents involving making or sharing of nudes, or semi-nudes is

complex due to the legal status; in accordance with the Protection of Children Act (1978), it is illegal to take, make, circulate, possess with view to distribute any nude or semi-nude photograph or pseudo photograph of a child. The Criminal Justice Act (1988) also details that possession of any nude or semi-nude photograph or pseudo photograph of a child is a criminal offence. The Sexual Offences Act (2003) defines a child as anyone aged 18 or below. This means that the taking, possessing and sharing of nudes is considered to be illegal in the eyes of the law (inclusive of self images and those generated through AI).

All incidents involving the sharing of nude or semi-nude images require a safeguarding response, whether the sharing was consensual or non-consensual. What differs between the two is the nature and proportionality of the response, not whether a response happens. Whereby images are shared consensually in the form of normal development or experimentation, the focus would be on safeguarding the young people involved rather than criminalising them. In this way, any incident involving nude or semi-nude images kept or shared of a person under 18 would be assessed in accordance with contextual information to ensure a fair and safe environment for the young person. If there were any concerns regarding bullying, coercion or sexual exploitation Oxbridge Group Ltd would ensure to involve Police in line with KCSIE (2026) recommendations.

Staff are trained regularly in the prevention of distribution of nude or semi-nude images of a child, and seek to educate (alongside the school) on appropriate contact between peers to safeguard young people from the potential harm and significant impact sexting may provoke. Any incidents would be dealt with proportionately to the behaviour being displayed, and at all times the safeguarding of the child is paramount.

Advice for children and young people is available at:
http://www.thinkuknow.co.uk
https://www.childline.org.uk/explore/onlinesafety/pages/sexting.aspx

Advice for Host families and parents is available at:
Keeping children safe online | NSPCC
Addressing child-on-child abuse: a resource for schools and colleges (farrer.co.uk)

Mental Health

All staff are made aware that mental health issues may be an indicator of vulnerability to or resulting from suffering from abuse, neglect or exploitation. In

this way, Oxbridge Group Ltd view and would raise concerns about changes in behaviour or mental health issues in the same way in which any safeguarding concerns are raised.

Oxbridge Group Ltd understand that assessment for mental health conditions can only be performed by a healthcare practitioner and so referral for assessment or additional support services would be with support from School DSL, GP or CAMHS. As Oxbridge Group Ltd staff, volunteers and host families are well placed to spot changes of behaviour or mood, these interactions provide valuable opportunity to support young people with their mental health, in addition to support from parents and Schools.

Oxbridge Group Ltd work with students, schools, parents and host families to help promote good mental health by encouraging communication between all parties on mental wellbeing, promoting the use of School Counsellors or Support Services, and organising any additional psychological assessments or counselling at the request of the young person. Oxbridge Group Ltd has contacts with bilingual counsellors, educational therapists, psychiatrists, psychologists or assessment providers where the need is identified and students and parents wish to have this support.

Mental health concerns would be raised as a cause for concern, and through communication with all parties a supportive route to becoming mentally healthy is identified. The focus would be the young person's preferential outcome and interest in different support systems; whether this is through GP, counselling, CAMHS or private support.

Detailed information of the full support, process and procedure for students suffering from bouts of mental ill health are detailed within the Mental Health Policy, and referred to throughout all handbooks. Removal from School would be subject to following the process detailed within this policy and the assessment of a Health Practitioner.

A Mental Health Crisis could be:

- There is significant risk to the individual (self harm/suicide)
- There is a significant risk to others
- You do not feel that you/others can keep the individual safe
- Risk of harm to wellbeing is generally significant
- Individual may ask for emergency help

In the case of an emergency, Oxbridge Group Ltd would always refer the student to A&E for an assessment. It is very important to note that schools offer counselling as part of

their services and may not always notify parents/guardians of these arrangement unless a disclosure meant that the wellbeing or safety of the student was at risk.

Oxbridge Group Ltd have partnerships with online private counselling as well as connections with mandarin speaking BACP or HCPC registered professionals in Educational Psychology, Psychiatric Support and Counselling.

Oxbridge Group Ltd are not appropriately trained to make assessments on student's mental health; any assessment, diagnosis or recommendation for treatments or next steps would be informed by a relevant and appropriate medical practitioner.

Safeguarding Responsibilities

All Staff, Volunteers and Host families

- All Oxbridge Group Ltd's staff, volunteers and host families have a role to play in the Safeguarding and Child Protection of our students. Oxbridge Group Ltd have responsibility that appropriate provision is in place to ensure the social and emotional welfare needs of the children and young people in their care are met: Safeguarding and Child Protection are everyone's business.
- All Oxbridge Group Ltd's staff, volunteers and host families must be aware of the information contained within the Safeguarding and Child Protection Policy and follow the given procedures.
- All Oxbridge Group Ltd's staff, volunteers and host families are responsible for providing a safe environment for the children and young people in their care.
- All Oxbridge Group Ltd's staff, volunteers and host families must, in line with their Safeguarding and Child Protection training, follow documented procedures where a child/young person makes an allegation of abuse and/or where they have concerns about possible abuse.
- All Oxbridge Group Ltd's staff, volunteers and host families must, in line with their Safeguarding and Child Protection training treat all information regarding safeguarding concerns as confidential. In this way, discussion about any concerns should be through appropriate channels only (DSL or DDSL), and the processes of the reporting procedure are equally treated as confidential. Any disclosure or information from a third party must be informed that information will be passed to the DSL/DDSL following our procedure for concerns.

- Concerns must be reported to the Oxbridge Group Ltd Designated Safeguarding Lead as soon as is possible, and in all cases within 24 hours of a disclosure. Alternatively, Staff or Host families may refer the matter directly to their Local Safeguarding Children Partnership (LSCP) as listed within their handbook or on our online system and then inform the Oxbridge Group Ltd Designated Safeguarding Lead.

Designated Safeguarding Lead

Oxbridge Group Ltd have appointed a Designated Safeguarding Lead (DSL) who is a senior manager within the company. The Designated Safeguarding Lead is **Steph Gilbert** and she can be contacted on+**44 7837778298.** Parents, Staff, Host families, Volunteers and Schools are very welcome to contact Steph if they have any concerns about the welfare of a child or young person who is in the care of Oxbridge Group Ltd

The Designated Safeguarding Lead is responsible for:

- Being the first point of contact for host families, parents, guardians, children, young people, staff, volunteers and external agencies in all matters regarding Safeguarding and Child Protection.
- Ensuring safer recruitment is in place for all staff, host families and volunteers and maintain a Single Central Record accordingly.
- Maintaining a record of contacts (LADO, Local Safeguarding Children Partnership (LSCP)) in each of the Local Authority areas in which there are children or young people who are being cared for by Oxbridge Group Ltd.
- Making referrals to the Local Safeguarding Children Partnership (LSCP), LADO and/or the police if there are concerns about possible abuse and acting as a focal point for those involved with the care of the child or young person to discuss concerns they may have. Referrals should be made in writing following a telephone call using the Multi Agency Referral Form (the form relevant to the county in which the child or young person is schooled can be found online).
- Keeping and regularly reviewing written records of concerns about a child or young person even if there is no need to make an immediate referral.
- Ensuring that all such records are kept confidentially and securely in accordance with the principles of Data Protection Act (2018) until the child's 25th birthday and are copied to the DSL in the child's or young person's school or college as appropriate under established information sharing protocols.
- Keeping parents and guardians appropriately informed of any action to be taken under these procedures in relation to their child in consultation with the school or college and their Designated Safeguarding Lead.

- Liaising with other agencies and professionals as appropriate.
- Ensuring that either they or another appropriate member of Oxbridge Group Ltd staff attends case conferences, core groups or other multi-agency planning meetings, contribute to assessments and provide a report which has been shared with the parents.
- Organising safeguarding induction, an annual refresher and formally updating training every 3 years for all Oxbridge Group Ltd's staff and Host families and maintaining a record of such training.
- Initial training should be online, in the form of a formal course (Introduction to Safeguarding) with relevant follow up training and updates annually for host families and staff.
    - For host families this would take the form of an email update from the Designated Safeguarding Lead, and for staff it would be in office training led by Designated Safeguarding Lead.

Promotion of Safeguarding and Child Protection

Four key skills to utilize to promote a healthy environment and prevent any safeguarding issues from escalating are:

1. **Alert** – remaining alert to the signs of abuse and neglect. Staff and hosts should have regular training to promote knowledge of any indicators for abuse or neglect, and be familiar with Oxbridge Group Ltd's procedures for reporting Cause for concern and supporting any safeguarding issues. Any questions should be directed to the Designated Safeguarding Lead
2. **Professional Curiousity** – staff and hosts should ensure that they are questioning behaviours and remaining vigilant. Promoting an environment where unusual behaviours are questioned and any out of character changes are noted allows for young people to be in a more proactively safeguarding focused environment. Young people may not always feel comfortable to tell people about any abuse or neglect, or the signs may not be obvious. By promoting professional curiousity we are allowing for response to any concerns raised or behaviours questioned.
3. **Report** – due to the nature of concerns about a young person's welfare, the seriousness vary in accordance with the concern. In this way, any concerns you have you should raise to the Designated Safeguarding Lead (through Cause for concern system); who will advise you on the best next steps to support the young person, and whether it is appropriate for referral to LSCP or relevant authorities. Further support and advice can be sought from NSPCC (help@nspcc.org.uk or 0808800500). Next steps after a cause for concern is noted can vary, and could be monitoring, working with the School, discussion with student or parents, or report to LCSP or other authorities dependent on the nature of the concern. If you have concerns about the welfare of the child,

and feel that they are not being acted on sufficiently by the Designated Safeguarding Lead, you may contact relevant authorities (LSCP) directly, as it is your responsibility to take action.

4. **Referral** – When referring a child or young person to LSCP, you should consider and include any information that you have surrounding developmental and contextual needs, as well as information about parents, family and wider environment. Should you choose to make a referral directly you should inform the Designated Safeguarding Lead as soon as possible.

Cause for Concern

When dealing with a cause for concern, there are multiple ways in which these may be presented. It may that the young person directly discloses abuse or neglect to a member of Staff or Host Family. It is also possible that Parents/school or hosts discuss concerns with Staff, or that the behaviour is observed and reported to Staff or Designated Safeguarding Lead directly. In any case, the action taken should be the same to promote the best possible support for the young person, and keep them from further harm.

If the young person is at immediate risk of harm, referral to the police or other emergency services or authorities would take precedence.

Disclosure

A disclosure is when a child or young person has reported abuse or neglect directly. Where possible, this report should be verbatim, or in the child's own words. In events of disclosure, the following responses are paramount:

- Remember that the priority is the child or young person
- The disclosure should always be taken seriously. You should react calmly, and try not to transmit any feelings of shock, anger or embarrassment. Personal opinion or thoughts would not be appropriate to discuss when taking a disclosure.
- Please do not stop the young person who is freely recalling significant and perhaps difficult events.
- Reassure the young person that you are pleased that they have decided to speak with you about tis, however do not enter any pact of secrecy and do not promise confidentiality at any stage as information may need to be shared (with relevant persons) to safeguard the young person and ensure that we are following our duty of care.
- Assure them that you will try to help but be open in telling them that you will have to let other people know who are going to be better placed to offer advice, at this stage this will usually just be the DSL. You should explain who the DSL is

and why they need to be informed. (Please note that passing information to a DSL / Children's Social Care / those responsible for protecting the welfare of children and young people is not a breach of confidentiality).

- It is often a good idea to let the child or young person know that you believe them. Children very rarely lie about abuse; but they may have tried to tell others and not been heard or believed. You can also let them know that this is not their fault. You should encourage the child or young person to talk but do not ask them "leading questions" or press for information, you should listen carefully and seek to remember what they tell you. You should check that you have understood correctly what the child or young person is trying to tell you, but try to avoid asking them to recount painful information to you more than once.
- Please do not tell the child or young person that what they have experienced is dirty, naughty or bad and whatever your personal feeling may be, it is never appropriate to make any comments about the alleged offender.
- At the end of the conversation, tell the child or young person again who you are going to tell and why that person or those people need to know. As soon as you can afterwards, make a detailed hand-written record of the conversation using the child's own language.
- Include any questions you may have asked. Where possible, this should be recorded on the Cause for concern Form which can be found in Appendix A, but is generally submitted as a webform. Do not add any opinions or interpretations. This record should include the date, time and place of the conversation and should be signed by the person making it.
- Once completed, the record must be kept securely by the Designated Safeguarding Lead. It is good practice to keep any original notes, however rough they may be. Please do not under any circumstances discuss the disclosure with any other adults or young people.

Once you have informed the Designated Safeguarding Lead, they will discuss with you any steps needed to be taken to protect the person who has disclosed and you may then be asked to go back to discuss this with the child or young person.

Please note that it is not the role of staff, volunteers or host families to seek disclosures. Their role is to observe that something may be wrong, ask about it, listen, be available and try to make time to talk. Once the Designated Safeguarding Lead has been informed of the disclosure, the member of staff, volunteer or Homestay should continue to provide support to the child or young person and then carefully monitor the situation. They should pass on any further information or new concerns to the DSL but they should not seek to investigate the matter themselves as this may well prejudice the investigations of other agencies and ultimately cause further distress to the child or young person.

Observed Behaviour

Observed behaviour is generally change of behaviour or actions noted by staff or witnessed by host families and reported to staff or Designated Safeguarding Lead. Oxbridge Group Ltd's procedure with observed behaviour would follow the same practice as with any disclosure, with a detailed cause for concern form submitted to our secure system.

Please note that it is not the role of staff, volunteers or host families to diagnose or investigate observed behaviours. Their role is to observe that something may be wrong, ask about it, listen, be available and try to make time to talk. Once the Designated Safeguarding Lead has been informed of the observed behaviour, the member of staff, volunteer or host family should continue to provide support to the child or young person and then carefully monitor the situation. They should pass on any further information or new concerns to the DSL but they should not seek to investigate the matter themselves as this may well prejudice the investigations of other agencies and ultimately cause further distress to the child or young person.

Discussion of Concerns

A common route for cause for concerns for students at Oxbridge Group Ltd is from other professionals at School, or from parents. Due to continuous communications with both schools and parents, we would expect for any issues to be raised through this avenue, and by highlighting concerns and working with partners at schools or with local authority we would be able to offer further support to the student.

Concerns raised in this manner should be reported by a detailed cause for concern form submitted to our secure system. Any correspondence from parents or schools should also be submitted at this time.

Please note that it is not the role of staff, volunteers or host families to resolve or make suggestions on the concerns raised by other parties. Their role is to observe that something may be wrong, ask about it, listen, be available and try to make time to talk. Once the Designated Safeguarding Lead has been informed of the concern, the member of staff, volunteer or host family should continue to provide support to the child or young person and then carefully monitor the situation. They should pass on any further information or new concerns to the DSL but they should not seek to investigate the matter themselves as this may well prejudice the investigations of other agencies and ultimately cause further distress to the child or young person.

Staff, volunteer and host family response to any cause for concern

- Staff, volunteers and host families who suspect abuse, notice signs of neglect

or hear a complaint of abuse involving a student under the care of Oxbridge Group Ltd should immediately notify the Designated Safeguarding Lead or if they are not available the Deputy Designated Safeguarding Lead. They should then complete the Cause for concern form which can be found at Appendix A, or via online link.

- Once the Designated Safeguarding Lead has been informed of the concerns, the member of staff, volunteer or host family should continue to carefully monitor the situation and should pass on any further information or new concerns to the DSL but they should not seek to investigate the matter themselves as this may well prejudice the investigations of other agencies and ultimately cause further distress to the child or young person.
- Any cause for concern will be fully reviewed and any further action will be decided by the DSL as appropriate to the situation of the young person. Responses from DSL or DDSL will be recorded in detail onto the cause for concern form, with further information on any rationale where appropriate, or follow up information or action.
- Cause for Concern forms are kept on our encrypted online system. There is very limited access to this area; with only the DSL and DDSL able to access Cause for Concerns after initial submission through the webform.
- Whereby multiple cause for concerns are identified the DSL would take relevant action to garner further support for the young person and ensure that their needs are being met accordingly.
- The actions are groups into the following subheadings – cause for concerns may result in all or some of the following actions:
    - Discussion with child – this involves speaking with the young person directly to ascertain their wellbeing, and to safeguard them from further harm. It may involve signposting relevant contacts (PSO, DSL of school, DSL of OG) as well as support services where appropriate. Conversation with young person can be with DSL or PSO, as most relevant to the situation.
    - Monitor – this involves discussion with School/Host Family to ensure that young people can access relevant support where required, and that any further concerns are highlighted and communicated to ensure the best possible help.
    - Contact School – this would involve making a report to the DSL of the school to check any internal reports made by the school to gather a greater picture for contextual safeguarding issues. In the result of behavioural or observed issues this is common to try and offer multi-faceted support, such as school counsellors or designated school staff.
    - Contact Parents – we would discuss concerns with parents (where appropriate) to gain further contextual information, or to offer

further support to the student.
    - Refer to Children Social Care (LSCP) or LADO – in the event of a disclosure of abuse or neglect, or a complaint made against staff we would speak with the Local Authority (LSCP for access to Children Social Care, or LADO for any staff issues)
    - Refer to Emergency Services – this would be for any police or ambulance referrals.

- Should any information regarding a Cause for Concern or general Safeguarding issue be shared with staff or host family as appropriate to best support the student, it would be treated as confidential, and so would not be discussed with anyone except the DSL or DDSL as appropriate. All staff and host families are given training in Safeguarding and are taken through our Safeguarding Policy as part of the initial application process.

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

- The Designated Safeguarding Lead will take into account the inter-agency procedures of the Local Safeguarding Children Partnership where the child is based and the guidance given in Working Together to Safeguard Children (2026) and Keeping Children Safe in Education (2026). They will consider the nature and seriousness of the suspicion or complaint. A complaint involving a serious criminal offence will always be referred to Children's Social Care (LSCP) or the police.
- The Designated Safeguarding Lead will discuss the matter with the child or young person and will consider their wishes, provided that the child or young person is of sufficient understanding and maturity and properly informed. However, there may be times when the situation is so serious that decisions may need to be taken, after all appropriate consultation, that overrides the child or young person's wishes.
- The Designated Safeguarding Lead may also discuss the matter with the parents of the child or young person, provided they have no interest which is in conflict with the child'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 Designated Safeguarding Lead is concerned that disclosing information to parents would

put a child at risk, they will take further advice from the relevant professionals before making a decision to disclose.

- If the Designated Safeguarding Lead considers that it is likely that a child or young person has suffered significant harm, or that they may be at risk of significant harm a referral to Children's Social Care (LSCP) will be made without delay (and certainly within 24 hours). If there is room for doubt as to whether a referral to an external body should be made, the Designated Safeguarding Lead will consult with the Local Authority Designated Officer or Multi-Disciplinary Team on a no names basis without identifying the family.
- Where the Designated Safeguarding Lead decides not to refer the concerns to the relevant authorities, the person who raised the concern will be given a clear statement of the reasons why Oxbridge Group Ltd 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.
- If the initial referral is made by telephone, the Designated Safeguarding Lead will confirm the referral in writing to Children Social Care within 24 hours. If no response or acknowledgement is received within three working days the Designated Safeguarding Lead will recontact Children Social Care.

Allegations against Oxbridge Group Ltd Staff / Host families

It is vital that Oxbridge Group Ltd's staff are confident in being able to raise concerns about what seems to be unacceptable or unsafe conduct towards other colleagues or children/young people in their care. Concerns that are raised should be listened to fairly and equally with all allegations taken very seriously.

Oxbridge Group Ltd procedures for dealing with allegations against any Oxbridge Group Ltd staff, volunteers and Host families aim to balance the need to protect children and young people from abuse and the need to protect staff, volunteers and Host families from false and unfounded allegations. Where appropriate, these procedures follow the guidance in the DfE guidance *Keeping Children Safe in Education,* 2026.

Any concern or allegation about a member of Oxbridge Group Ltd's Staff or Host families must be reported to the Designated Safeguarding Lead immediately. If they are not available the matter can be passed to the Local Authority Designated Officer whose details can be found via your Local Safeguarding Children Partnership.

Suspension of staff or removing a child or young from a Homestay 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 child(ren) or young person(s) concerned;
- The need for a full and fair investigation.

All Oxbridge Group Ltd's staff and host families should take care not to place themselves in a vulnerable position with a child or young person in their care and should be mindful of the child/young person's right to privacy.

All Staff and host families should be aware of and follow Oxbridge Group Ltd's policies on Staff Conduct.

Guidance about conduct and safe practice, including safe use of ICT including mobile phones and social media by staff will be given at induction for all new staff.

Low Level Concerns Policy

As detailed in Keeping Children Safe in Education (2026), Oxbridge Group Ltd will promote a transparent and open culture about all concerns raised about adults working with young people. All concerns will be reviewed and responded to promptly and appropriately. Creating an environment whereby all concerns are raised is critical as, if successful, it allows us to identify and review appropriate behaviours, minimising the risk of abuse and ensure that those working with or on behalf of Oxbridge Group Ltd are promoting our ethos and values, in line with our Code of Conduct.

Low level concern does not mean that the concern is insignificant. It encapsulates any concern or 'nagging doubt' about an adult working for or on behalf of Oxbridge Group Ltd; specifically those which do not meet the threshold for referral to LADO, or are inconsistent with the Code of Conduct (including behaviours outside of work).

Any low level concerns should be shared with the Designated Safeguarding Lead, so that they can be dealt with appropriately and within a timely manner. The Designated Safeguarding Lead may, where appropriate discuss confidentially with the LADO for advice, if required. Efficient resolution of low level concerns both prevents children from harm, and the company from becoming the subject of misunderstanding or issue.

The low level concerns are recorded confidentially, and accessed only by the DSL and

DDSL, in a limited access workspace. Staff are reminded through annual training to flag and record low level concerns in order to best support our students going forwards. Low level concerns are routinely reviewed (monthly) to ensure that we are vigilant in our support in line with KCSIE (2026).

In line with the low level concerns information detailed within Keeping Children Safe in Education (2026); Oxbridge Group Ltd keep a separate record of low level concerns. Should there be multiple concerns, or low level concerns around a staff members behaviour which are not in line with the Code of Conduct and could potentially cause harm to a young person, Oxbridge Group Ltd DSL would contact the LADO for relevant advice and follow their guidance on further investigation and appropriate action.

Allegations about the Designated Safeguarding Lead

Should you have a concern about the conduct of the Designated Safeguarding Lead then you must refer this matter to Wandsworth Local Safeguarding Children Partnership and ask to speak to the Local Authority Designated Officer (LADO). The contact details for Wandsworth LSCP are as follows:

- Duty Team, Referral and Assessment Service Children Social Care
- Department of Education and Children's Social Care (LSCP) 2nd Floor Town Hall Extension
- Wandsworth High Street London SW18 2PU

Telephone: 020 8871 6622
Email: mash@wandsworth.gov.uk LADO@wandsworth.gov.uk
Outside of normal office hours (after 5pm weekdays or on weekends): 020 8871 6000.

We hold contact details of each Local Safeguarding Children Partnership, for reporting purposes. The local partnership for each area is detailed in Student, Parent and Host Family Handbooks and the details for the LSCP and Local Authority Designated Officer (LADO) are kept on Oxbridge Group Ltd systems.

Whistleblowing Statement

Oxbridge Group Ltd believes that good company practice is integral to the promotion of the best level of guardianship support to our students, parents, hosts and schools. In this way, our Whistleblowing Policy reflects our commitment to the highest

standards of openness, probity, and accountability. Whoever we deal with and wherever we may operate we are committed to doing so lawfully and ethically with integrity. Our Whistleblowing Policy and Procedure signposts staff, students, parents, schools and host families on how to raise concerns about fraud, malpractice, health and safety, criminal offences, miscarriages of justice, failure to comply with legal obligations and unethical conduct both internally and externally, should they need to; whilst maintaining confidentiality and protecting from any reprimands or recrimination of raising concern. Our commitment to working in line with best practice at all times is demonstrated through our Whistleblowing Policy which at its heart gives confidence that any suspicion of wrongdoing is dealt with in an appropriate and timely manner.

Allegations made to Police or Children's Social Care

Allegations made to Police or Children's Social Care regarding Oxbridge Group Ltd's staff or host family may have an effect on the staff or host family's ability to fulfil their role either because they or another person with whom they have come into contact with through the host family placement are the subject of the allegation, or because they may be party to any safeguarding measures put into place as the result of the allegation.

Allegations made to the police will be discussed via the police's designated liaison officer with the LADO. This process would be the same if an allegation is made directly to Children's Social Care. The LADO will then pursue the allegation with the school and also with Oxbridge Group Ltd's DSL (where relevant) to obtain further details of the incident(s) and circumstances. This liaison should determine whether or not the allegation is substantiated.

If the allegation is upheld and there is cause for concern that a young person is suffering, at risk of, or likely to suffer significant harm, then the LADO should refer immediately to Children's Social Care and initiate a strategy discussion. The LADO and Oxbridge Group Ltd's Designated Safeguarding Lead and Directors should be involved in any ensuing activity and outcomes.

If a criminal offence has occurred then the LADO should immediately involve the police and decide whether or not an investigation is needed. Oxbridge Group Ltd's Designated Safeguarding Lead should be involved in any such discussion.

Oxbridge Group Ltd's DSL will make a referral to the Disclosure and Barring Service if

a person in regulated activity has been dismissed or removed due to safeguarding concerns, or would have been had they not resigned.

If a member of staff, volunteer or Homestay tenders his or her resignation, or ceases to provide his or her services, any child protection allegations will still be followed up by Oxbridge Group Ltd. Resignation will not prevent a prompt and detailed report being made to the Disclosure and Barring Service or other relevant body as determined by future legislation in appropriate circumstances.

In cases where the allegation does not involve a criminal investigation; Oxbridge Group Ltd's Directors should review the Safeguarding and Child Protection training for all staff, volunteers and host families.

Allegations made to School Staff

A child or young person, or their parent(s), may make a disclosure about their host family or staff or about another person with whom they have come into contact whilst not at school to a member of school staff. Should this occur, and unless there is an allegation involving a criminal offence, the School DSL should contact the Oxbridge Group Ltd's DSL to discuss these concerns.

The Oxbridge Group Ltd's DSL, on receiving such contact from a school should investigate the allegation as a matter of urgency and should also inform the child or young person's parents where appropriate.

The LADO (Local Authority Designated Officer) may be referred to at this time, with contact by School or Oxbridge Group Ltd as appropriate. Oxbridge Group Ltd's DSL would liaise with the LADO for support, advice and to report further if required and meets the relevant threshold.

During the time when investigations are being carried out, the member of Oxbridge Group Ltd staff or host family concerned will be relieved of their guardianship or host family responsibilities and alternative arrangements will be made for the child or young person concerned.

Allegations against Children or Young People under the care of Oxbridge Group Ltd

If a child or young person for whom Oxbridge Group Ltd have responsibility is accused

of abuse against another child or young person for whom we have responsibility, we will take all appropriate action to ensure the safety and welfare of both children or young people, including the alleged perpetrator. This may include offering alternative accommodation for one or both children or young people.

If it is necessary for a child or young person to be interviewed by the police in relation to allegations of abuse, Oxbridge Group Ltd will ensure that, in consultation with the child or young person's school or college, parents or guardians are informed as soon as possible and that the child or young person is supported during the interview by an appropriate adult.

If the school or college decide that it is necessary to suspend the child or young person during the investigation, Oxbridge Group Ltd will provide appropriate support, assistance and accommodation.

These procedures will also apply as appropriate if a child or young person for whom we have responsibility is accused of abuse against any other individual for whom we do not have responsibility.

Appendix A Confidential Cause for Concern Form

Confidential Cause for Concern Form: [Cause for Concern Form – Oxbridge Guardians]

Use this form to record any concern about a child or young person's welfare. Please do not interpret what you have seen or heard or attempt to investigate; simply record the facts. Once this form is completed it must be handed immediately to the Designated Safeguarding Lead. If they are not available please pass this form to another member of the Senior Staff for their attention.

Please remember to ask 'open' questions and not leading questions and allow time for the child or young person to tell you in their own words what has happened. Please try to listen as carefully as possible and keep an open mind.

Finally, please remember that you must never promise to keep any information a secret or to give an undertaking of confidentiality to the child or young person. You should explain that you will probably need to pass the information on to the Designated Safeguarding Lead who will ensure that any necessary action is taken but that you will be there to support the child or young person if they would like this.

Name of Child/Young Person

Date

Location where incident occured

Type of Report

Absent/Missing Child Risk Assessment Select or type to search...

What have you observed and when? (Observed Behaviour)

If you have personally witnessed an incident or behaviours that give you cause for concern.
What have you heard and when? (Discussion)

If a parent/host family/school has reported an issue to you. (Verbatim)

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What have you been told and when? (Disclosure)

If a child/young person has disclosed to you personally (Verbatim)

I have discussed the issue of consent with the person making the initial report and they are aware that I will share the information with the relevant persons (DSL, ADSL, School, Parents, LCSP, Police)

Have you spoken with the child/young person?

Detailed report of what the child/young person said (Upload file if noted seperately)

Are the parents/guardians aware of this concern?

Please note any additional people you have notified of this concern. Please be aware that concerns should only be shared with those who need to know (DSL/DDSL)

Is this the first time that you have had concerns about this child/young person If no, please note details

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Screenshots or Evidence of Correspondence Supported image types: .jpg .gif .png

Add another

Name of person completing this form

Date form completed

Start

End

Date information passed to DSL Start

End

FOR DSL ONLY – Student Select or type to search...

FOR DSL ONLY -

- Action Taken
- Discussion with Child

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Monitoring

Check Pupil File(School)

Contact Parents

Refer to Children Social Care (LSCP) Refer to LADO

Refer to Emergency Services

FOR DSL ONLY – Additional Notes

FOR DSL ONLY – Rationale

FOR DSL ONLY – Follow up

Appendix B: Local Authority and External Information

Local Authority Designated Officer (LADO) **Wandsworth**
LADO@wandsworth.gov.uk Local Safeguarding Children Partnership (LSCP) **Wandsworth** mash@wandsworth.gov.uk

	020 8871 7440
NSPCC	www.nspcc.org.uk
	0800 800 5000

Child exploitation and online protection centre (CEOP)
www.ceop.gov.uk For children and young people

	Childl

ine 0800 1111
NSPCC Share Aware Campaign (online safety)

	www.nspcc.org.

uk/shareaware Child exploitation and online protection centre (CEOP) www.thinkuknow.co.uk/

For parents	www.parentinfo.org/
For parents about online safety	www.childnet.com
Office of the Children's Commissioner	www.childrenscommisioner.gov.uk

020 7783 8330

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Appendix C: Communication with Oxbridge Group Ltd

Office Opening Hours: Monday to Friday 9:00am to 5:00pm
We are closed on weekends and bank holidays

Address: Devas Club, 2a Stormont Road, Battersea SW11 5EN Our office is based in a serviced office block in zone 2 of Central London. We are 15 minutes' walk away from Clapham Junction train station which is centrally located on the London rail network.

Email Communication:
students@oxbridgeguardians.co.uk
steph.gilbert@oxbridgeguardians.co.uk

During office hours urgent emails will receive immediate attention, and all emails will normally be dealt with on the day they are received. **Please note** that out of office hours, emails will only be read at peak times, such as the start of term. If something requires urgent attention please include 'urgent' in the subject of the email.

Telephone: +44 (0) 20 8432 345
Calls are received directly to the office and answered by our staff. Please call back during office opening hours if we are closed

Emergencies: Director & Designated Safeguarding Lead: Steph Gilbert
Telephone: + 44 7837778298
Email: steph.gilbert@oxbridgeguardians.co.uk

Deputy Designated Safeguarding Lead: David Qi
Telephone: 07311266925 and 07752629918
Email: david.qi@oxbridgeguardians.co.uk

Director: Helen Wu
Telephone: + 44 7515 494 045
Email:helen.wu@oxbridgeguardians.co.uk

The above numbers provide emergency telephone lines 24 hours per day, manned by our Director and Designated Safeguarding Lead. These numbers will be forwarded to another member of staff if they are not available as part of our normal contingency planning. These telephones numbers **SHOULD NOT** be used for routine matters.

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Appendix D: Student Removal from School form

Oxbridge Group Ltd: Student Removal from School Form

In order for us to support our student in the best way possible, we would appreciate it if you could complete the following student removal form. Please note that a representative of insert guardianship organisation name will not be able to collect the student until this form has been completed and returned to us by email: steph.gilbert@oxbridgeguardians.co.uk.

School Name	
Student Name	
DOB	
Reason for request of removal of Student	
Has the student been assessed by a medical professional?	
Date of assessment if applicable	
Summary of assessment if applicable	
Is the student at risk of harm to themselves?	
Is the student at risk of harm to others?	
Has the School followed its mental health and child protection policies and procedures?	
Please provide a cope of any relevant policies and procedures	
Any other additional information we should be aware of	
Please detail all medication prescribed to and taken by the young person including dosage and frequency.	
Signature	
School Staff Name	
Position	
Date	

Please note any additional information in terms of context or requirements for re-entry to school as relevant to the DSL (Steph Gilbert). For further discussion, please contact: 07837778298

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Appendix E: Mental Health Support Services list

A&E Department (Wandsworth)	Tel: 020 8672 9944
Action for Children - Parent Talk Parenting advice for parents/carers of 0–19 year olds, including parenting coaches.	https://parents.actionforchildren.org.uk/
Activity Alliance Join members, partners and disabled people to make active lives possible. Challenges perceptions and changes the reality of disability, inclusion and sport.	www.activityalliance.org.uk/about-us
ADHD and You Resources & people to turn to about ADHD. Help to find what works for individual YP: To keep ADHD to themselves, just involve their family & ADHD management team, or to share their story with a friend or family.	www.ADHDandyou.co.uk Tel: 01256 894003 For general enquiries: Shire Pharmaceuticals Limited 1 Kingdom Street, London, W2 6BD
ADHD Foundation Health & education service offering support to people living with ADHD, Autism, Dyslexia, Dyspraxia, Dyscalculia and Tourette's Syndrome. Website has information & useful resources for CYP, adults, parents & professionals. Topics include: returning to school after lockdown; coping with feelings of anger; boundaries; MH; conflict resolution, self-care; 10 tips to support your teenager; EHCP & transition.	www.adhdfoundation.org.uk
Age UK For people alone who want to talk.	Tel: 0800 298 0579
Amaze Gender issues, sex education, relationships.	www.amaze.org

Anna Freud MH charity for children & families.	www.annafreud.org
Anxiety Canada Information, programmes and videos on the website to help reduce excess anxiety. Home management strategies and professionals providing help. Works with experts to increase awareness, promote education and improve access to evidence based resources on anxiety. Many free of charge, self-help, downloadable resources to support management of anxiety for young people, adults, new mothers, children.	www.anxietycanada.com www.youth.anxietycanada.com The Mindshift app can be downloaded via this website (anxietycanada.com/resources/mindshift-cbt/)
Autism – The National Autistic Society (see also The Girl with the Curly Hair Project) Early Bird programmes	www.autism.org.uk Helpline: 0808 800 4104 (Mon-Thu 10am-4pm; Fri 9am-3pm Email: autismhelpline@nas.org.uk Education Rights – Tel. 0808 800 4102 Parent to Parent Support Line: Tel. 0808 800 4106 (freephone) Autism support nationwide helpline tel: 0800 031 5445 Mon-Thu 9am-8pm Fri 9am-5pm www.autism.org.uk/earlybird EarlyBird (for parents with Autistic children under 5 years) and EarlyBird Plus (ages 4-9) are support programmes for parents and carers, offering advice and guidance on strategies and approaches for dealing with young autistic children. The EarlyBird Healthy Minds programme is a six-session parent support programme to help promote good mental health in autistic children.
Anxiety UK For any form of anxiety, mild to severe. Fast access to reduced cost therapy and access to several specialist helplines.	www.anxietyuk.org.uk Helpline: 08444 775 774 (Mon-Fri 9.30-5.30)
Carol Gray's website Social stories and other resources.	https://carolgraysocialstories.com/social-stories
Asperger's and ASD (see also AUTISM section below) Resources & links for professionals, parents & people with Aspergers.	www.tonyattwood.com.au
2gether Assertive Outreach Team Help in a crisis. Develops supportive & therapeutic relationships with service users with severe enduring mental illness.	0800 169 0398 24hrs
Barnado's Provides a number of services to YP and families.	www.barnardos.org.uk
Aston Project Works with 9-17 year olds to reduce harm, crime and anti-social behaviour. Helps inspire YP to make better decisions, utilise their skills, promote ethos of 'work for reward'.	www.astonproject.co.uk Email: AstonProject@gloucestershire.pnn.police.uk (referral form: online)
Beat Eating disorder's support, recovery information, support services.	www.beateatingdisorders.org.uk In Supporting Someone (beateatingdisorders.org.uk) Helpline: 0808 801 0677. Youthline: 0808 801 0711
Blue Cross for Pets Pet bereavement and pet loss support. If you have lost, or are facing saying goodbye to, a much loved pet and need somebody to talk to, our Pet Bereavement Support Service is here.	https://www.bluecross.org.uk/pet-bereavement-and-pet-loss Free Helpline: 0800 096 6606 (every day from 8.30am – 8.30pm) Email: pbssmail@bluecross.org.uk
At a Loss.org Website with information and support to find bereavement help, practical information, resources and free counselling via the livechat service, GriefChat.	

Blurt it out Resources/information to help understand more about depression and lifestyle changes.	https://www.blurtitout.org/resources
Bristol Mindline Suicide helpline (Bristol and South Gloucestershire)	Tel: 0808 808 0330 (Wed-Sun 8-12 midnight)
British Dyslexia Association (BDA)	www.bdadyslexia.org.uk
Brook Sexual health & wellbeing for under 25's. Emergency Contraception, Chlamydia screening under 25s. Advice for professionals on CSE, health & wellbeing, sexual behaviours traffic light tool, etc	www.brook.org.uk
Bullying UK (see also Family Lives) Part of Family Lives service	www.bullying.co.uk
Cafcass The Children and Family Court Advisory and Support Service is a non- departmental public body in England set up to promote the welfare of children and families involved in family court.	www.cafcass.gov.uk 0300 456 4000 (Mon-Fri, 9-5, excluding BH) www.cafcass.gov.uk/contact-us
CAMHS Link to lots of websites and resources	www.CAMHS-resources.co.uk/websites WEBSITES | CAMHS Resources (camhs-resources.co.uk)https://www.camhs-resources.co.uk/websites
CAMHS Practitioner Advice Line Support and advice given to any professionals working with YP.	Wandsworth Telephone: 020 3513 4644 Email: wandsworthcamhs@swlstg.nhs.uk
Calm (Campaign against living miserably) Helpline for men who are down or have hit a wall for any reason, who need to talk or find information and support. Open 5pm–midnight, 365 days a year.	www.thecalmzone.net/ Helpline: 0800 58 58 58
Christians agains poverty (CAP) Advice on debt, life skills, job clubs, fresh start.	www.capuk.org Tel: 01274 760720 Email: info@capuk.org

CareConfidential Support following abortion	www.careconfidential.com Tel: 0300 4000 999
Carers Trust A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol. Help for young carers to cope with their caring role through specialised services across the UK.	www.carers.org/about-us/about-young-carers For general enquiries, please email: info@carers.org
~~Centrepoint Homelessness support~~	www.centrepoint.org.uk ~~0800 587 1058 or email supportercare@centrepoint.org~~
Chat Health For ages 11-19, advice on drinking, alcohol, smoking, problems with friends and family, body changes, relationships, bullying, feeling sad or angry, social media, exam anxiety, self harm, mental health and healthy eating.	Text a school nurse on: 07507 333 356
Child Bereavement UK Supports families and educates professionals when a baby or child dies or is dying, or when a child is facing bereavement. The support and information helpline provides confidential support, information and guidance to families and professionals.	www.childbereavementuk.org Tel: 0800 02 888 40 Helpline: 0800 028 8840 (Monday to Friday, 9am-5pm) Email: support@childbereavementuk.org Online Chat: https://www.childbereavementuk.org/booked-telephone-support
Child Death Helpline	http://childdeathhelpline.org.uk/
Helpline for anyone affected by the death of a child of any age, under any circumstances, however long ago.	Free Helpline: 0808 800 6019 (from mobile) / 0800 282 986 (Mon- Fri, 10am-1pm; Tue 1pm-4pm; Wed 1pm-4pm; Every evening 7pm- 10pm) Email: contact@childdeathhelpline.org
Child Mind A-Z information for anyone with a child struggling with their MH.	https://childmind.org Topics A-Z | Child Mind Institute
ChildLine **(Also see app 'For Me')** Support on abuse, bullying, family issues	www.childline.org.uk Tel: 0800 1111
Childnet Sexual harassment 13-17 years. To help make the internet safe	www.childnet.com/ Tel: +44 (0)20 7639 6967 Email: info@childnet.com
CHUMS Tics and Tourettes support	www.chums.uk.tics-and-tourettes

Citizen's Advice Bureau Advice on a range of issues, including money, work, debt, consumer, housing, family, law, immigration, health.	www.citizensadvice.org.uk Tel: (insert your local number)
Crime stoppers To report any crime or child exploitation	Tel: 0800 555 111
Cruse Bereavement Care (See Hope Again for the youth website) The free national helpline offers a listening ear and emotional support to anyone who has lost someone they love, or been affected by a bereavement.	www.cruse.org.uk Email helpline: helpline@cruse.org.uk Helpline: 0808 808 1677 (Mon-Fri 9.30-5pm (excluding bank holidays), with extended hours on Tue, Wed and Thu evenings until 8pm).
Ditch the Label Anti-Bullying Charity. Provides emotional, psychological and physical support to those who are impacted by bullying in offline and digital environments.	https://www.ditchthelabel.org/ Helpline: (01273) 201129 (We're in the office between 09:00 – 17:30) Email via online form: https://www.ditchthelabel.org/contact/ Facebook: https://www.facebook.com/DitchtheLabel/
ERIC Bedwetting information, advice and helpline.	www.eric.org.uk Helpline: 0808 169 9949
Facts4life Support on health for schools, parents/carers, and health professionals.	www.facts4life.org
Family Links Online support and nurturing programmes. Good ideas and resources.	www.familylinks.org.uk/
Family Lives Advice on family issues and bullying. 24 hour helpline.	www.familylives.org.uk Tel: 0808 800 2222 (Mon-Fri 9am-9pm; Sat-Sun 10am-3pm) www.bullying.co.uk

Fearless Non-judgemental info and advice about crime and crimality. A safe place to give info about crime anonymously. Also has a section for professionals, with resources to use with YP and info about: Weapons, CSE, Theft/ Robbery, Criminal damage, Violence, Gangs (County Lines), Drugs, Abuse, Cybercrime.	www.fearless.org/en
Genderbread A teaching tool for breaking the big concept of gender into bite sized pieces.	www.genderbread.org
Get Connected Provides private rehabilitation to treat drug and alcohol addiction, and process addictions like gambling, sex & love and eating disorders	www.getconnected.org.uk Tel: 0203 993 5571 Email: info@getconnected.org.uk

Get Self Help Website provides CBT self help & therapy resources, worksheets, information sheets and self help mp3s.	www.getselfhelp.co.uk/anxiety.htm
GIDS The Gender Identity Development Service (GIDS) is for children/YP and their families, who experience difficulties in the development of their gender identity. It's a national specialised service, based in London and Leeds.	www.tavistockandportman.nhs.uk/care-and-treatment/our- clinical-services/gender- identity-development-service-gids http://gids.nhs.uk/ Tel: 020 8938 2030/1 Email: gids@tavi-port.nhs.uk
Gingerbread Support for single parents.	www.gingerbread.org.uk Tel: 0207 428 5400
Your Local Hospital	St George's Hospital (Wandsworth) Blackshaw Rd, London SW17 0QT
Your Local Safeguarding Children Partnership	Wandsworth MASH Family and Community Service Children's Social Care, Children Services 2nd Floor Town Hall Extension Wandsworth High Street London SW18 2PU
Grief Encounter A free service that supports bereaved children and young people.	www.griefencounter.org.uk Helpline: 0808 802 0111 (Mon - Fri 9-9). Can chat via website. Email: contact@griefencounter.org.uk For advice & guidance, email: ecounselling@griefencounter.org.uk
HappyMaps Worried about a YP's behaviour or mental health and not sure what's normal? Signposting to books, websites, counselling and parent groups.	www.happymaps.co.uk
harmLESS For those who have contact with YP who are self- harming. Designed to help you talk about self- harm with a YP so that you can decide what support might be helpful.	www.harmless.org.uk

Headway Promoting life after brain injury.	www.headway.org.uk Tel: 0808 800 2244

Hollie Guard Turns phone into a personal safety device. If in danger, a shake or tap activates Hollie Guard and sends your location and audio/video evidence to your emergency contact. A second shake sends out a high pitched alarm and the flash starts to strobe.	www.hollieguard.com
Intercom Trust A lesbian, gay, bisexual & trans charity working across Cornwall, Devon, Dorset and South West, providing support, advocacy, counselling, training, info, groups, online directory, etc.	www.intercomtrust.org.uk Helpline: 0800 612 30100
Kidscape Advice about bullying for children and parents.	www.kidscape.org.uk Tel: 0171 730 3300
Kooth Free advice and support. Counsellors.	www.kooth.com/ Mon – Fri 12pm – 10pm; Sat–Sun 6pm – 10pm
Live, Life, Well Suicide prevention, med info, self help (depression, anxiety, sleep), 16-19 year old section. Exercise Well/Eat Well/Manage Well Socialise Well/Think Well	www.live-lifewell.net
ManKind	Tel: 01823 334 244
Multi-Agency Safeguarding Hub (MASH)	020 8871 6000 (Wandsworth)
Men's Advice Line Helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members).	www.mensadviceline.org.uk Freephone: 0808 801 0327 (free), Mon-Fri 9am-5pm Email: info@mensadviceline.org.uk
Mermaids A safe place for young trans people (up to 20 yrs) to find support & help one another.	www.mermaidsuk.org.uk Helpline: 0808 801 0400 (Mon-Fri 9am-9pm)

Mind Information, advice and support for young people with a mental health problem and their carers. Sleep support.	www.mind.org.uk Tel: 0300 123 3393 Text: 86463 www.mind.org.uk/information-support/types-of-mental-health- problems/sleep- problems/sleep-problems/
Mindful Meditation, anxiety.	www.mindful.org
Moodcafe Info and resources relevant to common psychological problems. Self help guides and websites.	www.moodcafe.co.uk
Moodjuice Online support for a range of issues, eg anxiety.	www.moodjuice.scot.nhs.uk www.moodjuice.scot.nhs.uk/obsessioncompulsion.asp.ocdinfo
Muslim Youth Helpline	Tel: 0808 808 2008
NCDV (National Centre for Domestic Violence) Free, fast emergency injunction service to survivors of DV regardless of their financial circumstances, race, gender or sexual orientation	www.ncdv.org.uk Freephone: 0800 970 2070 Text: Text "NCDV" to 60777 and we'll call you back To Make A Referral: Tel: 0207 186 8270 or 0800 970 2070 (Press option 1)
National Citizen Service (NCS) For 16-18 year olds. Helps build skills for work and life, while taking on new challenges and meeting new friends. Runs in spring, summer and autumn. Short time away from home taking part in a team community project. Brings together YP from different backgrounds & helps them develop confidence, self- awareness & responsibility. Encourages personal & social development.	https://www.gov.uk/government/get-involved/take-part/national- citizen-service

National Domestic Violence Helpline For women experiencing DV, their family, friends, colleagues & others calling on their behalf. The Helpline gives support, help & info, wherever the caller might be in the country. Female helpline support workers & volunteers. Confidential. Translation facilities & a service for callers who are deaf or hard of hearing.	https://www.refuge.org.uk/get-help-now/phone-the-helpline/ Tel: 0808 2000 247 (Freephone, 24 hours)
National Self Harm website	www.nshn.co.uk
National Suicide Prevention Alliance (NSPA)	Preventing suicide together - NSPA
NHS 111 Health advice 24 hours a day.	www.nhs.uk Tel: 111
NHS Choices Low mood and depression. Suicidal thoughts.	www.nhs.uk/livewell/depression/pages/depressionhome.aspx www.nhs.uk/conditions/suicide www.nhs.uk/conditions/stress-anxiety-depression

Nip in the bud Works with MH professionals to produce short films and fact sheets on ADHD, anxiety, conduct disorder, depression, OCD, PTSD, etc) to help parents, teachers & others caring for/working with children to recognise MH disorders and inform them how to obtain professional assessment to improve the prospects of early diagnosis and effective treatment.	www.nipinthebud.org
No Panic Info and advice for carers/young people aged 13-20. Panic, Anxiety, Phobias, OCD, exam stress, family anxiety. Youth mentoring, helpline, and workshops.	www.nopanic.org.uk Youth Helpline Tel: 0330 606 1174 (3-6pm Mon, Tue, Wed, Fri; 3-8pm Thu; 6-8pm Sat)
NSPCC NSPCC helpline (new helpline for CYP who have been victims of abuse at school, and for worried adults and professionals who need support and guidance. The helpline is called Report Abuse in Education).	NSPCC helpline: 0800 136 663 Email: help@nspcc.org.uk
If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support. ChildLine offers free, confidential advice and support whatever your worry, whenever you need help.	www.nspcc.org.uk Tel: 0808 800 5000 NSPCC FGM helpline: 0800 028 3550 18 or under, contact ChildLine free: Tel: 0800 1111
Papyrus Charity for the prevention of young suicide. HOPELineUK – specialist telephone service staffed by professionals who give support, advice & information to children, teenagers & YP up to the age of 35 who are worried about how they are feeling, & anyone	www.papyrus-uk.org Email: pat@papyrus-uk.org Tel Tel: 0800 068 41 41 Email: pat@papyrus-uk.org Tel: 07786 209697

concerned about a YP.	
Parent Support Link Supporting & informing families & friends of people who use drugs and alcohol.	https://www.parentsupportlink.org.uk/ Helpline: 023 8039 9764 (24/7)

Place2be MH resources for schools.	www.place2be.org.uk Mental health resources for schools – Place2Be
Pregnancy Choices Directory Help for those facing unplanned pregnancy or following an abortion.	www.pregnancychoicesdirectory.com
Prospects Advice and guidance on employment and skills. Support to vulnerable YP to help reduce risk, keep them safe and improve their life chances. Education and learning for early years, schools and prisons.	www.prospects.co.uk/What-We-Do
RAE (Relationships, Advice, Education) Workshops to schools & groups, complimenting the school curriculum. Identify healthy & not healthy relationship, abuse, forced marriage, fgm, who to contact.	Tel: 08456 029 035 – project coordinator
Rainbow Trust Supports families who have a child aged 0-18 years with a life threatening or long term illness.	www.rainbowtrust.org.uk Tel: 01372 363438
Refuge Support & advice for women & children on dealing with domestic violence.	www.refuge.org.uk Free Helpline: 0808 2000 247 (24-hour)
Relate Help with challenging relationships, problems with friends, parents, teachers, or in love life. Confidential space to express thoughts, feelings and emotions. Live Chat service connects to a counsellor who will listen & help find solutions to get life back on track.	www.relate.org.uk Tel: 0300 100 1234 Email: relate.enquiries@relate.org.uk
Relax Kids Child relaxation training, classes and resources. Online mindfulness.	www.relaxkids.com
Riprap Support for teenagers when a parent or carer has cancer.	www.riprap.org.uk

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Royal College of Psychiatrists	www.rcpsych.ac.uk/healthadvice/parentsandyouthinfo/parentscarers/worriesandanxieties.aspx
Samaritans For emotional support to people in despair and potential suicide	www.samaritans.org .uk Free 24 hour helpline: 116 123

SAMM (Support after Murder and Manslaughter) UK Charity supporting families bereaved by Murder and Manslaughter. Advice and training to many agencies on issues relevant to the traumatically bereaved.	www.samm.org.uk Tel: 0121 471 1200
Sands Stillbirth and neonatal death charity	Sands | Saving babies' lives. Supporting bereaved families. Helpline: 0808 164 3332
Sane Saneline suicide helpline. Provides practical help, emotional support and specialist information to individuals affected by MHproblems, their family, friends and carers.	www.sane.org.uk Helpline: 0300 304 700 (4.30pm-10.30pm every day) Textcare: comfort and care via text message, sent when the person needs it most: www.sane.org.uk/textcare Peer support forum: www.sane.org.uk/supportforum
Self Injury Support (see also Rethink and National Self Harm) Support for professionals. Improving support and knowledge around self injury	www.selfinjurysupport.org.uk Tel: 0117 927 9600 Email: info@selfinjurysupport.org.uk
Sexting Advice SWGfL is a charitable trust that specialises in supporting schools, agencies and families to effect lasting change with the safe and	www.swgfl.org.uk/magazine/Managing-Sexting-Incidents/Sexting-Advice.aspx SWGfL Main Office Tel: 0345 601 3203 Email: enquiries@swgfl.org.uk
secure use of technology. Educational online safety tools, services and resources. Works closely with UK and International Governments & Agencies; organisations and technology providers in advising and shaping policy, practice and legislation.	https://parentinfo.org/page/for-schools https://parentzone.org.uk/

Shelter Housing & homelessness. Helpline for if someone has nowhere to sleep, might be homeless soon, have somewhere to sleep but nowhere to call home, could be at risk of harm, or feel very overwhelmed about their housing situation	https://england.shelter.org.uk/ Free helpline (open every day): 0808 800 4444 (for urgent need of housing advice –8am – 8pm on weekdays; 9am – 5pm on weekends)
Shout 24/7 text service for anyone in crisis, not coping, and needing immediate help. Support for anxiety, depression, abuse, panic attacks, suicidal thoughts, self harm, relationships, bullying.	Text SHOUT to 85258
Sibs For brothers and sisters of disabled children and adults.	www.sibs.org.uk Contact online
SmiRA (Selective Mutism Information and Research Association) Support for professionals.	www.selectivemutism.org.uk/ www.selectivemutism.org.uk/information/information-for-professionals/
Social Prescribing Service Local agencies (GP, pharmacies, multi disciplinary teams, hospital discharge teams, health professionals, fire service, police, job centres, Social Care, housing, voluntary, community and social enterprise – or by self referral) to refer people to a link worker who will give them time and focus on 'what matters to me', taking a holistic approach. Works for those with long- term conditions; who need support with their MH; who are lonely or isolated; who have complex social needs which affect their wellbeing.	Contact details for further information www.england.nhs.uk/personalisedcare/social- prescribing
Stem4 Anxiety and depression, eating, self harm, addiction support	www.stem4.org.uk Calm Harm app (see apps at end of list)

Stress and Anxiety in Teenagers Online support for stress and how to manage it.	www.stressandanxietyinteenagers.com
Stroud Beresford Group Refuge and outreach DV.	www.stroudwomensrefuge.co.uk Tel: 01453 764385
Students against depression Students Against Depression is a website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking.	www.studentsagainstdepression.org
Suicide Bereavement UK	Suicide Bereavement Support | Suicide Bereavement UK
Suicide Crisis	contact@suicidecrisis.co.uk
Sunflower Suicide Support Based in Stroud. Help families who have sadly lost people to suicide! They have a website and an advice line!	www.sunflowerssuicidesupport.org.uk
SurvivorsUK Helps sexually abused men (aged 13 and above), as well as their friends and family, no matter when the abuse happened.	www.survivorsuk.org Text helpline: 020 3322 1860

Talk to Frank information, advice and support about drugs.	www.talktofrank.com Tel: 0300 123 6600 Text: 82111 www.talktofrank.com/treatment-centre/youth-support-team-gloucester Link for alcohol/drug information cards which can be given outto young people and their families/carers: www.gscb.org.uk/media/1671/workbook_cards_screenprints - 56954.pdf
The Calm Zone The Campaign Against Living Miserably. Online support, helpline & webchat for young men from 15 years with low mood. Suicide prevention. Information & support. For anyone who needs to talk about life's problems. Support for those bereaved by suicide through the Support After Suicide Partnership (SASP)	www.thecalmzone.net Free nationwide helpline: Tel: 0800 58 58 58 & webchat (5pm-midnight every day) Webchat is available on the website (same times as the helpline).
The Chil**dren's Sleep Charity**	www.thechildrenssleepcharity.org.uk Tel: 01302 751 416
Supporting children with sleep issues. Support for families and accredited training and leaflets for professionals and commercial organisations.	Email: info@thechildrenssleepcharity.org.uk
The Girl with the Curly Hair Project Supports people on the Autistic Spectrum and the people around them. Not just for girls, we have also helped thousands of Spiky Haired Boys too! Resources used by psychiatrists, GPs, psychologists, counsellors & teaching professionals. You'll need to subscribe and pay for this.	http://thegirlwiththecurlyhair.co.uk Join the community on Facebook Email: alis@thegirlwiththecurlyhair.co.uk or fill out the contact us form.
The Hideout Online support to help children understand domestic abuse.	www.thehideout.org.uk
The Lullaby Trust Information and advice about safe baby care to reduce the risk of cot death. How to support a grieving sibling.	https://www.lullabytrust.org.uk/bereavement-support Helpline: 0808 802 6868 (10am-5pm, Mon-Fri; Tue & Thu 7-9pm; weekends and bank holidays, 6pm-10pm) Email: support@lullabytrust.org.uk

The Mix Support on all issues for under 25's (mental health, homelessness, drugs, money, abuse, bullying, etc).	www.themix.org.uk Tel: 0808 808 4994 (11am-11pm) Crisis text line 24/7 by texting THEMIX to 85258 Email or chat online (4pm-11pm) via the website.
The Sleep Council An impartial advisory organisation that raises the awareness of the importance of a good night's sleep to health and wellbeing and provides helpful advice and tips on how to improve sleep quality and create the perfect sleep environment.	www.sleepcouncil.org.uk info@sleepcouncil.org.uk Tel (for admin): 01756 791089 Freephone leaflet line: 0800 018 7923 Fax: 01756 798789
The Tavistock and Portman NHS Foundation Trust (see GIDS)	www.tavistockandportman.nhs.uk
TIC+ (Teens in Crisis) Face to face and online counselling for 9-21 year olds. Works closely with CYPS. Parent Support & Advice Line for parents of children aged 0-25 years.	www.ticplus.org.uk Email: admin@ticplus.org.uk Tel: 01594 372777 (office opening hours: Mon & Wed 9am-4pm and 6-8pm; Tue & Thu 9am-1pm and 6-8pm; Fri 9am-3pm; Sun 6- 8pm Text support: 07520 634063 Parent Support & Advice Line: 0800 652 5675 www.ticplus.org.uk/parents-carers Mon & Wed: 5pm-9pm; Tue & Sat: 9.30am-1pm.
TICS	www.nhs.uk/conditions/tics/treatment/#selfhelp
upport for yp with tics.	
Time To Heal Works with homeless people in hospital.	
TOP (Triumph Over Phobia) Self help groups in Cheltenham & Glos.	www.topuk.org
Tourette Syndrome	https://www.nhs.uk/conditions/tourettes-syndrome/
Voice Collective UK-wide, London-based, project that supports CYP who hear voices, see visions, have other 'unusual' sensory experiences or beliefs. Support for parents/families. Training for youth workers, social workers, MH professionals, etc.	www.voicecollective.co.uk Email: info@voicecollective.co.uk Tel: 020 7911 0822 Not able to provide immediate crisis support, so if you need to talk with someone urgently please call Childline (0800 1111) or NHS 111. If you're an adult looking for a peer support group near you, visit: www.hearing- voices.org for support groups across the UK, and www.intervoiceonline.org for support groups in other countries.
Winston's Wish Bereavement service.	www.winstonswish.org.uk National helpline: 08088 020 021.

Women's Aid National charity working to end domestic abuse to women and children.	https://www.womensaid.org.uk/ For information and support, email: helpline@womensaid.org.uk, or contact a local domestic abuse service by using the Domestic Abuse Directory: www.womensaid.org.uk/domestic-abuse-directory
Young Minds Website with a range of information for YP, their families and practitioners, including tips, advice & guidance for support during the Covid-19 pandemic, such as anxiety about returning to school; struggling with selfisolation & social distancing and for those who have lost a loved one due to coronavirus. They also provide a parents' helpline, which can be contacted by phone, webchat or email.	www.youngminds.org.uk Young person looking for help and support Text the YoungMinds Crisis Messenger, free 24/7 support across the UK if you are experiencing a mental health crisis. If you need urgent help text YM to 85258 Parent Help Line: 0808 802 5544
Youth Access Advice, counselling, money, rights. Works closely with Government, NHS, academic and voluntary sector to improve youth MH policy.	www.youthaccess.org.uk Tel: 020 8772 9900 Email: admin@youthaccess.org.uk
Zero Suicide Alliance (ZSA) Suicide Awareness Training.	Zero Suicide Alliance (ZSA)
ZERO TO THREE Works to ensure that babies and toddlers benefit from the family and community connections critical to their well-being and development. Healthy connections help build babies' brains.	https://www.zerotothree.org/parenting

Your Success, Our Pride