S001 - Henshaws Safeguarding Policy

Review Date	Ratified Date	Next Planned Review
23/10/2026	23/10/2026	October 2027

Directorate (Indicate which applies by ticking the appropriate box)							
General	Human Resources	Finance	College	ACC	Community Services	Fundraising	Marketing
✔							

Author	**Paul Donkersloot**
Ratified by	**College Governing Body**

Reason for this Review	Annual Review
Were changes made?	Yes
Summary of changes	Updated Safeguarding Vulnerable Adult sections
Relevant Legislation	Safeguarding and Child Protection policies including: • Serious Crime Act 2015 Section 76 • Domestic Violence, Crime and Victims Act 2004 • The Counter Terrorism and Security Act 2015 • The Modern Slavery Act 2015 • Anti-social Behaviour, Crime and Policing Act 2014 • The Criminal Justice and Courts Act 2015 Section 20-25 • Public Interest Disclosure Act 1998 • Protection of Freedoms Act 2012 (Disclosure and Barring Service Transfer of Functions) Order 2012 • The Care Act 2014 • The Duty of Candour (regulation 20)

	• Care Quality Commission (Registration) Regulations 2009 • Equality Act 2010 • Human Rights Act 1998 • Mental Capacity Act 2005 • Safeguarding Vulnerable Groups Act 2006 • The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012 • Keeping Children Safe in Education 2026 • Public Sector Equality Duty (PSED) for education settings • Working Together to Improve School Attendance 2024
Underpinning Knowledge – What have we used to ensure the policy is current	Training and CPD Network groups Specialist online support (NSPCC, The Key, Safeguarding Network)
Equality Impact Completed	See Appendix One
Suggested Action	Disseminate to staff, Governors and Trustees as part of safeguarding awareness updates

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1. Introduction

It is the duty of Henshaws to provide a safe and secure environment for our service users, staff, volunteers, contractors and visitors. We will ensure our Charity allows everyone to develop and succeed during their time with us and to support people with sight loss and other disabilities to be as independent as possible, whilst being protected and always supported. We recognise that the people we support may be more likely to be vulnerable to abuse because of their disabilities and \ or sensory impairment.

Everyone who works or volunteers at Henshaws who meets the people we support including children and adults at risk and their families has a role to play in safeguarding. Members of staff are particularly important as they can identify concerns early, to provide support and to prevent concerns from escalating and becoming a serious case.

Early help recognises concerns as they emerge, these include:

- is frequently missing/goes missing from education, home or care
- has experienced multiple suspensions, is at risk of being permanently excluded from schools, colleges and in alternative provision or a pupil referral unit
- has a parent or carer in custody or is affected by parental offending (KCSIE 2024)

We will work closely in partnership with social care, the police, health services and other external multi-agency services to promote the welfare of children and adults at risk and protect them from harm.

NB There is an essential need to ensure the service and its staff have access to and a working knowledge of our relevant Local Authority child protection and / or safeguarding policy. Henshaws Safeguarding policy must be used in conjunction with the relevant Local Authority safeguarding policy.

These policies can be located on the relevant Local Authority websites.

Please note – this policy includes child protection and safeguarding adults.

Child Protection covers children under the age of 18.

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.

- protecting children from abuse and maltreatment
- consider welfare of the child
- 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.

(NSPCC 01/09/2023)

Safeguarding adults is for anyone 18 or over.

Protecting an adult's right to live in safety, free from abuse, neglect and exploitation. Statutory safeguarding responsibilities apply where an adult :
• Has needs for care and support (whether these needs are being met)
• Is experiencing or at risk of abuse or neglect
• As a result of those and support needs is unable to protect themselves from
• Either the risk of, or the experience of abuse, neglect.
(NHS England 01/09/2024)

1. Purpose

To protect our service user's right to live in safety, free from abuse, neglect and exploitation.

To ensure the relevant Local Authority Safeguarding Policy and Procedure is understood by all staff and that Local Authority safeguarding procedures dovetail with Henshaws policy and procedures.

To set out the key arrangements and systems has in place for child protection and safeguarding adults, plus promoting the welfare of persons at risk, and to

ensure compliance with local policies and procedures.

To have a clear, well-publicised policy of zero-tolerance of abuse within Henshaws

To support in meeting the Quality Statements for CQC (Regulation 13) and Ofsted Education Inspection Framework (for regulated parts of the charity).

To meet the legal requirements of the regulated activities that is registered to provide:

- Serious Crime Act 2015 Section 76
- Domestic Violence, Crime and Victims Act 2004
- The Counter Terrorism and Security Act 2015
- The Modern Slavery Act 2015
- Anti-social Behaviour, Crime and Policing Act 2014
- The Criminal Justice and Courts Act 2015 Section 20-25
- Public Interest Disclosure Act 1998
- Protection of Freedoms Act 2012 (Disclosure and Barring Service Transfer of Functions) Order 2012
- The Care Act 2014
- The Duty of Candour (regulation 20)
- Care Quality Commission (Registration) Regulations 2009
- Equality Act 2010
- Human Rights Act 1998
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
- The Domestic Abuse Act 2021
- Working together to safeguard children 2023
- Keeping Children Safe in Education 2025
- Data Protection guidance for schools 2024 (KCSIE 2024)
- HM Courts and Tribunal Service 2017 (KCSIE 2024)
- Working Together to Improve School Attendance 2024 (KCSIE 2025)

Please note, should a Subject Access Request be requested from the charity, the DSL will advise if it is felt that a referral made by the charity is 'likely to cause serious harm

to the physical or mental health of the data subject or another individual' under Section 15 of the GDPR regulation relating to the 'Serious Harm Test'. If this is the case, the DSL must respond to the reporter that under Section 15 and serious harm test, we will not be providing the information requested.

2. Scope

All staff, visitors, contractors and volunteers are included in the scope of this policy.

The following Service User may be affected by this policy:
Service Users (Sight Loss team)
Students including those in residence (College)
Service users (Short Breaks)
Service users (Partnerships)
Art Makers (Arts and Crafts Centre)
Note: the Policy refers to Service Users – this incorporates all areas of the charity.

The following stakeholders may be affected by this policy:
Family / Carers
Advocates
Representatives
Commissioners
External health professionals
Local Authority
NHS
Funders
This policy will be reviewed and updated on an annual basis.

3. Objectives

To ensure that all staff working for, or on behalf of Henshaws, understand their responsibilities in relation to safeguarding children and adults at risk and know how to escalate concerns within Henshaws.

To manage the safety and well-being of children and adults in line with the six principles of safeguarding (see below).

To ensure that all staff, visitors, contractors and volunteers are aware that child protection and safeguarding adults is 'whole charity' and the Governors and Trustees reflect the strategic leadership responsibilities.

To identify lessons to be learned from cases where persons at risk have experienced abuse, neglect or exploitation.

Henshaws aims to support and empower each person we support to make choices, to have control over how they want to live their own lives, and to prevent abuse, neglect or exploitation occurring in the future which is a key underpinning principle of Making Safeguarding Personal (MSP). Henshaws takes this approach with all safeguarding concerns.

Safeguarding and child protection is discussed openly with our service users and the procedures for raising a concern is explained to them, in their appropriate method of communication. This also includes online safety.

To offer support to all service users that will ensure that they know they can say what is happening to them and know that they will be heard. Our service users can confidently report abuse, including online abuse, and know their concerns will be treated seriously. Where possible if a safeguarding concern is reported to a local Strategic Safeguarding Partnership that the individual service user is informed and understands the process.

It is acknowledged that the individual may not be ready to talk about what is happening to them, understand what is happening, or have the communication to express these concerns. Henshaws will work with each person to ensure they will be heard when they are ready to talk or express what is happening.

To adhere to confidentiality at all stages throughout the safeguarding process.

To consider peer on peer abuse as part of the Child Protection and Safeguarding Adults procedures.

To work alongside Working together to Safeguard children 2023 and recognise that safeguarding also includes:

- providing help and support to meet the needs of service users as soon as problems emerge
- protecting service users from maltreatment, inside or outside the home, including online.
  (KCSIE 2024)

To recognise that Working Together to Improve School Attendance 2024 is now statutory for schools and colleges. If absence is linked to safeguarding concerns, Henshaws will engage with children's or adult services. (KCSIE2025)

4.1 General responsibilities

Everybody has the right to live a life that is free from harm and abuse. Henshaws recognises that safeguarding children and adults at risk of abuse, neglect or exploitation is everybody's responsibility. Henshaws aims to ensure that all individuals at risk of abuse, neglect or exploitation are enabled to live and work, be cared for and supported in an environment free from abuse, harassment, violence or aggression. Henshaws safeguarding policies and procedures will dovetail with Local Authority multi-agency policy and procedures, which we understand take precedence over policy and procedures. Henshaws will ensure that Local Authority policies and procedures are reflected within our own policy and procedure and that this is shared with all staff and is accessible and available for staff to follow.

We aim to provide services that will be appropriate to the person at risk and not discriminate because of protected characteristics. We will make every effort to enable service users to express their wishes and make their own decisions to the best of their ability, recognising that such self-determination may well involve risk.

We will work with our service users and others involved in their care, to ensure they receive the support and protection they may require; that they are listened to and treated with respect (including their property, possessions and personal information) and that they are treated with compassion and dignity.

Henshaws will follow the six principles as set out in guidance to the Care Act 2014 and this will inform our safeguarding practice:

Empowerment – People being supported and encouraged to make their own decisions and informed consent

Prevention – It is better to act before harm occurs

Proportionality – The least intrusive response appropriate to the risk presented

Protection – Support and representation for those in greatest need

Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

Accountability – Accountability and transparency in delivering safeguarding

Henshaws understands the importance of working collaboratively to ensure that:

- The needs and interests of the person at risk are always respected and upheld
- The human rights of the person at risk are respected and upheld
- A proportionate, timely, professional and ethical response is made to any person at risk who may be experiencing abuse
- All decisions and actions are taken in line with the Mental Capacity Act 2005 and Keeping Children Safe in Education 2022 (if regulated)
- Each person at risk maintains:
    - Choice and control
    - Safety
    - Health
    - Quality of life
    - Dignity and respect

Our robust governance processes will make sure that staff working for and on behalf of Henshaws recognise and respond to the main forms of abuse which are set out in the Care Act 2014 Statutory Guidance Chapter 14, which is not an exhaustive list but an illustration as to the sort of behaviour that could give rise to a safeguarding concern:

- Physical abuse
- Domestic violence
- Sexual abuse
- Psychological abuse
- Financial or material abuse

- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission
- Self-neglect
  https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance accessed Sept 2024

  Henshaws also recognises Domestic Abuse as a form of abuse. This form of abuse can be psychological, sexual, financial or emotional. The impact on the individual may be seeing the abuse, hearing it or experiencing it – or experiencing it in their own intimate relationships.

Henshaws is committed to the principles of 'Making Safeguarding Personal' and aims to ensure that safeguarding is person-led and focused on the desired outcomes. We will engage the people we support in a conversation about how best to respond to their safeguarding situation in a timely way that enhances involvement, choice and control as well as improving quality of life, well-being and safety.

In addition, Henshaws is committed to remain aware and fully trained in relation to safeguarding subjects linked to:
Contextual Safeguarding
Prevent
Looked after children
Female Genital Mutilation (FGM)
Forced Marriage
Missing Children
County Lines
Child Sexual Exploitation (CSE)
Child Criminal Exploitation (CCE)
Honour Based Violence
Domestic Abuse
More details of each of these forms of abuse can be located in the Safeguarding Policy suite.

Henshaws also recognises child on child abuse. As with all forms of abuse, this is not tolerated within the charity. We do not accept that child on child abuse is 'banter' and we will take appropriate action when reported.

Staff, Volunteers, Trustees and Governors are also trained on recognising and responding to this form of abuse.

Henshaws recognises that that even if there are no reported cases of child on child abuse, such abuse may still be taking place but simply not being reported.

All cases will be held in line with Data Protection and GDPR regulations, either in paper format or via CPOMS (College).

Staff and Governors at college will read and acknowledge DfE Data Protection guidance for schools (2024).
KCSIE 2024

Henshaws also recognises the following:
Human Rights Act 1998 – being subject to abuse, violence or harassment may breach children's rights
Equality Act 2010 – our service users will not be discriminated against because of their protected characteristics, consider how we support our service users with protected characteristics and what positive action we can take

Public Sector Equality Duty (advice for schools) – that our service users may be at more risk of harm because of their protected characteristics

Service users who are lesbian, gay, bisexual or gender questioning (KSCIE 2024) can be targeted by other people. Henshaws will ensure there is a trusted person they can speak to and in a safe space to be able to raise any concerns. In college, the curriculum will include support and in the Relationship and Sex Education policy.

Henshaws is also dedicated to online safety. In line with KCSIE 2025 updates, Henshaws accept and adhere to the changes that online safety has been expanded to include the actual content of online risk, misinformation, disinformation (including fake news) and conspiracy theories.
We have effective filter and monitoring systems in line with our IT policies. We use a Dell Sonicwall Firewall NSA 3700 with a Fastvue Reporter for raising concerns with IT and Senior Leadership.

Henshaws primary layer is the Sonicwall firewall which categorises sites as to whether the site is allowed or blocked. It dynamically updates the ratings of all requested websites against a database categorizing millions of URLs, IP addresses and domains. The SonicWall firewall receives ratings in real time, and then compares each rating to these setting either allowing or denying the request.

Coupled with this we have reporting software Fastvue Reporter that takes the data from the Sonicwall firewall to report and alert on internet activity by user, category, sites and times.

The IT department gets a daily summary of internet activity highlighting any blocked categories which can be investigated further as well as real time alerts via email.

Henshaws also uses Microsoft 365 Defender as a filtering firewall for agreed categories such as gambling, pornography or hate & intolerance.

The following settings have also been enabled:
· Smart Filtering for embedded URLs via our email security system Viper
· Google Safe Search
· YouTube Restrict Mode
· Bing Safe Search
· Sonicwall DPI-SSL (Deep Packet Inspection – Secure Socket Layer) – which allows inspection of encrypted internet traffic
· Sonicwall Advanced Threat Protection (ATP) – which scans a broad range of file types to prevent viruses, other malware, and ransomware.
(KCSIE 2023)

Henshaws is also committed to ensuring the use of AI is safe and monitored. To do this, Henshaws adheres to the Generative AI: Product Safety Expectations guidance (DfE published January 2025). Henshaws also refers to the new AI tool Plan Technology for your school. For more information regarding this, please refer to the AI Policy.
(KCSIE 2025)

Henshaws is certified with Cyber Essentials and is confirmed as fully compliant.
(KCSIE 2025)

This policy also covers details that were previously held in the Department for Education's 'Sexual Violence and sexual harassment between children is schools and colleges advice'.

- the importance of explaining to children that the law is in place to protect rather than criminalise them
- the importance of understanding intra-familial harms, and any necessary support for siblings following incidents
- the need for the charity to be part of discussions with statutory safeguarding partners.

4.2 Designated Safeguarding Lead (DSL) Responsibilities

The DSL responsibilities are either assigned to the Service Director or the appropriate delegated Senior Leader within the service.

The current DSLs across the charity are:
Paul Donkersloot (Charity DSL) **paul.donkersloot@henshaws.org.uk**
Lisa Hart (Arts and Crafts)
Kasia Ross (Registered Manager)
Rachael Martindale (College)
Naomi Parish (College)
Rachael Martin (College)
Tom Harte (CEO)
Mel Cooke (Sight Loss team)
Mandy Mason (Arts and Crafts Centre)
Catriona Elvin (Arts and Crafts Centre)

All DSLs can be contacted via telephone on:
College 01423 886451
Arts and Crafts Centre 01423 541888
Sight Loss Team 0300 222 5555

- To establish the facts about the circumstances giving rise for concern
- Consider the welfare of the child / young person or adult making the allegation, plus the staff member if the allegation includes a member of staff.
- To identify sources and level of risk

- To ensure information is recorded and that either the Local Authority Designated Officer (LADO) for child protection concerns and the Local Authority Adult Safeguarding Team is contacted to inform them of the concern or harm
- If a service user is at immediate risk of harm, the manager will contact the Police. The CQC will also be informed by the college Registered Manager.
- In all cases of alleged harm, there will be early consultation between Service specific, Local Authority and the Police to determine whether a joint investigation is required. We understand that it may also be necessary to advise the relevant Power of Attorney, if there is one appointed. In dealing with incidents of potential harm, people have rights which must be respected and which may need to be balanced against each other
- To be qualified up to Level 5 Designated Safeguarding Lead training and refresh their training every two years
- The wishes of the person harmed will be considered whenever possible. This may result in no legal action
- Documentation of any incidents of harm in the service user's file and using body maps to record any injuries
- Follow Local Authority policy guidelines where applicable
- Report any incidents of abuse to the relevant parties
- Work with multi-agencies
- Advise and support staff
- Ensure staff are trained to enhance knowledge
- Actively promote the "Whistleblowing" policies
- Lead on the understanding of the filtering and monitoring systems and processes in place (KCSIE 2023)
- As well as keeping records of concerns, discussions and decisions – records will be kept providing the rationale for any decisions made (KCSIE 2024).

4.3 Governors and Trustees responsibilities

The Governors of College and Trustees of the Charity will:

- Complete appropriate training (including online) at their induction and throughout their time as a Governor or Trustee
- Be aware of their obligations under the Human Rights Act 1998, the Equality

Act 2010, the Public Sector Equality Duty (PSED) and the UK GDPR

- Ensure the Designated Safeguarding Leads (DSL) have the appropriate authority to carry out this role.
- Ensure online safety is implemented in the whole college approach to safeguarding and related policies/procedures
- Ensure the Charity has appropriate filtering and monitoring systems in place and regularly review their effectiveness. They must also ensure the leadership team and relevant staff are aware of and understand the filters and monitoring systems in place, manage them effectively and know how to escalate concerns (KCSIE 2023)
- Implement procedures to manage **any** safeguarding concerns (no matter how small) or allegations that do not meet the harm threshold (low-level concerns), about staff members (including supply staff, volunteers and contractors).
- Seek assurance that where another body is providing services or activities, that they have appropriate safeguarding and child protection policies/procedures in place. This applies regardless of whether the children who attend these services/activities are children supported by the Charity

4.4 Staff Responsibilities

- To be able to recognise and report incidences of harm
- To report concerns of harm or poor practice that may lead to harm
- To remain up to date with training
- To follow the policy and procedures
- To know how and when to use the Whistleblowing procedures
- To understand the Mental Capacity Act and how to apply it in practice
- Adhere to confidentiality procedures
- Adhere to the IT Acceptable use policy

4.5 General Principles

We will have a zero tolerance on harm in any form.

We will have robust recruiting and safer staffing policies in place to make sure that our staff are fit to work with children and adults at risk and are compliant with national safe recruitment and employment practices, including the

requirements of the Disclosure and Barring Service

Teachers will be checked via the Government portal: Check a Teacher's Record. (KCSIE 2025)

For agreed roles, online activity of the applicant will be considered within the recruitment process. Applicants will be advised that Henshaws may conduct an online search as part of our due diligence checks as part of the recruitment process. (KCSIE 2023)

Named safeguarding leads will be responsible for embedding safeguarding practices and improving practice in line with national and local developments.

Any staff member who knows or believes that harm is occurring will report it to their line manager as quickly as possible. Staff can also go to an alternative manager, if they cannot refer this to their own manager or the subject is their manager. If they feel they cannot follow the regular reporting procedure, they should use the Confidential Reporting (Whistleblowing) process

Low-level concerns (allegations against staff) will initially be shared with a member of the DSL team. That DSL will then discuss with the appropriate Director of that service. The Director and DSL will then work with the Director of People to agree how to respond to the allegations. If low-level concerns are raised about supply staff or contractors, the DSL will contact the relevant employer with details. Henshaws may contact the LADO if the low-level concerns do not meet the LA harm thresholds for further advice.

Henshaws will work collaboratively with other agencies, including liaison in relation to the investigation of allegations and will ensure its procedures dovetail with Local Authority multi-agency procedures

Henshaws will use incident reporting, root cause analysis, lessons learned and auditing to determine themes to improve practice We will provide training on the identification and reporting of harm, as well as training on the required standards in relation to procedures and processes should something need to be

reported

Henshaws recognises our responsibilities in relation to confidentiality and will ensure information is only shared as appropriate.

We will work in partnership with other agencies to ensure that concerns or allegations of abuse are appropriately referred for investigation to the most appropriate agency

We will ensure that any action taken is assessed, proportionate and reflective of risk presented to the children and adults who use the services

The safeguarding process will remain in place for any service users who are elective home educated.

In college, we will consider the safety of service users who have unexplained and/or persistent absences from education.
(KCSIE 2024)

We will report any incidents in line with our regulatory requirements

Henshaws will adhere to the Code of Conduct for Care Workers, Teaching Standards and individual Professional Standards

There is a clear, well-publicised Whistleblowing (Confidential Reporting) policy in place that staff know how to use

All third parties that use our facilities on a regular basis (such as the swim groups that use the college pool or contractors) will be asked to provide their safeguarding policies and these will be reviewed and agreed prior to using the charity facilities and regularly updated.

Should concerns be raised regarding an external group using any Henshaws buildings, then the safeguarding procedure will be followed to raise a referral and will be discussed with the appropriate Local Authority LADO.
(KCSIE 2023)

The Prevent policy and procedures outline Henshaws response to protecting service users who are susceptible to extremist ideology and radicalisation. (KCSIE 2023)

A member of the Harrogate DSL team will complete Prevent training this academic year.

4.6 Prevention - Providing Information to service users

Henshaws will ensure information is accessible and easy to understand regarding all forms of abuse and what signs to look out for. This will include rights and how to get help and support if needed through the various support plan processes. We will comply with the Accessible Information Standards.

All service users will have access to the Complaints Policy and Procedure and be given information on how to escalate any concerns to the Commissioner, CQC, advocacy or Local Government and Social Care Ombudsman should they not be satisfied with the approach taken by Henshaws

EIA Form

Question	Response
Name of policy	Safeguarding
Summary of aims and objectives of the policy	See Section One, Two and Three above
What involvement and consultation has been done in relation to this policy? *(e.g. with relevant groups and stakeholders)*	Safeguarding Network DfE Sexual violence and Sexual Harassment between children in schools and colleges NSPCC Summary of KCSIE 2022 CASPER briefing The Key for Leaders (Sept 2022)

Who is affected by the policy	All staff and people supported by Henshaws, volunteers and agency
What are the arrangements for monitoring and reviewing the actual impact of the policy	Annual review by DSL team Compare policy and procedures to any formal referrals made

Protected Characteristic Group	Is there a potential for positive or negative impact?	Please explain and give examples of any evidence/data used	Action to address negative impact (e.g. adjustment to the policy)/Lead/Timescale
Disability	No		
Gender reassignment	No		
Marriage or civil partnership	No		
Pregnancy & Maternity	No		
Race	No		
Religion or belief	No		
Sexual orientation	No		
Sex (gender)	No		
Age	No		

Question	Explanation/Justification

Is it possible the proposed policy or activity or change in policy or activity could discriminate or unfairly disadvantage people?	Safeguarding or child abuse could be related to diagnosed disability or learning difficulty	
Final Decision:	**Tick the relevant box**	**Include any explanation / justification required**
1. No barriers identified, therefore activity will **proceed**.	✔	
2. S**top** the policy or practice at some point because the data shows bias towards one or more groups		
3. A**dapt or change** the policy in a way which you think will eliminate the bias		
4. Barriers and impact identified, however having considered all available options carefully, there appear to be no other proportionate ways to achieve the aim of the policy or practice (e.g. in extreme cases or where positive action is taken). Therefore you are going to **proceed with caution** with this policy or practice knowing that it may favour some people less than others,		

providing justification for this decision.		

Name of Responsible Manager	Title Responsible Manager	Date completed
Paul Donkersloot	Director of College, Charity DSL	23/10/2026