Safeguarding and Child Protection Policy

Approved: July 2026
Next Review Date: July 2027
Version: 2.5

1. Purpose of Policy

At Rainbow Trees Pathway, safeguarding is always paramount. This policy outlines how we will meet our responsibility to safeguard and promote the welfare of children, young people, and adults with support needs who access our services.

We recognise that safeguarding is not solely about protecting individuals from harm but also about actively creating environments in which people accessing support feel safe, valued, and respected. This policy ensures that:

- Everyone working with Rainbow Trees Pathway understands their role in safeguarding.
- Concerns and disclosures are responded to promptly, appropriately, and compassionately.
- The rights, autonomy, and voice of the individual are central to all safeguarding responses.
- We meet our duties under English law, including the Children Act 1989 and 2004, the Care Act 2014, and relevant statutory guidance.
- Our safeguarding approach aligns with our neuro-affirming, person-centred ethos.



2. Scope

This policy applies to:

• All Rainbow Trees Pathway staff, practitioners, associates, and volunteers.
• Anyone delivering activities or services on behalf of Rainbow Trees Pathway.
• All individuals who engage with Rainbow Trees Pathway services, including children, young people, adults with care and support needs, their families, and carers.

Where Rainbow Trees Pathway delivers provision commissioned by a school or local authority, our safeguarding arrangements operate alongside and in partnership with those of the commissioning body and do not replace their statutory safeguarding responsibilities.

3. Definitions

Safeguarding (Children) refers to protecting children from maltreatment, preventing impairment of health or development, ensuring safe and effective care, and enabling children to thrive.

Safeguarding (Adults) refers to protecting adults with care and support needs from abuse or neglect while promoting wellbeing, dignity, and control over their own lives

Term	Definition
Safeguarding (Children)	Protecting children from maltreatment, preventing impairment of health or development, ensuring safe and effective care, and enabling children to thrive.
Safeguarding (Adults)	Protecting adults with care and support needs from abuse or neglect, while promoting their wellbeing, dignity, and control over their own lives.
Abuse	A form of maltreatment. It may be physical, emotional, sexual, financial, or neglect. Abuse may be deliberate or result from a lack of understanding or training.
Adult at Risk	An adult who has care and support needs, is experiencing or at risk of abuse or neglect, and is unable to protect themselves because of those needs.
Neuro affirming	An approach that respects neurodivergent identities, celebrates individual differences, avoids pathologising language, and promotes environments that meet diverse needs.
Designated Safeguarding Lead (DSL)	The person with overall responsibility for safeguarding within Rainbow Trees Pathway. Ensures appropriate action is taken when concerns are raised.

Types of Abuse, Neglect and Harm

Abuse and neglect can occur in any setting, including a person's home, a care environment, an educational setting, a workplace, a community venue, an online space or a public place.

Harm may be caused by family members, carers, professionals, volunteers, peers, strangers, organisations or by a person's own circumstances. It may be deliberate, reckless, negligent or the result of poor systems and unsafe culture.

Type of concern	Examples that may indicate risk
Physical abuse	Hitting, pushing, rough handling, inappropriate restraint, misuse of medication, unexplained injuries or inconsistent explanations.
Emotional or psychological abuse	Threats, humiliation, intimidation, coercive control, isolation, bullying, harassment, gaslighting or persistent criticism.
Sexual abuse or exploitation	Any non-consensual sexual act, sexual harassment, grooming, inappropriate sexualised behaviour, exposure to sexual content or abuse of a position of trust.
Neglect or acts of omission	Failure to provide adequate food, shelter, care, medication, supervision, access to healthcare, emotional support or protection from danger.
Financial or material abuse	Theft, fraud, pressure about money or property, misuse of benefits, coercion around wills, donations or financial decisions.
Domestic abuse	Physical, emotional, sexual, economic or coercive abuse between people who are personally connected.
Discriminatory abuse	Abuse or harassment based on age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation or other personal characteristics.
Organisational abuse	Poor care, unsafe staffing, rigid routines, closed cultures, failure to act on complaints, punitive practices or neglect caused by systems.
Self-neglect	Serious neglect of personal hygiene, health, living conditions or safety, including hoarding where it creates risk.
Modern slavery and trafficking	Forced labour, domestic servitude, sexual exploitation, criminal exploitation, restriction of movement or debt bondage.
Online or digital abuse	Grooming, cyberbullying, image-based abuse, exploitation, stalking, scams, unsafe contact, radicalisation or misuse of personal information, disinformation/misinformation,
Radicalisation and extremism	Attempts to draw a person into terrorism,

	extremist ideology or serious violence.
Specific harmful practices	Female genital mutilation, forced marriage, honour-based abuse and other practices that cause harm or coercion.
Child-on-child abuse	Child-on-child abuse refers to abuse that occurs between children and young people and may include physical abuse, threats made with a weapon, harmful sexual behaviour, harassment, bullying, coercive behaviour, and online abuse, misogyny/misandry, initiation or hazing type violence.
Use or threat of use of weapons	Any situation where a child or young person makes threats involving a weapon, is found in possession of a weapon, attempts to access or obtain a weapon, or uses an object to threaten, intimidate, or cause harm. It also includes behaviour, comments, drawings, online activity, or disclosures that suggest an interest in using weapons to harm themselves or others. Such incidents may indicate that a child is at risk of causing harm, being harmed, or being exposed to violence, exploitation, or other safeguarding concerns. All concerns involving actual or potential weapon-related behaviour should be taken seriously and reported to DSL/DDSL
Mental Health and Emotional Wellbeing	Young person is experiencing significant emotional distress, mental health difficulties, or a deterioration in their emotional wellbeing that may affect their safety, welfare, development, or ability to engage in daily life. Concerns may arise from changes in behaviour, mood, presentation, attendance, relationships, or self-care, as well as disclosures relating to anxiety, depression, trauma, self-harm, suicidal thoughts, or other mental health needs.

The above examples are not exhaustive. Any concern that a person is unsafe, being exploited, being mistreated or unable to protect themselves must be reported in line with this policy.

Staff will have an awareness that a young person causing harm to others may need a safeguarding response rather than solely looking at the incident in terms of behaviour.

4. Core Principles

Rainbow Trees Pathway will be guided by the following safeguarding principles. Safeguarding action should be lawful, proportionate, person-centred and focused on reducing risk while respecting the rights, wishes, feelings and dignity of the person affected. In adult safeguarding, particular regard should be given to empowerment, prevention, proportionality, protection, partnership and accountability. In child safeguarding, the welfare of the child is paramount and concerns must be acted upon promptly.

Principle	Organisational commitment
Prevention	We will seek to prevent harm through safe systems, risk assessment, training, supervision, safer recruitment and clear standards of behaviour.
Recognition	We will ensure people know how to identify possible signs of abuse, neglect, exploitation and unsafe practice.
Reporting	We will provide clear routes for raising concerns and will not discourage, ignore or minimise safeguarding reports.
Response	We will act promptly, take concerns seriously and make appropriate referrals to statutory agencies or regulators where required.
Respect	We will treat people with dignity, listen to their views and avoid discriminatory assumptions.
Accountability	We will keep appropriate records, monitor safeguarding practice, learn from incidents and ensure senior oversight.
Confidentiality	We will share information only where there is a lawful basis, a safeguarding need, a legal requirement or a legitimate public interest.

5. Roles and Responsibilities

All staff, volunteers, and associates must:

- Be familiar with this policy.
- Attend safeguarding training appropriate to their role.

• Remain vigilant and raise concerns if they suspect abuse or neglect.
• Promote environments where autistic and neurodivergent people feel safe, listened to, and empowered.

Role	Responsibilities
Advisory board and Founder	Provide strategic oversight, ensure safeguarding is adequately resourced, approve this policy, review serious incidents and ensure legal and regulatory compliance.
Senior leadership team	Promote a safe culture, allocate responsibility, ensure managers implement this policy, address risks and ensure concerns are escalated appropriately.
Designated Safeguarding Lead & Deputy Designated Safeguarding Lead	The Designated Safeguarding Lead (DSL) is responsible for managing safeguarding concerns, disclosures, and referrals; providing advice and guidance to staff; maintaining accurate and secure safeguarding records; liaising with statutory agencies and commissioning bodies; and ensuring this policy is reviewed annually. This role is supported by a Deputy Designated Safeguarding Lead (DDSL), who is appropriately trained and assumes safeguarding responsibilities in the absence of the DSL.

6. Safer Recruitment and Suitability

Rainbow Trees Pathway will use safer recruitment practices to reduce the risk of appointing people who may be unsuitable to work with children, adults at risk or other people who may be vulnerable. The level of checking will be proportionate to the role, the setting, the level of supervision, access to people or information, and any legal eligibility for criminal record checks.

Safer recruitment may include a role risk assessment, clear role descriptions, application forms, identity checks, right-to-work checks, qualifications checks, structured interviews, references, scrutiny of employment gaps, declarations of relevant convictions or investigations where lawful, Disclosure and Barring Service checks where eligible, overseas checks where relevant, probationary periods, induction, supervision and ongoing suitability

review. DBS checks should be used alongside other recruitment safeguards and not as the sole basis for assessing suitability.[1]

Where the organisation becomes aware that a person has harmed, may have harmed or poses a risk of harm to children or adults at risk, it will consider whether it is required to make a referral to the Disclosure and Barring Service, a professional regulator, a commissioner, a local authority safeguarding team, the police or another relevant body

A record of recruitment and vetting checks is maintained within a Single Central Record in line with statutory guidance.

7. Responding to Safeguarding Concerns

If someone is in immediate danger or requires urgent medical attention, emergency services must be contacted by calling 999.

If a child or adult discloses abuse, staff must listen carefully, avoid promising confidentiality, reassure the individual that they have done the right thing, record the concern using the individual's own words where possible, and report the concern immediately to the Designated Safeguarding Lead.

Concerns are handled in accordance with the principles of confidentiality, with information shared on a need-to-know basis to protect the person at risk. Rainbow Trees Pathway works in partnership with statutory agencies, commissioning schools, and other professionals as appropriate.

8. Reporting Procedure

All safeguarding concerns must be reported promptly to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead. If neither is available and there is immediate risk, the person identifying the concern must contact emergency services or the appropriate statutory safeguarding service directly and then notify the organisation as soon as possible.

Situation	Required action
Immediate danger, serious injury, urgent medical need or crime in progress	Call emergency services immediately. Preserve evidence where safe to do so and report internally as soon as possible.
Concern about a child's safety or welfare	Report to the Designated Safeguarding Lead immediately. The lead will decide whether to refer to children's social care, police, or other agencies.
Concern about an adult at risk	Report to the Designated Safeguarding Lead promptly. The lead will consider the

	adult's wishes, mental capacity, level of risk and whether referral to adult safeguarding, police or other agencies is required.
Allegation about staff, volunteer or contractor	Report to the Designated Safeguarding Lead or senior safeguarding lead, unless they are implicated. The organisation will follow local allegations management procedures and employment processes.
Concern about the Designated Safeguarding Lead or senior leader	Report to the head of services, advisory board safeguarding lead, local authority, regulator or whistleblowing route as appropriate.
Uncertainty about whether something is safeguarding	Report and seek advice. It is better to raise a concern in good faith than to ignore a possible risk.

9. External Referrals and Escalation

The Designated Safeguarding Lead is responsible for ensuring that external referrals are made where required. This may include referrals to children's social care, adult safeguarding, the police, health services, a local authority designated officer, the Disclosure and Barring Service.

10. Preventing Radicalisation (The Prevent Duty)

Rainbow Trees Pathway recognises its responsibility under Section 26 of the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent people from being drawn into terrorism.

We understand the Prevent duty as part of our wider safeguarding responsibilities. Our approach is proportionate, trauma-informed, neuro-affirming, and person-centred, and focuses on early support rather than criminalisation.

Our Approach

At Rainbow Trees Pathway, Prevent is embedded within our safeguarding culture. We are committed to:

- Creating safe, inclusive environments where children, young people, and adults feel respected, listened to, and able to express views safely
- Supporting wellbeing, identity development, critical thinking, and a sense of belonging
- Recognising that neurodivergent individuals may be at increased risk of exploitation or grooming, including online, due to factors such as social isolation, communication differences, trauma, or learned compliance

- Ensuring Prevent is applied without stereotyping, discrimination, or assumptions

Recognising Vulnerability to Radicalisation

There is no single profile of someone at risk of radicalisation. Vulnerability may be influenced by a combination of factors, including:

- Social isolation or exclusion
- Identity exploration or distress
- Experiences of discrimination, bullying, or injustice
- Trauma, abuse, or neglect
- Mental health needs
- Neurodivergence or communication differences
- Online influences, including social media, forums, or gaming platforms

Staff are trained to consider these factors alongside other safeguarding concerns and to respond sensitively and proportionately.

Responding to Prevent Concerns

Any Prevent-related concern will be treated as a safeguarding matter.

Staff must:

- Record concerns factually and objectively
- Report concerns immediately to the Designated Safeguarding Lead (DSL)
- Not investigate, challenge, or confront the individual

The DSL will:

- Assess the concern within the wider safeguarding context
- Seek advice from the local authority or Prevent team where appropriate
- Make a referral to the Channel process if necessary

Where appropriate and safe to do so, individuals and families will be involved in discussions, unless this would increase risk or compromise safeguarding.

If there is an immediate risk of harm, emergency services will be contacted by calling 999.

Training and Awareness

Rainbow Trees Pathway ensures that all staff, volunteers, and associates:

- Receive Prevent awareness training appropriate to their role
- Understand how Prevent links with safeguarding, equality, and human rights
- Are supported through supervision and safeguarding updates

Commitment to Rights and Inclusion

Rainbow Trees Pathway is committed to ensuring that Prevent is implemented in a way that:

- Upholds **human rights, dignity, and equality**
- Is consistent with our **Equality, Diversity and Inclusion Policy**
- Reflects our **neuro-affirming and trauma-informed practice**
- Avoids stigmatisation or marginalisation of individuals or communities

11. Online Abuse, Online Safety and Artificial Intelligence (AI)

Rainbow Trees Pathway recognises that safeguarding children includes protecting them from abuse, exploitation, and harm that occurs through the use of technology. Online abuse can occur at any time and may take place through social media, online gaming, messaging services, websites, apps, live-streaming platforms, and emerging technologies, including artificial intelligence (AI). Online abuse may occur between children, between adults and children, or involve a combination of both.

Online abuse may include, but is not limited to, cyberbullying, harassment, coercive or controlling behaviour, online grooming, child sexual abuse, child criminal exploitation, sexual exploitation, emotional abuse, financial exploitation, hate-related abuse, radicalisation, and exposure to harmful or inappropriate content.

The organisation recognises that children may be at risk from the creation, possession, sharing, or distribution of sexually explicit images and videos. This includes both consensual and non-consensual image sharing. Whilst some children may describe images as being shared willingly, staff should recognise that consent may be affected by pressure, coercion, manipulation, exploitation, threats, intimidation, or an imbalance of power. The sharing of intimate images without consent, including the further distribution of images originally shared in confidence, is a safeguarding concern and must be responded to appropriately.

Rainbow Trees Pathway also recognises the increasing safeguarding risks associated with artificial intelligence (AI). AI technologies can be used to create, alter, manipulate, or generate realistic images, videos, and audio recordings. This includes sexually explicit or indecent images that depict a child, often referred to as deepfake or AI-generated content. Such content can be used to bully, humiliate, exploit, blackmail, threaten, or abuse children and young people. Any concerns relating to AI-generated content, whether real, altered, or wholly synthetic, will be treated as a safeguarding concern and managed in accordance with child protection procedures.

All staff should be alert to signs that a child may be experiencing online abuse, including sudden changes in behaviour, increased secrecy regarding online activity, distress following the use of technology, anxiety relating to messages or notifications, withdrawal from peers, reluctance to attend school or activities, or disclosures concerning online contact, exploitation, intimidation, or image sharing.

12. Mental Health & Emotional Wellbeing

Rainbow Trees P is committed to promoting and protecting the emotional wellbeing and mental health of all children and young people. Staff should recognise that mental health concerns may be a safeguarding concern in their own right and may also be an indicator that a child has experienced, or is at risk of, abuse, neglect, exploitation, trauma, or other adverse experiences. Staff should always consider mental health concerns within the wider safeguarding context.

Concerns may arise where a child displays significant changes in behaviour, mood, presentation, attendance, relationships, or engagement with learning and daily activities. This may include persistent sadness, anxiety, withdrawal from friends and activities, increased anger or aggression, risk-taking behaviour, unexplained deterioration in academic performance, changes in eating or sleeping patterns, self-harm, suicidal thoughts, expressions of hopelessness, or neglect of personal hygiene, health, safety, or basic needs.

Self-harm, suicidal ideation, or serious self-neglect should always be treated as significant safeguarding concerns. Any disclosure or indication that a child may be considering harming themselves, ending their life, or placing themselves at significant risk of harm must be taken seriously and reported immediately to the Designated Safeguarding Lead (DSL) or a Deputy DSL.

Responding to a Mental Health Crisis

Where a member of staff believes that a child or young person is at immediate risk of serious harm to themselves or others, emergency services must be contacted by calling **999** without delay. The Designated Safeguarding Lead should be informed as soon as practicable.

Where urgent medical or mental health advice is required, but there is no immediate danger to life, staff should seek support through **NHS 111** and inform the Designated Safeguarding Lead immediately.

Following any mental health crisis, appropriate safeguarding procedures, referrals, information sharing, risk assessment, record keeping, and support plans should be implemented to safeguard the child and promote their ongoing wellbeing.

Staff Responsibilities

All staff should remain vigilant to signs that a child's mental health or emotional wellbeing may be deteriorating and should record and report concerns in line with safeguarding procedures. Staff are not expected to diagnose mental health conditions; however, they are expected to identify concerns, listen to children, provide reassurance, and ensure concerns are referred promptly to the Designated Safeguarding Lead for assessment and appropriate action.

13. Risk Assessment and Safe Environments

Safeguarding risk assessment will be integrated into organisational risk management. Risk assessments should be proportionate to the activity and should consider the people involved, environment, staffing, supervision, transport, lone working, home visits, online contact, access to money or medication, power imbalance, communication needs, cultural factors, previous incidents and emergency arrangements.

Safeguarding risks must be reviewed when services change, incidents occur, new activities are introduced, concerns increase, legislation changes or external guidance is updated. The organisation will maintain a risk register where appropriate and ensure that safeguarding risks are reviewed by senior leadership.

14 .Consent, Mental Capacity and Information Sharing

Safeguarding practice should respect confidentiality and personal autonomy, but confidentiality must never be used as a reason to leave a person at risk of serious harm. Information should be shared on a need-to-know basis where there is a lawful basis and a safeguarding purpose. The organisation will comply with data protection law while recognising that data protection requirements do not prevent proportionate information sharing for safeguarding.

Where an adult has mental capacity to make a relevant decision, their wishes should normally be considered and respected. However, information may still need to be shared without consent where there is a risk of serious harm, coercion, undue influence, a crime, risk to others, a public interest reason, a legal duty or a concern that the person lacks capacity for the relevant decision. Where mental capacity is in question, decisions must be made in line with the applicable mental capacity framework.

Children's safeguarding concerns must be referred in accordance with child protection duties and procedures. A child's views should be heard and respected, but consent is not required where a referral is necessary to protect the child or another person from harm.

15. Recording and Record Keeping

Safeguarding records must be accurate, timely, secure and separate from general personnel or service records where appropriate. Records should include the nature of the concern, the date and time, the people involved, the person's own words where relevant, observed injuries or behaviours, actions taken, advice received, referrals made, decisions reached and the rationale for decisions.

Access to safeguarding records will be restricted to those who need the information to perform their role. Records will be retained in accordance with the organisation's retention schedule, legal obligations, insurance requirements and safeguarding good practice. Records must not be altered retrospectively except to add a clearly dated correction or update.

16. Training, Induction and Supervision

All staff, volunteers and representatives must receive safeguarding information appropriate to their role. This will include how to recognise concerns, how to respond to disclosures, how to report concerns, how to record information, how to maintain boundaries and how to access advice. People in higher-risk or regulated roles will receive more detailed and role-specific training.

Safeguarding will be included in induction and refreshed at intervals determined by role, risk and legal or regulatory requirements. Managers must ensure that safeguarding is discussed in supervision where relevant, particularly for roles involving direct work with children and adults at risk.

17. Managing Allegations Against Staff, Volunteers or Representatives

Any allegation that a person working for or representing Rainbow Trees Pathway has harmed, may have harmed, behaved in a way that indicates they may pose a risk of harm, or behaved in a way that breaches professional boundaries must be taken seriously and managed promptly.

The organisation will consider immediate protective measures, including changes to duties, supervision, suspension, removal from contact with service users or termination of access to systems, where proportionate and lawful. Such measures are neutral risk-management actions and do not imply that an allegation has been proven. The organisation will

coordinate safeguarding action with employment, volunteer, disciplinary, contractual and regulatory processes as required.

Investigations will be fair, confidential and timely. The organisation will support those affected by the allegation, including the person who may have been harmed, the person raising the concern, witnesses and the person who is the subject of the allegation.

Any allegation against a member of staff must be reported immediately to the Designated Safeguarding Lead or the Deputy Designated Safeguarding Lead. The DSL will consult with the Local Authority Designated Officer (LADO) before any action is taken. Allegations involving senior leaders are managed by the Deputy DSL in consultation with LADO. If the concern involves both of the DSL & DDSL an external professional from the advisory board will deal with the concern.

18. Whistleblowing

Rainbow Trees Pathway recognises that children cannot be expected to raise concerns in an environment where staff fail to do so. All staff have a professional duty to raise concerns about unsafe practice or safeguarding failures and may do so internally or via the NSPCC Whistleblowing Helpline.

19. Transportation

The organisation recognises that transporting young people in staff vehicles, including on a 1:1 basis, is a routine and necessary part of service delivery. As this presents specific safeguarding considerations, all such transport must be carried out in line with this policy to ensure the safety and wellbeing of both young people and staff.

All staff undertaking transport of young people must hold a valid driving licence, be medically fit to drive, and have appropriate business use motor insurance in place. All staff must also have an up-to-date enhanced DBS check. Vehicles used for transporting young people must be roadworthy, appropriately insured and taxed, and hold a valid MOT certificate where required. Seatbelts must be worn at all times, and any legal requirements relating to child seats or booster seats must be followed.

Appropriate consent for transport arrangements must be obtained from a parent or carer as part of the young person's placement or service agreement, unless there are exceptional safeguarding reasons why this is not appropriate. The purpose and nature of transport arrangements should be clear to all parties. Staff are required to undertake a dynamic risk assessment for each journey, considering the individual needs of the young person, the length and purpose of the journey, and any risks associated with the time, location, or context.

To ensure transparency and accountability, staff must share details of journeys in line with organisational procedures. This includes informing a manager or designated colleague of

travel plans where required, particularly for longer journeys or changes to usual arrangements. Staff must always follow lone working procedures, including maintaining appropriate check-in processes and confirming when journeys have been completed. Where systems are available, the use of GPS tracking or similar measures should be considered to further support safeguarding and staff safety.

Staff must maintain clear professional boundaries throughout all journeys. Conversations should remain appropriate and professional, and staff must avoid any behaviour that could be misinterpreted. Unnecessary stops or deviations from the planned route should not take place unless required for safety or operational reasons. Physical contact should be avoided unless it is necessary to ensure safety.

All 1:1 transport arrangement fall within the scope of the organisation's Lone Working Policy, and staff are expected to always adhere to this. Any safeguarding concerns, incidents, or disclosures that occur during transport must be reported promptly in line with organisational safeguarding procedures.

Staff must also be prepared to respond to emergencies. A mobile phone must be accessible during journeys, and emergency contact details for the young person must be readily available. In the event of a breakdown, accident, or other incident, staff must follow organisational procedures for managing emergencies and reporting incidents.

20.Risk Assessment and Prevention

Safeguarding risk assessment will be integrated into organisational risk management. Risk assessments should be proportionate to the activity and should consider the people involved, environment, staffing, supervision, personal care, transport, lone working, home visits, online contact, access to money or medication, power imbalance, communication needs, cultural factors, previous incidents and emergency arrangements.

Safeguarding risks must be reviewed when services change, incidents occur, new activities are introduced, concerns increase, legislation changes or external guidance is updated. The organisation will maintain a risk register where appropriate and ensure that safeguarding risks are reviewed by senior leadership or the governing body.

21. Equality, Inclusion and Accessibility

Rainbow Trees Pathway recognises that some people may face additional barriers to safety, disclosure, access to services or being believed. These barriers may relate to disability, age, communication needs, language, race, religion or belief, sex, sexual orientation, gender identity, poverty, homelessness, immigration status, care experience, trauma, mental health, substance use, isolation, digital exclusion or previous experiences of discrimination.

The organisation will make reasonable adjustments and take practical steps to ensure that safeguarding information, reporting routes and support are accessible. We will give equal

priority to keeping people safe regardless of background or personal characteristics and will challenge discriminatory assumptions in safeguarding decision-making.

22. Complaints, Feedback and Learning

Complaints, feedback, incidents, near misses and safeguarding reports provide important opportunities to learn. The organisation will ensure that people who use services and those connected with them know how to complain or raise concerns. Complaints that include safeguarding issues must be handled under safeguarding procedures first where safety is at stake.

The organisation will review safeguarding incidents to identify learning, improve systems, update risk assessments, strengthen training and address cultural or leadership issues. Serious incidents may require independent review, regulator notification, trustee or board scrutiny, commissioning notification or external reporting.

23. Monitoring and Review

This policy will be reviewed at least annually and sooner where there is a serious incident, significant organisational change, legal or regulatory change, new statutory guidance, a pattern of concerns, a change in service delivery or evidence that the policy is not effective. The review will consider whether people understand the policy, whether reporting routes work, whether training is effective, whether records are adequate and whether safeguarding risks are being managed.

The governing body or senior leadership team will receive appropriate safeguarding assurance, including information about training completion, incidents, referrals, allegations, serious incidents, audit findings, complaints, safer recruitment compliance and actions taken to improve practice

24. Short Reporting Flowchart

Step	Action
1	Recognise a concern, disclosure, allegation, incident, pattern or unsafe practice.
2	If there is immediate danger, call emergency services first.
3	Listen, reassure and avoid promising secrecy.
4	Record factual information as soon as possible.

5	Report to the Designated Safeguarding Lead or Deputy without delay.
6	The safeguarding lead assesses risk, seeks advice where needed and makes external referrals if required.
7	The organisation records decisions, supports affected people, monitors risk and reviews learning.

25. Approval and Review Record

Version	Date approved	Approved by	Summary of changes	Next review date
1.0	26/7/26	Jemma Quarterman	Added more detail	26.7.27

26. Contact Details

Designated Safeguarding Lead (DSL): Jemma Quarterman
Email: hello@rainbowtreespathway.co.uk

Police (non-emergency): 101
Emergency: 999

