Safeguarding and Child Protection Policy

Policy Statement

Hyde Global Education (HGE) is committed to safeguarding and promoting the welfare of every child and young person receiving its guardianship services.

HGE recognises that all children have the right to be safe, protected from abuse and neglect, treated with dignity and respect, and supported to achieve their best possible outcomes. Safeguarding is everyone's responsibility. All employees, volunteers, homestay providers, contractors and agency staff working on behalf of HGE must understand their safeguarding responsibilities and take prompt action when a concern arises.

HGE adopts a child-centred approach. The best interests of the child are a primary consideration in all safeguarding decisions. The child's wishes and feelings will be listened to and taken into account, having regard to the child's age, understanding, communication needs, individual circumstances and safety.

HGE will take all safeguarding concerns seriously, respond promptly and proportionately, maintain appropriate records, and work collaboratively with parents or legal guardians, schools, local authorities, police, healthcare professionals and other relevant agencies.

This policy applies to safeguarding concerns arising at school, in homestay accommodation, during travel, online, during holidays and in any other setting connected with HGE's guardianship services.

Scope

This policy applies to:

- All HGE employees, including the Director, DSL and DDSL.
- Volunteers, contractors and agency staff working on behalf of HGE.
- Approved homestay providers and other adults providing care or support to students.
- Students receiving guardianship services from HGE.
- Relevant interactions with parents or legal guardians, partner schools and other professionals.

All relevant adults must read this policy, understand the reporting arrangements and follow the supporting policies applicable to their roles.

Legal Framework and Guidance

This policy is informed by the latest applicable versions of:

- Keeping Children Safe in Education (KCSIE) 2026.
- Working Together to Safeguard Children 2026.
- Children Act 1989 and Children Act 2004.
- Education Act 2002, where applicable.
- Human Rights Act 1998.
- Equality Act 2010.
- Sexual Offences Act 2003.
- Domestic Abuse Act 2021.
- Data Protection Act 2018 and UK GDPR.
- Current government guidance on information sharing to safeguard children.

- Relevant local safeguarding partnership procedures.
- Applicable AEGIS standards and guidance.

HGE will review this policy following changes to legislation, statutory guidance, local safeguarding procedures or organisational arrangements.

Definitions

Safeguarding: Protecting children from maltreatment, preventing impairment of their mental and physical health or development, ensuring safe and effective care, and enabling children to achieve the best possible outcomes.
Child protection: Activity undertaken to protect a child who is suffering, or is likely to suffer, significant harm.
Child: A person under the age of 18.
Abuse: A form of maltreatment of a child. Abuse may involve direct harm or failure to act to prevent harm. It may occur in person or online, within or outside the family, and may be perpetrated by adults or other children.
Neglect: The persistent failure to meet a child's basic physical or psychological needs, likely to result in serious impairment of the child's health or development.
Safeguarding concern: Any disclosure, allegation, observation, incident or information suggesting that a child may be unsafe, at risk of harm or in need of protection or additional support.
Disclosure: Information provided by a child or another person about possible abuse, neglect or another safeguarding concern.
Designated Safeguarding Lead (DSL): The person appointed by HGE to lead and coordinate safeguarding arrangements.
Deputy Designated Safeguarding Lead (DDSL): A person appointed to support the DSL and undertake delegated safeguarding responsibilities.
Low-level concern: A concern about an adult's behaviour towards a child that does not meet the harm threshold for a formal allegation but is inconsistent with HGE's code of conduct or gives cause for concern.
Local Safeguarding Partners: The statutory local authority, integrated care board and police partners responsible for multi-agency safeguarding arrangements in England.
Local Authority Designated Officer (LADO): The local authority officer responsible for overseeing and coordinating allegations concerning adults who work or volunteer with children.
Child-on-child abuse: Harmful behaviour perpetrated by one child against another, including bullying, harassment, violence, sexual harassment, sexual violence, coercion and online abuse.
Information sharing: The lawful and proportionate sharing of relevant information with people or agencies who need it to safeguard a child.

Types of Abuse, Neglect and Warning Signs

HGE recognises that abuse may take many forms and that children may experience more than one type of harm at the same time. Staff and homestay providers must remain alert to signs of abuse, neglect, exploitation and changes in behaviour.

The indicators below are examples, not an exhaustive checklist. No single indicator proves that abuse has occurred, and the absence of obvious signs does not mean a child is safe.

1 Physical abuse
Physical abuse involves deliberately causing physical harm to a child. It may include hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing

physical injury.

Possible indicators include unexplained injuries, repeated injuries, injuries inconsistent with the explanation given, fear of particular adults or reluctance to explain how an injury occurred.

2 Emotional abuse
Emotional abuse involves persistent emotional maltreatment likely to cause serious adverse effects on a child's emotional development. It may include humiliation, threats, rejection, intimidation, isolation, coercion or making a child feel worthless or unloved.

Possible indicators include persistent anxiety, withdrawal, low self-esteem, extreme fear of making mistakes or sudden changes in behaviour.

3 Sexual abuse
Sexual abuse involves forcing, coercing or enticing a child to take part in sexual activities, whether or not the child understands what is happening. It may involve physical contact or non-contact activities, including exposure to sexual material, grooming, sexual exploitation or online abuse.

Possible indicators include age-inappropriate sexualised behaviour, fear of a particular person, distress following contact, inappropriate sexual communications or a disclosure of unwanted contact.

4 Neglect
Neglect is the persistent failure to meet a child's basic physical or psychological needs. It may include inadequate food, clothing, shelter, supervision, medical care or emotional support.

Possible indicators include persistent hunger, poor hygiene, inappropriate clothing, untreated medical needs, inadequate supervision or repeated failure to meet essential needs.

5 Child-on-child abuse
Children may harm other children through physical violence, bullying, discriminatory abuse, sexual harassment, sexual violence, coercion, threats or online behaviour.

Possible indicators include fear of peers, unexplained injuries, threatening messages, social exclusion, distress after contact with particular students or unwanted sexual comments.

6 Child Sexual Exploitation (CSE)
CSE occurs where a child is sexually exploited for another person's benefit or gain. It may involve manipulation, coercion, gifts, money, accommodation, status or other perceived benefits.

Possible indicators include unexplained gifts or money, controlling relationships, secretive communications, missing episodes or contact with adults who appear to be exploiting the child.

7 Child Criminal Exploitation (CCE)
CCE occurs where a child is exploited to participate in criminal activity, including drug-related activity, theft, violence or other offences. Children may be threatened, manipulated

or coerced.

Possible indicators include unexplained money or possessions, threats, unsafe adult contacts, changes in peer groups or unexplained travel.

8 Domestic abuse
Domestic abuse may involve physical, sexual, emotional, psychological, coercive or controlling behaviour between people in a family or intimate relationship. Children may be harmed by directly experiencing abuse or by seeing, hearing or experiencing its effects. Possible indicators include anxiety, withdrawal, fearfulness, injuries or distress associated with family conflict.

9 Online abuse
Online abuse may include grooming, sexual exploitation, cyberbullying, threats, blackmail, image-based abuse, impersonation, coercive contact or exposure to harmful content.

Possible indicators include fear of messages or devices, distress following online contact, threats received online or inappropriate requests for images.

10 Other safeguarding risks
HGE also recognises risks associated with:

- Radicalisation and extremism.
- Modern slavery and trafficking.
- Female Genital Mutilation (FGM).
- Forced marriage and so-called honour-based abuse.
- Discriminatory abuse and harassment.
- Self-harm and suicidal thoughts.
- Serious bullying and cyberbullying.
- Missing episodes and child disappearance.
- Unsafe accommodation, inadequate supervision or exploitation during travel.

All concerns must be reported even where staff or homestay providers are uncertain whether abuse has occurred.

Roles and Responsibilities

1 Director
The Director is responsible for ensuring that HGE maintains effective safeguarding arrangements, appropriate policies, staff training, reporting procedures and management oversight.

The Director must ensure that allegations concerning adults are handled appropriately and that referrals are made to the relevant LADO or other authorities where required.

2 Designated Safeguarding Lead (DSL)
Name: Annie Hu
Telephone: 07548283398
Email: annie@hydeglobaleducation.com

The DSL is responsible for:

- Receiving and assessing safeguarding concerns.
- Ensuring concerns are recorded promptly and securely.
- Coordinating safeguarding responses and referrals.

- Liaising with schools, local authorities, police, healthcare professionals and other relevant agencies.
- Providing safeguarding advice to staff and homestay providers.
- Ensuring training and policy awareness.
- Monitoring outstanding actions and reviewing safeguarding records.
- Ensuring the child's wishes and feelings are considered.
- Supporting appropriate information sharing.
- Escalating concerns where the response is insufficient to protect the child.

3 Deputy Designated Safeguarding Lead (DDSL)
Name: Victor Lin
Telephone: 07444365277
Email: victor@hydeglobaleducation.com

The DDSL supports the DSL and may receive concerns when delegated or when the DSL is unavailable. The DDSL must follow HGE procedures and escalate matters beyond their authority or competence.

If the DSL or DDSL is unavailable, staff must contact the Director or the relevant external safeguarding authority where necessary. No concern should be delayed because a particular person is unavailable.

4 Employees, volunteers and contractors
All relevant adults must:
- Read and follow this policy and the applicable codes of conduct.
- Complete required safeguarding training.
- Recognise signs of abuse, neglect and exploitation.
- Report concerns immediately.
- Maintain professional boundaries.
- Keep factual, accurate and confidential records.
- Cooperate with safeguarding enquiries and referrals.
- Report unsafe practice, misconduct and policy breaches.
- Never investigate safeguarding allegations themselves.

5 Homestay providers
Homestay providers must:
- Follow this policy and the Homestay Code of Conduct.
- Complete required safeguarding training and checks.
- Provide appropriate care, supervision and a safe environment.
- Report disclosures, injuries, missing episodes and significant changes in behaviour immediately.
- Respect students' dignity, privacy and individual needs.
- Cooperate with HGE, schools and safeguarding agencies.

Child-Centred Practice and Children's Wishes

HGE will place the child's safety and best interests at the centre of safeguarding decisions. Where appropriate and safe, staff will listen to the child, explain what may happen next in language the child understands, and take account of the child's wishes and feelings.

HGE will consider age, maturity, language needs, disability, cultural background, individual circumstances and any barriers to communication.

A child must not be promised secrecy. Staff should explain that information may need to be shared with people who can help keep them safe. A child's wishes must be taken seriously but do not prevent HGE from taking necessary protective action or making a referral where required.

HGE will not discriminate against a child on grounds including race, nationality, ethnic origin, sex, disability, religion or belief, sexual orientation, gender reassignment or other protected characteristics.

What HGE Will Do to Keep Children Safe

HGE will take reasonable and proportionate steps to safeguard children by:

- Operating safer recruitment and relevant background-check procedures.
- Providing safeguarding induction and ongoing training.
- Selecting and monitoring homestay providers in accordance with HGE procedures.
- Maintaining appropriate welfare contact with students.
- Providing clear emergency and out-of-hours reporting arrangements.
- Responding promptly to concerns and allegations.
- Working with parents or legal guardians, schools and relevant professionals.
- Addressing risks relating to accommodation, travel and student welfare.
- Maintaining secure safeguarding records.
- Reviewing incidents and improving procedures.
- Making relevant policies accessible to staff, homestays, parents and partner schools.

HGE will not assume that a concern has been resolved simply because it has been passed to another organisation. Where appropriate, HGE will seek clarification of next steps and escalate concerns if the response appears insufficient to protect the child.

Reporting a Safeguarding Concern

Any safeguarding concern must be reported immediately to the DSL or DDSL.

1 Immediate response

If a child is in immediate danger or requires urgent medical assistance, call 999. Do not delay emergency assistance while attempting to contact HGE.

Where safe to do so:

1. Ensure the child is safe from immediate harm.
2. Listen calmly and allow the child to speak in their own words.
3. Reassure the child that they have done the right thing by speaking up.
4. Do not ask leading questions or investigate.
5. Do not promise secrecy.
6. Record the child's words and relevant facts accurately.
7. Report the concern immediately to the DSL or DDSL.
8. Follow instructions and cooperate with referrals and protective action.

2 Recording concerns

Records should include:

- The child's name and relevant identifying information.
- Date, time and location of the concern.
- Date and time the record was made.
- What was observed or disclosed, using the child's own words where possible.
- Relevant factual observations.
- Names of people involved or present.

- Immediate action taken.
- Who was informed and when.
- Decisions made and reasons for decisions.
- Referrals, follow-up actions and outcomes.

Records must be factual, dated and stored securely. Direct observations must be distinguished from information reported by others.

3 Escalation
If the DSL is unavailable, involved in the concern, or does not take appropriate action, the concern must be escalated to the DDSL, Director or relevant external safeguarding authority. A staff member must not assume that internal reporting removes their responsibility to take further action when a child remains at risk.

4 HGE contact arrangements
HGE office: 020 3691 5858
DSL: 07548283398
DDSL: 07444365277
24-hour emergency contact: 07548283398; 07444365277

Current details must be included in the staff, student, parent and homestay handbooks. HGE must ensure that emergency contact arrangements are monitored and that relevant people understand the escalation procedure.

Children's Reporting Systems

HGE will ensure that students are told, in age-appropriate and accessible language, how to report concerns and seek help.

Students may speak to the DSL, DDSL, another trusted HGE employee, their homestay provider, the school's safeguarding staff or an appropriate external authority.

Students must be able to raise concerns without fear of punishment, disbelief or disadvantage. All concerns will be taken seriously, recorded appropriately and assessed promptly.

Where a student has difficulty communicating in English, HGE will consider appropriate language support. A child should not be required to confront the alleged perpetrator or repeat their account unnecessarily.

Where appropriate, HGE will explain what action is being taken and who can provide further support, while respecting confidentiality and the needs of any investigation.

Child-on-Child Abuse, Harassment and Violence

HGE recognises that abuse can occur between children and that all reports must be taken seriously. Harmful behaviour must not be dismissed as banter, mutual conflict or a normal part of growing up.

Concerns may involve physical violence, bullying, discriminatory abuse, sexual harassment, sexual violence, coercion, threats, online abuse or the sharing of intimate images.

When a concern arises, HGE will:

- Take immediate steps to protect the child or children at risk.

- Contact emergency services where required.
- Report the concern to the DSL and record the facts.
- Consider the safety and welfare of all children involved.
- Liaise with the relevant school's DSL and appropriate agencies.
- Contact parents or legal guardians where appropriate and safe.
- Consider accommodation, supervision, travel and contact arrangements to reduce risk.
- Make referrals to children's social care or police where appropriate or required.
- Review protective measures and record follow-up actions.

HGE will not conduct its own detailed investigation into suspected criminal or sexual abuse. Decisions about separation, accommodation or contact will be made in consultation with relevant safeguarding professionals where appropriate. The safety, dignity and wishes of the child will be considered throughout.

Allegations Against Adults, Low-Level Concerns and Self-Reporting

1 Allegations meeting the harm threshold

Any allegation that an employee, volunteer, homestay provider, contractor or other adult working with children has harmed or may have harmed a child, possibly committed a criminal offence against or related to a child, or behaved in a way indicating a risk of harm must be reported immediately to the Director and DSL.

If either is the subject of the allegation, the concern must be reported to an appropriate independent senior person or the relevant external authority.

HGE will contact the relevant LADO promptly where the applicable threshold is met and follow the LADO's advice and relevant procedures. Police or children's social care referrals will be made where appropriate.

HGE will not undertake investigative steps that could prejudice a police or safeguarding investigation.

2 Low-level concerns

Concerns that do not meet the harm threshold must still be reported. Examples include boundary violations, inappropriate comments, favouritism, unnecessary private contact or other conduct inconsistent with the applicable code of conduct.

Low-level concerns must be reported to the Director in accordance with HGE's Low-Level Concerns Policy. They will be recorded, reviewed and handled appropriately. Patterns of concerns must be considered, as several low-level concerns may indicate a more serious issue.

Further details are set out in HGE's Low-level concerns Policy.

3 Self-reporting

All staff, volunteers and homestay providers must promptly self-report any incident, mistake, misunderstanding or conduct on their part that may have breached safeguarding expectations or professional boundaries.

Self-reporting must not be delayed because the individual believes the matter is minor or can be resolved informally. Reports will be assessed fairly and recorded in accordance with HGE procedures.

4 Whistleblowing
Anyone concerned about unsafe safeguarding practice, a failure to act or inappropriate handling of a safeguarding matter should raise the concern with the Director or another appropriate senior person.

Where internal reporting is inappropriate or ineffective, concerns may be raised with the relevant external authority or the NSPCC Whistleblowing Advice Line on 0800 028 0285.

Further details are set out in HGE's Whistleblowing Policy.

Multi-Agency Safeguarding and Local Authority Liaison

HGE recognises that safeguarding requires cooperation between organisations. HGE will work with local authorities, children's social care, police, healthcare professionals, schools, local safeguarding partners and other relevant agencies where necessary to protect children.

HGE will:

- Make timely referrals when a child may be at risk of significant harm or requires statutory support.
- Share relevant information lawfully and securely.
- Cooperate with safeguarding enquiries and appropriate multi-agency processes.
- Follow relevant local safeguarding partnership procedures.
- Seek advice when the appropriate course of action is unclear.
- Escalate concerns when a child's safety remains at risk.
- Maintain records of referrals, decisions, advice received and follow-up actions.

HGE will maintain a local safeguarding contact directory for the local authority areas in which its students attend school or reside.

The relevant local authority will be determined by the child's actual circumstances and location, rather than solely by the school's name or registered address. Where a concern involves a child in a different local authority area, HGE will seek advice and make referrals in accordance with applicable procedures.

The DSL is responsible for checking and updating the contact directory against official local authority sources.

Local Safeguarding Contact Directory – HGE Schools

The following directory identifies the local authority areas associated with HGE's current student schools. The DSL must verify the relevant Children's Social Care referral service, LADO and Local Safeguarding Partnership contact details before this policy is approved and whenever details change.

School	Local Authority Area to Verify	Local Safeguarding Partnership	Official Information Source
MPW London	Royal Borough of Kensington and Chelsea	Kensington and Chelsea Safeguarding Children Partnership	https://www.rbkc.gov.uk/
Abbey College	Cambridgeshire /	Cambridgeshire	https://www.cambridgeshire.gov.uk/

Cambridge	Cambridge	and Peterborough Safeguarding Children Partnership	
Cardiff Sixth Form College, Cambridge	Cambridgeshire / Cambridge	Cambridgeshire and Peterborough Safeguarding Children Partnership	https://www.cambridgeshire.gov.uk/
Ackworth School	Wakefield District	Wakefield Safeguarding Children Partnership	https://www.wakefield.gov.uk/
Rochester Independent College	Medway	Medway Safeguarding Children Partnership	https://www.medway.gov.uk/
Kent College Canterbury	Kent County Council / Canterbury	Kent Safeguarding Children Multi-Agency Partnership	https://www.kent.gov.uk/
Uppingham School	Rutland	Leicestershire and Rutland Safeguarding Children Partnership	https://www.rutland.gov.uk/

Local Authority Area	**Children's Social Care / Referral Team**	**Out-of-Hours Service**	**LADO Contact Details**	**Date Verified**
Royal Borough of Kensington and Chelsea (MPW London, Queen's Gate campus)	Social Services Line: 020 7361 3013. Monday–Friday, 9:00 am–5:00 pm. Official information and referral guidance: https://www.rbkc.gov.uk/children-and-education/children-and-family-services/what-do-if-you-are-worried-about-child	Emergency Duty Team: 020 7373 2227	Duty LADO: 020 7361 2120. Email: kclado.enquiries@rbkc.gov.uk. Ask to speak to the Duty LADO.	21 October 2026
Cambridgeshire	Children's Social Care / Referral Centre: 0345 045 5203. Email: referralcentre.children@cambridgeshire.gov.uk	01733 234 724	LADO: 01223 727 967. Email: LADO@cambridgeshire.gov.uk. Confirm the current referral route before use.	21 October 2026
Wakefield	Social Care Direct: 0345 850 3503. For urgent child protection concerns, contact Social Care Direct.	0345 850 3503; explain that the concern is urgent	01977 727 032. Email: lado.referrals@wakefield.gov.uk. Official guidance: https://www.wakefieldscp.org.uk/professionals/managing-	21 October 2026

		and outside normal office hours.	allegations/	
Medway	Children's Services First Response: 01634 334 466. Email: ss.accessandinfo@medway.gov.uk.	03000 419 191		21 October 2026
Kent	Children's Social Care: 03000 41 11 11. Email: social.services@kent.gov.uk. Monday–Friday, 9:00 am–5:00 pm.	03000 41 91 91		21 October 2026
Rutland	Children's Duty Team: 01572 758 407.	Leicestershire and Rutland out-of-hours service: 0116 305 0005	LADO: 01572 758 454. Email: lado@rutland.gov.uk. Official guidance: https://www.rutland.gov.uk/children-young-people-families/local-authority-designated-officer-lado	

In an emergency or where a child is at immediate risk of serious harm, call 999 without delay.

Information Sharing and Confidentiality

HGE will share safeguarding information when necessary and proportionate to protect a child, support an appropriate safeguarding response or meet a legal obligation.

Information may be shared with:

- Children's social care and relevant local authority teams.
- Police and emergency services.
- The relevant school's DSL or safeguarding team.
- The child's parent or legal guardian, where appropriate and safe.
- Healthcare professionals.
- The LADO and other relevant safeguarding authorities.
- Other agencies or professionals involved in protecting the child.

Consent will be sought where appropriate, but must not be treated as a prerequisite where sharing is necessary to protect a child and a lawful basis exists.

Information may need to be shared without informing a parent or guardian first where doing so could increase risk, prejudice an investigation or otherwise be inappropriate.

Staff, volunteers and homestay providers must keep safeguarding information confidential and must not discuss cases with people who do not need to know. Confidentiality must never be used as a reason to withhold information necessary to safeguard a child.

Records must be accurate, secure, access-controlled and retained in accordance with HGE's Data Protection Policy, Privacy Notice and record-retention arrangements.

Mental Health and Wellbeing

HGE recognises that mental health concerns may indicate abuse, neglect, exploitation or other safeguarding risks.

Staff and homestay providers must remain alert to persistent sadness, anxiety, withdrawal, self-harm, eating difficulties, suicidal thoughts, significant mood changes or sudden deterioration in functioning. Where concerns arise, staff must report them to the DSL and record relevant observations factually.

HGE will consider immediate safety, the student's wishes, access to appropriate healthcare, communication with parents or legal guardians where appropriate, and liaison with the school and relevant professionals.

If a student is believed to be at immediate risk of serious harm or suicide, call 999. Do not leave the student alone where it is safe and appropriate to remain with them.

If mental health concerns affect the student's ability to remain safely at school or in current accommodation, HGE will liaise with the school, parent or legal guardian and relevant professionals to consider an appropriate support or placement plan. HGE will not make clinical decisions or independently determine school exclusion or removal.

Further procedures are set out in the HGE Mental Health and Wellbeing Policy.

Online Safety

HGE promotes safe and responsible use of the internet and digital communications.
Staff and homestay providers must report concerns involving online grooming, exploitation, cyberbullying, threats, blackmail, inappropriate contact, image-based abuse or other online harm.

Students will be encouraged to protect personal information, use privacy settings, avoid sharing location information publicly and seek help when online contact makes them uncomfortable or unsafe.

HGE will respond to online safeguarding concerns under this policy and its Online Safety Policy, working with parents, schools and relevant agencies where appropriate.

Prevent, Radicalisation and Extremism

HGE recognises that children may be vulnerable to radicalisation or extremist influence.
Staff and homestay providers must report concerns about possible radicalisation, coercion, extremist material or related behavioural changes to the DSL.

HGE will assess concerns in context and seek advice or make referrals through the appropriate local safeguarding and Prevent arrangements where required.

Staff must not investigate concerns themselves or make assumptions based solely on a child's background, nationality, religion or political views.

Further details are set out in HGE's Anti-Radicalisation Policy.

Safer Recruitment and Homestay Safeguarding

HGE will follow its Safer Recruitment Policy and applicable requirements when recruiting

employees, appointing volunteers or approving homestay providers.

Checks and records will be appropriate to the role and may include identity, references, employment history, right to work, self-declarations, online due diligence and the relevant DBS or other legally applicable checks.

HGE will maintain records of safeguarding training, checks, decisions and ongoing suitability. Homestay providers must comply with HGE's Homestay Code of Conduct and relevant accommodation, household-checking and monitoring procedures.

Training and Awareness

All relevant staff must complete safeguarding induction and refresher training appropriate to their roles.

Training must cover recognising abuse and neglect, reporting concerns, professional boundaries, record keeping, information sharing and relevant safeguarding risks.
The DSL must receive appropriate designated safeguarding lead training and updates in line with current guidance and applicable AEGIS requirements, including the required live training arrangements. Training completion and renewal dates must be recorded.

The DDSL must receive training appropriate to their delegated responsibilities. Homestay providers must complete HGE's required safeguarding training and refresher training specified by HGE.

Where two carers share homestay responsibilities, both must complete the required training. HGE will retain training records and monitor when updates are due.

Supporting Policies and Documents

This policy must be read alongside the following HGE documents:

1. Staff and Homestay Code of Conduct.
2. Low-Level Concerns Policy.
3. Whistleblowing Policy.
4. Safer Recruitment Policy.
5. Online Safety Policy.
6. Anti-Bullying and Cyberbullying Policy.
7. Anti-Radicalisation Policy.
8. Mental Health and Wellbeing Policy.
9. Missing Student Policy.
10. Emergency Procedure.
11. Data Protection Policy.
12. Student Handbook.
13. Parent Handbook.
14. Homestay Handbook.
15. Welfare, Health and Safety Statement.
16. Relevant incident-reporting and complaints procedures.

Access to policies

The current approved versions of HGE policies will be maintained in the designated company policy folder or other controlled document repository.

Employees, volunteers and relevant contractors will be provided with the policies applicable

to their roles and informed of material updates. Homestay providers will receive the policies relevant to their responsibilities.

Parents and partner schools may request copies from:
Email: info@hydeglobaleducation.com
Telephone: 020 3691 5858

The Safeguarding and Child Protection Policy will be available on the HGE website at:
Hyde Education

HGE will ensure that recipients can access the documents in a suitable format and know whom to contact if they have questions.

Liaison with Parents, Agents and Partner Schools

HGE will communicate and cooperate with parents or legal guardians, education agents and partner schools to support student safety and welfare.

Where appropriate, HGE will share relevant information about welfare concerns, agreed actions, accommodation or travel arrangements and necessary support. Information sharing will be lawful, proportionate and consistent with the child's safety and best interests.

Parents or legal guardians will normally be informed of significant safeguarding concerns where appropriate. However, HGE may delay or limit communication if informing them could increase risk to the child, compromise an investigation or conflict with advice from children's social care, police or another relevant authority.

HGE will clarify its own role and responsibilities and will not assume the statutory or safeguarding responsibilities of schools, local authorities or other agencies.

Where a student is registered at a school, HGE will liaise with the school's DSL or appropriate representative when necessary.

Equality, Inclusion and Anti-Discrimination

HGE is committed to treating every child fairly and with dignity. Discriminatory behaviour, harassment, victimisation or abuse related to a child's protected characteristics or personal circumstances will not be tolerated.

HGE will consider individual communication, language, disability, cultural and religious needs when responding to safeguarding concerns. Reasonable steps will be taken to help students understand how to seek help and ensure their concerns can be heard.

All concerns about discriminatory abuse or harassment must be reported and managed in accordance with this policy and the relevant supporting procedures.

Record Keeping, Monitoring and Review

HGE will maintain accurate and secure records of safeguarding concerns, referrals, decisions, communications, actions and outcomes.

Records will identify who made each decision, the reasons for the decision, advice received and any further action required.

Outstanding actions will be monitored until completed or formally transferred to an appropriate responsible agency.

The DSL will monitor safeguarding records and training compliance and identify opportunities for improvement.

Serious incidents, changes in statutory guidance, organisational changes or lessons learned may trigger an earlier policy review.

This policy will be reviewed at least annually. The Director is responsible for approving the policy and ensuring that relevant people receive the updated version.

Appendix – Emergency Contacts

Designated Safeguarding Lead (DSL)
Name: Annie Hu
Telephone: 07548283398
Email: annie@hydeglobaleducation.com

Deputy Designated Safeguarding Lead (DDSL)
Name: Victor Lin
Telephone: 07444365277
Email: victor@hydeglobaleducation.com

HGE 24-hour emergency contact: 07548283398, 07444365277
Emergency services: 999
NSPCC Helpline: 0808 800 5000
NSPCC Whistleblowing Advice Line: 0800 028 0285
Children's Social Care / Local Safeguarding Partnership / LADO:
Refer to the verified local safeguarding contact directory in Section 'Local Safeguarding Contact Directory – HGE Schools'.

This policy was updated in Oct 2026 by Hyde Global Education.