Alternative Provision



BETTER STEPS SUPPORT

Guiding brighter futures, one step at a time.

Policies Pack

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Key Safeguarding Roles

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Designated Safeguarding Lead (DSL):
Dawn Turner

Director (Safeguarding Oversight):
Jay Turner

Better Steps Support Ltd operates with a single Designated Safeguarding Lead. In the absence of the DSL, all safeguarding concerns are escalated immediately to the Director, who will take appropriate action and liaise with external agencies including Warwickshire MASH and the Local Authority Designated Officer (LADO) where required.

All staff are trained in safeguarding and understand their duty to report concerns without delay.

Safe Guarding & Child Protection Policy

Policy Statement
Better Steps Support Ltd is committed to safeguarding and promoting the welfare of all children and young people. Safeguarding is everyone's responsibility. We recognise that children attending Alternative Provision may be particularly vulnerable.

Statutory Framework
This policy complies with:

- Keeping Children Safe in Education (latest version)
- Working Together to Safeguard Children
- Children Act 1989 & 2004
- Warwickshire Safeguarding Children Partnership (WSCP) procedures
- As an unregistered, part-time provider, we operate in the understanding that the referring school or local authority maintains overarching responsibility for the student's safeguarding and welfare outside of our agreed provision hours.

Recognising Abuse
Staff are trained to recognise indicators of:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Exploitation
- Radicalisation
- Peer on peer abuse

Reporting Concerns
All safeguarding concerns must be reported immediately to the DSL.
If the DSL is unavailable, concerns must be escalated directly to the Director.
Where thresholds are met, referrals are made to Warwickshire MASH.
Allegations against staff are referred to the Warwickshire LADO within one working day.

Record Keeping
Safeguarding records are completed on the same day and stored securely, separately from educational records.

Safer Recruitment
All staff undergo enhanced DBS checks, identity verification, reference checks, and safeguarding training prior to working with children.

Review
This policy is reviewed annually or following legislative updates.

Allegations Against Staff & Low Level Concerns Policy

02

Policy Statement
Better Steps Support Ltd is committed to maintaining a safe environment for children. Any concern regarding staff conduct is taken seriously and responded to promptly and appropriately
.
Definitions

- Low Level Concerns: Behaviour that does not meet the harm threshold but may indicate poor judgement or boundary issues.
- Allegations: Concerns that suggest a staff member may have harmed a child, committed a criminal offence, or behaved in a way that indicates they may pose a risk to children.

Reporting Concerns
All concerns must be reported immediately to the Designated Safeguarding Lead (DSL).
If the concern involves the DSL or the DSL is unavailable, concerns must be escalated directly to the Director.

Managing Concerns
Low level concerns are recorded and reviewed by senior leadership to identify patterns, provide guidance, or take action where necessary.

LADO Referrals
Allegations that meet the harm threshold are referred to the Warwickshire Local Authority Designated Officer (LADO) within one working day, in line with statutory guidance.

Confidentiality & Whistleblowing
Concerns are handled sensitively and confidentially. Staff are encouraged to raise concerns without fear of reprisal.

Review
This policy is reviewed annually or in line with legislative updates.

Behaviour Management & Low Level Concerns Policy

Policy Statement

Better Steps Support Ltd promotes positive behaviour through a trauma informed, restorative approach. Behaviour is viewed as communication, focusing on emotional regulation, relationship building, and skill development while ensuring safety for learners and staff. This policy also covers low level concerns about staff conduct.

Behaviour Management Principles

- Respect, empathy, and fairness guide all interactions
- Clear expectations and routines encourage positive engagement
- Positive reinforcement and restorative approaches are used
- Early intervention strategies are prioritised (calm guidance, visual prompts, sensory breaks)

Physical Intervention

- Used only as a last resort to prevent serious harm
- Staff are trained in lawful restraint methods
- All incidents are recorded, reviewed, and used to update risk assessments and learning plans

Low Level Staff Concerns

Definition: Behaviour by staff that does not meet the harm threshold but may indicate poor judgement or boundary issues.

Management:

- Report immediately to the DSL (or Director if DSL unavailable)
- Recorded confidentially and reviewed for patterns
- Allegations meeting the harm threshold are referred to Warwickshire LADO immediately

Recording & Review

- All behaviour incidents and low level concerns are logged the same day
- Patterns are reviewed by senior leadership to inform interventions and staff support

Staff Training

Staff receive training in:

- Trauma informed practice
- De-escalation techniques
- Safe physical intervention
- Reporting and recording procedures

Review

Reviewed annually or following legislative updates to comply with KCSIE, WSCP, and Warwickshire LA expectations.

Anti-Bullying Policy

Policy Statement
Better Steps Support Ltd does not tolerate bullying of any kind. We promote a safe, respectful, and inclusive environment.

Definition of Bullying
Bullying is repeated behaviour intended to hurt, intimidate, or harm another person, including:

- Physical aggression
- Verbal abuse
- Online / social media harassment
- Exclusion or isolation

Reporting Bullying

- All bullying concerns must be reported immediately to the DSL (or Director if the DSL is unavailable)
- Staff must document incidents promptly

Investigation & Support

- All reports are investigated thoroughly and promptly
- Restorative approaches are used to support both the student affected and the student demonstrating bullying behaviour
- Actions may include targeted support, behaviour contracts, or, in serious cases, referral to external agencies

Record Keeping

- All bullying incidents are recorded and monitored for patterns
- Patterns inform interventions, safeguarding decisions, and Individual Learning Plans

Review
This policy is reviewed annually or following legislative updates to remain aligned with KCSIE, WSCP, and Warwickshire LA expectations

Health & Safety Policy

05

Policy Statement

Better Steps Support Ltd is committed to ensuring the health, safety, and wellbeing of all learners, staff, and visitors. A safe environment is central to learning and safeguarding.

Responsibilities

- Director: Holds overall responsibility for health & safety compliance.
- Staff: Must follow procedures, report hazards, and support safe practice.

Key Areas

- Fire Safety & Evacuation: Fire drills are conducted termly. Evacuation procedures are clearly displayed, and staff are trained in emergency response.
- First Aid Provision: First aid trained staff are available during all sessions. Accidents are recorded and reported to parents and commissioners as appropriate.
- Site Security: Access to the premises is controlled. Visitors sign in and are supervised.
- Equipment & Environment: All learning and sensory spaces are inspected regularly. Unsafe equipment is removed immediately.
- Accident & Incident Reporting: All incidents are recorded and reviewed. Patterns are monitored to prevent recurrence.

Training & Review

Staff receive annual health & safety training and updates as required. The policy is reviewed annually or following legislative updates to remain compliant with UK Health & Safety law and Warwickshire LA guidance.

Health & Safety Policy

06

Policy Statement

Risk assessments are a core part of safeguarding and placement suitability. They ensure that learners are supported safely while accessing education and activities.

Individual Risk Assessments

- Conducted prior to placement for each student
- Cover:
  - Behavioural risks
  - Medical needs and medication requirements
  - Environmental hazards (classrooms, sensory rooms, playground)
  - Transport and travel risks

Monitoring & Review

- Risk assessments are updated after incidents, changes in student need, or new activities
- Patterns are reviewed by the DSL and Director to inform behaviour and safeguarding strategies

Staff Responsibilities

All staff must:

- Read and follow risk assessments relevant to their role
- Report new hazards or concerns promptly
- Participate in regular reviews and updates

Escalation

Where a risk is identified that cannot be managed within the existing measures, the DSL or Director will escalate to the commissioner or referring school immediately.

Review

This policy is reviewed annually or as required, ensuring compliance with Warwickshire LA guidance and KCSIE.

Attendance & Engagement Policy

07

Policy Statement

Better Steps Support Ltd monitors attendance and engagement closely to ensure learning outcomes, wellbeing, and safeguarding.

Student Responsibilities

- Arrive on time for sessions
- Attend the agreed number of days/hours as per placement plan
- Communicate promptly if absence is unavoidable

Staff Responsibilities

- Record attendance accurately at each session
- Follow up unexplained absences immediately
- Notify the DSL/Director of concerns about patterns or prolonged absence

Reporting

- Attendance is reported to the referring school or commissioner regularly
- Concerns may trigger review meetings with parents/carers and the student
- Unexplained absences are reported to the referring school or commissioner via email and phone call within 30 minutes of the scheduled session start time to ensure immediate follow-up and safeguarding by the primary education provider.

Engagement Strategies

- Lessons are personalised to encourage participation
- Sensory breaks and regulation strategies are used to support engagement
- Positive reinforcement and restorative approaches encourage consistent attendance

Escalation

Persistent non-attendance or disengagement is escalated to the DSL/Director and, if necessary, to the commissioner or referring school to safeguard the student's educational progress.

Review

This policy is reviewed annually or following legislative updates to comply with Warwickshire LA expectations.

SEND & Inclusion Policy

Policy Statement

Better Steps Support Ltd is committed to inclusive education, ensuring that all learners, including those with Special Educational Needs and Disabilities (SEND), can access a safe and supportive learning environment tailored to their individual needs.

Identification & Assessment

- Students are assessed on referral to identify learning, social, and emotional needs
- Individual Learning Plans (ILPs) are developed where appropriate
- Assessment considers EHCPs, medical needs, and SEND support plans

Teaching & Support

- Learning is personalised using differentiated teaching strategies
- Reasonable adjustments are made to accommodate sensory, physical, or cognitive needs
- Staff are trained to support learners with a variety of SEND

Collaboration

- Close liaison with parents/carers, schools, and commissioners ensures continuity of support
- Multi Agency working is employed where appropriate, including therapists or educational psychologists

Monitoring & Review

- Progress is monitored regularly against ILP targets
- Adjustments are made promptly to ensure learning and wellbeing outcomes are met
- Policy is reviewed annually to remain compliant with Equality Act 2010 and Warwickshire LA guidance

Equality, Diversity & Inclusion Policy

09

Policy Statement

Better Steps Support Ltd is committed to promoting equality, diversity, and inclusion. We ensure that all learners, staff, and visitors are treated fairly, with respect and dignity, and have equal access to learning and opportunities.

Key Principles

- We challenge discrimination, harassment, and bullying in all forms
- We celebrate diversity of culture, background, ability, and belief
- Our curriculum and teaching reflect inclusive principles

Staff Responsibilities

- Treat all learners and colleagues fairly and consistently
- Model inclusive behaviour and language
- Report any discriminatory behaviour or barriers to learning immediately

Monitoring & Accountability

- Incidents of discrimination or exclusion are recorded and addressed
- Policies and procedures are regularly reviewed to ensure compliance with the Equality Act 2010 and Warwickshire LA expectations
- Accessibility and inclusivity are monitored for continuous improvement

Curriculum & Learning Policy

Policy Statement

Better Steps Support Ltd provides a flexible, personalised curriculum that supports academic, social, and emotional development. The curriculum is designed to prepare students for reintegration, further education, or training.

Curriculum Principles

- Focus on core academic engagement (English, Maths, and key skills)
- Support emotional regulation and wellbeing
- Develop life skills, social skills, and independent learning strategies
- Adapted to meet individual needs, including SEND and cultural considerations
- The curriculum is designed to supplement the student's primary education provided by their referring school, fitting within a wider, full-time timetable managed by the main school.

Teaching & Assessment

- Differentiated lessons are delivered to match ability levels
- Progress is monitored through regular formative and summative assessments
- Feedback informs adjustments to teaching strategies and ILPs

Engagement & Enrichment

- Lessons include practical and hands on activities to support learning
- Access to sensory spaces, regulation strategies, and wellbeing support is embedded
- Opportunities for personal development, resilience building, and social skills practice are provided

Monitoring & Review

- Curriculum effectiveness is reviewed regularly by staff and the Director
- Feedback from students, parents, and commissioners is considered
- Policy is updated annually to meet Warwickshire LA guidance and inspection expectations

Reintegration Policy

Policy Statement

Better Steps Support Ltd is committed to supporting students to successfully reintegrate into mainstream education, further education, training, or other appropriate provision. Reintegration is planned collaboratively with the student, parents/carers, referring schools, and commissioners.

Reintegration Planning

- Individual Reintegration Plans are created for each student, detailing academic, social, and emotional goals
- Timelines and milestones are agreed collaboratively
- Students are supported to build confidence, resilience, and independent learning skills

Roles & Responsibilities

- Staff: Deliver targeted support and track progress
- DSL/Director: Ensure safeguarding and wellbeing needs are met during transition
- Parents/Carers & Referring Schools: Provide information, support, and continuity

Monitoring & Support

- Progress is regularly monitored and reviewed with staff, students, and parents
- Interventions are adjusted if barriers to reintegration are identified
- Risk assessments are reviewed to ensure safe transitions

Review

Reintegration plans are reviewed throughout placement and updated as necessary. Policy is reviewed annually or in line with Warwickshire LA guidance.

Mental Health & Wellbeing Policy

Policy Statement

Better Steps Support Ltd prioritises the mental health and wellbeing of all learners and staff. We provide a supportive environment that promotes emotional regulation, resilience, and positive relationships.

Key Principles

- Early identification of mental health and wellbeing needs
- Support is tailored to individual needs, including trauma informed approaches
- Students are encouraged to develop coping strategies and self regulation skills

Support Strategies

- Access to trained staff for guidance and emotional support
- Structured regulation and sensory spaces
- Individual or small group interventions where appropriate
- Collaboration with external agencies, such as CAMHS or educational psychologists

Staff Responsibilities

- Recognise early signs of distress or mental health concerns
- Follow reporting procedures to the DSL/Director
- Promote wellbeing through consistent routines, positive reinforcement, and supportive interactions

Monitoring & Review

- Student wellbeing is monitored through observations, records, and discussions
- Interventions are reviewed regularly for effectiveness
- Policy is reviewed annually to align with Warwickshire LA and WSCP guidance

Sensory & Regulation Spaces Policy

Policy Statement

Better Steps Support Ltd provides sensory and regulation spaces to support learners in managing emotions, reducing anxiety, and improving engagement. These spaces are part of our trauma informed and inclusive approach.

Purpose

- Support emotional regulation and stress reduction
- Enhance focus, learning readiness, and engagement
- Provide a safe, calm environment for students to self regulate

Management & Use

- Staff supervise use at all times
- Use is guided by individual needs and risk assessments
- Students are encouraged to use spaces proactively as part of their Individual Learning Plan

Equipment & Safety

- Sensory equipment and resources are regularly inspected for safety and suitability
- Spaces are organised to minimise hazards and promote accessibility
- Staff are trained in safe usage and monitoring

Monitoring & Review

- Usage of spaces and impact on learning/behaviour is recorded and reviewed
- Adjustments are made as needed to support individual students
- Policy is reviewed annually to ensure alignment with Warwickshire LA guidance and best practice

Data Protection & GDPR Policy

Policy Statement

Better Steps Support Ltd is committed to ensuring that personal data of students, parents, staff, and stakeholders is processed lawfully, fairly, and transparently in line with the UK GDPR and Data Protection Act 2018.

Principles

- Data is collected for legitimate purposes only and used responsibly
- Personal data is accurate, kept up to date, and only retained for as long as necessary
- Data is stored securely, with appropriate technical and organisational measures
- Information is shared only where lawful and necessary

Staff Responsibilities

- Handle personal data confidentially at all times
- Follow secure procedures for record keeping, storage, and transmission
- Report any data breaches immediately to the Director

Rights of Individuals

- Students, parents, and staff have the right to access their personal data
- Requests for access, correction, or deletion are handled promptly
- Transparency notices are provided to all stakeholders

Review

This policy is reviewed annually or following legislative updates to ensure full compliance with Warwickshire LA guidance and UK data protection laws.

Staff Code of Conduct & Professional Boundaries

Policy Statement

Better Steps Support Ltd expects all staff to maintain high standards of professional conduct, act as positive role models, and maintain clear boundaries with students and families.

Key Principles

- Treat all learners, colleagues, and visitors with respect, fairness, and dignity
- Maintain professional boundaries at all times, including communication outside the organisation
- Avoid behaviours that could be misinterpreted as inappropriate or unprofessional

Reporting & Escalation

- Any breaches of professional conduct are reported immediately to the DSL or Director
- Staff are encouraged to raise concerns about colleagues safely through the whistleblowing policy

Social Media & Communication

- Staff must not engage in personal social media contact with students
- Professional communication channels should be used at all times

Training & Support

- All staff receive induction training on professional boundaries and safeguarding
- Refresher training is provided regularly

Review

This policy is reviewed annually to ensure alignment with KCSIE, Warwickshire LA guidance, and best practice standards.

Safer Recruitment Policy

Policy Statement

Better Steps Support Ltd is committed to safe recruitment practices to ensure that all staff, volunteers, and contractors are suitable to work with children and vulnerable learners.

Key Steps in Recruitment

- Advertising & Shortlisting: Clear job descriptions, person specifications, and competency criteria
- Interviewing: Structured interviews with safeguarding questions included
- Reference Checks: Written references are obtained from previous employers and verified
- Enhanced DBS Checks: All staff undergo an enhanced DBS check before starting work
- Identity Verification: Proof of identity and right to work checks are completed
- Probation: Staff are subject to a probationary period with regular review

Ongoing Checks & Monitoring

- Staff training, performance, and conduct are monitored continuously
- Any changes in role, responsibility, or circumstances are risk-assessed

Review

This policy is reviewed annually to ensure compliance with KCSIE, Warwickshire LA guidance, and best practice for safer recruitment.

Complaints Policy

Policy Statement

Better Steps Support Ltd is committed to handling complaints fairly, transparently, and promptly. This ensures continuous improvement and demonstrates accountability to students, parents/carers, staff, and commissioners.

Scope

- Complaints may relate to teaching, behaviour management, safeguarding, staff conduct, or operational matters
- Applies to students, parents/carers, staff, and external stakeholders

Procedure

1. Informal Stage:
    - Concerns are initially raised with the staff member or Director to resolve quickly
2. Formal Stage:
    - Complaints that cannot be resolved informally are submitted in writing
    - The Director investigates and responds within 10 working days
3. Appeal Stage:
    - If dissatisfied with the response, the complainant can request a review
    - The Director or independent reviewer will consider the complaint and provide a final written response

Recording & Monitoring

- All complaints and outcomes are recorded
- Patterns are monitored to inform improvements and reduce recurrence

Review

This policy is reviewed annually or following legislative updates to ensure alignment with Warwickshire LA guidance and best practice standards.

Admissions & Referral Policy

Policy Statement

Better Steps Support Ltd ensures that admissions are transparent, fair, and based on assessment of student needs. Placements are agreed collaboratively with referring schools or commissioners.

Better Steps Support Ltd provides part-time alternative provision only, with no student attending for more than 18 hours per week total. This ensures compliance with Department for Education (DfE) requirements for unregistered alternative provision settings. For pupils with an Education, Health and Care Plan (EHCP) or who are Looked After, placements are strictly part-time, and the referring body retains all statutory duties for providing a full-time education package.

Referral Process

- Referrals are received from schools, local authorities, or parents/carers
- Relevant information, including EHCPs, risk assessments, safeguarding records, and attendance history, is requested
- An initial meeting is held with the student, parents, and referring body to discuss suitability

Assessment & Placement

- Individual Risk Assessments and Learning Plans are completed prior to admission
- Students are placed according to need, available resources, and safety considerations
- Admission is conditional on agreement with parents/carers and commissioner

Review & Monitoring

- Admissions are reviewed regularly to ensure the placement continues to meet the student's needs
- Any changes in provision are communicated promptly to the student, parents, and commissioner

Policy Review

This policy is reviewed annually or following legislative updates to remain compliant with Warwickshire LA guidance.

Transport Policy

Policy Statement
Better Steps Support Ltd ensures that any transport provided for students is safe, reliable, and compliant with statutory safeguarding requirements.

Responsibilities
- The Director oversees all transport arrangements
- Drivers and escorts must be DBS checked and trained in safeguarding, behaviour management, and first aid
- Vehicles are inspected regularly for safety and compliance

Procedures
- Students must follow instructions during transport
- Incidents or concerns during transport are reported immediately to the DSL or Director
- Risk assessments are conducted for each student and route

Safeguarding
- Staff supervise students at all times during transport
- Emergency procedures are in place for accidents, illness, or behavioural incidents
- Parents/carers are informed of transport arrangements and expectations

Monitoring & Review
- Transport records, incidents, and attendance are monitored
- Risk assessments and policies are reviewed annually or following legislative updates to align with Warwickshire LA guidance

Missing Child / Absconding Policy

Policy Statement

Better Steps Support Ltd takes the safety and welfare of all students seriously. Any student who goes missing or absconds from the provision is treated as a safeguarding concern and acted upon immediately.

Definitions

- Missing: A student who cannot be located within a reasonable timeframe during sessions or breaks
- Absconding: A student who leaves the premises without permission

Procedures

1. Immediate Action:
    - Staff raise the alarm and search the premises promptly
    - Other staff supervise remaining students to ensure safety
2. Notification:
    - DSL or Director is informed immediately
    - Parents/carers are contacted without delay
    - Referring school or commissioner is informed as appropriate
3. External Agencies:
    - If the student is not found quickly, local police and Warwickshire MASH are contacted
    - Safeguarding procedures are followed in all cases

Recording & Review

- All incidents are documented in detail, including times, actions taken, and outcomes
- Patterns are reviewed by senior leadership to inform risk assessments and interventions
- Policy is reviewed annually or following any incident to ensure continued effectiveness

Whistleblowing Policy

Policy Statement

Better Steps Support Ltd encourages staff to raise concerns about unsafe, unethical, or illegal practices without fear of reprisal. Whistleblowing ensures the safety of learners and integrity of the provision.

Scope

- Concerns may relate to safeguarding, behaviour management, staff conduct, health & safety, or compliance with statutory requirements

Procedure

1. Raising a Concern:
    - Report concerns promptly to the DSL or Director
    - If the concern involves the DSL or Director, staff may contact Warwickshire LADO or an external authority
2. Confidentiality:
    - All whistleblowing concerns are treated confidentially
    - Staff identity is protected where possible
3. Investigation:
    - The concern is investigated fairly and promptly
    - Outcomes are communicated appropriately to the whistleblower

Protection for Whistleblowers

- Staff raising concerns in good faith are protected from disciplinary action or retaliation

Review

This policy is reviewed annually or following legislative updates to remain compliant with Employment Law, KCSIE, and Warwickshire LA guidance

Service Level Agreement (SLA)

Purpose

This SLA defines the expectations, responsibilities, and standards between Better Steps Support Ltd and the commissioning body (school, local authority, or referrer).

Scope of Service

Better Steps Support provides Alternative Provision including:

- Structured educational sessions
- Behavioural and emotional support
- Trauma informed and safeguarding led practice
- Regular reporting to commissioners
- Provision of a maximum of 18 hours of education per student per week to ensure the provider remains an unregistered alternative provision setting.

Responsibilities of Better Steps Support Ltd

- Provide a safe, supportive, and structured environment
- Maintain safeguarding, health, and safety standards
- Deliver agreed provision in line with the placement plan
- Monitor attendance, behaviour, and engagement
- Share reports and updates as agreed

Responsibilities of the Commissioner / Referrer

- Provide accurate referral information and risk assessments
- Share EHCPs, support plans, and safeguarding information
- Maintain responsibility for statutory duties unless otherwise agreed
- Communicate concerns promptly
- Maintain full responsibility for the student's education plan to ensure they receive a full-time education package, including the hours not provided by Better Steps Support Ltd.

Review & Termination

- SLA is reviewed regularly to ensure effectiveness
- Either party may terminate the agreement in line with agreed notice periods
- Immediate termination is possible in safeguarding related circumstances

Student & Parent Agreement (Code of Conduct)

Policy Statement

Better Steps Support Ltd values partnership with students and parents/carers to provide a safe, respectful, and productive learning environment. This policy sets clear expectations, boundaries, and responsibilities to ensure positive outcomes for all parties.

Students are expected to:

- Adhere to 'Student/Parent agreement' & 'Student Promise'
- Attend sessions punctually and follow the agreed timetable
- Treat staff, peers, and visitors with respect and courtesy
- Follow instructions, routines, and safety rules
- Use learning and sensory spaces appropriately and safely
- Communicate honestly about their needs, concerns, or difficulties

Consequences for Breach:

- Restorative approaches will be applied to address minor breaches
- Persistent or serious breaches may lead to formal review of placement

Parent / Carer Expectations

Parents and carers are expected to:

- Support student attendance, punctuality, and engagement
- Communicate relevant information about their child's wellbeing or circumstances
- Respect professional boundaries of staff
- Attend meetings and respond to requests for information in a timely manner
- Support policies, procedures, and safeguarding protocols

Consequences for Breach:

- Breaches of conduct may result in formal meetings, warnings, or review of the placement
- Aggression or abuse towards staff will not be tolerated and may lead to immediate termination of the placement

Partnership & Communication

- Open and constructive communication is encouraged
- Regular updates on progress, behaviour, and wellbeing are provided to parents/carers and commissioners
- Concerns raised by either party are addressed promptly in line with policies

Safeguarding Commitment

- Any safeguarding concern, including suspected abuse or neglect, will be reported immediately to the DSL or Director and external agencies (MASH, LADO) as required
- Parents/carers and students are expected to cooperate with safeguarding procedures

Review

This policy is reviewed annually or when a student's placement is reviewed to ensure expectations remain clear and aligned with Warwickshire LA guidance.

Contact Information

Better Steps Support

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