

11 Plus London

Safeguarding Policy



11 Plus London is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm, and radicalisation. 11 Plus London will respond promptly and appropriately to all incidents or concerns regarding the safety of a child, using child protection procedures that comply with all relevant legislation and statutory guidance, including the [Local Safeguarding Children Partnerships \(LSCPs\) for Kensington & Chelsea and Westminster](#), [Working Together to Safeguard Children \(2023 update\)](#), and [Keeping Children Safe in Education \(2025 edition\)](#).

Handling children with care and respect

Our top priority is to ensure the safety of children in all that we do, in line with statutory guidance including [Keeping Children Safe in Education \(2025\)](#) and [Working Together to Safeguard Children \(2023\)](#). We have zero tolerance for child abuse and exploitation.

All staff members must actively observe the following protocol with all children in our care:

- Treat all children with dignity and respect at all times.
- Maintain zero tolerance of any form of child abuse (inadvertent or deliberate), including inappropriate physical contact of a violent or sexual nature, verbal aggression, and/or emotional maltreatment.
- Do not assist children with tasks they can do independently (e.g., dressing, toileting, washing), unless necessary for safeguarding reasons.
- Exchanging contact information with children is strictly prohibited, including via phone, email, social media, instant messaging, or any other method of communication.
- Do not ask children to share personal information unless necessary for identifying potential abuse or safeguarding concerns.
- Students must be collected by a parent, guardian, or authorised adult at the end of each session. Students will only be permitted to leave unaccompanied where written parental consent has been provided in advance and recorded on the Student's file; without such consent, students will not be released unaccompanied. Responsibility transfers to the parent/carer once the Student leaves the venue.
- The use of personal mobile phones or devices to photograph or record children is prohibited. Photographs and videos may only be taken using the 11 Plus London camera with parental consent and under the express supervision of a manager. All staff, children, and visitors are prohibited from using personal devices to capture images or video at any 11 Plus London venue. All images and videos must comply with GDPR and our safeguarding procedures.

Child abuse and neglect

We remain vigilant for signs of potential child abuse, both when a child is under our care and if we suspect any issues in their home environment. Child abuse can take many forms, including physical, emotional, or sexual mistreatment, or neglect, all of which may result in injury or harm. Individuals may abuse or neglect a child directly, or by failing to protect them from harm.

The forms of child abuse and neglect we are particularly vigilant of include:

- **Emotional abuse:** Persistent emotional maltreatment of a child that causes severe and lasting adverse effects on their emotional development. This may include making a child feel worthless, unloved, or inadequate. Emotional abuse can occur alone or alongside other forms of abuse.
- **Physical abuse:** Any deliberate act that causes physical harm, including hitting, shaking, throwing, poisoning, burning, drowning, suffocating, or other forms of physical injury. Physical harm may also occur when a parent or carer feigns symptoms or deliberately causes ill health.
- **Sexual abuse:** Forcing or enticing a child to take part in sexual activities, whether or not the child understands what is happening. This may include physical contact or non-contact activities, such as showing sexual activities or encouraging inappropriate sexual behaviour.
- **Neglect:** Persistent failure to meet a child's basic physical and emotional needs. This includes failing to provide adequate food, clothing, and shelter; failing to protect a child from harm; inadequate supervision; or preventing access to necessary medical treatment.

All staff must remain alert to these forms of abuse and follow our safeguarding procedures if they suspect or witness any form of harm. Staff should familiarise themselves with statutory guidance, including [Working Together to Safeguard Children \(2023\)](#) and [Keeping Children Safe in Education \(2025\)](#)

Signs of child abuse and neglect

We keep all staff members aware of signs of possible abuse and neglect, which may include:

- Significant changes in a child's behaviour or personality, such as withdrawal, aggression, or anxiety.
- Deterioration in a child's general well-being, including poor hygiene, fatigue, or weight loss.
- Unexplained bruising, marks, burns, or injuries.
- Statements or comments made by a child which give cause for concern.
- Signs that a child may be experiencing neglect or abuse outside the setting, including in the home environment, exposure to domestic abuse, or risks such as Female Genital Mutilation (FGM).
- Inappropriate behaviour displayed by a member of staff or any other person, for example: inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

Responding to disclosures or suspicions of abuse

If a child discloses abuse or there is a suspicion of abuse, the staff member receiving the disclosure must:

- Reassure the child that they are not to blame and are right to speak out.
- Listen carefully and ask only open-ended questions, without interrogating or pushing for information.
- Give reassurance that the concern will be acted upon.
- Record the incident as soon as possible in a factual, objective manner.

Reporting concerns

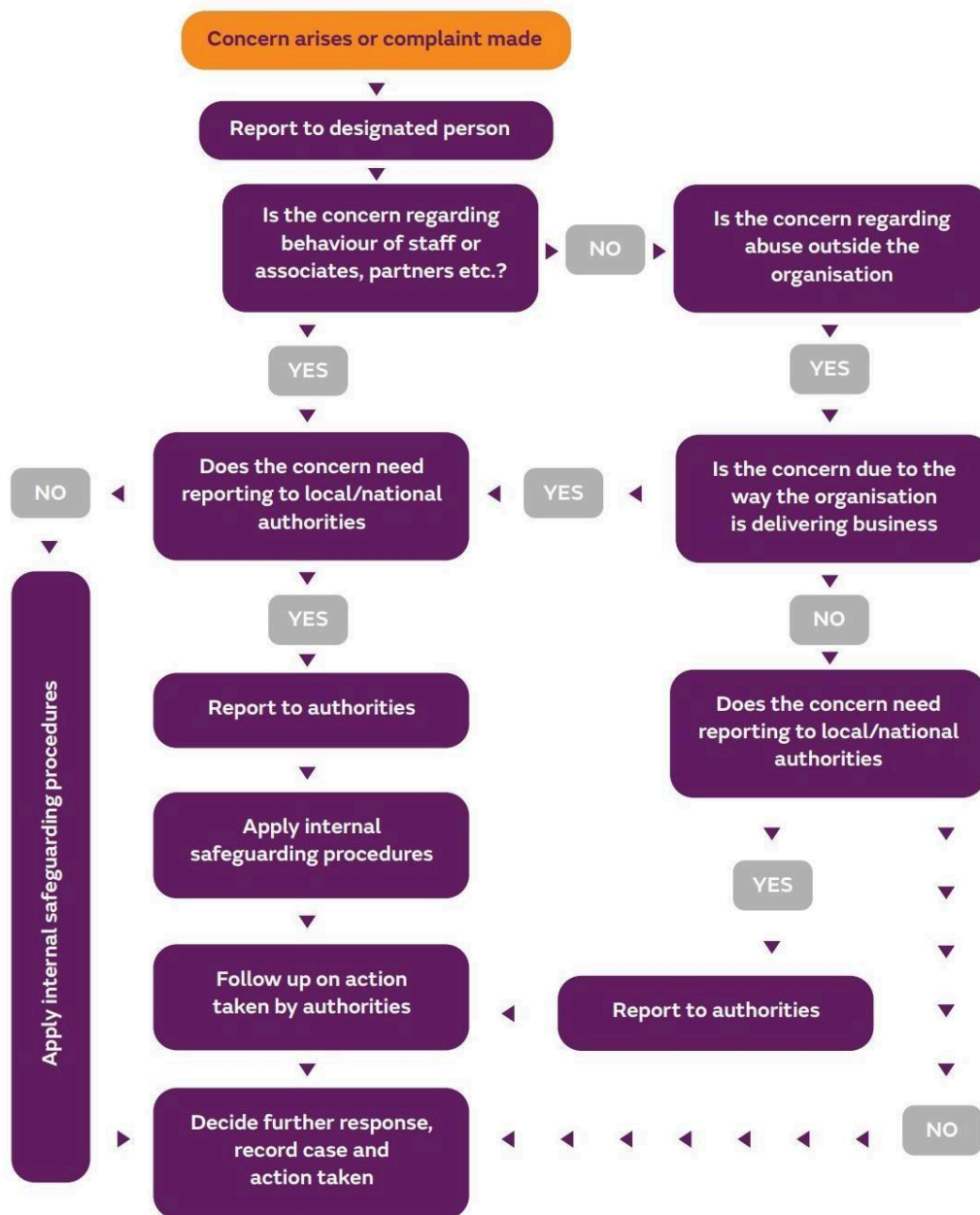
- Any staff member who witnesses or suspects abuse must report the matter immediately to the designated Safeguarding Lead (DSL), who will document the concern.
- If a third party expresses concern that a child is being abused, staff should encourage them to contact Social Care directly. If they do not, staff must explain that 11 Plus London is obliged to act, and the incident will be logged accordingly.
- All staff must follow safeguarding procedures in accordance with [Working Together to Safeguard Children \(2023\)](#) and [Keeping Children Safe in Education \(2025\)](#).

Safeguarding pathway

To ensure clarity and consistency when concerns arise, the steps staff should follow are summarised in the flowchart below. This pathway outlines the process for reporting concerns, whether they relate to:

- The behaviour of staff, associates, or partners.
- Abuse or neglect outside the organisation.
- Concerns arising from how the organisation delivers its services.

Staff should refer to this flowchart to ensure that concerns are reported promptly to the correct authority and that all statutory obligations are met.



Peer-on-peer abuse

Children can be vulnerable to abuse by their peers. 11 Plus London recognises that peer-on-peer abuse can take many forms and is taken as seriously as abuse by adults. All incidents will be managed in line with the same safeguarding and child protection procedures applied to other forms of abuse.

Staff understand that abusive behaviour between children is **not** acceptable and will never be dismissed as “banter”, “part of growing up”, or normal behaviour. Particular awareness is given to the misuse of technology, including online bullying, image sharing, and coercive or abusive digital behaviour.

The presence of one or more of the following factors should always raise concern about the possibility of peer-on-peer abuse:

- Sexual activity of any kind between primary school-aged children, including the sharing of sexual images or messages (sexting).
- A significant imbalance of power between the children involved, such as differences in age, size, physical strength, confidence, or cognitive ability.
- One child being particularly vulnerable due to disability, special educational needs, emotional well-being, or social isolation.
- The use of threats, coercion, intimidation, bribes, or pressure to obtain compliance or to maintain secrecy.

If peer-on-peer abuse is suspected or disclosed

- Staff will respond calmly, reassure the child, and ensure immediate safety where required.
- The concern will be reported immediately to the designated Safeguarding Lead (DSL).
- The incident will be recorded factually and handled in accordance with safeguarding procedures.
- Where necessary, referrals will be made to Children’s Social Care, the Local Authority Designated Officer (LADO), or other relevant agencies.

All peer-on-peer abuse concerns will be managed sensitively, recognising the needs of both the victim and the child displaying harmful behaviour, and with a focus on safeguarding all children involved.

Extremism and radicalisation

All childcare and education settings have a statutory duty to protect children from the risk of radicalisation and from being drawn into extremism. 11 Plus London recognises that radicalisation is a safeguarding issue and will respond in line with its safeguarding and child protection procedures.

Children may be vulnerable to radicalisation for a variety of reasons, including:

- Feeling isolated, excluded, or socially marginalised.
- Seeking a sense of identity, belonging, or purpose.
- Experiencing emotional distress or mental health difficulties such as anxiety or depression.
- A desire for excitement, adventure, or to be part of a wider cause.
- Influence or association with individuals or groups who hold extremist beliefs.

Signs a child may be at risk of radicalisation

Indicators may include, but are not limited to:

- Noticeable changes in behaviour, including withdrawal, hostility, or increased aggression.
- Expressing views that justify extremist violence, terrorism, or hatred towards particular groups.
- Accessing, viewing, or sharing extremist or violent content online.
- Possessing extremist literature, symbols, or digital material.

Responding to concerns

If a member of staff suspects that a child may be at risk of radicalisation, they must report the concern immediately to a manager or the designated Safeguarding Lead (DSL). The concern will be recorded and acted upon without delay.

All safeguarding records relating to concerns about radicalisation must be completed as soon as possible and include:

- The date of the disclosure, incident, or observation giving rise to concern.
- The date and time the record was made.
- The child's name and date of birth.
- A factual account of what was observed or disclosed, using the child's own words where a disclosure has been made.
- The name, role, and signature of the person completing the record.

Referral process

The DSL will refer the concern to the appropriate authority, which may include:

- Children's Social Care, where there are safeguarding or child protection concerns.
- The Local Safeguarding Children Partnership (LSCP) or the Local Authority Prevent Co-ordinator for low-level or emerging concerns.
- The police via the non-emergency number (101) or the anti-terrorist hotline (0800 789 321) for serious concerns.
- Emergency services via 999 if there is an immediate risk of harm.

All concerns relating to extremism and radicalisation will be handled sensitively and proportionately, with the child's welfare and safety as the paramount consideration.

Allegations against staff

If an allegation is made against a member of staff, associate, or volunteer regarding the abuse of a child, 11 Plus London will act swiftly, following statutory guidance (*Keeping Children Safe in Education 2025*, *Working Together to Safeguard Children 2023*) and advice from the Local Authority Designated Officer (LADO).

Procedure:

1. Immediate recording:

- The allegation must be documented on an incident record form.
- Any witnesses should add their signatures and the date to confirm accuracy.

2. Notification:

- Report the allegation immediately to the LADO.
- Inform Ofsted if the allegation relates to a regulated activity or registered provision.
- The LADO will advise whether other agencies (e.g., the police, social care) need to be informed.
- Telephone reports to the LADO must be followed up in writing within 48 hours.

3. Suspension and precautionary measures:

- Following LADO advice, it may be necessary to suspend the member of staff pending investigation.
- Suspension is a precautionary measure and not an assumption of guilt.

4. Referral to the Disclosure and Barring Service (DBS):

- If a staff member is dismissed or removed due to safeguarding concerns, or would have been if not for resignation/retirement, a referral must be made to the DBS as required by law.

5. Confidentiality:

- All information regarding allegations against staff must be treated confidentially, shared only on a need-to-know basis, and in line with statutory guidance and GDPR.

6. Support for all parties:

- Support must be offered to the child(ren) involved, the staff member facing the allegation, and other affected staff, ensuring emotional wellbeing is maintained throughout the process

Promoting awareness among staff

11 Plus London ensures that all staff are aware of their safeguarding responsibilities and are equipped to act in accordance with statutory guidance:

- **Safe recruitment:** Safe recruitment practices are followed for all new staff, including **enhanced DBS checks**, verification of references, and appropriate pre-employment checks in line with *Keeping Children Safe in Education (2025)*.
- **Policy awareness:** All staff receive a copy of this Safeguarding Policy, understand its contents, and remain vigilant to signs of abuse, neglect, or radicalisation.
- **Statutory duties:** All staff are aware of their legal duties regarding the disclosure or discovery of child abuse and concerns about radicalisation, including their responsibility to report immediately to a Designated Safeguarding Lead (DSL).
- **Training:** All staff receive safeguarding training covering:
 - Child abuse and neglect
 - Peer-on-peer abuse
 - Radicalisation and Prevent duty
 - Online safety and digital safeguardingRefresher training is provided at least annually, with DSLs receiving advanced refresher training every two years in line with *Keeping Children Safe in Education (2025)* and *Working Together to Safeguard Children (2023)*.
- **Best practice guidance:** Procedures follow the guidance in Safeguarding guidance for providers (2023) and staff are familiar with [What to Do If You're Worried A Child Is Being Abused \(2015\)](#).

Designated Safeguarding Leads (DSLs) and Deputy Designated Safeguarding Leads (DDSL):

- **Jane Li** – info@11pluslondon.co.uk – 0203 488 1278 (**DSL**)
- **Monique Wilks** – classes@11pluslondon.co.uk – 0203 488 178 (**DSL**)
- **Harry McElligot** – harry@11pluslondon.co.uk – 0203 488 1278 (**DDSL**)

At least one trained DSL is available at all times during operating hours. DSLs receive formal refresher training every two years in line with statutory guidance. Deputies are appointed to cover absences to ensure continuity of safeguarding oversight.

Record-keeping

Safeguarding records are securely maintained and only accessible to Designated Safeguarding Leads (DSLs) or relevant authorities when required. Records include:

- Child's name, date of birth, and contact details
- Date, time, and details of any concern or disclosure, recorded factually
- Actions taken and staff involved

Records are stored securely (locked cabinets or password-protected systems) and retained in line with statutory guidance. Sharing with parents or others is only done when appropriate and safe. DSLs review records to ensure concerns are followed up.

Contact numbers & information

Local Safeguarding Children Partnerships (LSCPs):

- **Kensington & Chelsea**
First Floor, Kensington Town Hall, Hornton Street, London W8 7NX
Tel: 020 7361 3013 | Emergency Duty Team (out of hours): 020 7641 2388
Email: socialservices@rbkc.gov.uk
- **Westminster**
Tel: 020 7641 4000
Email: accesstochildressservices@westminster.gov.uk
- **City & Hackney Safeguarding Children Partnership**
Hackney Learning Trust, 1 Reading Lane, E8 1GQ
Tel: 020 8356 4183 | Urgent/children's services: City of London 020 7332 3621, Hackney 020 8356 5500
Web: <http://www.chscb.org.uk/>
- **Camden Safeguarding Children Partnership**
London Borough of Camden, 5 Pancras Square, London, N1C 4AG
Tel: 020 7974 6658 | Secure Email: cscp@camden.gov.uk
Web: <https://cscp.org.uk/>

Children's Social Care (Duty & Contact Services):

- **Camden Children & Families Contact Service:** 020 7974 3317 (day) / 020 7974 4444 (out of hours)
- **City & Hackney MASH:** 020 8356 5500 (urgent concerns)

Police:

- **Emergency:** 999
- **Non-emergency:** 101

National & Specialist Helplines:

- **NSPCC Child Protection Helpline:** 0808 800 5000 | <https://www.nspcc.org.uk>
- **Childline (under 18 support):** 0800 1111 | <https://www.childline.org.uk>
- **NSPCC Whistleblowing Advice Line:** 0800 028 0285
- **Ofsted:** 0300 123 1231 | <https://www.gov.uk/government/organisations/ofsted>

Other Useful Safeguarding Contacts:

- **National Domestic Abuse Helpline: 0808 2000 247**
- **Modern Slavery & Exploitation Helpline: 08000 121 700**
- **Crimestoppers (anonymous reporting): 0800 555 111**
- **Internet Watch Foundation (online safety reporting): 01223 203030**
- **Information Commissioner's Office (ICO – GDPR/Data Protection): 0303 123 1113**

This policy was adopted by **Exam Prep Ltd**, trading as **11 Plus London**, of 27 Old Gloucester St, Holborn, London WC1N 3AX.

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Reviewed and approved by: Monique Wilks

Position: Academic and Operations Manager and Designated Safeguarding Lead

Signature:

