

Norfolk Council – Key Points of Contact and Safeguarding Appendix

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This document will be reviewed every 12 months (as a minimum).

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PURPOSE

AP Education delivers one-to-one tuition to children and young people across England on behalf of schools, local authorities and other commissioning bodies. Our Safeguarding Children and Adults at Risk Policy sets out the safeguarding standards that apply to every learner we work with, wherever they live.

This Appendix sets out the local safeguarding arrangements, referral routes and key contacts that apply in Norfolk. It exists so that any tutor, member of staff, parent, carer or partner agency can identify immediately who to contact about a Norfolk learner, and how. It applies to every learner placed with AP Education by Norfolk County Council or by a school in Norfolk.

AP Education works within the multi-agency safeguarding arrangements of the Norfolk Safeguarding Children Partnership (NSCP) and follows Norfolk's published thresholds and procedures. Where Norfolk's local procedures set a higher standard than our own policy, we apply Norfolk's.

REPORTING A SAFEGUARDING CONCERN ABOUT A NORFOLK LEARNER

All AP Education staff and tutors must report any safeguarding concern to the AP Education Designated Safeguarding Lead (DSL) immediately, and in any event within one hour of the disclosure or observation. Staff must also ensure that the Designated Safeguarding Lead at the learner's school or commissioning service is informed without delay, and must confirm to the AP Education DSL that this has been done.

The AP Education DSL will then contact Norfolk County Council using the routes set out below, and will notify the commissioning school, service or local authority without delay and in any event within one working day, in line with our Safeguarding Policy.

Nothing in this Appendix or in our Safeguarding Policy prevents any member of staff from making a referral directly to the Children's Advice and Duty Service or to the police where they believe a child is at risk and consider it necessary to do so.

CHILDREN'S ADVICE AND DUTY SERVICE (CADS)

The Children's Advice and Duty Service (CADS) is Norfolk County Council's single point of contact for advice about, and referrals relating to, children who may be at risk of harm. CADS is the route through which AP Education raises child protection and safeguarding concerns about any learner in Norfolk.

CADS contact details

Route	Contact	When to use it
Professionals' direct line	0344 800 8021	Use this line for all AP Education concerns. This is the professional route for child protection and immediate safeguarding concerns, including a child suffering or likely to suffer significant harm, unexplained injuries, domestic abuse in the household, or a child at risk of exploitation.
Members of the public (including parents and carers)	0344 800 8020 (Norfolk County Council Customer Services)	For parents, carers and members of the public who wish to raise a concern directly.
Out of hours / Emergency Duty Team	0344 800 8020	Outside normal office hours. Follow the automated instructions.
Emergency	999	Where a child is in immediate danger or a crime is in progress.
Request for Support (online portal)	www.norfolk.gov.uk/article/60983/Request-for-support	For requests for universal, community-based early help and for targeted Family Help. A Request for Support form must be submitted through the professional portal before a consultation for non-safeguarding matters.

Using the professionals' line

When calling the professionals' direct line on 0344 800 8021, callers are asked to select from the following options:

- Press 1 — if the child or young person is currently supported by a Social Worker or Family Practitioner
- Press 2 — if the call relates to child exploitation
- Press 3 — if the call relates to domestic abuse
- Press 0 — for child protection and immediate safeguarding concerns

During busy periods, if a call is not answered within 40 minutes a call-back option is offered. Where a child is in immediate danger, staff must call 999 rather than wait.

Consent

Consent should be sought for a referral to CADS unless doing so would place the child, another person or the referrer at risk of significant harm, or would undermine a criminal investigation. Where consent is not sought, the reasons must be clearly stated to CADS at the point of referral and recorded on AP Education's safeguarding record. The AP Education DSL makes this decision, in consultation with the commissioning school or service where appropriate.

Thresholds and early help

Norfolk operates a graduated approach to need. AP Education follows Norfolk's published threshold framework when deciding what level of support to request:

- **Universal services and community-based early help** — preventative support delivered through education, health and community services, including Best Start Family Hubs, for children with early or emerging needs.
- **Family Help (targeted early help)** — where universal and community-based support has not achieved sufficient or sustained improvement, or where a child and family present with multiple, complex or escalating needs. Family Help is voluntary and consent-based, and requires an agreed Family Plan (or a Graded Care Profile in cases of neglect) shared with CADS.
- **Child protection and statutory intervention** — where a child is suffering, or is likely to suffer, significant harm. This is raised with CADS by telephone on the professionals' line.

Norfolk's threshold guidance, *Supporting children and families at the right time*, and the *Norfolk Continuum of Needs Guidance* are published by the Norfolk Safeguarding Children Partnership and are used by the AP Education DSL when deciding on the appropriate route. Where AP Education is unsure, the DSL will seek a consultation rather than take no action.

Useful CADS links

- Children's Advice and Duty Service — Norfolk Community Directory: communitydirectory.norfolk.gov.uk/Services/8938/Children-s-Advice-and-Duty-Service-CADS
- How to Raise a Concern — Norfolk Safeguarding Children Partnership: norfolklscp.org.uk/people-working-with-children/how-to-raise-a-concern
- Request for Support — Norfolk County Council: www.norfolk.gov.uk/article/60983/Request-for-support
- Supporting children and families at the right time (threshold guidance): norfolklscp.org.uk (Useful Resources & Guidance)
- Norfolk Continuum of Needs Guidance: norfolklscp.org.uk/people-working-with-children/norfolk-continuum-of-needs-guidance

LOCAL AUTHORITY DESIGNATED OFFICE (LADO)

Where a concern or allegation is made about the conduct of an adult who works with children — including any AP Education tutor, member of staff, contractor or volunteer — it must be reported to the AP Education DSL immediately and will be referred to the Norfolk Local Authority Designated Officer (LADO) within one working day, in line with our Allegations Policy.

The harm threshold for a LADO referral is met where a person has: behaved in a way that has harmed, or may have harmed, a child; possibly committed a criminal offence against or related

to a child; behaved towards a child in a way that indicates they may pose a risk of harm to children; or behaved or may have behaved in a way that indicates they may not be suitable to work with children.

Contact	Detail
Norfolk LADO — email	LADO@norfolk.gov.uk (completed LADO referral and consultation forms are sent to this address)
Norfolk LADO — telephone	01603 223473 / 01603 307797
Out of hours	0344 800 8020
LADO Referral & Consultation Form	Available from the Norfolk Safeguarding Children Partnership website: norfolklscp.org.uk/people-working-with-children/how-to-raise-a-concern
Management of Allegations guidance	NSCP Protocol 8.3 — Allegations Against Persons who Work/Volunteer with Children

Where an allegation concerns the AP Education DSL, it must be reported to the Deputy DSL and the senior accountable officer for safeguarding, who will contact the Norfolk LADO directly. Where it concerns a director, it must be reported to the DSL, who will contact the LADO directly. Staff may also contact the LADO or the NSPCC Whistleblowing Advice Line on **0800 028 0285** at any time.

SERVICES TO HOME EDUCATORS (SHE)

Norfolk County Council's Services to Home Educators (SHE) team supports and guides families who choose to educate their children otherwise than at school. While the Council does not provide teaching, materials or funding, the team is available to assist with enquiries, review education plans, and host local drop-in support sessions.

AP Education tutors and coordinators must be aware of the SHE team because some of our learners are, or may become, electively home educated. Where a parent or carer tells AP Education that they intend to withdraw their child from school to home educate, or where a learner appears to be moving out of school-based provision, the tutor must inform the AP Education DSL, who will notify the commissioning school or service and signpost the family to the SHE team.

What the SHE team provides

- **Yearly progress reviews** — home educators are responsible for ensuring their child receives a suitable, full-time education. Families can use the Elective Home Education (EHE) Report Tool to share details of their child's learning, resources and weekly activities.

- **Resource library** — curated educational resources covering all key stages, including access to online tools, museums, libraries, and alternative providers for Key Stage 4, through the *Resources to Support Home Education* guide.
- **Direct support** — families can meet members of the SHE team at Council-run drop-in sessions, or contact the team directly.
- **Organisational links** — the Council signposts families to external support groups such as Education Otherwise, and to local SEN services.

Contact	Detail
Services to Home Educators — telephone	01603 307733
Services to Home Educators — email	ehe@norfolk.gov.uk
Further information	For detailed legal information and protocols, see the official *Services to Home Educators Protocol* and the *Starting Home Education* FAQ page on the Norfolk County Council website.

AP Education recognises that a child moving into elective home education can be a point of increased safeguarding risk, particularly where the child has been receiving alternative provision. Where a learner leaves our provision to be home educated, the DSL will notify the commissioning school or local authority in writing before or on the final day of provision, in line with our Children Missing Education Policy, and will record the notification and the response received.

TRANSITIONAL EDUCATION SERVICE AND THE VIRTUAL SCHOOL

The Transitional Education Service supports children and young people who are between education placements or who require interim education arrangements. Where a learner is placed with AP Education under this service, the DSL will establish the named point of contact at the point of referral, and will ensure that safeguarding concerns, attendance reports and progress information are shared with that contact as well as with the commissioning officer.

Contact	Detail
Key points of contact	www.schools.norfolk.gov.uk/29801
Norfolk Children's Services switchboard	0344 800 8020

Virtual School for looked after and previously looked after children

The Norfolk Virtual School supports the education of children and young people in care, previously in care, under a kinship order, and those with a social worker, from early years to the end of Year 13, and offers guidance to care leavers and those who support them. It sits within Norfolk Children's Services.

Where a learner placed with AP Education is looked after or previously looked after, the DSL will:

- establish the named Virtual School contact and the allocated social worker at the point of referral;
- ensure the tutor is briefed on the learner's Personal Education Plan (PEP) and the outcomes it sets;
- contribute written progress and engagement reports to every PEP review, and attend PEP meetings where invited;
- notify the Virtual School and the social worker, as well as the commissioning officer, without delay where a safeguarding concern, a significant change in engagement, or a risk of the placement ending arises.

Contact	Detail
Virtual School — information and key contacts	www.norfolk.gov.uk/38180 — *Virtual school for looked after and previously looked after children*
Virtual School — schools and providers information	www.schools.norfolk.gov.uk (Virtual School for Children in Care — role and services)
Norfolk Children's Services switchboard	0344 800 8020

SUMMARY OF KEY NORFOLK CONTACTS

This table is issued to every AP Education tutor working with a Norfolk learner and is published on the AP Education website.

Service	Telephone	Email / Link
Emergency — child in immediate danger	999	—
Children's Advice and Duty Service (CADS) — professionals	0344 800 8021	www.norfolk.gov.uk/article/60983/Request-for-support
CADS — members of the public	0344 800 8020	—
Out of hours / Emergency Duty Team	0344 800 8020	Follow automated instructions
Norfolk LADO	01603 223473 / 01603 307797	LADO@norfolk.gov.uk
Services to Home Educators (SHE)	01603 307733	ehe@norfolk.gov.uk
Transitional Education Service	0344 800 8020	www.schools.norfolk.gov.uk/29801
Virtual School (looked after / previously looked after)	0344 800 8020	www.norfolk.gov.uk/38180
Norfolk Safeguarding Children Partnership	01603 223409	norfolklscp.org.uk
NSPCC Helpline	0808 800 5000	nspcc.org.uk
NSPCC Whistleblowing Advice Line	0800 028 0285	—
Childline	0800 1111	childline.org.uk
AP Education DSL — Sabrina Laverty	0203 761 0233	safeguarding@ap-education.com
AP Education Deputy DSL — Raymond Jarvis	0800 488 0424	safeguarding@ap-education.com