



## **Terms and Conditions**

**By agreeing you are consenting to the following:**

### **Your Child's Input**

- The client will receive services from a speech and language therapist acting on behalf of Beyond Speech. This may include assessment, therapeutic intervention, and/or advisory input in relation to the client's speech, language, and communication needs.

### **Sharing Information**

- The therapist will share relevant assessment, and therapy reports with other professionals involved in the client's care, including but not limited to school staff, Educational Psychologists, General Practitioners (GPs), and allied health providers, where appropriate and in line with consent procedures.
- In cases where parents or guardians are separated or divorced, it is the policy of Beyond Speech to share all assessment findings and therapy-related information with all individuals who hold parental responsibility, ensuring transparency and equitable access to information
- The appointed therapist will liaise with any relevant external providers involved in the client's care, as appropriate. This may include sharing copies of initial assessment reports and subsequent review documentation to support coordinated service delivery.

### **Initial Assessment and Reports**

- The initial assessment will include gathering information from parents/carers (both directly and indirectly), assessing the client, and producing a written report when requested. This report will outline the therapist's clinical decisions regarding diagnosis, advice, and potential intervention targets (where required or requested). We aim to complete all clinical reports within 10 working days. However, this timeframe cannot always be guaranteed, and delays may occur in exceptional circumstances.
- The final report represents the clinician's professional judgement and must remain their own work to ensure clarity, integrity, and informed decision-making. Edits are generally limited to minor corrections. Content changes are only made in exceptional cases, such as correcting misquotations, and must never compromise the accuracy or integrity of the clinical findings.

### **Video**

- At times, the client may be videoed or photographed for therapeutic purposes, for example to record speech before and after therapy.



- These recordings form part of the child's medical file and, in line with professional liability insurance requirements, will be securely stored for 7 years after therapy concludes.
- For children under the age of 18, records will be retained until they reach the age of 25

### **General Data Protection Regulation 2018**

Client data is stored and managed in accordance with our Privacy Policy, outlined below.

### **Privacy Policy**

Your privacy is important to us. At Beyond Speech, we follow these key principles:

- **Minimal data collection:** We only request personal information when it is necessary to provide our services.
- **Controlled sharing:** Personal information is shared only to comply with legal requirements or, with your consent, with other professionals involved in your child's care (e.g. GPs, Educational Psychologists, school staff).
- **Secure storage:** All personal information is stored in encrypted, password-protected systems and removed from hardware and email servers.
- **Easy updates:** We aim to make it straightforward for you to amend or update the details we hold.
- **Relevant communication:** We will only contact you regarding therapy, invoicing, or occasionally to inform you about upcoming speech and language therapy clubs or training courses. You will always have the option to unsubscribe from non-essential emails.

### **Legal Basis for Processing**

- Beyond Speech processes data under the legal basis of **legitimate interest** in delivering speech and language therapy services and associated training. Processing is carried out with appropriate safeguards and relates solely to clients, members, or former clients/members who have regular contact with us.
- Personal data will not be disclosed outside of our organisation without the consent of the data subject.

### **Policy Updates**

- Our Privacy Policy is available on our website. Minor changes may be made from time to time at our discretion, and we encourage you to check the policy regularly for updates



## Client Privacy

- All clients are required to confirm that they have read and understood our Terms and Conditions and Terms of Service.
- The information collected is necessary to provide a safe and competent Speech and Language Therapy service.
- Personal details will not be shared without your consent.
- You will only be contacted in relation to assessment, therapy, or essential service matters.
- Your email address will be stored securely and will never be used for spam.

## Gathering of Personally Identifying Information

- Information is collected through our **Case History Questionnaire**, which must be completed and signed before a client is formally taken into our Duty of Care.
- We do **not** store any financial information or card details.
- All invoice payments are made securely via **Bank Transfer**

## Storage of Personally Identifying Information

- All personal information collected from clients forms part of their official health record and is securely stored using encrypted, cloud-based software.
- In compliance with **Health and Care Professions Council (HCPC) guidelines**, records are retained for **7 years after treatment**. For paediatric clients, records are kept until the client reaches the age of **25**. After this period, records are permanently deleted.
- Beyond Speech complies with the **Data Protection Acts 1998 and 2003** and the **EU General Data Protection Regulation (GDPR)**. Personally, identifying information will not be disclosed or shared without prior consent.
- We take all reasonable measures to prevent unauthorised access, use, alteration, or destruction of personal data, ensuring the highest standards of confidentiality and security.

## Request for Information

- Clients and their legal representatives have the right to request access to all information held about them within our systems.
- Beyond Speech will respond to such requests within **30 days**, in line with data protection requirements.

## Data Amendments

- All clients have the right to request corrections to any data we hold, including personal details contained in reports or other documents.
- Requests for corrections must be submitted in writing to the treating therapist.



- It is the client's responsibility to ensure that Beyond Speech has up-to-date address and contact details, and to notify us immediately of any changes

#### **Data Protection Officer**

- Beyond Speech acts as the **Data Controller** for all client information.
- **Cassie Humphries** is the appointed **Data Protection Officer**.
- Complaints regarding the control of your information can be directed to:  
**cassie@beyondspeechslt.com**.
- You also retain the right to raise a complaint with the **Information Commissioner's Office (ICO)**

#### **Parental Responsibility**

- Only parents or carers with **parental responsibility** may provide consent for treatment.
- By signing our consent form, you confirm that you hold parental responsibility.
- Parental responsibility refers to the legal rights, duties, powers, and authority a parent has in relation to a child and the child's property.
- A person with parental responsibility has the right to make decisions about the child's care and upbringing.
- Important decisions in a child's life must be agreed upon with all others who hold parental responsibility

**BIOLOGICAL MOTHERS** - Automatically have parental responsibility for their children.

**MARRIED FATHER/PARTNERS** - Automatically have parental responsibility and do not lose it, even on divorce.

**UNMARRIED FATHERS/PARTNERS** - Do not have automatic parental responsibility but may obtain it by marrying the mother; having their name registered or re-registered on the birth certificate (see below); making a parental responsibility agreement with the mother; obtaining a parental responsibility order from the Court; obtaining a residence order from the court, or becoming the child's guardian.

**UNMARRIED FATHERS** will, after December 2003, have automatic parental responsibility for their children if they have registered as the father (Children's Act 1989, s.4 and Births and Deaths Registration Act 1953, s.10). If a child was born before 2003, and the father was not named on the birth certificate, that child can be re-registered and the father named.

Once this has been done, the father will automatically have parental responsibility.

***In the case of separated or divorced parents/guardians: it is our company policy to share information concerning assessments and therapy with all parents or guardians who have***



parental responsibility. Please advise your therapist of the name and address of any parent that also holds parental responsibility but does not live in the same home as the client.

**Where one parent/guardian has had parental responsibility removed by the court**, you will need to provide evidence, such as a court order.

- Only the person with parental responsibility can legally give consent for your child's therapy.
- When someone other than the person with parental responsibility takes your child to an appointment (i.e. grandparent, childminder), we need to be assured that they have parental consent to do so. A note signed by the person with parental responsibility or giving verbal consent at the previous appointment would be required.

### Our Prices

<b>Type of Service</b>	<b>Price</b>
<b>Short Phone/ Online video call</b>	
This is to help you work out if therapy is the right option for you and to find out more about what can be achieved.	<b>FREE</b>
<b>Standard Initial Assessment</b>	
Sessions last up to 1.5 hours in one setting, such as school or home, with specific written targets to support speech, language and communication development. Includes a short summary and targets. Please note that travel costs are additional*.	<b>£140</b>
<b>Complex Initial Assessment</b>	
Sessions may last up to 2.5 hours and can take place across two settings, such as home and school, with tailored written targets to support your child's speech, language and communication development. The assessment also includes liaison with other professionals involved in your child's care. Includes a short summary and targets. Please note that travel costs are additional*.	<b>£200</b>
<b>Standard Report</b>	
This full report provides a detailed assessment of your child's speech, language and communication development, including observations, advice, and targets to support progress	<b>£90</b>
<b>Review Assessment</b>	
1 hour to review previous targets of known children and set new targets to support their progress in speech and language therapy. Travel costs are additional*.	<b>£90</b>



### **1:1 Therapy**

45-minute 1:1 therapy supporting your child's speech, language and communication development, available in the comfort of your home or at settings such as schools or nurseries. Travel costs are additional\*. **£80**

### **Further Therapist Time**

This may include clinical administrative tasks, such as creating individualised intervention plans or resources, referral letters, liaising with others, setting visits, and attending meetings. Any work requested that results in additional fees will be mutually pre-agreed. Travel costs are additional\*. **£90**

*\*Travel costs £0.45 pence per mile for a return journey from the nearest Beyond Speech Therapy base (NN6 or NN14). Travel distance over 10 miles (a 20-mile round trip) will incur an additional travel fee. This will be charged at the session rate, pro rata.*

### **Payment:** individual clients

- Clients will be invoiced **5 working days in advance** of scheduled assessments.
- Clients will be invoiced on the **final working day of the month** following completed therapy sessions.
- All invoices must be paid by **Bank Transfer** within **3 working days** of receipt.
- Late payment may result in therapy sessions being **temporarily paused** until the outstanding invoice is settled.
- For any queries or concerns regarding your invoice, or if you are unable to attend your appointment, please contact us at [enquiries@beyondspeechslt.com](mailto:enquiries@beyondspeechslt.com)

### **Cancellation:** individual clients

- If you need to cancel a **paid appointment**, refunds are not available. We will, however, offer to rearrange the appointment up to two times.
- If an **unpaid appointment** (for example, a therapy session, review meeting, training session, or assessment slot) is cancelled with **less than 72 hours' notice, a fee of 50%** of the scheduled session price will be charged.
- For any queries or concerns regarding your invoice, or if you are unable to attend your appointment, please contact us at [enquiries@beyondspeechslt.com](mailto:enquiries@beyondspeechslt.com) .
- Diarrhoea and vomiting can spread quickly. To protect staff and other clients, please notify us if your child has experienced sickness or diarrhoea within the last two days.
- If you or your child is not well enough to carry out normal daily activities, please cancel your therapy session, remain at home, and avoid contact with others until fully recovered.
- In cases of cancellation due to illness, the cancellation policy above will still apply.

### **Payment:** local authorities and settings (schools and nurseries)



- Clients will be invoiced on the **final working day of the month** following receipt of services.
- Invoices must be paid by Bank Transfer within **3 working days** of receipt.
- Late payment may result in services being **temporarily paused** until the outstanding invoice is settled.
- For any queries or concerns regarding your invoice, or if you are unable to attend your appointment, please contact us at [enquiries@beyondspeechslt.com](mailto:enquiries@beyondspeechslt.com)

#### **Cancellation:** local authorities and settings (schools and nurseries)

- We require **1 term's advance notice of cancellation of services**.
- If the therapist needs to cancel a planned school day (e.g. due to sickness) we will attempt to reschedule this to another day within the term in the first instance. If this is not possible, we will reimburse the costs of any sessions cancelled by the therapist.
- If we need to cancel our input with the school, we will provide 1 term's advance notice.

#### **Confidentiality**

- Information shared during assessment and therapy will be used solely for the purpose for which it is provided and will not be released to other agencies without prior consent.
- If at any time there are concerns regarding the welfare of a child or vulnerable adult, we are obliged to follow our professional code of conduct. In such cases, information may be passed to relevant agencies strictly on a **need-to-know basis**.
- For further details on how data is held and managed under the **General Data Protection Regulations (2018)**, please refer to our **Privacy Policy**.

#### **Home visit environment**

- The wellbeing and safety of our therapists is of utmost importance.
- When therapists make home visits, it is your responsibility to ensure the working area is **clean, tidy, and hygienic**.
- Please ensure that **dogs are kept securely in a separate area** during the session.
- **Smoking or drinking alcohol** while the therapist is present will not be tolerated.
- If the therapy environment does not meet these requirements, the session may need to be **cancelled but will still be charged**.

#### **Zero Tolerance Policy**

- Beyond Speech operates a **zero tolerance approach to sexual harassment** in the workplace, including incidents involving customers or their family members/carers.
- Any report of sexual harassment will be taken seriously, investigated thoroughly, and appropriate action will be taken. Where claims are substantiated, Beyond Speech reserves the right to **withdraw services with immediate effect**.



- We also maintain a **zero tolerance policy towards bullying, harassment, or verbal abuse**. This includes behaviour that is intimidating, threatening, discriminatory, or offensive.
- Individuals engaging in such behaviour will face immediate action, which may include **termination of services** or reporting to the relevant authorities.
- We believe everyone deserves to be treated with **dignity and respect**, and we are committed to maintaining a **positive, safe, and professional environment** for all.

### Complaints

- We hope you will be satisfied with the service you receive. However, if you do have a complaint, please first raise the issue directly with your therapist.
- We will make every effort to resolve your complaint promptly and to the best of our ability.
- For very serious complaints, where you believe professional standards have been breached or fitness to practise is impaired, you may report the matter to the **Health and Care Professions Council (HCPC)**.
- Guidance on how to raise a concern with the HCPC can be found here:  
<https://www.hcpc-uk.org/globalassets/resources/guidance/how-to-raise-a-concern.pdf>

### Technology

- At Beyond Speech, we embrace new technology responsibly to improve service efficiency and enhance the client journey.
- Your therapist may use a medical note scribe, **Heidi Scribe**, during sessions.
- All data recorded is **securely protected**, and only your therapist has access to it.
- If you do not consent to the use of Heidi Scribe, please inform your therapist before or during the session.



## **Beyond Speech - Safeguarding Policy**

### **1. Policy Statement**

Beyond Speech is committed to safeguarding and promoting the welfare of all children and vulnerable adults who access our services. We believe that every child has the right to feel safe, protected, and respected. Safeguarding is central to our practice and underpins all aspects of assessment, therapy, and client interaction.

### **2. Scope**

This policy applies to:

- All therapists employed or contracted by Beyond Speech
- Students, volunteers, and administrative staff
- Parents, carers, and legal representatives engaging with our services

### **3. Principles**

- **Child-centred practice:** The welfare of the child is paramount.
- **Zero tolerance:** We do not tolerate abuse, neglect, harassment, or exploitation in any form.
- **Transparency:** Information is shared only on a need-to-know basis, in line with GDPR and HCPC guidance.
- **Accountability:** All staff are responsible for recognising, responding to, and reporting safeguarding concerns.

### **4. Responsibilities**

- **Data Protection Officer (Leanne Hewson-Smith)** oversees safeguarding compliance and acts as the designated safeguarding lead.
- **Therapists** must remain vigilant, record concerns accurately, and escalate issues promptly.
- **Parents/Carers** are expected to provide accurate information and collaborate in safeguarding processes.

### **5. Recognising Concerns**

Staff are trained to identify signs of:

- Physical, emotional, or sexual abuse
- Neglect or inadequate care
- Bullying, harassment, or exploitation



- Situations where a child or vulnerable adult may be at risk of harm

## 6. Responding to Concerns

- Concerns must be documented clearly and factually in the client's record.
- Immediate risks must be escalated to relevant safeguarding agencies (e.g., local authority, social services, police).
- Parents/carers will be informed unless doing so places the child at further risk.
- All actions taken will follow HCPC professional standards and local safeguarding procedures.

## 7. Confidentiality and Information Sharing

- Information shared during therapy is confidential and used only for therapeutic purposes.
- Where safeguarding concerns arise, information may be disclosed to external agencies on a **need-to-know basis**.
- All disclosures will be compliant with GDPR (2018).

## 8. Training and Review

- All therapists receive safeguarding training appropriate to their role.
- This policy is reviewed annually or sooner if legislation or HCPC guidance changes.

## 9. Complaints and Whistleblowing

- Concerns about safeguarding practice within Beyond Speech can be raised with the Data Protection Officer.
- Serious concerns about professional standards may be reported to the **Health and Care Professions Council (HCPC)**.

## 10. Contact Information

- **Designated Safeguarding Lead (DSL):** Leanne Hewson-Smith
- **Email:** [leanne@beyondspeechslt.com](mailto:leanne@beyondspeechslt.com)
- **External Authority:** Local Safeguarding Children Board / Social Service



## **Beyond Speech – Data Protection Policy**

### **1. Purpose**

Beyond Speech is committed to protecting the privacy, rights, and freedoms of all children, families, and staff whose personal data we process. This policy outlines how we collect, store, use, share, and protect personal information in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **2. Scope**

This policy applies to:

- All employees, associates, contractors, students, and volunteers
- All personal data processed by Beyond Speech
- All systems used to store or process data, including **WriteUpp**, email, encrypted devices, and secure cloud storage

It covers children's data, parent/carer data, staff data, and business-related information.

### **3. Our Legal Basis for Processing**

Beyond Speech processes personal data under the following lawful bases:

#### **For children and families**

- **Public task / legitimate interests** – providing speech and language therapy
- **Legal obligation** – safeguarding, health and safety, record-keeping
- **Vital interests** – where a child is at risk of significant harm
- **Consent** – for optional activities such as sharing photos or using anonymised case studies

#### **For special category data** (health, developmental, safeguarding information)

We rely on:

- **Provision of health or social care**
- **Safeguarding of children and individuals at risk**
- **Explicit consent** where required

### **4. What Data We Collect**

We collect only the information necessary to deliver safe, effective therapy and meet legal obligations.

#### **Children**

- Name, date of birth, contact details



- Developmental, medical, and educational history
- Assessment results, therapy notes, reports, and progress data
- Safeguarding information where relevant

#### **Parents/carers**

- Contact details
- Consent forms
- Communication preferences
- Relevant family information

#### **Staff and associates**

- Identity and contact details
- DBS, qualifications, professional registration
- HR and payroll information
- Supervision and performance records

### **5. How We Store Data**

Beyond Speech uses **WriteUpp** as its primary clinical record system. WriteUpp provides:

- Encrypted, cloud-based storage
- UK/EU-based secure servers
- Role-based access controls
- Audit trails
- Two-factor authentication
- Secure messaging and document upload

WriteUpp is compliant with UK GDPR and NHS DSPT requirements.

#### **Other storage systems**

- Encrypted laptops and mobile devices
- Secure email (with password-protected attachments where needed)
- Encrypted cloud storage for administrative documents
- Paper documents stored in locked cabinets (minimal use)

### **6. How We Use Personal Data**

We use personal data to:

- Deliver speech and language therapy
- Maintain accurate clinical records



- Communicate with families, schools, and professionals
- Produce reports, programmes, and recommendations
- Safeguard children
- Manage bookings, billing, and service administration
- Meet legal and regulatory obligations

We do **not** use personal data for marketing without explicit consent.

## 7. Sharing Information

We only share information when necessary and appropriate.

### We may share data with:

- Parents/carers
- Schools, nurseries, and other professionals involved in the child's care
- GPs, NHS teams, or social care where relevant
- Safeguarding agencies (LADO, MASH, police)
- Professional supervisors
- HMRC or regulatory bodies (for staff data)

### We will never:

- Sell personal data
- Share information for commercial purposes
- Share information without a lawful basis

All sharing is documented in WriteUpp or secure communication logs.

## 8. Data Retention

Beyond Speech follows statutory retention periods:

### Children's clinical records

- **Until the child is 25** (or 26 if they were 17 at the time of treatment)
- Longer if safeguarding concerns require it

### Staff records

- Typically **6 years** after employment ends
- DBS numbers are not stored

### Financial records

- **6 years** for HMRC compliance

A full retention schedule can be created if you'd like one.



## 9. Data Security

We protect data through:

- Encrypted devices and secure passwords
- Two-factor authentication for WriteUpp
- Role-based access to systems
- Staff training in data protection and safeguarding
- Secure disposal of paper and digital files
- Regular audits of access and data handling

Any suspected breach is reported immediately to the Data Protection Officer.

## 10. Data Breaches

A data breach includes loss, unauthorised access, accidental disclosure, or corruption of data.

Beyond Speech will:

1. **Identify and contain** the breach
2. **Assess risk** to individuals
3. **Notify the ICO within 72 hours** if required
4. **Inform affected individuals** where there is a high risk
5. **Record all breaches** in the incident log
6. **Review and improve** systems to prevent recurrence

## 11. Rights of Individuals

Children, parents/carers, and staff have the right to:

- Access their data
- Request correction of inaccurate information
- Request deletion (where lawful)
- Restrict or object to processing
- Request data portability
- Withdraw consent (where consent is the legal basis)

Requests will be responded to within **one month**.

## 12. Consent

Consent is used only when necessary (e.g., photos, case studies, optional communication).

Consent is:

- Freely given



- Specific
- Informed
- Revocable at any time

Therapy does **not** rely on consent as its legal basis.

### **13. Roles and Responsibilities**

**Data Protection Officer (DPO):** Cassie Humphries

Responsibilities include:

- Ensuring compliance with UK GDPR
- Responding to data requests
- Managing breaches
- Training staff
- Overseeing secure systems (including WriteUpp)

All staff are responsible for following this policy.

### **14. Policy Review**

This policy will be reviewed annually or sooner if:

- Legislation changes
- WriteUpp updates its security features
- A breach or audit identifies a need for change



## **Beyond Speech – Whistleblowing Policy**

### **1. Purpose of This Policy**

- Beyond Speech is committed to the highest standards of openness, integrity, and accountability. This policy provides a safe and confidential way for staff, contractors, students, and volunteers to raise concerns about wrongdoing, risk, or malpractice within the organisation.
- Whistleblowing protects children, families, staff, and the reputation of Beyond Speech. Concerns raised in good faith will always be taken seriously and handled sensitively.

### **2. Scope**

- This policy applies to:
  - Employees
  - Bank/associate therapists
  - Students and volunteers
  - Contractors and partners working on behalf of Beyond Speech
- It covers concerns that are in the public interest, including safeguarding, unlawful activity, professional misconduct, or systemic risks.
- This policy is not for:
  - Personal grievances (e.g., workload, interpersonal conflict) – these should be raised through the Complaints or Grievance Procedure.

### **3. What Counts as Whistleblowing**

- You should use this policy if you become aware of:
  - Safeguarding concerns being ignored or mishandled
  - A child, family, or staff member being placed at risk
  - Fraud, financial irregularities, or misuse of funds
  - Breaches of data protection or confidentiality
  - Professional misconduct or unsafe clinical practice
  - Attempts to conceal wrongdoing
  - Failure to follow legal, regulatory, or ethical obligations
  - Any behaviour that contradicts Beyond Speech's values, policies, or safeguarding duties
- You do not need proof. A reasonable, honest concern is enough.



#### 4. Our Commitment to You

- Beyond Speech will:
  - Treat all concerns seriously and investigate promptly
  - Protect your identity as far as possible
  - Ensure you are not victimised or disadvantaged for raising a concern in good faith
  - Keep you informed of the progress and outcome where appropriate
  - Act proportionately and fairly in all investigations
- Raising a concern will never affect your employment, training, or professional standing.

#### 5. How to Raise a Concern

- You can raise a concern verbally or in writing. Provide as much detail as you can, including dates, names, and any evidence if available.
- Step 1 – Internal Reporting
  - Raise your concern with:
    - Designated Safeguarding Lead (DSL): Leanne Hewson-Smith
    - Director / Co-Founder: Cassie Humphries
    - If the concern involves one of the above, go directly to Step 2.
- Step 2 – External Reporting (if internal reporting is not appropriate)
  - You may contact:
    - Local Authority Designated Officer (LADO) – for concerns about staff behaviour
    - Children’s Social Care – if a child is at immediate risk
    - Police – for criminal matters
    - Information Commissioner’s Office (ICO) – for data protection breaches
    - Professional bodies (e.g., RCSLT, HCPC) – for professional misconduct
    - NSPCC Whistleblowing Advice Line – for safeguarding concerns
- You do not need to raise concerns internally first if doing so would increase risk.

#### 6. Confidentiality

- All whistleblowing reports will be handled sensitively. Your identity will only be shared if:
  - You give consent
  - It is required by law
  - It is necessary for safeguarding or investigation purposes
- Anonymous concerns will still be considered, though they may be harder to investigate.



## **7. How Concerns Will Be Handled**

- Acknowledgement within 5 working days
- Initial review to determine the level of risk and appropriate action
- Investigation by a suitable person not implicated in the concern
- Outcome shared with the whistleblower where appropriate
- Actions taken to address any identified issues
- Records will be kept securely and in line with data protection requirements.

## **8. Protection from Victimisation**

- Beyond Speech will not tolerate:
  - Retaliation
  - Bullying
  - Dismissal
  - Negative treatment
  - Loss of opportunities
- Any form of victimisation will be treated as a disciplinary matter.

## **9. Malicious or Vexatious Allegations**

- If a concern is raised in bad faith or with malicious intent, this may be addressed through disciplinary procedures. Honest mistakes or misunderstandings will never be treated as misconduct.

## **10. Review of Policy**

- This policy will be reviewed annually or sooner if:
  - Legislation changes
  - Safeguarding guidance is updated
  - Learning from incidents or audits indicates a need



## **Beyond Speech - Safer Recruitment Policy**

### **1. Purpose**

Beyond Speech is committed to safeguarding and promoting the welfare of children and young people. Safe recruitment is essential to preventing unsuitable individuals from working with children. This policy outlines the procedures we follow to ensure all staff, contractors, students, and volunteers are safe, competent, and suitable to work within our service.

### **2. Scope**

This policy applies to:

- Employees (permanent, temporary, bank)
- Associate therapists and contractors
- Students and volunteers
- Administrative staff with access to children's information
- Anyone representing Beyond Speech in a professional capacity

It covers recruitment, onboarding, vetting, and ongoing suitability.

### **3. Principles of Safe Recruitment**

Beyond Speech adheres to the following principles:

- **Safeguarding first** – every decision prioritises child safety
- **Transparency and fairness** – consistent, non-discriminatory processes
- **Verification** – no assumptions; all information must be checked
- **Proportionality** – processes appropriate to the role and level of access
- **Ongoing vigilance** – safe recruitment does not end at appointment

### **4. Advertising and Job Descriptions**

All job adverts and role descriptions will:

- Clearly state Beyond Speech's commitment to safeguarding
- Outline the requirement for enhanced DBS checks
- Specify qualifications, experience, and competencies
- Include expectations around professional conduct and safeguarding responsibilities

### **5. Application and Shortlisting**

Applicants must complete a full application form or provide a detailed CV plus a safeguarding declaration. Shortlisting will:

- Assess skills, experience, and values



- Identify gaps in employment history
- Flag inconsistencies or safeguarding concerns for follow-up

Any unexplained gaps must be explored at interview.

## **6. Interviews**

Interviews will be conducted by at least one trained member of staff and will include:

- Structured questions assessing clinical competence and values
- Safeguarding-specific questions
- Exploration of employment gaps or anomalies
- Verification of identity and right to work

Notes will be recorded and stored securely.

## **7. Pre-Employment Checks**

No individual may begin unsupervised work with children until all checks are complete.

**Mandatory checks include:**

- **Enhanced DBS with Children's Barred List**
- **Identity verification**
- **Right to work in the UK**
- **Professional registration** (e.g., HCPC, RCSLT)
- **Qualification verification**
- **Two references**, including the most recent employer
- **Employment history check**, including gaps
- **Self-declaration of criminal history or safeguarding concerns**
- **Overseas police checks** where relevant

**Additional checks where appropriate:**

- Insurance documentation for associates
- Verification of clinical supervision arrangements
- Confirmation of safeguarding training

## **8. Conditional Offers**

Offers of employment are conditional upon:

- Satisfactory completion of all checks
- Agreement to adhere to Beyond Speech policies
- Completion of mandatory training (safeguarding, data protection, clinical governance)



If checks are unsatisfactory, the offer will be withdrawn.

### **9. Induction and Probation**

All new staff receive a structured induction covering:

- Safeguarding procedures and reporting routes
- Professional boundaries
- Data protection and confidentiality
- Lone working and risk management
- Clinical governance and supervision

A probation period (typically 3–6 months) includes:

- Regular supervision
- Review of competencies
- Monitoring of conduct and values

### **10. Ongoing Suitability**

Safe recruitment continues beyond appointment. Beyond Speech ensures:

- Annual safeguarding training
- Regular supervision and competency reviews
- Re-checking of DBS every 3 years (or via the Update Service)
- Monitoring of professional registration
- Immediate reporting of concerns about staff conduct

Staff must disclose:

- Any new criminal convictions
- Safeguarding investigations
- Changes that may affect suitability to work with children

### **11. Use of Contractors, Associates, and Students**

All non-employees must meet the same safeguarding standards as staff.

**Associates and contractors must provide:**

- Enhanced DBS
- Professional registration
- Insurance
- Evidence of safeguarding training
- References



### **Students and volunteers:**

- Must never work unsupervised
- Must complete safeguarding induction
- Must have DBS checks appropriate to their placement

### **12. Record Keeping**

Beyond Speech maintains a **Single Central Record (SCR)** including:

- Identity checks
- DBS details
- Qualifications
- Professional registration
- References
- Right to work
- Safeguarding training

Records are stored securely and reviewed regularly.

### **13. Allegations and Concerns About Staff**

Any concerns about staff suitability will be managed in line with:

- Beyond Speech Safeguarding Policy
- Local Authority Designated Officer (LADO) procedures
- Statutory guidance (KCSIE, Working Together)

Staff may be suspended or redeployed while concerns are investigated.

### **14. Policy Review**

This policy will be reviewed annually or sooner if:

- Legislation changes
- Safeguarding guidance is updated
- Learning from incidents or audits indicates a need



## **Beyond Speech - Lone Working Policy**

### **1. Purpose**

This policy sets out the procedures Beyond Speech uses to protect therapists who work alone in the community, including home visits, schools, nurseries, and travel between appointments. It ensures staff safety, clear communication, and accountability while maintaining high-quality service delivery.

### **2. Scope**

This policy applies to:

- All employees
- Associate therapists
- Students and volunteers
- Anyone undertaking community-based work on behalf of Beyond Speech

It covers:

- Lone working
- Home visits
- Travel between settings
- Use of Life360 for location visibility
- Use of WriteUpp for scheduling and communication

### **3. Definitions**

**Lone working:** Any situation where a therapist is working without direct supervision or immediate support from colleagues, including home visits, community settings, and travel.

**Dynamic risk assessment:** A real-time assessment of safety upon arrival at each location.

### **4. Responsibilities**

#### **4.1 Beyond Speech**

- Provide clear lone-working procedures
- Ensure staff have access to Life360 and understand how it is used
- Ensure WriteUpp is used consistently for scheduling and location visibility
- Respond promptly to missed check-ins or safety alerts



- Review incidents and update procedures as needed

#### 4.2 Therapists

- Follow this policy at all times
- Keep their schedule up to date in WriteUpp
- Use Life360 during working hours
- Complete dynamic risk assessments on arrival
- Report concerns or incidents immediately
- Maintain professional boundaries and prioritise personal safety

### 5. Lone Working Procedures

#### 5.1 Scheduling and Visibility (WriteUpp)

To ensure colleagues know where therapists are at all times:

- All appointments **must be entered into WriteUpp** before the start of the working day
- Any changes to the schedule must be updated as soon as possible
- Therapists must use WriteUpp's **appointment notes** to record:
  - Key risks (e.g., pets, behaviour, access issues)
  - Any safeguarding alerts colleagues should be aware of

This ensures colleagues can locate and contact the therapist if needed.

#### 5.2 Location Sharing (Life360)

Beyond Speech uses **Life360** as a safety tool to support lone workers.

Therapists must:

- Be active on Life360 during working hours
- Ensure their phone is charged and location services are enabled
- Allow the Beyond Speech safety circle to view their real-time location
- Use the "Check-In" feature when arriving at unfamiliar or higher-risk locations

Life360 is used for:

- Confirming safe arrival and departure
- Locating a therapist if they miss a check-in



- Responding quickly in emergencies

Life360 is **not** used for performance monitoring.

## **6. Home Visits**

Therapists must:

- Conduct a dynamic risk assessment on arrival
- Request pets be secured
- Leave immediately if they feel unsafe
- Avoid entering if:
  - Only a child is present
  - Adults appear intoxicated or aggressive
  - There are signs of violence or unsafe conditions

If a therapist leaves due to safety concerns, they must:

1. Move to a safe location
2. Inform the DSL/manager
3. Record the incident in WriteUpp

## **7. Working in Schools and Nurseries**

Therapists must:

- Sign in and out according to the setting's procedures
- Ensure they are visible (open door, window panel) when working alone with a child
- Avoid isolated or unobservable spaces
- Follow the setting's safeguarding and emergency procedures

## **8. Travel Safety**

Therapists must:

- Keep their phone charged
- Avoid carrying unnecessary valuables
- Park in well-lit areas
- Share their schedule in WriteUpp so colleagues know their route

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- Use Life360 to support safe travel between visits

### **9. Escalation Procedure (If a Therapist Cannot Be Reached)**

If a therapist misses a check-out or cannot be contacted:

1. **Attempt phone contact**
2. **Send a message via text or WhatsApp**
3. **Check their last known location**
4. **Contact the setting or family** (if appropriate and safe)
5. **Escalate to DSL/manager**
6. If there are serious concerns for safety, **contact emergency services**

All actions must be recorded in WriteUpp.

### **10. Incident Reporting**

Any incident involving:

- Feeling unsafe
- Aggressive behaviour
- Environmental hazards
- Safeguarding concerns
- Near misses

Must be recorded and reported to the DSL/manager the same day.

### **11. Data Protection and Privacy**

- Life360 data is used **solely for safety**, not performance monitoring
- Location data is visible only to authorised staff
- WriteUpp is used for scheduling and contact information in line with the Data Protection Policy
- Therapists may request clarification on how their data is used at any time

### **12. Training**

All staff will receive training on:

- Lone working procedures



- Using Life360 safely and appropriately
- Scheduling and communication expectations in WriteUp
- Dynamic risk assessment

### **13. Review**

This policy will be reviewed annually or sooner if:

- New risks are identified
- Incidents occur
- Technology or systems change
- Legislation or safeguarding guidance is updated



## Beyond Speech – Generic Community Risk Assessment

*For therapists working in homes, schools, nurseries, and community settings.*

### 1. Purpose

This risk assessment identifies common hazards and control measures for therapists delivering speech and language therapy in community settings. It supports safe, consistent practice and complements Beyond Speech’s safeguarding, lone-working, and health & safety policies.

### 2. Scope

Applies to:

- All Beyond Speech therapists, associates, students, and volunteers
- All community-based work: home visits, nurseries, schools, clinics, and outreach locations

### 3. Risk Assessment Tables:

A. Travel and Lone Working		
Hazard	Risk	Control Measures
Travelling to unfamiliar locations	Getting lost, delays, increased stress	<ul style="list-style-type: none"> <li>• Check route in advance</li> <li>• Allow extra travel time</li> <li>• Keep phone charged</li> <li>• Use trusted navigation apps</li> </ul>
Lone working in community settings	Increased vulnerability, lack of immediate support	<ul style="list-style-type: none"> <li>• Follow Beyond Speech Lone Working Policy</li> <li>• Share schedule with manager/colleague</li> <li>• Use check-in/check-out system</li> <li>• Keep mobile phone accessible</li> </ul>
Parking or walking to venue	Slips, trips, personal safety concerns	<ul style="list-style-type: none"> <li>• Park in well-lit areas</li> <li>• Avoid isolated walkways</li> <li>• Wear appropriate footwear</li> <li>• Carry minimal equipment</li> </ul>

B. Entering Homes or New Environments		
Hazard	Risk	Control Measures
Unknown household environment	Trip hazards, clutter, unsafe layout	<ul style="list-style-type: none"> <li>• Conduct dynamic risk assessment on arrival</li> <li>• Request a clear space for therapy</li> <li>• Move to safer area if needed</li> </ul>
Pets	Allergies, bites, distraction	<ul style="list-style-type: none"> <li>• Ask for pets to be secured</li> <li>• Check for allergies in advance</li> </ul>
Smoking or strong odours	Health risks, discomfort	<ul style="list-style-type: none"> <li>• Request smoke-free space</li> </ul>

		<ul style="list-style-type: none"> <li>• If unsafe, end session and report to manager</li> </ul>
Household members present	Confidentiality issues, inappropriate behaviour	<ul style="list-style-type: none"> <li>• Maintain professional boundaries</li> <li>• Request private space where possible</li> <li>• End session if unsafe or inappropriate</li> </ul>

### C. Working in Schools and Nurseries

Hazard	Risk	Control Measure
Busy environments	Noise, distraction, reduced effectiveness	<ul style="list-style-type: none"> <li>• Request quiet space</li> <li>• Use visual boundaries</li> <li>• Adapt session as needed</li> </ul>
Unfamiliar staff or visitors	Safeguarding concerns	<ul style="list-style-type: none"> <li>• Follow school sign-in procedures</li> <li>• Wear ID badge</li> <li>• Never work alone with a child in an unobservable space</li> </ul>
Equipment or furniture	Trip hazards, unsuitable seating	<ul style="list-style-type: none"> <li>• Check room layout</li> <li>• Adjust furniture safely</li> <li>• Use child-appropriate seating</li> </ul>

### D. Child-Related Risks

Hazard	Risk	Control Measure
Behavioural challenges	Hitting, biting, running off	<ul style="list-style-type: none"> <li>• Follow child's behaviour plan</li> <li>• Position yourself near exits</li> <li>• Keep safe distance if needed</li> <li>• End session if unsafe</li> </ul>
Medical Needs	Seizures, allergies, feeding risks	<ul style="list-style-type: none"> <li>• Gather medical info in advance</li> <li>• Follow care plans</li> <li>• Know emergency procedures</li> </ul>
Infection risk	Illness transmission	<ul style="list-style-type: none"> <li>• Follow infection control guidance</li> <li>• Carry hand sanitiser</li> <li>• Do not attend if child is unwell or contagious</li> </ul>

### E. Equipment and Materials

Hazard	Risk	Control Measure
Carrying heavy bags	Strain or injury	<ul style="list-style-type: none"> <li>• Use lightweight resources</li> <li>• Use wheeled bags if needed</li> <li>• Review necessity of items</li> </ul>
Small resources	Choking hazards	<ul style="list-style-type: none"> <li>• Supervise closely</li> <li>• Avoid small items with children under 3 or those with PICA</li> <li>• Clean resources between sessions</li> </ul>
Technology (laptop/tablet)	Damage, data breach	<ul style="list-style-type: none"> <li>• Use password protection</li> <li>• Keep devices in sight</li> </ul>

		<ul style="list-style-type: none"> <li>• Follow Beyond Speech Data Protection Policy</li> </ul>
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#### F. Safeguarding and Professional Boundaries

Hazard	Risk	Control Measure
Disclosure of harm	Delayed safeguarding response	<ul style="list-style-type: none"> <li>• Follow Beyond Speech Safeguarding Policy</li> <li>• Record concerns promptly in WriteUpp</li> <li>• Report to DSL immediately</li> </ul>
Working alone with a child	Allegations, safeguarding risk	<ul style="list-style-type: none"> <li>• Ensure visibility (open door, window panel)</li> <li>• Avoid closed, isolated spaces</li> <li>• Follow setting's supervision rules</li> </ul>
Inappropriate expectations from families	Boundary issues	<ul style="list-style-type: none"> <li>• Maintain professional boundaries</li> <li>• Clarify role and limits</li> <li>• Report concerns to manager</li> </ul>

#### G. Environmental Hazards

Hazard	Risk	Control Measure
Temperature, ventilation	Discomfort, reduced performance	<ul style="list-style-type: none"> <li>• Request adjustments where possible</li> <li>• Move to alternative space</li> </ul>
Slippery floors, uneven surfaces	Slips, trips, falls	<ul style="list-style-type: none"> <li>• Conduct dynamic risk assessment</li> <li>• Request safer space if needed</li> </ul>
Poor lighting	Eye strain, reduced visibility	<ul style="list-style-type: none"> <li>• Request additional lighting</li> <li>• Move to brighter area</li> </ul>

#### H. Emergency Situations

Hazard	Risk	Control Measure
Fire or evacuation	Injury, confusion	<ul style="list-style-type: none"> <li>• Ask for evacuation procedures in schools</li> <li>• Identify exits in homes</li> <li>• Follow host setting instructions</li> </ul>
Medical emergency	Delay in response	<ul style="list-style-type: none"> <li>• Know emergency contact numbers</li> <li>• Call 999 if required</li> <li>• Record incident in WriteUpp</li> </ul>
Aggressive behaviour (adult or child)	Physical or emotional harm	<ul style="list-style-type: none"> <li>• Leave immediately if unsafe</li> <li>• Report to DSL/manager</li> <li>• Record incident</li> </ul>

#### 4. Dynamic Risk Assessment

Therapists must complete a **dynamic risk assessment** on arrival at every visit. This includes checking:

- Environment safety



- Presence of hazards (pets, clutter, smoking, behaviour risks)
- Suitability of therapy space
- Personal safety
- Child's presentation and wellbeing

If a situation is unsafe, the therapist must:

1. End the session
2. Leave the environment
3. Inform the DSL/manager
4. Record the incident in WriteUpp

## **5. Review**

This generic risk assessment will be reviewed annually or sooner if:

- New risks are identified
- Incidents occur
- Legislation or guidance changes