

## HOPE SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS POLICY AND PROCEDURE

### INTRODUCTION

This document contains a policy statement (Part One) and procedural guidance (Part Two). The functions of each are set out briefly below.

**Part One – Policy Statement** The policy statement sets out the broad framework of principles within which the particular area of work will be carried out. It sets out the organisation's broad style and approach to the issue, including any aims and guiding principles.

**Part Two – Procedural Guidance** The procedural guidance sets out the details that staff will require to carry out their duties in this particular area of work. It also sets out the specific tasks involved in undertaking this area of work and identifies who is responsible for carrying them out.

### PURPOSE

The purpose of this policy statement is applicable to our Early Years, Support Services, Child Contact and organisation and is:

- to promote the welfare of children and young people
- to protect children and young people who receive The Hope Centre services from harm. This includes the children of adults who use our services
- to provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection and child welfare.

This policy applies to anyone working on behalf of The Hope organisation, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

All policies and procedures relating to safeguarding are in line with the West Midlands Policies & Procedures for Safeguarding Adults and for Safeguarding Children as adopted by the Herefordshire Safeguarding Children Partnership<sup>1</sup> and Herefordshire Safeguarding Adults Board<sup>2</sup>.

- Procedure for reporting a safeguarding concern for a Vulnerable Adult (see appendices)
- Procedure for reporting a safeguarding concern for a child (see appendices)
- [Mental Capacity and Deprivation of Liberty Safeguards Policy & Procedure](#)
- Keeping Children safe in Education <sup>3</sup>  
[Making a Complaint or Allegation about a staff member or volunteer](#)
- [Guidance for completing a LADO referral](#)
- [Whistleblowing Policy](#)

<sup>1</sup> <https://www.herefordshiresafeguardingboards.org.uk/safeguarding-children-partnership>

<sup>2</sup> <https://herefordshiresafeguardingboards.org.uk/hsab>

<sup>3</sup> [https://assets.publishing.service.gov.uk/media/66d7301b9084b18b95709f75/Keeping\\_children\\_safe\\_in\\_education\\_2024.pdf](https://assets.publishing.service.gov.uk/media/66d7301b9084b18b95709f75/Keeping_children_safe_in_education_2024.pdf)

## SUPPORTING DOCUMENTS:

This policy statement should be read alongside related organisational policies, procedures, guidance and other related documents:

- role description for the designated safeguarding officer
- dealing with disclosures and concerns about a child or young person
- managing allegations against staff and volunteers
- recording concerns and information sharing
- child protection records retention and storage
- code of conduct for staff and volunteers
- behaviour codes for children and young people
- photography and sharing images guidance
- safer recruitment
- online safety
- anti-bullying
- managing complaints
- whistleblowing
- health and safety
- induction, training, supervision and support
- adult to child supervision ratios

All related policies and procedures are in line with the West Midlands Policies & Procedures for Safeguarding Adults and for Safeguarding Children as adopted by the Herefordshire Safeguarding Children Partnership<sup>4</sup> and Herefordshire Safeguarding Adults Board<sup>5</sup> and with the relevant guidance and documentation from the NSPCC and Early Years Alliance.

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<sup>4</sup> <https://www.herefordshiresafeguardingboards.org.uk/safeguarding-children-partnership>

<sup>5</sup> <https://herefordshiresafeguardingboards.org.uk/hsab>

## PART ONE – POLICY STATEMENT

This policy aims to:

- Promote the health, safety and wellbeing of children and adults at risk
- Establish and maintain an environment where everyone feels supported and secure, is encouraged to talk and is listened to when they have a safeguarding related worry or concern
- Establish and maintain an environment where staff and volunteers feel safe, are encouraged to talk and are listened to when they have concerns about a person's safety and wellbeing
- Ensure that the public know who to approach if they have a concern
- Include in the planning of all activities, groups and training courses the opportunities for children, parents/carers and adults to develop the skills they need to keep themselves safe
- Work in partnership with other agencies to ensure a collective approach is adopted when concerned over the safety of an adult, vulnerable adult or child

### Staff and Volunteers

- All staff and volunteers have an active role in safeguarding
- All staff and volunteers will attend a minimum of Herefordshire Safeguarding Board approved Universal training within 6 months of joining the charity (see chapter 5 for a breakdown in required training)
- Training is refreshed every 3 years or in light of any significant legal changes or in the case of a serious case review within the Children's Centre area

### 1. Introduction

Safeguarding is everyone's responsibility. Abuse can take many different forms, and can include neglect, sexual abuse, physical abuse and psychological abuse.

Safeguarding means protecting all adult's and children's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect and includes:

- Protecting their rights to live in safety, free from abuse and neglect
- People and organisations working together to prevent the risk of abuse or neglect, and to stop them from happening
- Making sure people's wellbeing is promoted, taking their views, wishes, feelings and beliefs into account

Vulnerable adults or adults at risk: Specific adult safeguarding duties apply to *any* adult who:

- has care and support needs and
- is experiencing, or is at risk of, abuse or neglect and
- is unable to protect themselves because of their care and support needs.

The NHS definition of an adult at risk is as follows:

“Definition of an adult at risk: Aged 18 years or over; Who may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to

take care of him or herself, or unable to protect him or herself against significant harm or exploitation”<sup>6</sup>

The Care Act 2014 defines adult safeguarding as “*Protecting an adult's right to live in safety, free from abuse and neglect*”.<sup>7</sup>

The Charity Commission defines safeguarding<sup>8</sup> as follows:

#### Safeguarding adults at risk

Safeguarding adults at risk means protecting their right to live in safety and free from abuse and neglect. Your charity may have trustees, staff, volunteers, beneficiaries or other connections who are classed as adults at risk.

Safeguarding duties for adults at risk apply to any charity working with anyone aged 18 or over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or is at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect

An adult at risk of abuse may:

- have an illness affecting their mental or physical health
- have a learning disability
- suffer from drug or alcohol problems
- be frail

Safeguarding children and promoting their welfare includes:

- Knowing how to respond to signs and symptoms that indicate a child is suffering from or likely to be suffering from harm
- Understanding the responsibility to act immediately by discussing their concerns with the DSL relevant to the department, and if not available a back up DSL.
- Protecting them from maltreatment or things that are bad for their health or development.

People’s wellbeing is at the heart of the care and support system under the Care Act 2014, and the prevention of abuse and neglect is one of the elements identified as going to make up a person’s wellbeing.

The Hope Centre will work with adults, children, parents/carers and the community endeavouring to ensure their rights and safety by providing them with a network of support enabling them to thrive free from fear and oppression.

<sup>6</sup> <https://www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide.pdf>

<sup>7</sup> <https://www.legislation.gov.uk/ukpga/2014/23/part/1/crossheading/safeguarding-adults-at-risk-of-abuse-or-neglect/enacted>

<sup>8</sup> <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees#safeguarding-children-or-adults-at-risk>

Staff has a responsibility to ensure the safety of adults and children and the charity acknowledges the difficulty of working in a small community and understands its duty of care and that safety is their number one priority.

## **2. Recognising abuse**

The following information is designed as a guide to help you become more alert to and aware of the signs of possible abuse. Recognising possible abuse is a complex and complicated procedure, it is our responsibility to act on any concerns and report them in accordance with HOPE reporting procedures.

- a) Abuse
- b) FGM (Female Genital Mutilation)
- c) Child Trafficking

a) Adult, vulnerable adult and child abuse may include:

- Physical abuse - including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions
- Domestic violence - including psychological, physical, sexual, financial and emotional abuse
- Sexual abuse - including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting
- Psychological abuse - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
- Financial or material abuse - including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- Modern slavery - including human trafficking, forced labour and domestic servitude
- Discriminatory abuse - including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion
- Organisational abuse - including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home
- Neglect and acts of omission - including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- Self-neglect - this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding

b) FGM<sup>9</sup>

A girl or woman who has experienced FGM may:

- have difficulty walking, sitting or standing
- spend longer than normal in the bathroom or toilet
- have unusual behaviour after an absence from school or college
- be particularly reluctant to undergo normal medical examinations
- ask for help, but may not be explicit about the problem due to embarrassment or fear

c) Child Trafficking

Child trafficking is child abuse. Children are recruited, moved or transported and then exploited, forced to work or sold.

Children are trafficked for:

- child sexual exploitation
- benefit fraud
- forced marriage
- domestic servitude such as cleaning, childcare, cooking
- forced labour in factories or agriculture
- Criminal activity such as pick pocketing, begging, transporting drugs, working on cannabis farms, selling pirated DVDs, bag theft.

Many children are trafficked into the UK from abroad, but children can also be trafficked from one part of the UK to another.

### **3. The Hope Centre's commitments to Safeguarding**

#### **Key commitment 1**

The Centre is committed to establishing and maintaining a healthy environment where everyone feels secure, respected, their voices are valued and are encouraged to talk and listened to when they have a safeguarding related worry or concern

#### **Key commitment 2**

The Centre is committed to building a 'culture of safety' in which adults, vulnerable adults and children and adults are protected from abuse and harm in all areas of its service delivery.

#### **Key commitment 3**

The Centre is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures outlined in the appendices at the end of this document

#### **Key commitment 4**

The Centre is committed to promoting awareness of abuse issues throughout its service delivery, training and learning programmes

<sup>9</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/512906/Multi\\_Agency\\_Statutory\\_Guidance\\_on\\_FGM\\_-\\_FINAL.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/512906/Multi_Agency_Statutory_Guidance_on_FGM_-_FINAL.pdf)  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/573782/FGM\\_Mandatory\\_Reporting\\_-\\_procedural\\_information\\_nov16\\_FINAL.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/573782/FGM_Mandatory_Reporting_-_procedural_information_nov16_FINAL.pdf)

## Training

- For effective management of staff we seek out training opportunities for all staff/volunteers involved in the Centre to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the local authority guidelines for making referrals
- We ensure that all staff know the procedures for reporting and recording their concerns in the setting

## Confidentiality

- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Herefordshire Safeguarding Adults Board and the Herefordshire Safeguarding Children Board

## Support

- We believe in building trusting and supportive relationships with families, staff and volunteers.
- We make clear to parents/carers our role and responsibilities in relation to adults, vulnerable adults and child protection, such as for the reporting of concerns, providing information and liaising at all times with the local authority as required
- Where possible we will continue to engage with those we are concerned about whilst investigations are being made in relation to any alleged abuse
- Subsequent to any investigation, we will follow any instruction issued by Social Care where requested
- Confidential records will be shared in accordance with the Confidentiality and Access to Information Policy & Procedure and only if appropriate in line with the guidance of the Local Safeguarding Boards

## 4. Statutory Legislation and guidance

In order to safeguard and promote the welfare of all adults and children, The Hope Centre will act in accordance with the following legislation and guidance.

- West Mercia Adult Protection Procedures as adopted by the Herefordshire Safeguarding Adult's Board (HSAB)
- West Mercia Child Protection Procedures as adopted by the Herefordshire Safeguarding Children's Board (HSCB).
- The Children's Act 1989
- The Children's Act 2004
- Education Act 2002 (section 175)
- Working Together to Safeguard Children (HM Government 2023)
- Safeguarding Children and Safer Recruitment in Education (Dept for children, schools and families 2010)
- Care Act 2014
- Children and Families Act 2014
- Data Protection Act 2018

## 5. The Designated Safeguarding Team

The Designated Safeguarding Lead (DSL) for Hope is Sarah Eardley (back up Heidi Mulholland)

The Early Years Designated Safeguarding Lead is Rachel Cross (back up Sarah Eardley)  
The Support Services Designated Safeguarding Lead is Heidi Mulholland (Mickey Littlewood-Ree)  
The Child Centre Contact Designated Safeguarding Lead is Mickey Littlewood-Ree (back up Heidi Mulholland)

The Trustee for Safeguarding Sarah Kelly 01885 488495, email  
Sarahkelly.trustee@hopefamilycentre.org

It is the role of the DSL to:

- Ensure they receive refresher training at 3-year intervals or sooner if a serious case review or significant incident requires it.
- Ensure staff undertakes appropriate training to equip them to carry out their responsibilities for safeguarding children and adults effectively.
- Ensure new staff receive an introduction to the Safeguarding Policy and Procedure within 7 working days of commencement of their contract.
- Ensure temporary staff and volunteers are made aware of the Centre's arrangements for safeguarding adults, vulnerable adults and children within 7 working days of commencement of their work.
- Ensure the Centre operates within the legislative framework and recommended guidance.
- Ensure all staff receives regular supervision and have opportunities to raise concerns about practice and procedures.
- Ensure all staff and volunteers are aware of the HSAB AND HSCB Inter-agency safeguarding websites for children and adults and procedures.
- Ensure the lead trustee for Safeguarding is kept fully informed of any concerns.
- Develop effective partnerships with other agencies and services.
- Regularly check the referrals to Social Care record log and action any active cases.
- Call a safeguarding meeting with the relevant DSL and/or department manager to decide upon the appropriate level of response to specific concerns about a child e.g. discuss with parents/carers, discuss with other professionals or make a referral to Social Care.
- Liaise and work with other professionals and partners including Children's Services over suspected cases of child abuse
- Ensure accurate safeguarding records are kept and marked CONFIDENTIAL and that all referrals are recorded in the Log of referrals to Social Care (kept by the charity DSL)
- Ensure accurate reports are submitted and a relevant member of staff attends child protection conferences.
- Ensure the relevant department and staff effectively monitor those about whom there are concerns including notifying Social Care if there are any changes or new concerns.
- Ensure guidance about safeguarding is available to those we support or work with

It is the role of the department DSL to:

- Ensure they receive refresher training at 3-year intervals or sooner if a serious case review or significant incident requires it
- Ensure all department specific policies and procedures are in line with Hope's Safeguarding policy and procedures
- Ensure new staff, temporary or permanent, receive a safeguarding induction within 7 working days of commencement of their contract.
- Ensure that the department operates within the legislative framework and recommended guidance
- Ensure all staff and volunteers are aware of the HSAB and HSCB Inter-agency safeguarding website and procedures



- Ensure all their staff have read and signed to say they are aware this policy and the correct procedures are followed should a member of the staff team suspect a child or adult to be at risk of harm or if a child or adult makes a disclosure
- Ensure the DSL is kept up to date and informed of any safeguarding concerns using the Safeguarding Record of Concern form.
- Attend multi agency meetings or child protection conferences where a child attending Hope involved
- Ensure accurate safeguarding records are kept separate to the child/family folders and these records are marked CONFIDENTIAL and all referrals to Social Care are recorded in the Records of concern via the DSL
- Ensure staff effectively monitor children about whom there are concerns using the Record of significant events form.
- Inform Social Care and/or other relevant professionals if there are any changes or new concerns
- Develop effective working relationships with other agencies and professionals

It is the role of the charity DSL to:

- Ensure all recruitment adheres to Hope's Safer Recruitment Policy
- Ensure there is a nominated DSL for the Centre, individual DSLs for the Early Years, Support Services and Contact Centre teams respectively and a nominated Trustee with Safeguarding responsibilities
- Form part of a senior safeguarding team should a significant high risk case arise
- Allow the public access to this policy on request/via the website
- Instigate an internal case review where required in liaison with the HSAB or HSCB (as appropriate, respectively the Herefordshire Safeguarding Adults Board and Herefordshire Safeguarding Children's Board)

## **6. The Trustee Board**

The Trustee Board has overall responsibility for ensuring there are sufficient safeguarding measures in place at Hope.

In particular the Trustee Board must ensure:

- There are effective safeguarding policies and procedures in place
- There are effective safer recruitment policies and procedures in place
- A DSL (usually the CEO) for the charity is appointed
- Relevant safeguarding adult and children training is attended by all Hope staff and volunteers
- Allegations against staff are managed safely and effectively in line with legislation and guidance
- Deficiencies or weaknesses in safeguarding arrangements are remedied without delay
- Identify a trustee (usually the Chair) who is nominated to be responsible in the event of an allegation of abuse being made against the CEO
- Safeguarding policies and procedures are reviewed annually unless changes in legislation require an earlier review

## **7. Breakdown of Staff Safeguarding Training Levels**

Universal Level (formerly Group 1&2) In house or HCSB	Early Years Practitioners, Centre Workers Reception Staff, Admin Staff Cafe staff, Tutors, Volunteers
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Targeted Level (formerly Group 3) HCSB	Department Managers Community Support Workers Early Years Room Leaders Early Years Professional/ SENCO
Specialist Level (formerly groups 4-8) HCSB HSAB	Designated Safeguarding Lead for Hope Designated Safeguarding Lead Early Years Designated Safeguarding Lead Support Services Designated Safeguarding Lead Child Contact

## **8. Disqualification by Association**

The Department for Education (DfE) statutory guidance for local authorities, maintained schools, academies and free schools relating to disqualification under the Childcare Act 2006 can be found here <https://www.gov.uk/government/publications/disqualification-under-the-childcare-act-2006/disqualification-under-the-childcare-act-2006>

The guidance removes disqualification by association for individuals working in childcare in non-domestic settings (e.g. schools and nurseries). Disqualification by association will continue to apply for individuals providing and working in childcare in domestic settings (e.g. where childcare is provided in a childminder's home). The most recent revision of the guidance came into force on 31 August 2018.

## **9. Prevent**

The Prevent Strategy is part of the Government's counter Terrorism Strategy called CONTEST. The aim of the Prevent Strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. Prevent is one of the four elements of 'CONTEST', *the government's counter-terrorism strategy*. Further information is available for Herefordshire by accessing this website <https://www.herefordshire.gov.uk/community-1/safer-stronger-communities/4#:~:text=Prevent%20is%20one%20of%20the,forms%20part%20of%20this%20strategy>.

The basis of Prevent is concerned with keeping our communities safe from the extremists. It does not carry a pre-conceived idea of who the extremist are, or the message their divisive single narrative expels. However it has to be zeitgeist driven.

All local authorities have to ensure frontline staff, including those of its contractors, have a good awareness of the Prevent agenda and they are trained to recognise a person's vulnerability to being drawn into terrorism and are aware of the most appropriate person to contact if they have a concern.

### The role of Herefordshire Channel Panel

The role of the panel is to develop effective and appropriate support which helps to safeguard those at risk of being drawn into violent extremism. It must be emphasised, the risk assessment process for those vulnerable to extremism isn't about a person's social identity, ethnic profiling or stereotyping.

<sup>10</sup> <https://www.gov.uk/government/publications/disqualification-under-the-childcare-act-2006/disqualification-under-the-childcare-act-2006>

## Reporting a concern

Contact Neville Meredith the council's lead. The responsibility for taking this forward is then taken out of your hands. Neville Meredith 01432 383628 [nmeredith@herefordshire.gov.uk](mailto:nmeredith@herefordshire.gov.uk)

## **10. Confidentiality**

Information Sharing Officer - Sarah Eardley, CEO

Safeguarding children/adults raises issues of confidentiality that must be clearly understood by all staff/volunteers.

- All staff and volunteers at Hope have a responsibility to share relevant information about the protection of children/adults with other relevant professionals, particularly Social Care and the police.
- If a child/adult confides in a member of staff/volunteer and requests the information be kept secret, it is important the member of staff/volunteer tells the child/adult in a manner appropriate to their age/ development that they cannot promise confidentiality- instead they must explain they may need to pass this information on to other professionals in order to help keep the child/adult safe.
- Staff/volunteers who receive information about children and their families in the course of their work should share that information only within appropriate professional contexts.
- Information regarding the safety of a child/adult should only be discussed by staff with the DSO, DSL and these key staff will then decide which other professionals to involve.
- Hope follows the Herefordshire Information Sharing principles. Should a member of staff be unsure about what to discuss with other professionals they should contact the Information Sharing Officer.

## **11. Early Help**

As outlined in Working Together to Safeguard Children (2023) Early Help means providing support as soon as a problem emerges, at any point in a child's life, from the foundation years through to the teenage years. It also states that professionals working within universal services have a responsibility to identify the symptoms and triggers of abuse and neglect, to share the information and work together to provide children with the help they need.

Early Help: where a child and family would benefit from coordinated support from more than one agency (e.g. education, health, housing, police) an Early Help referral should be offered to the family.

If parents and/or the child do not consent the lead professional should discuss with a DSO whether without help the needs of the child will escalate and if so whether a referral to other professionals may be necessary.

## **12. Communication and relationships**

Good working relationships those we work with and support are paramount. Staff at Hope should however be aware that this relationship should remain professional at all times. In a local community it is likely that staff may be friends with or know parents outside of their working life. Hope recognises this fact and as such staff should be aware of any inappropriate relationships or interactions between staff and parents whilst at work. If a member of staff has a concern about the professionalism of another member of staff they should contact their line manager except where this behaviour could

be affecting the safeguarding procedures at the Centre, in which case they should contact a DSO/DSL.

Where there are safeguarding concerns in relation to an adult, vulnerable adult or child the DSO/DSL will:

- Undertake appropriate discussion with parents/carers prior to the involvement of another agency unless to do so would create further risk of harm
- Ensure there is an understanding of the safeguarding responsibilities placed on the Hope staff
- Ensure an update is provided to those involved, where permitted, as soon as possible with advice from the relevant agency.
- Be available should someone wish to discuss a safeguarding issue or concern.

### **13. Allegations regarding a staff member or volunteer**

Hope will follow the procedure (*see Appendices*) in the event a safeguarding allegation is made about a member of staff or a volunteer. Hope's policy is to take all such matters seriously. Procedure regarding allegations involving Hope staff/volunteers must be followed. The LADO (Local Authority Designated Officer) must be contacted by e-mail to [lado@herefordshire.gov.uk](mailto:lado@herefordshire.gov.uk) or by telephone LADO on 01432 261739 and further advice and guidance sought from the LADO. Guidance and the procedures regarding any concerns are included in the appendices<sup>11</sup>

## **PART TWO PROCEDURAL GUIDANCE**

All staff and volunteers should be aware that the main categories of abuse are:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

There are also social factors which affect children's vulnerability including:

- Social exclusion
- Domestic violence and controlling or coercive behaviour
- Mental illness
- Drug and alcohol abuse (substance misuse)
- Parental learning disability
- Radicalisation

All staff and volunteers should be concerned about an adult, vulnerable adult or child if they present with indicators of possible significant harm (*see appendices*). In all cases please ensure you refer to the guidance, procedures, forms and policies as listed and inform a member of the safeguarding team as listed below.

<sup>11</sup> <https://www.herefordshiresafeguardingboards.org.uk/professional-resources/childrens-policies-guidance/8-lado-managing-allegations>

## How to report a concern

If you have a safeguarding concern, you should complete a record of concern form and inform a member of the Hope Safeguarding team:

1. Designated Safeguarding Leads:      Charity: Sarah Eardley
- |                  |                       |
|------------------|-----------------------|
| Support Services | Heidi Mulholland      |
| Child Contact    | Mickey Littlewood-Ree |
| Early Years      | Rachel Cross          |
2. Nominated Safeguarding Trustee:      Chair of Trustees      Sarah Kelly  
[sarahkelly.trustee@hopefamilycentre.org](mailto:sarahkelly.trustee@hopefamilycentre.org) 01885 488495

### If you would like to report a concern about a vulnerable adult

- 01432 260715 (Monday to Friday from 9am-5pm)
- 0330 123 9309 (before 9am, after 5pm, and during weekends and public/bank holidays)
- Email: [Safeguarding@herefordshire.gov.uk](mailto:Safeguarding@herefordshire.gov.uk)

### If you would like to report a concern about a child

If you think that a child has been harmed or is being neglected, contact the MASH (Multi-Agency Safeguarding Hub) or the Police using the details below:

Multi-agency Safeguarding Hub (MASH)

To speak to the team – (01432) 260800

To email the team – [cypd@herefordshire.gov.uk](mailto:cypd@herefordshire.gov.uk)

If you are a professional, complete the [Multi-agency Referral Form \(MARF\)](#) to make a referral to the MASH. The MARF and accompanying guidance can also be found on the [West Midlands Child Protection Procedures](#) website.

## Emergency Duty Team

(01905) 768020 (out of hours number for when MASH are unavailable)

## In an emergency:

If someone is injured or in immediate danger:

- Telephone: 999 – police, fire, ambulance

If there is no emergency but you think a crime may have been committed:

- Telephone: West Mercia Police 101\*

If you are a parent/carer in our Early Years provision you can also call Ofsted on 0300 123 4666.



Hope for Children and their Families Charity No 1077336  
A company registered by guarantee No 03791772  
Pre-school Learning Alliance Member No 55273  
Ofsted No EY333183

## Safeguarding Policy & Procedure

For full details of the correct procedure and relevant documentation please see the separate guidance at the end of this document (Appendix 3).

### **Implementation, monitoring and review of this policy**

This policy applies to all employees.

The Trustees and CEO have overall responsibility for monitoring this policy, which will be reviewed on a regular basis following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to CEO.

### **Responsibilities:**

**Trustee: monitors implementation of policies; reviews and approves Charity policies**

**CEO: Manage the implementation and review of all Charity policies**

## APPENDICES

### APPENDIX 1: HEREFORDSHIRE LEVELS OF NEED – A GUIDE TO SUPPORT PROFESSIONAL JUDGEMENT



**Appendix 3. Right  
Help Right Time Lev**

### APPENDIX 1: SAFEGUARDING CONCERN FORM ADULT



**Vulnerable%20adult  
t%20safeguarding%**

### APPENDIX 2: VULNERABLE ADULT CONCERN FORM GUIDANCE



Vulnerable%20adult  
%20safeguarding%20

### APPENDIX 2: SAFEGUARDING RECORD OF CONCERN FORM CHILD



**SAFEGUARDING%2  
0CONCERN%20FOR**

### APPENDIX 3: HOPE PROCEDURE FOR REPORTING A SAFEGUARDING CONCERN



**Reporting a  
concern**

### APPENDIX 4: PROCEDURE FOR A REFERRAL TO LADO TO REPORT AN ALLEGATION AGAINST STAFF OR VOLUNTEER AND FORM TO BE USED



Guidance\_for\_comp  
leting\_a\_lado\_referr



LADO\_Referral\_For  
m-Updated-Februar

### APPENDIX 5: HOPE SIGNIFICANT EVENTS RECORD



**SIGNIFICANT  
EVENTS RECORD.pdf**

### APPENDIX 6: BODY MAPS



**BodyMaps.pdf**

### APPENDIX 7: LOG OF REFERRALS MADE TO SOCIAL CARE



**Template Log of  
referrals to Social Ca**



## LEGAL REFERENCES:

These references have a hyperlink to take you to the online version of the reference

[Keeping Children Safe in Education](#)

[Working Together to Safeguard Children](#)

[Prevent Duty guidance](#)

[Statutory Guidance on inter agency working to safeguard and promote the welfare of children](#)

[Statutory framework for the Early Years Foundation Stage](#)

[Education Inspection Framework](#)