



Safeguarding children and young people policy

Adopted in May 07

The policy is to be reviewed annually: Next review Nov 26

The name of the person responsible for reviewing this policy is: Natalie Roast

Table of Contents

Content	Page
Aim and Purpose	2
Policy Statement	2
Scope	3
Principles of Safeguarding	3
Legislative Framework	5
Definitions	6
Safe Recruitment of Staff	7
Managing Allegations against Staff	9
The Prevent Duty	9
Safeguarding Code of Conduct	10
Online Safety	10
Roles and Responsibilities	11
Information Sharing	13
Safeguarding Training	13
Policy Dissemination	15
APPENDIX 1 - Safeguarding Procedure	16
APPENDIX 2 – Incident and Disclosure Form	18
APPENDIX 3 – Types of Abuse and Signs	22
APPENDIX 4 - Specific Safeguarding Risks and Contexts	25
APPENDIX 5 - Duty of Care Statement	28
APPENDIX 6 – Managing allegations against staff Diagram	31
APPENDIX 7 – Key Contacts	33

1. AIM AND PURPOSE

SkyWay is a charity that works with children, young people, and their families and the communities they live in to make sure they have the opportunities, skills and confidence to build a better future for themselves. It offers a wide range of free-to-access opportunities at youth clubs, community venues, parks, estates, schools and on the streets. Some of the sessions it runs focus on developing new skills and learning or participating in sport, and it recognises that the most important things are to provide safe, welcoming spaces where people can relax, socialise and have fun.

This policy sets out SkyWay's approach to safeguarding and promoting the welfare of the children and young people participating in its programmes and visiting its venues. It applies to all aspects of its work and seeks to provide staff, volunteers and partner organisations working directly with or on behalf of SkyWay, with the framework to promote and safeguard the wellbeing of all those engaging with SkyWay funded activities and those hiring SkyWay premises.

The purpose of this policy is to ensure that all staff, volunteers and partner organisations working directly with or on behalf of SkyWay and those hiring SkyWay's premises understand:

- The legislation which relates to safeguarding children and young people
- SkyWay's policy and procedure for safeguarding children and young people
- Their role and responsibilities for safeguarding children and young people

1. POLICY STATEMENT

SkyWay regards the health, safety and welfare of all children and young people engaged in its activities, as one of its highest priorities. The organisation recognises and fully accepts its moral and statutory duty to safeguard and promote the welfare of children and young people and its duty to protect staff from unfounded allegations of abuse. This Policy should be read in conjunction with the following SkyWay policies and procedures:

- [Equity, diversity and inclusion Policy](#)
- [Health and Safety Policy](#)
- [Confidentiality Policy](#)
- [Data Protection Policy](#)
- [Complaints and Compliments Policy](#)
- [Staff Disciplinary & Support Policies](#)
- [Young Volunteer and Peer Workers Procedures](#)
- [E-Safety Policy](#)
- [E-Safety Procedure](#)
- Trip and Residential Procedure
- [Photography and Video Policy](#)
- [Anti-Bullying Policy](#)
- [Dealing with challenging behaviour procedure, including violence & weapons](#)
- [Staff Safeguarding Code of Conduct](#)
- [Whistleblowing Policy](#)
- [Safer Recruitment: Policy & Procedural Guidance](#)

- [Safer Recruitment: Safer recruitment: Recruitment procedural guidance for applicants with a criminal record](#)
- [Safer Recruitment: DBS & Update service guidance](#)
- [Safer Recruitment: Comprehensive Risk Assessment for DBS Checks and Recruitment Paperwork](#)
- Code of conduct (YP) - See Frontline manual
- [Managing medical conditions & medicines Policy and procedure](#)
- [Guidance for Reporting and Addressing Concerns, Allegations, or Complaints Against Individuals in a Position of Trust](#)

SkyWay believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status. Those in a position of trust must do everything they can to foster and protect these rights, to promote the welfare of all children and young people involved in SkyWay activities and keep them safe from harm. SkyWay is further committed to protecting the people we work with from unfounded allegations.

SkyWay understands that the safeguarding of children and young people participating in its own activities is SkyWay's responsibility but they should also ensure that partner organisations using SkyWay premises and facilities are safe and understand their safeguarding responsibilities in relation to their own service users.

3. SCOPE

This policy applies to all staff and volunteers employed by SkyWay, hereafter collectively referred to as 'staff' and partner organisations working directly with or on behalf of SkyWay and those hiring SkyWay's premises, hereafter collectively referred to as 'partners'

SkyWay staff and partners staff are expected to read this policy and understand the standards expected of them with regards to safeguarding. This policy will be reviewed annually to ensure it is up to date with the relevant legislation and best practice. This policy will automatically trigger **an interim review** if there are - Significant changes in safeguarding law or guidance Or a serious incident or learning outcome that requires a procedural update.

4. PRINCIPLES OF SAFEGUARDING AT SKYWAY

We will ensure:

- A safe environment for all children, young people, adults at risk and staff
- That those suffering or at risk of suffering significant harm or abuse are identified and referred to the necessary agencies or partners as appropriate
- That all staff and partners understand the importance of safeguarding and read the organisation's safeguarding policies and procedures so that they know how to keep themselves and others safe
- That staff and partners have due regard for safeguarding policies and processes

We will do this by:

- Building a culture of safeguarding which is transparent, responsive and effective
- Appointing and training a Designated Safeguarding Lead (DSL) and Deputy (DDSL) to lead on all safeguarding matters
- Working closely with key stakeholders, e.g. trustees, staff and partners, to reassure them of our commitment to safeguarding
- Raising awareness of issues relating to the welfare and safeguarding of children and young people
- Ensuring all staff and partners understand and adhere to our Code of Conduct
- Ensuring staff and partners recognise the signs of abuse or that an individual may be at risk of significant harm
- Recognising the additional risks that children and young people with SEN and disabilities face, including risks online, and endeavour to take reasonable and appropriate steps to ensure their welfare
- Understanding that some children and young people are at greater risk of harm, for example, looked after children, care leavers, and those living in poverty or temporary accommodation
- Working with the local authority and complying with local safeguarding arrangements
- Ensuring that staff to child ratios for supervision purposes are in line with the local authorities recommendations
- Maintaining confidentiality but understanding that child protection is a legitimate reason to share information appropriately
- Ensuring that full permission is obtained from the child, young person or adult at risk or their parent/carer before taking and publishing photographs and videos for publicity and celebratory purposes
- Ensuring that partners abide by our policies and processes in relation to safeguarding and child protection
- Working with other agencies as appropriate where an individual is at risk of harm, for example children and young people's services, schools and colleges, and the police
- Providing a framework for reporting concerns and disclosures
- Escalating concerns where we feel that they have not been investigated or followed up properly
- Establishing clear procedures for the reporting and handling of allegations of abuse against staff
- Requiring staff to undertake safeguarding training as appropriate
- Ensuring that partner organisations take responsibility for training their own staff on safeguarding matters

5. LEGISLATIVE FRAMEWORK

SkyWay understands that there is a breadth of legislation and guidance that exists regarding safeguarding. While every part of the legislation is essential, understanding the key aspects and 'takeaways' is important for all people involved in the care of children and young people. The following legislation and guidance underpin this policy:

All staff, volunteers, and partners must understand and comply with these legislative frameworks.

Working Together to Safeguard Children 2023, which emphasises that safeguarding is everyone's responsibility, must be delivered through effective multi-agency collaboration, and should take a child-centred approach with a strong focus on the whole family.
[Working together to safeguard children 2023: statutory guidance \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/101311/working-together-to-safeguard-children-2023-statutory-guidance.pdf)

Keeping Children Safe in Education (KCSIE) 2025, which while SkyWay is not an education provider, we *have regard to relevant sections* of KCSIE where they represent best practice. KCSIE requires all staff to understand their responsibilities if engaged in 'regulated' activities with young people.
[Keeping children safe in education 2025 - GOV.UK](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/101311/keeping-children-safe-in-education-2025.pdf)

Safeguarding Guidance for Providers of After-school Clubs, Community Activities and Tuition 2023, which provides advice for organisations or (both commercial and charitable) that provide tuition, training, instruction or activities to children in England without their parents' or carers' supervision.
[After-school clubs, community activities, and tuition - safeguarding guidance for providers](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/101311/safeguarding-guidance-for-providers-of-after-school-clubs-community-activities-and-tuition-2023.pdf)

Safeguarding Vulnerable Groups Act 2006, was passed to help avoid harm, or risk of harm, by preventing people who are deemed unsuitable to work with children and vulnerable adults from gaining access to them through their work.
[Safeguarding Vulnerable Groups Act 2006 - Explanatory Notes \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2006/16/section/1/notes)

Regulated Activity with Children in England - Disclosure and Barring Service, which explains the definition of Regulated Activity including who is eligible for a barred list check.
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/739154/Regulated_Activity_with_Children_in_England.pdf

The Prevent Duty - The Prevent Duty requires specified authorities such as education, health, local authorities, police and criminal justice agencies (prisons and probation) to help prevent the risk of people becoming terrorists or supporting terrorism.
[Prevent duty guidance: Guidance for specified authorities in England and Wales \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/739154/prevent-duty-guidance-guidance-for-specified-authorities-in-england-and-wales.pdf)

The Care Act 2014 – sets out how local authorities should plan for and fund the safety and wellbeing of adults 'at risk'
[Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/18/section/1)

The Children's Act 1989 & 2004 – sets out the duty of the Safeguarding Partners, a range of agencies, including local authorities, the police and health services, to ensure they

consider the need to safeguard and promote the welfare of children when carrying out their functions

[Children Act 1989](#) & [Children Act 2004 \(legislation.gov.uk\)](#)

Sexual Offences Act 2003 which makes it a criminal offence for a person who is in a 'position of trust' to have a sexual relationship with a child under the age of 18.

[Sexual Offences Act 2003 \(legislation.gov.uk\)](#)

Online Safety Act 2023 - is a UK law that imposes a duty of care on online platforms to protect users, especially children, from harmful content. It requires companies to remove illegal material and age-restrict harmful but legal content, with Ofcom as the regulator.

[Online Safety Act](#)

Data Protection Act 2018 (UK GDPR) - Data protection legislation controls how your personal information is used by organisations, including businesses and government.

[Data Protection Act 2018](#)

6. DEFINITIONS

Safeguarding – protecting children and young people from maltreatment, preventing impairment of their mental and physical health or development and ensuring they are growing up in circumstances consistent with the provision of safe and effective care.

Child Protection – any activity that is undertaken to protect specific children and young people who are suffering, or are likely to suffer, significant harm.

Child/Young Person - anyone who has not yet reached their 18th birthday.

Adult at Risk – The term 'adult at risk' applies to any adult (18 years and over) who:

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

Position of Trust is a legal term that refers to certain roles and settings where an adult has regular and direct contact with children and young people. Examples of positions of trust include teachers, care workers, social workers.

Regulated activity refers to certain roles that involve working with children and young people. This includes unsupervised, face to face, teaching, training or instruction, care or supervision of a child under the age of 18 for more than 3 days in a 30-day period.

7. SAFE RECRUITMENT OF STAFF (see also separate guidance)

- [Safer Recruitment: Policy & Procedural Guidance](#)
- [Safer Recruitment: Safer recruitment: Recruitment procedural guidance for applicants with a criminal record](#)
- [Safer Recruitment: DBS & Update service guidance](#)

- [Safer Recruitment: Comprehensive Risk Assessment for DBS Checks and Recruitment Paperwork](#)

SkyWay understands the importance of ensuring that all staff working with children and young people are safe and understand that staff are in a position of trust.

We will ensure:

- A robust recruitment process that deters and prevents people who are unsuitable to work with children and young people from applying for or securing employment with SkyWay.

We will do this by:

- Making sure that all staff involved in the recruitment process understand the importance of 'safe recruitment'
- Ensuring all advertisements set out our commitment and responsibilities to safeguarding and our intention to carry out pre-employment checks and vetting prior to employment
- Ensuring all shortlisted applicants provide full details and evidence of their employment history, qualifications and explanations for any gaps in employment
- Verifying professional qualifications, as appropriate
- Requesting that shortlisted applicants complete a self-declaration form detailing any unspent convictions, and pending investigations
- Carrying out an online search on shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which we may want to explore with the candidate at interview
- Ensuring that all shortlisted applicants are sent a copy of this policy and the safeguarding policy
- Verifying applicants' identity and right to work in the UK
- Carrying out the appropriate level of disclosure and barring service check (for those working in regulated activity, this will be an enhanced check with barred lists check)
- Verifying a candidate's identity, as it is important to be sure that the person is who they claim to be. Best practice would be to check their birth certificate, where this is available
- Verifying the person's right to work in the UK, including EU nationals. If there is uncertainty about whether an individual needs permission to work in the UK, then we will follow the advice on the GOV.UK website
- Ensuring that applicants from outside the UK undergo the same checks regarding identity, address and DBS as a UK applicant regardless of whether they have just arrived in the UK
- Ensuring that further checks as appropriate are made for UK applicants who have worked overseas. This might include a 'criminal record check for overseas applicants' or obtaining a letter from the professional regulating authority in the country in which the applicant has worked confirming that they have not

imposed any sanctions or restrictions on the applicant and that they are suitable to work with children and young people

- Requesting references from the most recent employer confirming that the applicant is 'safe to work with children and young people
- Validating those references with a follow up call where necessary and where further information may be needed
- Verifying the candidate's mental and physical fitness to carry out the role
- Following up gaps in employment at the interview
- Discussing at interview any areas of concern on the application form or CV
- Ensuring that any offers of employment are subject to satisfactory pre-employment checks and vetting
- Keeping a detailed register of all staff which will include details of the pre-employment vetting checks
- Ensuring that our recruitment procedures are regularly updated in line with changes in legislation and best practice
- Ensuring that the administration of the selection process is user friendly and carried out to the highest professional standard

8. ALLEGATIONS AGAINST STAFF

The primary concern in the event of an allegation is to ensure the safety of the child, young person or adult at risk. In all cases, action will be taken quickly, confidentially and professionally, with all parties clear that suspension is not an indicator of guilt, but a required part of a process.

Reporting a concern: Where an allegation is made about a member of staff at SkyWay, the DSL must be informed as soon as possible (within 24 hours), the DSL and CEO will meet to discuss the required action. In order that a full and fair investigation can be carried out, consideration must be given to suspending the member of staff. Where it is clear that a criminal offence may have occurred, the matter must be reported to the police.

The LADO: - Where an allegation has been made that meets the 'harms threshold' the matter will be referred to the Local Authority Designated Officer (LADO). A member of staff is said to have met the harms threshold when they have:

- behaved in a way that has harmed or may have harmed a child or young person;
- possibly committed a criminal offence against a child or young person;
- behaved towards a child or young person in a way that indicates he or she may pose a risk of harm to them; or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children and young people

If, following investigation, a member of staff is dismissed, the matter will be reported to the Disclosure and Barring Service.

Allegations Against a Designated Safeguarding Lead (DSL) If an allegation is made against the SkyWay Designated Safeguarding Leads (DSLs) or one of their deputies, the matter must be reported immediately to the next most senior manager. This will typically be the CEO, unless the allegation concerns the CEO, in which case it should be reported to the Safeguarding Trustee. In all cases, the Local Authority Designated Officer (LADO) must also be informed without delay.

Where an allegation is made about a member of staff working for one of SkyWay's partners, or where a member of SkyWay's staff suspects an adult working for one of our partners of abusing a child, young person or adult at risk, they must report these concerns to the DSL at the partner organisation and the DSL at SkyWay.

If staff have a safeguarding concern or wish to make an allegation about another member of staff that does not meet the harm threshold, then it will be classed as a low-level concern. The term 'low-level' does not mean that it is insignificant. A low-level concern is any concern, no matter how small, that an adult working for SkyWay or one of its partners may have acted in a way that is inconsistent with the organisation's code of conduct, including inappropriate conduct outside of work.

Examples of such behaviour could include, but are not limited to:

- being over friendly with children or young people,
- having favourites,
- taking photographs of children or young people on their personal mobile phone,
- engaging with a child or young person on a one-to-one basis in a secluded area or behind a closed door,
- humiliating a child or young person.

It is crucial that all low-level concerns are shared responsibly with the DSL at SkyWay and the DSL at the partner organisation as appropriate. It will be a matter for the DSL and CEO to decide on any further action where low-level concerns are reported.

Please see the diagram in Appendix 6 for an easy access guide and link to guidance and the form that should be used in all cases of allegations being made in this context.

9. THE PREVENT DUTY

SkyWay understands its collective responsibility to protect children and young people from becoming radicalised. The Prevent strategy has three specific strategic objectives: to respond to the ideological challenge of terrorism and the threat we face from those who promote it; to prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support; and to work with sectors and institutions where there are risks of radicalisation that we need to address.

As part of our overall safeguarding responsibility, SkyWay will ensure that the DSL, DDSL and other full time staff are trained in Prevent and understand their duty to report concerns to the Local Authority Prevent Team or in the event of immediate, high risk concern, the police.

10. SAFEGUARDING CODE OF CONDUCT

To support staff and to help them understand their safeguarding responsibilities, SkyWay have produced a Code of Conduct which must be read and understood before commencing any activities with children and young people. All staff will be expected to follow this code of conduct.

11. ONLINE SAFETY

SkyWay uses online platforms to expand their reach and serve a greater number of individuals from a range of communities. Many of the activities led by SkyWay will result in 'podcasts' and other online recordings. The online world provides everyone with many opportunities, however, it can also present risks and challenges.

We believe that:

- Children and young people should never experience online abuse of any kind
- Children and young people should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times

We recognise that:

- We have a duty to ensure that all children and young people involved in programmes are protected from potential harm online
- We have a responsibility to help keep programme participants safe online, whether or not they are using SkyWay's network and devices
- We have a responsibility to educate children and young people about the risks associated with online activity and the importance of protecting their digital footprint

We will seek to keep programme participants safe by:

- Providing clear and specific directions to staff on how to behave online through our staff code of conduct
- Providing information and support for staff about online safety and potential risks to be aware of
- Using a secure platform for the delivery and monitoring of all online sessions
- Supporting and encouraging programme participants using our service to behave responsibly and respectfully when using the internet and social media.
- Reporting any concerns to our partners as appropriate
- Raising awareness of the possible risks of online activity, particularly social media and virtual and augmented reality technology
- Developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by a child, young person or adult at risk
- Reviewing and updating the security of our information systems regularly.
- Ensuring that usernames, logins, email accounts and passwords are used securely and effectively
- Ensuring personal information about children and young people is held securely and shared only as appropriate

- Ensuring that images of children, young people and adults at risk are used only after their written permission has been obtained, and only for the purpose for which consent has been given

If online abuse occurs, we will respond to it by:

- Having clear and robust safeguarding procedures in place
- Providing support and guidance for all staff on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, youth produced sexual imagery, sexual abuse and sexual exploitation
- Making sure our response takes the needs of the child, young person or adult at risk experiencing abuse, into account
- Reviewing the process developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term

See the SkyWay e-safety Policy and E-safety procedure for more information

12. ROLES AND RESPONSIBILITIES

Safeguarding is everyone's responsibility and all staff involved in SkyWay's activities have a role to play. SkyWay will ensure that all staff understand their safeguarding responsibilities and how and who to report a concern to.

SkyWay have appointed a **Designated Safeguarding Lead (DSL)** and a **Deputy Designated Safeguarding Lead (DDSL)** who will be responsible for managing safeguarding across the organisation.

Marlon Gayle (DSL) - 020 7729 6970 or 07947 138 773 marlon@skyway.london

Natalie Roast (DDSL) - 020 7729 6970 or 07973 364 082 natalie@skyway.london

Daniel Mussie (DDSL) - 020 7729 6970 or 07852 178 905 daniel@skyway.london

Vivien Taylor Trustee Lead - vivienctaylor@icloud.com

The DSL and DDSLs are responsible for:

- Managing the referral of cases of suspected abuse or allegations to the relevant partners or agencies
- Liaising with partners' DSLs and ensuring that they are kept informed of any concerns raised about children and young people under their care
- Maintaining secure and accurate records of any safeguarding concern, referral, complaint or allegation
- Ensuring that they keep their own training and knowledge up to date by subscribing to safeguarding bulletins, for example, NSPCC updates, and networking with other DSLs and Local Authorities
- Communication of the policy and procedure to all relevant parties including but not limited to staff, partners and participants

- Ensuring that staff receive regular safeguarding updates appropriate to their roles
- Maintaining accurate and up to date employment records of all staff including references and DBS checks where it is confirmed that the member of staff is involved in regulated activity
- Ensuring that all permanent staff receive safeguarding training at induction and then every three years
- Maintaining safeguarding training records for all staff
- The safety of all participants, including when it becomes apparent that a child, young person or adult at risk is absent or missing from a session, without explanation and/or where there are concerns about their welfare
- Providing periodic reports to the senior team about safeguarding incidents or referrals as well as policy implementation
- Acting as a source of support, advice and expertise for staff
- Escalating concerns through local authority escalation procedures if they believe a referral has not been addressed appropriately or the child remains at risk.

Partner organisations, such as schools and youth services will have DSLs in place and they should be the first point of contact where the concern involves a child, young person or adult at risk in their care.

The Safeguarding Trustee is responsible for:

- The overall management and decision-making of the SkyWay Charity
- Ensuring that SkyWay operates in line with its purpose, complies with legal requirements, and acts in the best interests of its beneficiaries
- Ensuring that SkyWay complies with safeguarding laws and standards

12. INFORMATION SHARING AND CONFIDENTIALITY (See separate policy)

SkyWay understands that sharing information is crucial in order to safeguard children and adults at risk. It also understands its responsibility to comply with data storing and sharing legislation. Every effort will be made to ensure that confidentiality is maintained for all concerned. Information will be handled and disseminated on a need to know basis only.

SkyWay holds personal information under strict legal and ethical obligations of confidentiality. SkyWay will not use or disclose information that is given to us in confidence, in a form that might identify a young person (or other identifiable individual) without their consent. The same principle applies to staff and volunteer records. There are, however, a number of important exceptions to this rule. For example, The Data Protection Act 2018, states that sharing information in order to safeguard and protect children and individuals at risk is a legitimate reason that allows practitioners to share information with safeguarding partners when it is feared that a child or an adult at risk is at risk of harm.

SkyWay will respect the privacy of young people, their parents, carers and our staff, and we will always aim to use a balanced approach when dealing with concerns.

13. SAFEGUARDING TRAINING

All SkyWay staff, peers, volunteers and trustees will be given appropriate safeguarding training in line with their professional competency and their level of responsibility in safeguarding children and young people and the frequency in which they do so.

Safeguarding Leads

Designated Safeguarding Leads (DSLs) and Deputy DSLs must complete formal safeguarding training at least every two years. This training must meet the standards of the City & Hackney Safeguarding Children Partnership and the Southwark Safeguarding Children Partnership (normally Level 3 or above).

In addition to formal training, DSLs and Deputy DSLs must maintain up-to-date knowledge and skills through ongoing continuous professional development. This should include:

- regular safeguarding bulletins and professional updates
- attendance at relevant briefings, workshops or specialist sessions
- engagement with local and national guidance updates

This combination of formal training and continuous learning ensures that DSLs and Deputy DSLs remain informed about changes in legislation, emerging risks, and best practice in safeguarding.

Staff, Volunteers and Peers

- All staff, volunteers and peers are required to complete the SkyWay safeguarding induction training within the first month of their employment
- All frontline staff and volunteers (or others deemed appropriate) will complete an external safeguarding training within 6 weeks. This will be at the level appropriate to their job requirements
- Where possible staff will attend a course to inform them of the requirements of the borough they work in. For example CHSCB - working together to Safeguard Children. If an appropriate course cannot be found within the timeframe then the minimum training will be completed: NSPCC online safeguarding training
- Additional safeguarding training will be provided as needed (i.e. safeguarding online, safer recruitment or safeguarding disabled young people depending on the requirements of the role)
- Temporary and agency staff also receive induction safeguarding training.

Trustees

- Trustees complete safeguarding training as part of their induction and then will be invited to attend a SkyWay safeguarding training course or will be required to complete another relevant course every 3 years

Ongoing Training, Support and Development

At the start of each year the DSL's plan the safeguarding training for staff, volunteers and peers for the year, this is updated as required and includes and takes into account;

- Annual internal safeguarding training (All)
- Bi-annual external training (Frontline)
- Specific safeguarding courses to improve competency for individual staff or whole team (frontline & leaders) as needed
- Team meetings and quarterly training days are also used to cascade updated Safeguarding guidance and legislation, carry out safeguarding training and review and update procedure
- SkyWay staff are regularly sent e-bulletins, safeguarding updates and information on conferences, local meetings, other training etc.
- All training is recorded and tracked in the annual SkyWay Training Plan and audited annually.

Staff are frequently reminded to discuss concerns and follow the safeguarding procedures of the organisation. Safeguarding is discussed urgently as needed in safeguarding meetings, practitioner meetings and during supervision, where staff are supported to air concerns and worries and appropriate support is provided and / or further training offered. SkyWay seeks to ensure there is continuous learning and development in its safeguarding practice.

14. Policy Dissemination

SkyWay ensures that this safeguarding policy is communicated clearly and consistently to all stakeholders so that everyone understands their responsibilities and applies the policy effectively in practice. The policy is accessible to all employees, volunteers, and relevant third parties through multiple channels, including the organisation's website, internal communication platforms, and staff handbooks.

All new staff and volunteers receive the safeguarding policy as part of their induction, alongside mandatory safeguarding training to ensure they fully understand the procedures and expectations before engaging in any activities with young people. Ongoing refresher sessions, team briefings and periodic updates are provided to reinforce key elements of the policy and reflect any changes in legislation or best practice.

A hard copy of the policy is available in communal areas for easy reference, and Designated Safeguarding Leads are accessible to answer questions, offer clarification and provide additional guidance where required.

This comprehensive approach ensures that safeguarding is embedded across the organisation and forms a core part of SkyWay's culture, decision-making and everyday practice

APPENDIX 1: PROCEDURE FOR DEALING WITH CONCERNS AND DISCLOSURES If

a child, young person or adult at risk discloses to a member of SkyWay staff that they are being abused or at risk of abuse, the following actions should be taken.

1. Remain calm and listen.
2. Do not judge.
3. Do not ask questions or interrogate, unless you need to clarify you have understood correctly what is being said.
4. Reassure the person that they have done the right thing by telling you.
5. **Do not promise to keep confidentiality.** Tell the person that you need to report this so that help can be arranged for them.
6. Make notes at the time or as soon as possible. Note main points carefully, including date, time, place, what the person said/showed you and any questions you may have asked.

7. Do not investigate the concerns or allegations yourself but report them immediately to the SkyWay DSL/DDSL in the first instance and the partner DSL/DDSL if relevant
8. Find out what the person would like to happen, but make them aware that you may have to act against their wishes (e.g. if they ask you not to disclose to anyone else)

If you are concerned about a child, young person or adult at risk because of something you have seen or heard, the following action should be taken.

1. Tell the DSL or DDSL as soon as you can.
2. Make written notes at the earliest opportunity.
3. Record facts accurately, legibly and sign/date notes as they may be required as evidence at a future date.
4. Complete SkyWay's **Incident Disclosure Form** and ensure this is sent to the DSL/DDSLs as soon as possible.
5. If the concern is of Female Genital Mutilation (FGM), then you must call the police straight away and then tell the DSL/DDSL.
6. Make sure that SkyWay's DSL/DDSL is informed as well so that they can follow up with the partner and escalate the matter if the concerns continue.
7. The DSL and/or DDSL will make a decision regarding further action. They may decide simply to record the concern and monitor the situation or signpost the person to further support. If the DSL/DDSL is concerned that the person is at risk of harm, they may refer the matter to Children's Service or Adult Services. If the person is at risk of immediate harm, then they will contact the police.

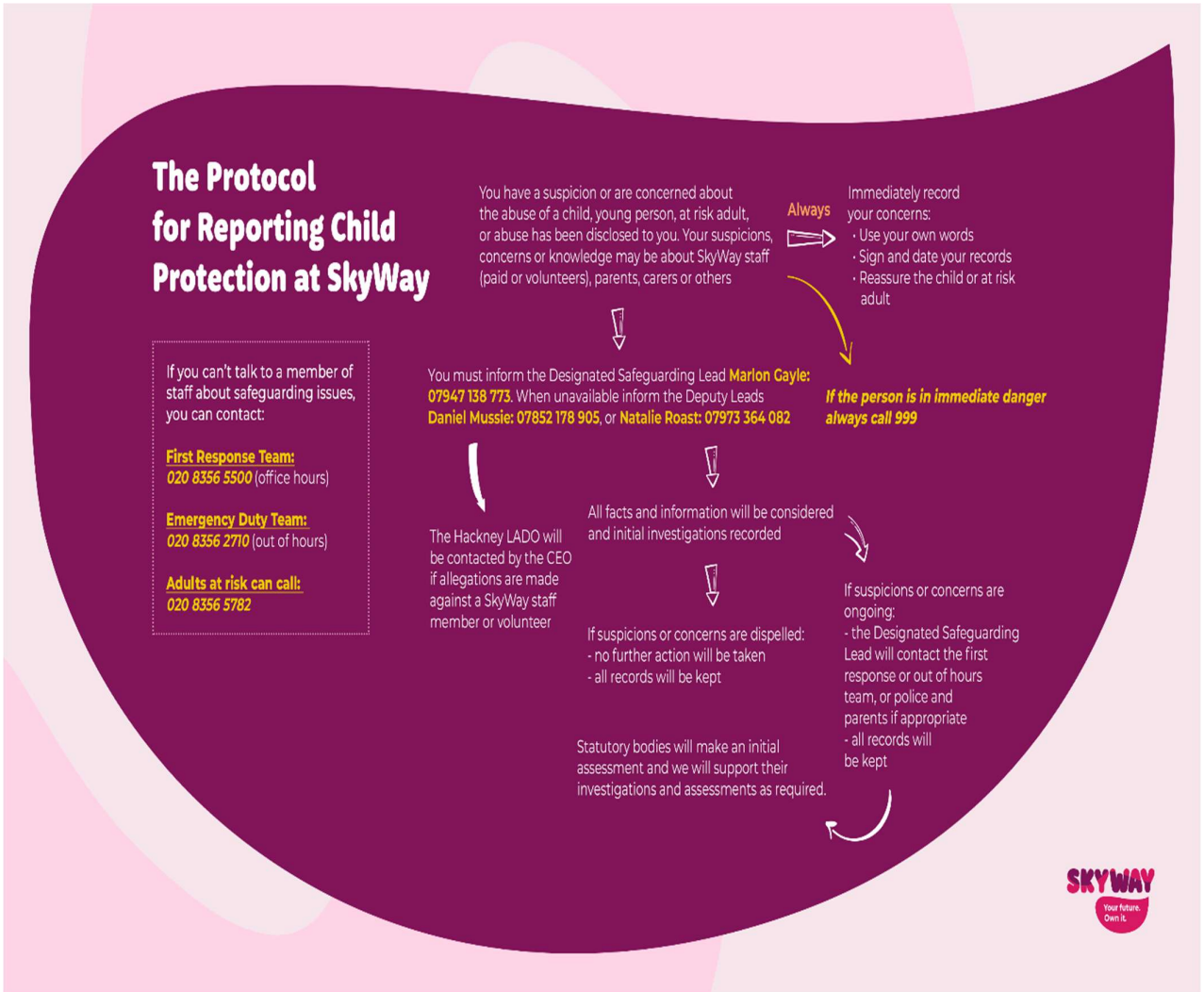
The DSL and DDSL's will work with the local authority and use the following framework as a guide to requesting early help or more targeted support as appropriate;

<https://chscp.org.uk/wp-content/uploads/2022/06/Hackney-Child-Wellbeing-Framework-refresh-v6-.pdf>

If, after making a referral, staff or the DSL believe that a concern has not been responded to appropriately, SkyWay will follow the relevant local authority escalation procedure to ensure the child or young person receives the required support and protection.

Escalation should be used whenever there is a disagreement or delay in decision-making that may place a child or young person at continued risk.

SkyWay'S PROTOCOL FOR REPORTING CHILD PROTECTION CONCERNS



APPENDIX 2: INCIDENT & DISCLOSURE FORM

Confidential

This form should be completed whenever a young person reveals abuse and when abuse is suspected or considered including to record changes in behaviours which may be an indication of safeguarding concerns.

This form should also be completed to record any incidents whilst working with young people, such as incidents of violence or aggression.

All should be recorded as close as possible to the time of the incident. Details of the incidents should be recorded in as much detail and as accurately as possible. Any disclosures of abuse being made by children and young people should be a **reflection of what was actually said. Do not interpret any of the information, just record what was said or witnessed. Remember to speak to the safeguarding lead immediately.**

Name of young person/ Adult at risk	Age:
	Ethnicity:
	SEND / Disability:
	Any other relevant characteristic (i.e

	gender identity, socio economic status)
Date and time of incident or disclosure	Date & Time form completed
Staff name and job role	Signature

Reasons for recording incident

Record the following as factually as possible:

Who?
What?
Where?
When?

How and Why may this have happened?

Note **ALL** the actions taken, including the names of anyone to whom the information was passed. (include outside agencies parents/ carers)

Names of parents or carers
Contact details of persons involved

Have parents been contacted & given consent for a referral if required? Yes / No

Names, ages, contact details of any witnesses

Are any other young people potentially at risk?

This includes other children in the home or other young people in the area if it's a contextual safeguarding concern.

Any other relevant details?



APPENDIX 3: INDICATORS OF ABUSE AND NEGLECT

Abuse is defined as a form of maltreatment of a child, young person or adult at risk. Somebody may abuse or neglect a child, young person or adult at risk by inflicting harm or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children and young people of all forms of domestic abuse. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. They may be abused by an adult or adults or another child or young person. The following indicators listed under the categories of abuse are not an exhaustive list:

PHYSICAL ABUSE: a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child, young person or adult at risk. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child, young person or adult at risk.

SIGNS: Bumps and bruises don't always mean a child is being physically abused. All children have accidents, trips and falls. And there isn't just one sign or symptom to look out for. But it's important to be aware of the signs. If a child regularly has injuries, there seems to be a pattern to the injuries or the explanation doesn't match the injuries, then this should be reported. Physical abuse symptoms include:

- bruises
- broken or fractured bones
- burns or scalds

- bite marks.

It can also include other injuries and health problems, such as:

- scarring
- the effects of poisoning, such as vomiting, drowsiness or seizures
- breathing problems from drowning, suffocation or poisoning.

Head injuries in babies and toddlers can be signs of abuse so it's important to be aware of these. Visible signs include:

- swelling
- bruising
- fractures
- being extremely sleepy or unconscious
- breathing problems
- seizures
- vomiting
- unusual behaviour, such as being irritable or not feeding properly.

EMOTIONAL ABUSE: The persistent emotional maltreatment of a child, young person or adult at risk, such as to cause severe and adverse effects on their emotional development. It may involve conveying to them that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving them opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. Some level of emotional abuse is involved in all types of maltreatment although it may occur alone.

SIGNS: There might not be any obvious physical signs of emotional abuse or neglect. And a child might not tell anyone what's happening until they reach a 'crisis point'. That's why it's important to look out for signs in how a child is acting. As children grow up, their emotions change. This means it can be difficult to tell if they're being emotionally abused. But children who are being emotionally abused might:

- seem unconfident or lack self-assurance
- struggle to control their emotions
- have difficulty making or maintaining relationships
- act in a way that's inappropriate for their age.

The signs of emotional abuse can also be different for children at different ages.

SEXUAL ABUSE: involves forcing or enticing a child, young person or adult at risk, to take part in sexual activities, not necessarily involving violence, whether or not they are aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children or young people in looking at, or in the production of, sexual images, watching sexual activities, encouraging children or young people to behave in sexually inappropriate ways, or grooming a child or young person in preparation for abuse (including via the internet).

SIGNS: A child who is being sexually abused may avoid being alone with or frightened of people or a person they know. They may use language or display sexual behaviour you wouldn't expect them to know.

They may have nightmares or wet the bed. Older children may;

- Misuse drugs or alcohol

- Self-harm.
- Change their eating habits or develop an eating problem.
- Struggle with their moods, feel irritable and angry, or anything out of the ordinary.
- Change their normal behaviour, for example suddenly stop attending education or avoid wanting to go home/running away.

Physical signs may include;

- Bruises.
- Bleeding, discharge, pains or soreness in their genital or anal area.
- Sexually transmitted infections, including in the throat.
- Pain/soreness in throat
- Pregnancy.
- Difficulty in walking/sitting that are not usual for the child.

NEGLECT: the persistent failure to meet a child, young person or adult at risk's basic physical and/or psychological needs, which is likely to result in the serious impairment of their health or development. Neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child, young person or adult at risk from physical and emotional harm or danger; ensure adequate supervision or ensure access to appropriate medical care or treatment.

SIGNS: A child or adult at risk who is being neglected may;

- be smelly or dirty
- be hungry or not given money for food
- have unwashed clothes
- have the wrong clothing, such as no warm clothes in winter
- have frequent and untreated nappy rash in infants.

APPENDIX 4: SPECIFIC SAFEGUARDING RISKS AND CONTEXTS

CONTEXTUAL SAFEGUARDING

All staff should have an awareness of more specific safeguarding issues that can put children and young people at risk of harm. Contextual safeguarding is a way to identify and respond to the risks children and young people face outside of their family home. Behaviours linked to issues such as drug taking and/or alcohol abuse, serious violence (including that linked to county lines) and consensual and non-consensual sharing of nudes and semi-nudes images and/or videos can be signs that they are at risk. Contextual safeguarding risks that all staff should be aware of include:

Child-on-child abuse

All staff should be aware that children can abuse other children (often referred to as child-on-child abuse). And that it can happen both inside and outside of school and online. It is important that all staff recognise the indicators and signs of child-on-child abuse and know how to identify it and respond to reports. It is essential that all staff understand the importance of challenging inappropriate behaviours between children and young people, many of which are listed below, that are abusive in nature. Downplaying certain behaviours, for example dismissing sexual harassment as “just banter”, “just having a laugh”, “part of growing up” or “boys being boys” can lead to a culture of unacceptable behaviours, an unsafe environment and in worst case scenarios a culture that normalises abuse. Child-on-child abuse is most likely to include, but may not be limited to: bullying (including cyberbullying, prejudice-based and discriminatory bullying) abuse in intimate personal relationships between children (sometimes known as ‘teenage relationship abuse’) physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm (this may include an online element which facilitates, threatens and/or encourages physical abuse) sexual violence, such as rape, assault by penetration and sexual assault (this may include an online element which facilitates, threatens and/or encourages sexual violence) sexual harassment, such as sexual comments, remarks, jokes and online sexual harassment, which may be stand-alone or part of a broader pattern of abuse. Consensual and non-consensual sharing of nudes and semi nudes images and or videos (also known as sexting or youth produced sexual imagery) upskirting, which typically involves taking a picture under a person’s clothing without their permission, with the intention of viewing their

genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress or alarm; and initiation/hazing type violence and rituals (this could include activities involving harassment, abuse or humiliation used as a way of initiating a person into a group and may also include an online element)

Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE)

Both CSE and CCE are forms of abuse and both occur where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person into taking part in sexual or criminal activity, in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. CSE and CCE can affect both male and female children and young people and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation. Child Criminal Exploitation (CCE) Some specific forms of CCE can include children being forced or manipulated into transporting drugs or money through county lines, working in cannabis factories, shoplifting or pickpocketing. They can also be forced or manipulated into committing vehicle crime or threatening/committing serious violence to others. Children and young people can become trapped by this type of exploitation as perpetrators can threaten victims (and their families) with violence, or entrap and coerce them into debt. They may be coerced into carrying weapons such as knives or begin to carry a knife for a sense of protection from harm from others. As children and young people involved in criminal exploitation often commit crimes themselves, their vulnerability as victims is not always recognised by adults and professionals and they are not treated as victims despite the harm they have experienced. They may still have been criminally exploited even if the activity appears to be something they have agreed or consented to. It is important to note that the experience of girls who are criminally exploited can be very different to that of boys. The indicators may not be the same, however staff should be aware that girls are at risk of criminal exploitation too. Child Sexual Exploitation (CSE) CSE is a form of child sexual abuse. Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or nonpenetrative acts such as masturbation, kissing, rubbing, and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children and young people to look at sexual images or watch sexual activities, encouraging them to behave in sexually inappropriate ways or grooming them in preparation for abuse including via the internet. CSE can occur over time or be a one-off occurrence, and may happen without the child or young person's immediate knowledge e.g. through others sharing videos or images of them on social media. CSE can affect any child or young person who has been coerced into engaging in sexual activities. This includes 16 and 17 year olds who can legally consent to have sex. Some may not realise they are being exploited e.g. if they believe they are in a genuine romantic relationship.

Domestic Abuse

Domestic abuse can encompass a wide range of behaviours and may be a single incident or pattern of incidents. That abuse can be, but is not limited to, psychological, physical, sexual, financial or emotional. Children can be victims of domestic abuse. They may see, hear, or experience the effects of abuse at home and/or suffer domestic abuse in their own intimate relationships (teenage relationship abuse). All of which can have a detrimental and long term

impact on their health, well-being, development, and ability to learn. The **Domestic Abuse Act 2021** legally recognised children as *victims of domestic abuse in their own right*.

Female Genital Mutilation (FGM)

Whilst all staff should speak to the DSL (or deputy) with regard to any concerns about FGM, there is a specific legal duty on teachers to report it to the police. If a teacher, in the course of their work in the profession, discovers that an act of FGM appears to have been carried out on a girl under the age of 18, the teacher must report this to the police.

Mental Health

All staff should be aware that mental health problems can, in some cases, be an indicator that a child, young person or adult at risk has suffered or is at risk of suffering abuse, neglect or exploitation. Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem. Staff, however, are well placed to observe children and young people and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one. Where staff have concerns, they should report them to the DSL or deputy.

Serious Violence & Gangs

All staff should be aware of the indicators which may signal that a child, young person or adult at risk may be involved with serious, violent crime. These may include absence from arranged sessions, a change in friendships, relationships with older individuals or groups, disengagement or a significant decline in performance, signs of self-harm or a significant change in wellbeing, or signs of assault or unexplained injuries. Unexplained gifts or new possessions could also indicate that a child, young person or adult at risk may have been approached by, or are involved with, individuals associated with criminal networks or gangs and may be at risk of criminal exploitation.

Extremism and Radicalisation

Extremism is defined as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs; and/or calls for the death of members of our armed forces, whether in this country or overseas.” Radicalisation is defined as “the way in which a person comes to support terrorism and encourages other people to believe in views that support terrorism” We know that children and young people are often targeted, usually online by those wishing to recruit them to their ideology. Any change in behaviour, change of religion, change in appearance, change of friendship groups combined with increased online activity might indicate that a child, young person or adult at risk has been targeted and may be at risk. All concerns must be reported to the DSL or deputy.

Hate Crime

Hate crimes are acts of violence or hostility directed at people because of who they are. This could be because of their race, disability, religion, sexuality or gender identity. It could be verbal and physical abuse, bullying, threatening behaviour or harassing somebody, online bullying, or damaging somebody's property.

SkyWay's Duty of Care Statement

1. Statement of duty of care

SkyWay Charity is committed to ensuring the safety, welfare, and wellbeing of all young people in our care. We recognise our duty of care to protect and safeguard young people from harm while they participate in our activities. This policy outlines our approach to informed consent, media use, and the protection of young people within our organisation.

2. Membership and Consent Forms

- All young people participating in SkyWay Charity activities must complete a **membership form** that includes emergency contact details and relevant medical information which is then signed by a parent / carer if the young person is under 18. SkyWay may then contact the parent / carer for additional information as necessary.
- Parents/carers must provide **written consent** for young people under 18 to take part in activities, trips, and residential.
- Parents / carers must provide written consent before any images or personal details of young people under 18 are used for publicity, media, or promotional purposes.

3. Parental/Carer Consent for Activities and Residential

- A clear **policy and procedure** is in place to obtain informed parental/carers consent for:
 - Day trips, off-site activities, and residential.
 - Any activities requiring additional risk assessment.
- Parents/carers will be provided with full details of the activity, including supervision arrangements, risk management, and emergency contacts before giving consent.

4. Media, Publicity, and Image Use

- **Written parental/carers consent** must be obtained before any images or personal details of young people under 18 are used for publicity, media, or promotional purposes.
- Young people aged 18+ must provide their own written consent for media use.
- No media coverage or photos can be taken without prior written permission.
- The organisation follows procedures to ensure media coverage and publicity are handled safely and appropriately in accordance with this policy and our Photography and Video policy

5. Safe Staff Ratios & Lone Working

SkyWay Charity aims to ensure the safety of all staff, volunteers, and young people by maintaining appropriate staffing levels and adhering to strict lone working protocols.

Minimum Staff Ratios

SkyWay aims to have a minimum of two adults present at all times when working with young people.

The recommended staff-to-child ratios are:

1:8 for children under 8 years old

1:10 for young people aged 8 and older

Risk Assessment Requirements

The ratios outlined above serve as minimum standards and may be adjusted following a risk assessment. A risk assessment must be completed for every activity and must explicitly consider:

1. Characteristics and needs of the young people involved

- Age
- SEND or additional needs
- Vulnerabilities or safeguarding concerns
- Any requirement for additional supervision
- Total number of participants

2. Environment and physical space

- Layout, visibility and blind spots
- Security features and access points
- Availability and positioning of CCTV (where used)

3. Staffing and supervision

- Staffing levels and experience
- Whether any part of the activity involves lone working
- Proximity and accessibility of additional staff to support lone-working sessions
- Gender balance of staff where relevant to the activity or group

4. Nature of the activity

- Level of physical, emotional or environmental risk
- Whether the activity requires specialist supervision or ratios above the minimum standard

Lone Working Guidance

While SkyWay encourages two staff members wherever possible, lone working may be necessary in some contexts—such as one-to-one mentoring, counselling sessions, or condom distribution.

- Lone working is only permitted when:
 - A detailed risk assessment has been completed and signed off by a manager
 - The plan meets all criteria set out in SkyWay's Lone Working Policy

Sports Sessions – Specific Considerations

In certain sports sessions, one coach may be leading the activity.

In these cases:

- The risk assessment must clearly evaluate the appropriateness of a single coach
- Consideration will be given to the presence of staff in adjacent buildings, who could be called upon in case of an emergency
- The availability of CCTV or live monitoring may also be used as an additional safeguard, allowing another staff member to supervise remotely (from within the building)
- Emergency procedures must be clear, accessible, and communicated in advance

SkyWay remains committed to creating a safe and supportive environment for all programme participants while remaining flexible and responsive to staffing realities and space availability.

7. Equality, Diversity & Inclusion

As a community-based organisation, SkyWay Charity is committed to equity, diversity and inclusion. We value people's differences and believe that the diverse backgrounds and experiences of our staff, young people, and the communities we work with make our work stronger and more meaningful.

We aim to model this in everything we do, including;

- Making sure everyone feels safe, welcome and respected
- Speaking up against all forms of discrimination and unfair treatment
- Planning our activities and services so that people who face disadvantages feel included and supported – this includes women, disabled people, people from Black and global majority communities, and those on low incomes
- [Providing Easy Read / Child-friendly versions of Safeguarding information for accessibility](#)
- Removing any barriers that stop people from taking part

8. Complaints

At SkyWay, we aim to provide a high-quality, discrimination-free service to everyone we work with, including young people and other stakeholders. However, we recognise that sometimes we may not get things right. If this happens, we encourage you to speak to us in person first so we can try to resolve the issue quickly and informally. If the matter cannot be resolved this way, we have a formal complaints process that we ask you to follow. Please ask a staff member for the following:

- Our Complaints Policy & Procedure
- Our Child Friendly Complaints procedure
- Our complaint form

A member of staff would be happy to fill our complaint form out for you if required.

Appendix 6: Responding to Allegations Against Individuals in Positions of Trust

Managing Concerns and Allegations Against Adults in a position of trust



For more detailed information refer to the [Guidance for Reporting and Addressing Concerns, Allegations, or Complaints Against Individuals in a Position of Trust](#), this guidance also contains the Allegation reporting form

Appendix 7: KEY CONTACTS

In SkyWay Charity

SkyWay have appointed a Designated Safeguarding Lead (DSL) and a Deputy Designated Safeguarding Lead (DDSL) who will be responsible for managing safeguarding across the organisation.

Marlon Gayle (DSL) - 020 7729 6970 or 07947 138 773 marlon@skyway.london

Natalie Roast (DDSL) - 020 7729 6970 or 07973 364 082 natalie@skyway.london

Daniel Mussie (DDSL) - 020 7729 6970 or 07852 178 905 daniel@skyway.london

Vivien Taylor Trustee Lead - vivientaylor@icloud.com

Currently SkyWay operates across 2 Local Authorities: Hackney and Southwark. The following are the relevant contact details if you have safeguarding concerns:

1. Hackney

Children and Young people (Up to the age of 18)

Hackney MASH 020 8356 5500

Email: MASH@hackney.gov.uk

Out of hours: Emergency Duty Team 020 8356 2710

Email: emergency.duty@hackney.gov.uk

If you're unsure about what support a child and family needs, or whether you should make a referral to MASH, please call MASH and ask for a consultation with a member of the team.

For more information about MASH, a MASH referral form or The Child wellbeing framework - [If you're worried about a child or young person | Hackney Council](#)

Designated Officer (LADO) 020 8356 4569

Contact the LADO using this form: [LADO Contact form](#)

City and Hackney Safeguarding Children Partnership (CHSCP) 020 8356 4183

Email for CHSCP is chscp@hackney.gov.uk

For concerns relating to Domestic Violence and Abuse, please contact Hackney's Domestic Abuse Intervention Service - also by PHONE:

You can call DAIS on 020 8356 4458, 020 8356 4459 or 0800 056 0905 (free from a landline)

Email is dais@hackney.gov.uk

2. Southwark

Multi-Agency Safeguarding Hub (MASH)

MASH 020 7525 1921

Out of hours 020 7525 5000

Email: mash@southwark.gov.uk

For more information on the services that MASH provides please see here:

<https://www.southwark.gov.uk/childcare-and-parenting/children-s-social-care/child-protection/multi-agency-safeguarding-hub-mash>

Designated Officer (LADO)

QAU duty number
QAU service manager (LADO)

020 7525 3297
020 7525 0689

USEFUL DOCUMENTS

Hackney Child Wellbeing Framework [Hackney Child Wellbeing Framework - June 2021](#)

Safe - Recruitment CHSCB Minimum Expectations [SAFE RECRUITMENT – CHSCB MINIMUM EXPECTATIONS](#)

London Child Protection Procedures [London Child Protection Procedures](#)