

For urgent safeguarding enquiries, staff, volunteers and carers should contact their line manager.

For more general information on **safeguarding** and how you can ensure it happens, call Shaun Kelly, Head of Safeguarding, on **020 7704 7082** or Cathryn Henchion, Safeguarding Co-ordinator, on **020 7704 7059**.



Safeguarding



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as long as it takes

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Action for Children is committed to safeguarding children, young people, their families, and our staff, volunteers and carers. Everything we do promotes the safety and wellbeing of the children and young people we work with, as well as that of children and young people in general.

We believe that for safeguarding and good practice to happen, we need staff, volunteers and carers who are carefully selected, feel valued and encouraged, and are appropriately trained, managed and supported in their work.

To create a safeguarding environment and culture, everyone at Action for Children must:

- ▶ read the safeguarding guidelines and understand what it means for them
- ▶ hear and respond to the concerns of children, young people and their families
- ▶ act in a way that promotes safeguarding everywhere
- ▶ question and, where necessary, challenge accepted relationships and behaviour
- ▶ think about how our routines and habits affect the children and young people who use our services
- ▶ explore new ideas that promote the safety and wellbeing of children and young people, and challenge our current practices
- ▶ work to create an environment where they can share mistakes, make suggestions and celebrate success

- ▶ make sure that children, young people and their families know what services we offer and how to raise any concerns
- ▶ recognise that there are factors that affect people's ability to participate
- ▶ work to create a culture where everyone is able to challenge and participate
- ▶ actively encourage the use of the complaints procedure

If we all do this, we will:

- ▶ have an environment of openness, trust and goodwill
- ▶ feel confident and able to express our views, feelings and concerns
- ▶ know that what we say will be treated with respect, and will receive an appropriate response



Working together to ensure safeguarding

Recruitment, selection, staff, volunteer and carer management systems

Safeguarding development and training

Action for Children policies, standards and procedures

Safeguarding children, young people and vulnerable adults

Quality assurance and inspection systems

Whistleblowing

Health and safety systems

Complaints procedure; advocacy for children

Working in ways that respect users' rights