



FUTURE LIVING

Safeguarding Children and Young People Policy and Procedures

Date policy came into force: November 2025

Next review date: November 2026

1. Purpose of this Policy

This policy outlines how Future Living Hertford protects children and young people under the age of 18 from abuse, neglect, and exploitation. It ensures that the charity meets its legal and moral responsibilities to safeguard children and to promote their welfare in all our services, activities, and interactions.

This policy should be read alongside the Safeguarding Adults at Risk Policy (for individuals aged 18 and over) and other relevant organisational policies.

2. Our Commitment and Beliefs

Future Living Hertford believes that:

- Every child and young person has the right to grow up in a safe, caring, and supportive environment, free from abuse and neglect.
- Safeguarding is everyone's responsibility — trustees, staff, volunteers, and partners.
- The welfare of the child is **paramount** (Children Act 1989, s.1).
Children's voices must be heard, respected, and central to all safeguarding work.
- We will work in partnership with parents, carers, and other agencies to promote children's safety and wellbeing.
- Our approach will always be person-centred, trauma-informed, and guided by respect and dignity.

3. Who This Policy Applies To

This policy applies to:

- All staff, volunteers, trustees, students, and contractors of Future Living Hertford ("Staff")
- Any partner organisations representing or working with the charity.

Future Living has a duty to safeguard and promote the welfare of children and young people who come into contact with the charity through its services, whether working with the child

themselves or an adult client connected to the child. We will share our safeguarding policies with the responsible adults of our young service users and inform them of who and how they can share any concerns, anxieties or complaints with.

All individuals are expected to read, understand, and follow this policy. Failure to do so may result in disciplinary action or termination of involvement.

4. Key Legislation and Guidance

This policy is informed by the following UK legislation and statutory guidance:

- **Children Act 1989** and **Children Act 2004**
- **Working Together to Safeguard Children (2023)**
- **Keeping Children Safe in Education (2024)** (where relevant to training and supervision)
- **Domestic Abuse Act 2021**
- **Children and Social Work Act 2017**
- **Human Rights Act 1998**
- **Data Protection Act 2018** and **UK GDPR**
- **Equality Act 2010**
- **Serious Crime Act 2015** (Female Genital Mutilation - mandatory reporting duty)
- **Counter-Terrorism and Security Act 2015** (Prevent Duty)
- **Hertfordshire Safeguarding Children Partnership (HSCP) Procedures**

5. Definitions

A child is any person under the age of 18.

Safeguarding children means:

- Protecting children from maltreatment;
 - Preventing impairment of children's health or development;
 - Ensuring that children grow up in circumstances consistent with the provision of safe and effective care;
- Taking action to enable all children to have the best outcomes.

Child abuse can take many forms, including:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Domestic abuse (including coercive control within the home)
- Child sexual or criminal exploitation (CSE/CCE)
- Online abuse
- Female genital mutilation (FGM)
- Forced marriage and so-called 'honour-based' abuse

- Radicalisation and extremist influences

Please use Future Living's Safeguarding Guidance for more detailed information.

6. Roles and Responsibilities

Role	Responsibilities
Board of Trustees	Ensure effective safeguarding systems are in place, approve policy, and review annually.
Designated Safeguarding Lead (DSL)	Lead responsibility for safeguarding and child protection across the organisation. Receives and manages reports, maintains records, and liaises with statutory agencies.
Deputy DSL	Acts in the DSL's absence and supports case management.
All staff and volunteers	Responsible for recognising and reporting concerns about children's welfare immediately, following this policy. Must complete safeguarding training.

7. Designated Safeguarding Leads (DSLs)

Name	Role	Contact Details
Emma Fleming	Designated Safeguarding Lead	Tel: 07939 066179 / Email: emmah@futurelivinghertford.co.uk
Miriam Bassidi-Ahmed	Deputy DSL	Tel: 01992 537344 / Email: caseworker@futurelivinghertford.org.uk
Amanda Thurston	Safeguarding lead - trustees	Email: a.thurston@herts.ac.uk

External safeguarding contacts:

- **Hertfordshire Children's Services (Safeguarding and Child Protection):** 0300 123 4043 (24 hours)
- **Police:** 999 (emergency) or 101 (non-emergency)
- **NSPCC Helpline (for advice):** 0808 800 5000

8. Safeguarding Procedures: Step-by-Step

Step 1: Recognise

Staff or volunteers may become aware of abuse or neglect through:

- Direct disclosure by a child
- Observation of injuries or behaviour
Reports or concerns from others
- Online activity or communications
- See Safeguarding Future Living's Safeguarding guidance for more information on recognising signs of abuse.

Always take any disclosure or sign seriously.

Step 2: Respond

If a child discloses abuse:

- Ensure the individual is safe.
- Listen calmly and attentively.
- Reassure the child they have done the right thing in telling you.
- Do not promise confidentiality.
- Avoid leading questions or making assumptions.
- Explain that you must share this with the **DSL** to keep them safe.
- If necessary, conduct a risk assessment.

Staff are not responsible for deciding if abuse or neglect has occurred - that is for professional agencies

Step 3: Record

- Complete a **Child Safeguarding Concern Form** as soon as possible.
- Write a factual account of what happened as soon as possible using the organisation's Safeguarding Concern Form. Include: date, time, people involved, what was said, your observations, other agencies involved and actions taken.
- Sign and date the record.
- Store securely and share only with the DSL.

- Take all necessary precautions to preserve forensic evidence.

Step 4: Report

- Pass all concerns **immediately** to the **DSL** or **Deputy DSL**.
- If the child is in **immediate danger**, contact **Hertfordshire Children's Services** or the **police** directly.
- The DSL will decide whether to refer to **Children's Services** within **24 hours**.

Step 5: DSL Action

The DSL will:

1. Review and assess the concern.
2. Consult with Children's Services for advice if unsure.
3. Refer to the **Hertfordshire Safeguarding Children Partnership (HSCP)** where appropriate.
4. Record all actions, decisions, and outcomes.
5. Support staff and the child throughout the process.

Step 6: Follow-Up and Support

- Continue to support the child in a safe and appropriate manner.
- Work collaboratively with other agencies.
- Ensure emotional wellbeing support for both the child and involved staff.

9. Confidentiality and Information Sharing

Information will be shared:

- Only on a **need-to-know** basis;
- In line with **UK GDPR** and **Working Together (2023)** guidance;
- Without consent if a child is at risk of significant harm or where a crime has been committed.

Records are kept securely and access is restricted to the DSL and authorised individuals only.

10. Training and Supervision

- All staff, trustees, and volunteers who work with individuals under the age of 18 years of age must complete **child safeguarding induction training** within one month of starting.
- Refresher training must take place **annually**.
The DSL and Deputy DSL will receive **advanced multi-agency training** every two years.
- Safeguarding policies and guidance will be shared with all staff as part of their induction and arrangements made to ensure the information is accessible to all.
- Regular safeguarding supervision will be provided for staff working directly with children and families.

11. Safer Recruitment

Future Living Hertford is committed to **safer recruitment** practices, including:

- Enhanced **DBS checks** for all staff and volunteers working with children, reviewed annually.
- At least one trained safer recruitment panel member for all recruitment.
- Verified references, identity, and qualifications.
- Clear job descriptions detailing safeguarding responsibilities.

12. Whistleblowing and Allegations Against Staff

Staff and volunteers are encouraged to raise any safeguarding or conduct concerns about colleagues or the organisation's practices.

If there is a concern that a member of staff, volunteer, or trustee has:

- Behaved in a way that has harmed or may harm a child;
- Possibly committed a criminal offence against or related to a child; or
- Behaved in a way that indicates they may pose a risk to children

The DSL must report it **immediately** to the **Local Authority Designated Officer (LADO)** via Hertfordshire County Council.

The LADO can be contacted through **0300 123 4043**.

Whistleblowers are protected under the **Public Interest Disclosure Act 1998**.

13. Prevent Duty

Under the **Counter-Terrorism and Security Act 2015**, the organisation has a duty to safeguard children from being drawn into terrorism or extremist ideology. Concerns should be reported to the DSL, who will seek advice from **Children's Services** or **the police Prevent team** as appropriate.

14. Monitoring and Review

This policy will be:

- Reviewed **annually** by the Board of Trustees;
- Updated in response to new legislation, guidance, or a safeguarding incident;
- Circulated to all staff and volunteers and available publicly on request.

15. Linked Policies and Documents

- Adult Safeguarding Policy
- Confidentiality and Data Protection Policy
- Whistleblowing Policy

- Code of Conduct
- Safer Recruitment Policy
- Online Safety and Social Media Policy

Approved by:

Name: Suzy Harvey

Role: Chair, Future Living Hertford

Date: 21/11/2025