Safeguarding Children Policy

Endorsement Date	10/09/2026
Next Review Date	10/09/2027
Policy Owner	Trustees of Brighter Together
Responsibility for Policy Implementation	Polly van Marken
Audience	All employees, Session Facilitators, volunteers, trustees, service users, consultants & advisors
Relevant Legislation & Statutory Guidance	The Children Act 1989 The Children Act 2004 Children and Families Act 2014 London Child Protection Procedures (revised guidance 2018) Working Together to Safeguard Children, 2023 Keeping Children Safe in Education, 2026

Purpose

Brighter Together links care homes with local nursery/pre-schools to participate in joint, regular, structured activities aimed at improving the wellbeing of the residents whilst supporting the development of the children.

The sessions are led by Brighter Together Session Facilitators and are supported by the necessary ratio of nursery staff to children, and care home staff to residents. Where there is an Activity Coordinator at the care home, they should be present at every session where possible.

The purpose of this policy is to protect children; firstly, from any harm; and secondly from any harm that may be caused specifically from participating in the programmes run by Brighter Together. This includes harm arising from:

- The conduct of staff or personnel associated with Brighter Together
- The design and implementation of Brighter Together's programmes and activities

The policy lays out the commitments made by Brighter Together and informs staff and associated personnel of their responsibilities in relation to safeguarding.

If you have a concern about an adult, please refer to the Safeguarding Adults Policy.

Definitions

Child Anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.

Abuse A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children. (Please refer to Glossary in the Appendix for further details).

Safeguarding Defined for the purposes of this guidance as the action taken to promote the welfare of children and protect them from harm. It means:
A). protecting children from maltreatment
B). preventing impairment of children's health or development
C). ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
D). taking action to enable all children to have the best outcomes[1].

A more detailed glossary can be found in the Appendix.

Scope

- All employees of Brighter Together
- Associated personnel whilst engaged with work or visits related to Brighter Together, including but not limited to the following: Session Facilitators; staff from partner organisations (care homes and

[1] Working Together to Safeguard Children (HM Government), July 2018

nursery schools); consultants; volunteers; contractors; programme visitors including journalists, celebrities and politicians.

This policy will address child safeguarding. Safeguarding vulnerable adults has a separate policy and procedures associated with them. As Brighter Together runs joint sessions between vulnerable adults and children, all risks are documented in the organisation Risk Log where appropriate mitigating steps are taken.

Policy Statement

Abuse is unacceptable in all circumstances. We understand that if there is a concern about the risk of significant harm to the child then our overriding duty is to protect the child.

Brighter Together believes everyone has a responsibility to promote the welfare of all children, to keep them safe and to practise in a way that protects them. We believe that everyone we meet, regardless of regardless of sex, sexual orientation, gender identity, gender, marital or civil partnership status, race, colour, nationality, ethnic or national origin, religion, age, disability, has the right to be protected from all forms of harm, abuse, neglect and exploitation. Brighter Together will not tolerate abuse and exploitation by staff or associated personnel.

In addition to our legal obligations, we believe the best defence against abuse, neglect and exploitation is the strength of values incorporated in Brighter Together's culture, and the practical application of the mechanisms and procedures described in this document to protect children.

Safety is embedded within good sound practice and the growing ability of users to protect themselves, make their views known and be listened to. All users should feel safe, secure and able to raise any possible concerns at all times. We undertake to ensure:

- Children feel listened to, valued and respected. We recognize the importance of providing the space for young people to voice their experiences of contact with staff and volunteers and understand that this is crucial in building and maintaining a safe and responsive environment
- All allegations and suspicions of abuse, neglect or exploitation will be taken seriously and responded to swiftly and appropriately

All staff, contractors and volunteers have a crucial role in helping to identify welfare concerns and indicators of possible abuse, neglect or exploitation at an early stage. Brighter Together is committed to referring these concerns via the Nominated Safeguarding Person (NSP) to the specialist safeguarding team in the relevant borough (contact details in Appendix 3)

******ALWAYS PHONE 999 IF THE CHILD IS IN IMMEDIATE DANGER ******

How we will keep children safe

It is the duty of Brighter Together to prevent abuse, harm, neglect and exploitation, and to take effective action when abuse is suspected or disclosed. All allegations and suspicions of abuse, neglect or exploitation will be taken seriously and responded to swiftly and appropriately. Brighter Together commits to addressing safeguarding throughout its work, through the 5 R's of:

1. Recognise abuse, neglect and exploitation
2. Report to the NSP

3. Respond to the child
4. Record
5. Refer to the Local Authority (LA)

We will seek to keep children safe by:

- Valuing, listening to and respecting them
- Appointing a Nominated Safeguarding Person (NSP)
- Adopting child protection and safeguarding best practice procedures as detailed in the London Child Protection Procedures
- Ensuring staff, contractors and volunteers receive induction and any relevant CPD training to ensure that they can fulfil their safeguarding duties
- Providing a code of conduct and behaviour for staff, contractors and volunteers
- Providing effective management for staff, contractors and volunteers through supervision, support, training and quality assurance measures so that all staff, contractors and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- Risk assessing each role and determining if checks are required. Recruiting and selecting staff, contractors and volunteers safely, ensuring all necessary checks are made
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance following advice from the Information Commissioner's Office: ico.org.uk/for-organisations
- Making sure that children, young people and their families know where to go for help if they have a concern
- Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- Using our procedures to manage any allegations against staff, contractors and volunteers appropriately (Appendix 1)
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we do due diligence to ensure the spaces we work in provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance and working with our partner nurseries, schools, care homes and day centres in consideration of their advice and risk assessments. It is important to note that the safety, care, physical health, welfare and wellbeing of the children remains the responsibility of the nursery, as detailed in our Project Agreement.
- Building a safeguarding culture where staff, contractors volunteers, older adults, children, young people, and their families, treat each other with respect and are comfortable about sharing concerns.

We want to make sure that users of our services and their parents/ carers have confidence in our staff and know what to do, and who to contact should they have concerns. Brighter Together will ensure:

- Staff, contractors and volunteers are carefully selected and trained in issues of protection
- All staff, contractors and volunteers are aware of the policy and procedures for the protection of children, young people and vulnerable adults
- Information is available to users, parents/guardians and any other interested parties regarding the safety of children, young people and vulnerable adults involved in our activities and how to report concerns.
- Permission is sought from parents/guardians for child's attendance and involvement in Brighter Together's activities, and related photography/recording
- A risk assessment is completed for all venues used by Brighter Together and available to those delivering the sessions so that they incorporate it in their health and safety responsibility for their users
- There is a NSP, and a nominated trustee to represent the issue at board level
- All staff, contractors and volunteers receive basic child protection and safeguarding training every three years. This includes trustees.
- All staff, contractors and volunteers have read and understood the child protection policy and procedures and are familiar with their responsibility within it
- The Safeguarding Children policy is reviewed on an annual basis by the NSP and recommendations and amendments approved by the board.

All staff, Session Facilitators and volunteers will:

- work in an open environment, where possible avoiding private and unobserved situations
- treat all users fairly with dignity and respect
- not share personal information and personal e-mail addresses/social media profiles/personal mobile
- Not take photographs of children on their mobile phone or personal camera
- Complete an incident form to keep a written record of any injury or incident (including verbal attacks) along with any steps taken
- fully comply with Brighter Together's safeguarding policy and procedures, including the reporting of any injury or incident to the NSP
- attend appropriate training and be alert and vigilant to indicators of abuse, neglect and exploitation
- report all concerns or possible indicators of abuse, neglect or exploitation to the NSP.

Responding to allegations, disclosures and concerns:

The role of the Nominated Safeguarding Person (NSP):

The NSP takes the lead responsibility for child protection including support for other staff, contractors and

volunteers, and information sharing with other agencies, developing policies and staff training.

The NSP will:

- Act as a source of support, advice and expertise on matters of user safety and safeguarding during all activities
- Refer suspected abuse/neglect/exploitation of children and young people to specialist safeguarding team in the relevant Borough. Urgent concerns must be reported immediately even if the NSP is not available
- Liaise with the board of trustees to inform them of any issues and ongoing investigations and ensure there is always cover for the role of NSP
- Report allegations made against members of staff, contractors and volunteers to the Local Area Designated Officer (LADO). This is known as the duty to refer
- Have a working knowledge of the internal process for a disclosure, and the referral process to the specialist safeguarding team in the relevant borough. It is not the role of the NSP to investigate any concern or issue raised with them. It is their role to record the information as they have been told and refer to the safeguarding team or hub in the relevant borough.
- Develop and update child protection and other safeguarding policies ensuring staff are made aware of their responsibilities, and families are familiar with how to raise a concern
- Ensure that confidential records are kept of any concerns about a child or young person and of any conversation or referrals to statutory agencies
- Provide support and advice to all members of staff, contractors and volunteers within the setting regarding safeguarding concerns
- Ensure all staff, contractors and volunteers have appropriate child protection and safeguarding training, and maintain training records

Note: Should a concern ever arise involving the NSP, the member of staff reporting the concern should follow the same procedures but report to the Trustee with responsibility for safeguarding.

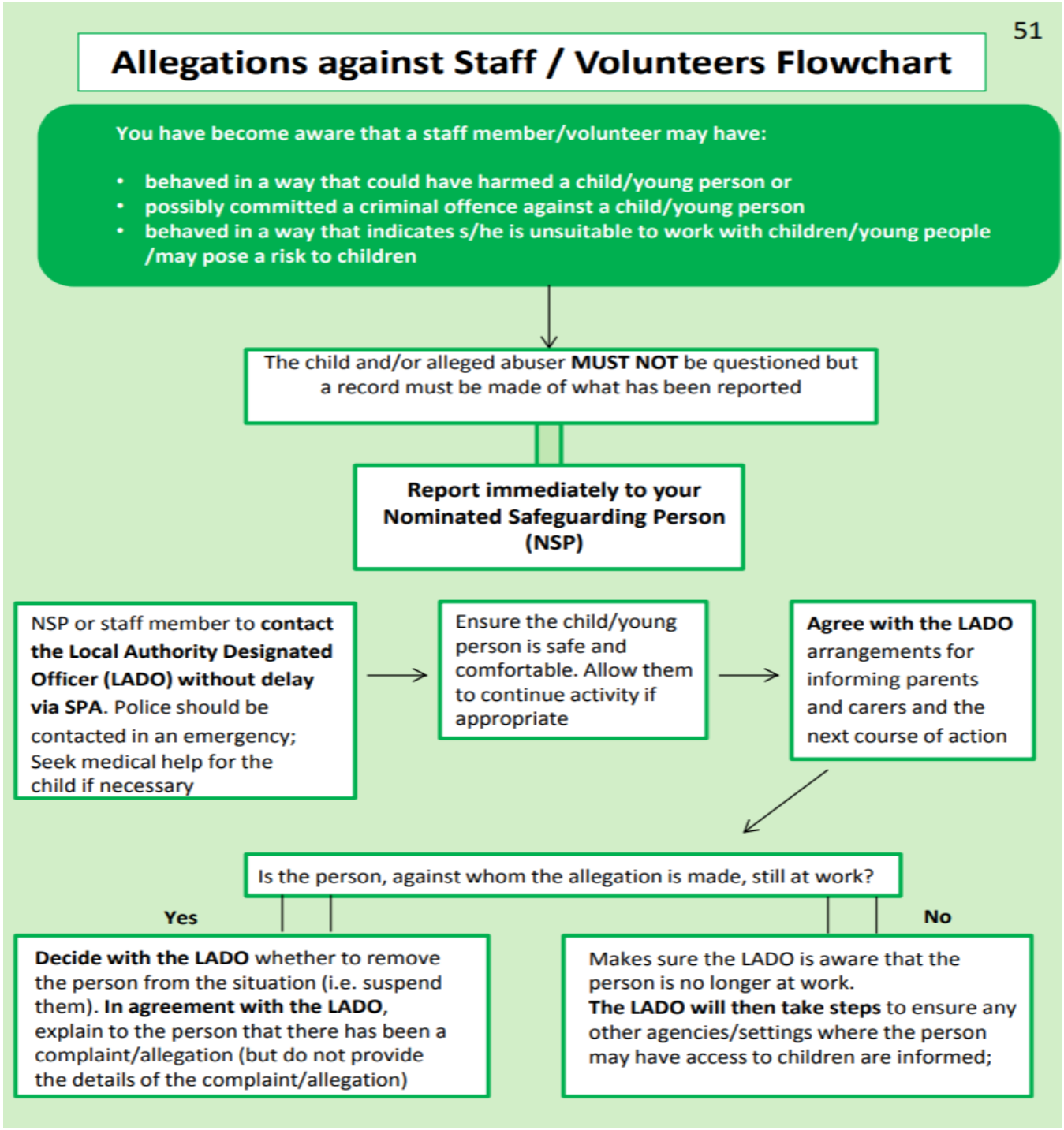
The Duty to Refer and the role of the local area designated officer (LADO):

The LADO is employed by the local authority and should be alerted to **all cases** in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children, or related to a child
- behaved towards a child or children in a way that indicates s/he is unsuitable to work with children

The LADO role applies to paid, unpaid, volunteer, casual, agency and self-employed workers. The LADO is involved from the initial phase of the allegation through to the conclusion of the case. They will provide advice, guidance and help to determine whether the allegation sits within the scope of the procedures.

Contacting the LADO Flowchart



It is not the responsibility of anyone working at Brighter Together, in a paid or unpaid capacity, to decide whether or not child abuse has taken place. However, we recognize it is our responsibility to act on any concerns through contact with the appropriate authorities.

Brighter Together assure all staff, contractors and volunteers that it will fully support and protect anyone who in good faith reports his/ her concern that a colleague is, or may be, abusing a child.

All staff have a crucial role in helping to identify welfare concerns and indicators of possible abuse, neglect or exploitation at an early stage. Brighter Together is committed to referring these concerns via the Nominated Safeguarding Person to the Safeguarding team or hub in the relevant borough (details in Appendix 3)

If the staff member, contractor and volunteer does not feel comfortable reporting to the NSP (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to the Deputy Nominated Safeguarding Person who will also be a member of the Board of Trustees.

Any concerns will be clearly recorded. It is not the NSP's role to investigate any concern or issue raised with them. It is their role to record the information as they have been told and to refer this to the Safeguarding team or hub in the relevant borough. The NSP's decision and the process that was gone to reach the decision will be recorded and kept in a securely locked filing cabinet/encrypted file online. The board member responsible for child protection and safeguarding should be informed of any referral made. Records will be retained for a minimum of 5 years and then destroyed securely.

Recording a Disclosure

To ensure that this information is as helpful as possible, a detailed record should ideally be made at the time of the disclosure/concern. HOWEVER, do not delay reporting a concern to the NSP verbally and then follow up with a written record which should include the following:

1. The child's name, age and date of birth
2. Whether or not the person making the report is expressing their own concerns or those of someone else
3. The nature of the allegation. Include dates, time and special factors and other relevant information
4. A description of any visible bruising or other injuries. Any indirect signs such as behavioural changes
5. Details of witnesses to the incident/s
6. The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred
7. Whether anyone else been consulted? If so, record details.

Creating a Safe Environment

When working in care settings or public venues Brighter Together is always aware of our impact on that environment, safe use of equipment we bring in, including trip hazards etc, noise levels, personal dignity, and responsible and respectful interaction including touch.

It is particularly important at Brighter Together to actively manage the risk of having vulnerable adults and young children in the same group. For example, residents with dementia and other age-related mental deterioration can be very unpredictable and respond violently or excessively with no obvious trigger point. To minimise risk to everyone involved, Brighter Together will always do the following prior to a project starting:

1. A site visit to meet with the Activity Coordinator (AC) and care home manager. We discuss the purpose of the project and who would benefit from being part of the group
2. A site visit to the nursery to discuss the purpose of the project and how it will run

3. The nursery and a member of Brighter Together do a joint site visit so the nursery can do a risk assessment, meet with the care home staff and look at the logistics
4. The Activity Coordinator and care home manager will determine which residents should join the group based on their knowledge of the residents and having looked carefully at the session structure and types of activities involved. Any participants who have exhibited violent tendencies or unpredictable behaviour that might be distressing to children are not included in the group
5. Training is provided to the teachers from the nursery in what to expect in the care home environment and the dementia friends training from the Alzheimer's Society. This supports them in recognising possible triggers and working with the care home staff to ensure a safe, supportive environment for the activities
6. The sessions always have the necessary ratio of care home staff to residents. It Is the role of the care home staff to ensure that the residents are comfortable both physically and emotionally during the session. Brighter Together does not take responsibility for the safety, physical health, wellbeing, safety or welfare of the care home residents or the children – this always remains the responsibility of the care home and nursery, even during a Brighter Together session, as detailed in our Project Agreement.
7. Brighter Together works closely with care home staff to monitor resident's behaviour during the sessions and this is discussed at the end of each session. If there are any concerns about a resident either during or after a session, then we carefully consider if they should remain in the group.

Managing personal data

We will only collect personal data when necessary and will never share this with third parties. We have a separate GDPR policy which can be seen on request.

Contact Details

Details of the Nominated Safeguarding Person:

The Nominated Safeguarding Person for Brighter Together is:

Name: Kate Zilio

Job/role title: Programme Lead

Contact tel.: 07707 824889 **Email:** kate.zilio@brightertogether.org.uk

The Deputy Nominated Safeguarding Person from the Board of Trustees:

Name: Sue Allingham

Job/role title: Trustee

Contact tel.: 07766 352406 **Email**: sue@eyoutofthebox.com

Confidentiality

It is essential that confidentiality in maintained at all stages of the process when dealing with safeguarding concerns. Confidentiality is an issue which needs to be discussed and fully understood by all those working with children, particularly in the context of child protection. A member of staff must never guarantee confidentiality to anyone about a safeguarding concern or promise to keep a secret. In accordance with statutory requirements, where there is a child protection concern, this must be reported to the NSP and may require further referral to and subsequent investigation by appropriate authorities. Information on individual child protection cases may be shared by the NSP (or deputy) with other relevant staff members and/or trustees. This will be on a 'need to know' basis only and where it is in the child's best interests to do so. All related material will be kept secure at all times.

Associated policies

Safeguarding Adults policy

Data Protection policy

Associated documents

Risk Log

Code of Behaviour

Signature

This policy statement came into force on 2nd October 2019.

We are committed to reviewing our policy and good practice annually. This policy statement and accompanying procedures were last reviewed on 18th September 2025.

Signed by: Andrew Melia (on behalf of Brighter Together Trustees)



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Job Title: Chair of Trustees, Brighter Together

Date: 18th September 2025

Appendix

Appendix 1: Glossary of Terms

Abuse

A form of maltreatment of a child. Somebody may abuse or neglect a child 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 of all forms of domestic abuse, including where they see, hear or experience its effects. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or by another child or children.

- **Physical Abuse**: Deliberately inflicting physical harm or injury on a child, such as hitting, shaking, burning, or poisoning.
- **Emotional Abuse**: Persistent emotional maltreatment causing severe and long-lasting negative effects on a child's emotional development, such as verbal abuse, bullying, or ignoring the child.
- **Sexual Abuse**: Forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can include contact and non-contact activities.

Associated Personnel

People who are connected to Brighter Together through work or visits, but are not necessarily employees. This includes people like our Session Facilitators, consultants, volunteers (including Trustees) any contractors, and project visitors or those observing a session.

Beneficiary of Assistance

Someone who directly receives goods or services from Brighter Together's programme. Note that misuse of power can also apply to the wider community that Brighter Together serves, and also can include exploitation by giving the perception of being in a position of power.

Child

A child as defined by the Children's Act 1989 and 2004 is anyone who has not yet reached their 18th birthday. Children therefore means children and young people throughout.

Code of Conduct

A set of guidelines outlining appropriate behaviour and boundaries for staff and volunteers when interacting with children.

Confidentiality

Keeping information about children private, sharing only on a need-to-know basis to protect the child or in accordance with legal requirements.

Consent

Agreement from a child or their parent/guardian, where appropriate, regarding actions or interventions, respecting the child's age and understanding.

DBS (Disclosure and Barring Service) Check

A background check to ensure individuals working with children are suitable and do not have convictions or warnings that would pose a risk to children.

Disclosure

When a child informs someone about being abused or having experienced abuse. Disclosures can be direct, indirect, or observed through behaviour.

Exploitation

Taking advantage of a child, often for financial gain, including child sexual exploitation and child criminal exploitation.

Harm

Psychological, physical and any other infringement of an individual's rights

Multi-Agency Working

Collaboration between different organizations, such as health, education, social services, and law enforcement, to safeguard and promote the welfare of children.

Neglect

A form of abuse involving the persistent failure to meet a child's basic physical and/or psychological needs, likely resulting in serious impairment of their health or development.

Nominated Safeguarding Person

A specific individual within the organization responsible for managing safeguarding concerns, referrals, and overseeing the implementation of safeguarding procedures.

At Brighter Together, we use the phrase 'Nominated Safeguarding Person'.

Protection from Sexual Exploitation and Abuse (PSEA)

The term used by the humanitarian and development community to refer to the prevention of sexual exploitation and abuse of affected populations by staff or associated personnel. The term derives from

the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13)

Psychological harm

Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation.

Referral

Reporting safeguarding concerns to the appropriate authorities, such as social services or the police.

Risk Assessment

The process of identifying potential risks to children within the organization's activities and putting measures in place to mitigate them.

Safe Recruitment

Procedures to ensure that all individuals working with children are suitable, including background checks, interviews, and references.

Safeguarding

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect[2]

According to the 2023 edition of Working Together to Safeguard Children, safeguarding and promoting the welfare of children means:

- Protecting children from abuse and maltreatment
- Preventing harm to children's health and development
- Ensuring children grow up in safe and effective care
- Taking action to enable children to have the best outcomes

In our sector, we understand it to mean protecting people, including children and at-risk adults, from harm that arises from coming into contact with our staff, contractors and volunteers or programmes. One donor definition is as follows:

Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially vulnerable adults and children, from that harm; and to respond appropriately when harm does occur.

This definition draws from our values and principles and shapes our culture. It pays specific attention to preventing and responding to harm from any potential, actual or attempted abuse of power, trust, or vulnerability, especially for sexual purposes.

Safeguarding applies consistently and without exception across our programmes, partners and staff. It requires proactively identifying, preventing and guarding against all risks of harm, exploitation and abuse

[2] NHS 'What is Safeguarding? Easy Read' 2011

and having mature, accountable and transparent systems for response, reporting and learning when risks materialise. Those systems must be survivor-centred and also protect those accused until proven guilty.

Safeguarding puts beneficiaries and affected persons at the centre of all we do.

Safeguarding Concern

Any suspicion, disclosure, or observation that a child may be at risk of harm or abuse.

Sexual exploitation

The term 'sexual exploitation' means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This definition incudes human trafficking and modern slavery.

Survivor

The person who has been abused or exploited. The term 'survivor' is often used in preference to 'victim' as it implies strength, resilience and the capacity to survive, however it is the individual's choice how they wish to identify themselves.

Vulnerable adult

Sometimes also referred to as 'at risk adult'. A person who is or may be in need of care 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.

Whistleblowing

Reporting concerns about wrongdoing or misconduct within the organization, especially regarding safeguarding practices, without fear of retaliation.

Appendix 2: Recognising Abuse, neglect or exploitation

Abuse, neglect or exploitation is difficult to assess; many situations may involve a combination of abusive elements. The following indicators are for **guidance** only, do not list all types of abuse and they do not necessarily mean that abuse has taken place, but the possibility should be considered:

Physical Signs of Abuse:

- Any injuries not consistent with the explanation given for them;
- Injuries which occur to the body in places which are not normally exposed to falls, rough games, etc;
- Injuries which have not received medical attention;
- Neglect - under-nourishment, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc.
- Reluctance to change for, or participate in games or swimming;
- Repeated urinary infections or unexplained tummy pains;
- Bruises, bites, burns, fractures etc. which do not have an accidental explanation;
- Cuts, scratches, substance abuse.

Emotional Signs of Abuse:

- Changes or regression in mood or behaviour, particularly where a user withdraws or becomes clingy. Also, depression/ aggression, extreme anxiety;
- Nervousness, frozen watchfulness;
- Obsessions or phobias;
- Sudden under-achievement or lack of concentration;
- Inappropriate relationships with peers and/or adults;
- Attention-seeking behaviour;
- Persistent tiredness;
- Running away, stealing, telling lies.

Indicators of Possible Sexual Abuse:

- Any allegations made by a child concerning sexual abuse;
- User with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play;
- Sexual activity through words, play or drawing;
- Child or young person who is sexually provocative or seductive with adults;

- A user who shares details of inappropriate bed-sharing arrangements at home;
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations;
- Eating disorders, anorexia, bulimia.

Indicators of Possible Neglect:

- Squalid, unhygienic or dangerous home conditions
- Failure to attend to a child's health or developmental needs
- Child appears persistently undersized or underweight
- The child stays frozen in one position for an unnaturally long time.
- Child continually appears tired or lacking in energy.
- Child presents with sparse or dry hair, and/or poor, or cold, mottled skin
- Injuries are suffered due to lack of supervision

Indicators of Possible Organised Abuse:

- Unknown adults seeking to contact children by electronic means, such as by mobile phone or via the internet
- Children speaking of adults contacting them for improper reasons through leisure or welfare organisations
- Children speaking of multiple adults having offered them drugs and/or alcohol and enticing them to participate in social situations that are inappropriate and/or asking them not to talk about this with anyone.

Appendix 3 - Contact Details for Reporting Safeguarding Concerns to the relevant Local Authority

Hammersmith & Fulham:
Initial Consultation and Advice Team (ICAT), can be contacted by professionals and the public regarding any child safeguarding concerns for children living in Hammersmith & Fulham:

- 020 8753 6600 (general enquiries)
- 020 8753 6610 (for anonymous consultations/advice)
- familyservices@lbhf.gov.uk
- Out of hours service: 020 8748 8588

A designated officer from the Local Authority (LADO Service) can intervene when allegations are made within any role for professionals or volunteers involved in working with children, ages from 0 to 18.

To make a referral:
Please email LADO Referrals: LADO@lbhf.gov.uk (monitored Mon to Fri, 9am to 5pm)

Hounslow:
Tel: 020 8583 6600 choose option 2 between 9am to 5pm Monday to Friday

Out of hours (after 5pm weekdays or weekends)
Tel: 020 8583 2222 ask to speak to the duty social worker.
Email: earlyhelp@hounslow.gov.uk or childrensocialcare@hounslow.gov.uk

To manage allegations against professionals
Tel: 0208 583 5730
Email: lado@hounslow.gov.uk
HSCB Website: Allegation against Professionals -

Richmond:
You can contact the Single Point of Access (SPA) team to request support, or to report a concern about a child or young person:

From 8am to 5.15pm, Monday to Thursday, and 8am to 5pm on Friday call 020 8547 5008

Out of hours, phone 020 8770 5000

If you have any safeguarding concerns, make a referral to the Single Point of Access (SPA) through the SPA referral form.

Wandsworth:
Wandsworth Multi Agency Safeguarding Hub (MASH)

If you are unsure as to whether the incident or concern needs to be referred, please complete this form, and send to Wandsworth MASH before the LADO can provide advice and guidance to you.

The LADO can be contacted on LADO@richmondandwandsworth.gov.uk or LADO@wandsworth.gov.uk or 0208 8717440.

If the matter is serious or there are immediate concerns for the child's safety or wellbeing, the referral must be made to Wandsworth MASH via MASH@wandsworth.gov.uk or 0208 871 6622.

Appendix 4

Safeguarding form – Report of a Concern

Date of record:	
Date of incident:	

Name of referrer:		**Role of referrer:**	
Child name:		**Nursery or school:**	
Details of concern:	• *use body map if appropriate (with advice of Designated Lead)* • *use initials for other children / young people involved, unless there is a specific need to name them in full*		
Reported to:		**Role of person reported to:**	
Signed:			

Referral made:		***If not, state reasons why – if yes, record to whom and any action agreed***	
Name and contact number of key workers:			
Other notes / information / concerns: **Any other action required:**			