

# Safeguarding framework

## Statement of commitment from the Trustees:

We will proactively safeguard and promote the welfare of Helen & Douglas House's beneficiaries, staff, volunteers and other persons who come into contact with the charity.

### What we have in place:

- Safeguarding team
- Safeguarding steering group
- Safeguarding children – child protection policy and procedure
- Safeguarding Vulnerable Adults policy
- Deprivation of Liberty Policy
- Procedure for managing allegations of abuse against staff and volunteers
- Information sharing protocol
- Community shop hand book
- Whistleblowing policy and procedure
- DBS Checks and protocols
- Young person's consent form – retail
- Vulnerable adult agreement form – retail
- Lone working policy and departmental guidelines
- Mental Capacity Act Policy
- Equality and Diversity Policy

### We are committed to training and train in accordance with The Intercollegiate Documents RCN 2019:

- All staff and volunteers to level one
- All clinical staff to level three
- At least two members of staff to level four

### What we do:

- Safeguarding is an agenda item at every trustee meeting
- An annual safeguarding report is tabled once year at the trustees' meeting
- We have planned an annual audit of shops including safeguarding issues
- Standard agenda item at the Clinical Governance Committee
- Commitment to promoting awareness across the entirety of the organisation

### Across organisational representation:

- Trustee
- Executive & Clinical Directorate – Director of Clinical Services
- Retail – Head of Retail
- Fundraising – Head of Data and Supporter Services
- Support Services – Head of People Resourcing
- Finance and IT – IT Manager

### Process for reporting:



# Safeguarding

## It's everyone's business

If you see or hear anything that makes you feel worried about a child, young person or adult, even if it doesn't seem important, please talk to a member of our safeguarding team about it as soon as possible – we are here to support and advise you on what to do.

We are usually available from Monday to Friday from 9:00am until 5:00pm  
Please call 01865 794749 or email [safeguarding@helenanddouglas.org.uk](mailto:safeguarding@helenanddouglas.org.uk)



**Andrea Lambert**  
Director of  
Clinical Services



**Dr Emily Harrop**  
Interim Medical  
Director



**Sue Simpson**  
Social Worker



**Jo Flemming**  
Quality Lead



**Debbie Kelly**  
Head of Community  
Services

If you are concerned about the immediate safety of a child, or you can't get hold of the safeguarding team, don't wait, call your local MASH (Multi-Agency Safeguarding Hub) without delay.

**Oxfordshire: 0345 050 7666**

**Buckinghamshire: 01296 383962**

**Windsor and Maidenhead: 01628 683150**

**Wokingham: 0118 908 8002**

If you are concerned about an adult, please call:

**Oxfordshire: 01865 328232**

**Buckinghamshire: 0800 137 915**

**West Berkshire: 01635 519056**

**Windsor and Maidenhead: 01628 683744**

**Bracknell: 01344 351500**

**Reading: 0118 937 3641**

**Wiltshire: 0300 4560108**

**Gloucestershire: 01452 426565**

**Slough: 01753 475111**

**Wokingham: 0118 974 6772**

**Reading: 0118 937 3747**

**Wiltshire: 0300 456 0111**

**Gloucestershire: 01452 426868**