

At WellChild, the safety and wellbeing of children, young people and families is our top priority. Everyone has the right to **feel safe, respected and listened to**.

Safeguarding means **protecting people from harm, abuse or neglect**, and making sure concerns are taken seriously and acted on quickly.

Our commitment to you

We are committed to:

- Keeping children, young people and adults safe
- Listening carefully to concerns and worries
- Acting quickly if someone may be at risk
- Working with families and professional services to provide support
- Treating everyone with dignity, respect and kindness

Safeguarding is **everyone's responsibility** at WellChild.

Who this applies to

This safeguarding approach applies to:

- Children and young people
- Parents, carers and families
- WellChild staff and trustees
- Volunteers, contractors and anyone working on behalf of WellChild

What helps keep people safe

We help keep people safe by:

- Carefully checking and training staff and volunteers
- Having clear rules about behaviour and boundaries
- Making sure children are always supervised appropriately
- Using photographs and videos safely and only with consent
- Regularly reviewing our safeguarding arrangements

If something worries you

You do not need proof to raise a concern. If something doesn't feel right, we want to know.

You might be worried if:

- A child or adult seems upset, frightened or withdrawn
- Someone behaves in a way that feels inappropriate
- You are told something that causes concern
- You notice unsafe behaviour or situations

What to do if you have a concern

You can:

- Speak to a member of WellChild staff
- Contact our Designated Safeguarding Officer (DSO) directly
- Use our online safeguarding reporting form

If someone is in immediate danger, always call 999 first.

We will:

- Listen carefully and take you seriously
- Explain what will happen next
- Only share information with people who need to know
- Act quickly to help keep people safe

Confidentiality and information sharing

We treat all concerns sensitively and respectfully.

Information is only shared when necessary to:

- Protect someone from harm
- Get the right help and support

Your safety always comes first.



Our safeguarding contacts

Designated Safeguarding Officer (DSO)

Director of Programmes
Amy Mitchell

Deputy Safeguarding Officer

Director of Operations
Emily Henderson

You can also contact:

safeguarding@wellchild.org.uk
01242 530007

Raising concerns about staff or volunteers

If you are worried about the behaviour of a WellChild staff member, volunteer or trustee:

- You can report this in the same way as any other concern
- Concerns will be handled carefully, fairly and confidentially
- Action will be taken where needed to keep people safe

Speaking up is the right thing to do

We want everyone to feel confident to speak up. **You will never get into trouble** for raising a genuine concern. By sharing worries early, you help us protect children, families and others from harm.

Need advice or support?

You can also contact:

- NSPCC Helpline: 0808 800 5000
- Childline (for children and young people): 0800 1111

Thank you for helping us keep everyone safe
Safeguarding works best when we work together.
If you ever have a concern — please tell us.