



Adults and Children Safeguarding Policy

Policy owner: HEY Smile Foundation

Approved by: Board of Trustees

Review frequency: At least annually, or sooner following significant legislative, organisational or safeguarding changes

Applies to: Trustees, employees, volunteers, sessional workers, contractors and anyone acting on behalf of HEY Smile Foundation

1. Our commitment

HEY Smile Foundation is committed to creating safe environments for children, young people and adults who come into contact with our organisation, our people or the services and activities we support.

Safeguarding is everyone's responsibility.

We believe that every child, young person and adult has the right to be treated with dignity and respect and to live free from abuse, neglect, exploitation and avoidable harm. We will take concerns seriously, respond appropriately and work with statutory safeguarding partners where necessary.

Our approach is to:

- put the safety and welfare of the individual first;
- listen and take concerns seriously;
- respond proportionately and without unnecessary delay;
- share information appropriately where this is necessary to protect someone from harm;
- maintain clear records of safeguarding concerns and actions;
- work openly with Hull City Council, East Riding of Yorkshire Council, Humberside Police and other safeguarding partners where appropriate;
- promote a culture in which staff, volunteers and members of the public feel able to raise concerns.

HEY Smile Foundation works across Hull and the East Riding of Yorkshire, and therefore follows the relevant local safeguarding arrangements for the area in which a safeguarding concern arises.

2. Who this policy protects

Children and young people

For the purposes of this policy, a child is anyone under the age of 18.

Safeguarding children means protecting children from abuse and maltreatment, preventing harm to their health or development and taking action to enable children to have the best possible outcomes.

Adults at risk

An adult at risk may be someone aged 18 or over who:

- has needs for care and support;
- is experiencing, or is at risk of, abuse or neglect; and
- because of those needs may be unable to protect themselves from that abuse or neglect.

We recognise that vulnerability is not always permanent or immediately obvious. Circumstances including disability, age, illness, mental health, domestic abuse, homelessness, substance misuse, exploitation, financial hardship or isolation can increase someone's vulnerability.

3. Scope of this policy

This policy applies to safeguarding concerns arising through any HEY Smile Foundation activity, service, programme, event, building, partnership or interaction.

This includes situations involving:

- children and young people;
- adults at risk;
- beneficiaries and members of the public;
- staff and volunteers;
- organisations receiving support, funding or services from Smile;
- activities delivered by Smile or on our behalf;
- online and digital communication;
- events and community activities;
- concerns about the behaviour of somebody working or volunteering for Smile.

Where Smile works in partnership with another organisation, each organisation remains responsible for meeting its own safeguarding responsibilities. Where appropriate, safeguarding expectations may also be incorporated into funding, partnership, venue, subcontracting or delivery agreements.

4. Types of safeguarding concern

Safeguarding concerns can take many forms.

For children and adults this may include:

- physical abuse;
- sexual abuse or exploitation;
- emotional or psychological abuse;
- neglect;
- domestic abuse;
- financial or material abuse;
- discrimination;
- modern slavery;
- trafficking;
- coercive or controlling behaviour;
- online abuse or exploitation;
- radicalisation;
- hate crime;
- organisational or institutional abuse.

For adults, safeguarding can also include:

- self-neglect;
- financial exploitation;
- misuse of property, benefits or money.

For children and young people, safeguarding concerns can also include:

- child sexual exploitation;
- child criminal exploitation;
- grooming;
- abuse within relationships;
- county lines;
- trafficking;
- female genital mutilation;
- forced marriage;
- online harm;
- abuse between children.

This list is not exhaustive. A person does not need to prove that abuse has taken place before raising a concern.

5. Responsibilities

Board of Trustees

The Board of Trustees has overall responsibility for ensuring that HEY Smile Foundation has appropriate safeguarding arrangements and that safeguarding risks are appropriately governed.

The Board will ensure that:

- appropriate safeguarding policies and procedures are maintained;
- safeguarding responsibilities are appropriately allocated;
- serious safeguarding concerns are appropriately escalated;
- organisational learning is considered following significant incidents.

Chief Executive

The Chief Executive is responsible for ensuring that safeguarding arrangements are implemented across the organisation and appropriately resourced.

Designated Safeguarding Lead

HEY Smile Foundation will appoint an appropriately experienced Designated Safeguarding Lead (DSL) and appropriate deputy arrangements.

The DSL is responsible for:

- providing advice and support on safeguarding concerns;
- receiving and reviewing safeguarding reports;
- ensuring appropriate referrals are made;
- liaising with statutory agencies where necessary;
- ensuring appropriate records are maintained;
- escalating significant issues to senior management and trustees where appropriate;
- supporting safeguarding learning across the organisation.

The DSL is not responsible for investigating allegations of abuse. Investigations are the responsibility of the appropriate statutory agencies. Current DSL contact details will be published internally and made available to staff and volunteers.

Staff and volunteers

Everyone working or volunteering for Smile is expected to:

- remain alert to potential safeguarding concerns;
- treat people with dignity and respect;
- report concerns promptly;
- follow this policy and associated procedures;
- maintain appropriate professional boundaries;
- cooperate with safeguarding enquiries where required.

No member of staff or volunteer should attempt to investigate a safeguarding concern themselves.

6. What to do if someone tells you they are being harmed

If someone discloses abuse or raises a safeguarding concern:

Do:

- listen calmly;
- take what they say seriously;
- allow them to speak in their own words;
- reassure them that they were right to tell someone;
- explain that you may need to share the information with people who can help;
- make a factual written record as soon as possible;
- report the concern promptly to the Designated Safeguarding Lead.

Do not:

- promise complete confidentiality;
- investigate;
- interrogate the person;
- ask leading questions;
- confront the alleged perpetrator;
- attempt to resolve the issue yourself;
- delay action because you are unsure whether the concern is serious enough.

The role of Smile is to recognise, respond, record and refer where appropriate.

7. Immediate danger

If a child or adult is in immediate danger or there is an immediate risk of serious harm, contact the emergency services on 999.

Do not wait for authorisation from a manager or Designated Safeguarding Lead where immediate action is necessary to protect someone.

The DSL should then be informed as soon as practicable.

8. Reporting concerns internally

Safeguarding concerns should normally be reported to the Designated Safeguarding Lead as soon as possible.

Where the DSL is unavailable, concerns should be reported to the deputy safeguarding lead or an appropriate senior manager.

If there is disagreement about whether a referral should be made and the person raising the concern continues to believe somebody is at risk, they may make a referral directly to the appropriate safeguarding authority.

Nobody will be criticised for making a safeguarding referral in good faith.

9. Referring concerns in Hull

Children and young people

Safeguarding concerns relating to children living in Hull should be referred through:

Hull City Council's Early Help and Safeguarding Hub (EHASH).

Hull City Council currently advises that concerns about a child can be discussed with Children's Social Care on:

01482 448879

Professionals can also use Hull's safeguarding referral arrangements and online portal. If a child is in immediate danger, call **999**.

Adults

Safeguarding concerns about an adult in Hull can be discussed with Hull's Multi-Agency Safeguarding Hub:

Telephone: 01482 616092

Email: adultsafeguarding@hullcc.gov.uk

Hull City Council also provides an online adult safeguarding concern form.

If someone is in immediate danger, call **999**.

10. Referring concerns in the East Riding of Yorkshire

Children and young people

Concerns about a child or young person in the East Riding should be referred to:

Safeguarding and Partnership Hub (SaPH).

Telephone: 01482 395500

Email: safeguardingchildrenshub@eastriding.gov.uk

Outside normal working hours, urgent concerns should be referred to the Children's Emergency Duty Team:

Telephone: 01377 241273

If a child is in immediate danger, call **999**.

The East Riding Safeguarding Children Partnership coordinates local multi-agency safeguarding arrangements across the East Riding.

Adults

Safeguarding concerns about adults in the East Riding should be referred through East Riding of Yorkshire Council's adult safeguarding arrangements.

Adult Safeguarding Team: 01482 396340

Emergency Duty Team: 01377 241273

If someone is in immediate danger, call **999**.

11. Consent and information sharing

Where appropriate, individuals should be informed about safeguarding referrals and involved in decisions affecting them.

For adults with capacity, their wishes should normally be taken into account.

However, information may be shared without consent where there is a lawful and proportionate reason to do so, including where:

- a child may be at risk of harm;
- an adult is at risk of serious abuse or neglect;
- another person may be at risk;
- a serious crime may have been committed;
- there is a statutory or legal requirement to share information.

Concerns about data protection must never be used as a reason to avoid appropriate safeguarding action.

Information will only be shared with those who need it for safeguarding purposes and will be handled in accordance with Smile's data protection arrangements and applicable law.

12. Recording safeguarding concerns

Safeguarding records should be:

- factual;
- accurate;
- dated;
- clear about what was observed, disclosed or reported;
- clear about action taken and decisions made;
- stored securely;
- accessible only to appropriate people.

Where possible, the person's own words should be recorded rather than interpretation. Safeguarding information will be retained and disposed of in accordance with Smile's information governance and data retention arrangements.

13. Concerns or allegations about staff and volunteers

Any allegation or concern that a trustee, employee, volunteer, contractor or other person acting on behalf of Smile has:

- harmed a child or adult;
- behaved in a way that may indicate they pose a safeguarding risk;
- abused a position of trust;
- behaved inappropriately towards a child or adult at risk,

must be reported immediately to the DSL or Chief Executive.

Where the concern relates to the Chief Executive, it should be reported to the Chair of Trustees.

Where appropriate, Smile will refer concerns to the relevant local authority safeguarding service, police, Local Authority Designated Officer (LADO) in matters concerning children, or another appropriate regulatory or statutory body.

Internal disciplinary processes will not be allowed to interfere with or compromise statutory safeguarding investigations.

14. Safer recruitment

Smile will take a proportionate and risk-based approach to safer recruitment.

Depending on the nature of a role, this may include:

- appropriate application and selection processes;
- identity and right-to-work checks;
- references;
- consideration of employment or volunteering history;
- appropriate safeguarding questions;
- Disclosure and Barring Service checks where the role is legally eligible;
- clear job descriptions and responsibilities.

A DBS check will only be requested where the role is eligible for the appropriate level of check. Safeguarding responsibilities will be made clear to people undertaking relevant roles.

15. Training and awareness

Staff and volunteers will receive safeguarding information, induction, guidance and training appropriate to their role and level of contact with children or adults at risk. People with specific safeguarding responsibilities will receive additional training appropriate to those responsibilities.

Smile will encourage staff and volunteers to remain professionally curious and raise concerns rather than assuming somebody else will act.

16. Professional boundaries and conduct

Staff and volunteers must maintain appropriate professional boundaries.

They must not:

- exploit a relationship with a beneficiary;
- develop inappropriate financial, sexual or personal relationships with people they support;
- use their position for personal gain;
- exchange inappropriate messages or content;
- deliberately place themselves in situations that could create unnecessary safeguarding risks.

Any concern about professional boundaries should be raised with a manager or the DSL.

17. Photography, social media and digital communication

Photographs, videos and personal information relating to children, young people or adults at risk must be handled appropriately.

Where appropriate, Smile will obtain suitable consent or another lawful basis before using identifiable photographs or personal information publicly.

Staff and volunteers should use approved organisational communication channels where these are provided and should avoid inappropriate private communication with children, young people or vulnerable beneficiaries.

Safeguarding expectations apply equally to online and face-to-face activity.

18. Working with partner organisations

HEY Smile Foundation works extensively with charities, community organisations, public bodies and other partners.

Where another organisation is responsible for delivering an activity, Smile expects that organisation to take appropriate responsibility for safeguarding the people it works with.

Depending upon the nature and risk of the activity, Smile may seek assurance regarding:

- safeguarding policies;
- safer recruitment;
- DBS arrangements;
- safeguarding training;
- insurance;

- risk management;
- arrangements for reporting safeguarding concerns.

Where Smile becomes aware of a serious safeguarding concern involving a partner organisation, we may take appropriate action including escalating the concern to statutory agencies and reviewing our relationship with that organisation.

19. Grant making

Where Smile administers or awards funding, safeguarding should be proportionate to the nature of the funded activity.

Organisations delivering services involving children or adults at risk may be required to demonstrate appropriate safeguarding arrangements.

Receiving funding from Smile does not transfer safeguarding responsibility from the funded organisation to HEY Smile Foundation.

Where serious concerns arise about an organisation receiving funding, Smile may:

- seek further assurance;
- require corrective action;
- suspend or review funding;
- refer concerns to statutory or regulatory authorities where appropriate.

20. Whistleblowing and speaking up

Smile encourages anyone with concerns about safeguarding practice within the organisation to raise them.

Concerns may be raised with:

- the Designated Safeguarding Lead;
- the Chief Executive;
- another member of the Senior Leadership Team; or
- the Chair of Trustees.

Where somebody believes a concern is not being dealt with appropriately, they may raise the matter with an appropriate external safeguarding, regulatory or statutory authority. Anyone raising a genuine concern in good faith should be able to do so without fear of victimisation.

21. Confidentiality

Safeguarding information is sensitive and will be treated confidentially. However, confidentiality is not absolute.

Information will be shared where it is necessary and proportionate to protect a child or adult, enable statutory agencies to fulfil their safeguarding responsibilities or comply with the law. Information should not be shared more widely than necessary.

22. Governance and review

Safeguarding is a standing organisational responsibility rather than something considered only when an incident occurs.

The Senior Leadership Team and Board of Trustees will receive appropriate assurance regarding safeguarding arrangements and significant concerns.

This policy will be reviewed:

- at least annually;
- following a serious safeguarding incident where learning indicates change is required;
- following material changes to legislation or statutory guidance;
- where local safeguarding arrangements change;
- where Smile significantly changes the nature of its services or activities.

23. Relevant framework

This policy should be read in the context of relevant legislation, statutory guidance and local safeguarding arrangements, including:

- Children Act 1989 and Children Act 2004;
- Care Act 2014;
- Safeguarding Vulnerable Groups Act 2006;
- Equality Act 2010;
- Modern Slavery Act 2015;
- Data Protection Act 2018 and UK GDPR;
- Working Together to Safeguard Children 2026;
- relevant guidance issued by Hull safeguarding partners;
- East Riding Safeguarding Children Partnership arrangements;
- East Riding Safeguarding Adults Board arrangements.

Working Together to Safeguard Children 2026 reinforces that safeguarding is a shared responsibility across organisations and agencies and applies to organisations with functions relating to children.

If you are worried about someone

If somebody is in immediate danger, call 999.

Hull – Child

Hull Early Help and Safeguarding Hub (EHASH)

01482 448879

Hull – Adult

Adult Safeguarding / Multi-Agency Safeguarding Hub

01482 616092

East Riding – Child

Safeguarding and Partnership Hub (SaPH)

01482 395500

Out of hours: **01377 241273**

East Riding – Adult

Adult Safeguarding Team

01482 396340

Out of hours: **01377 241273**

You do not need to be certain that abuse has taken place before raising a concern.

If something does not feel right, raise it.