

Children's Safeguarding Policy for Shine21

Shine21 abides by the duty of care to safeguard and promote the welfare of children and young people and is committed to safeguarding practice that reflects statutory responsibilities, government guidance and complies with best practice requirements.

- We recognise the welfare of children is paramount in all the work we do and in all the decisions we take
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation has an equal right to protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, the nature of their disability, their communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

Purpose:

Shine21 will:

- Protect children and young people who receive Shine21's services from harm. This includes all the children of adults who use our services
- Provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of Shine21, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students. Failure to comply with the policy and related procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Definitions:

The Children Act 1989 definition of a child is: anyone who has not yet reached their 18th birthday, even if they are living independently, are a member of the armed forces or is in hospital.

Adult at Risk:

- An adult who has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Child and Adult Abuse: Children and adults may be vulnerable to neglect and abuse or exploitation from within their family and from individuals they come across in their daily lives.

There are 4 main categories of abuse, which are: sexual, physical, emotional abuse, and neglect. It is important to be aware of more specific types of abuse that fall within these categories, they are:

- Bullying and cyberbullying
- Child sexual exploitation
- Child Criminal exploitation
- Child trafficking
- Domestic abuse
- Female genital mutilation
- Grooming
- Historical abuse
- Online abuse

Safeguarding children: Safeguarding children is defined in [Working Together to Safeguard Children 2018](#) as:

- protecting children from maltreatment.
- preventing impairment of children's health or development.
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- taking action to enable all children to have the best outcomes.

Legal Framework:

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation is available from nspcc.org.uk/learning.

Shine21 should have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children and young people as well as vulnerable adults.

The Prevent duty

Some organisations in England, Scotland and Wales have a duty, as a specified authority under section 26 of the Counterterrorism and Security Act 2015, to identify vulnerable children and young people and prevent them from being drawn into terrorism. This is known as the Prevent duty. These organisations include:

- Schools
- Registered childcare providers
- Local authorities
- Police
- Prisons and probation services
- NHS trusts and foundations.
- Other organisations may also have Prevent duties if they perform delegated local authority functions.

Children can be exposed to different views and receive information from various sources. Some of these views may be considered radical or extreme.

Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm.

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

How Shine21 will respond in the event of disclosures and safeguarding concerns about a child or young person

Acting on concerns

No professional should assume that someone else will pass on information which they think may be critical to keeping a child safe. If a professional has concerns about a child's welfare and believes they are suffering or likely to suffer harm, then they should share the information with local authority children's social care. (Working Together To Safeguard Children 2015)

Seeking Medical Attention

If a child has a physical injury and there are concerns about abuse; If medical attention is required then this should be sought immediately by phoning for an ambulance, attending the Emergency Department or Minor Injury Unit depending on the severity of the injury. You should then follow the procedures for referring a child protection concern to Local Authority Children's Social Care.

Any safeguarding concerns should be shared with the Ambulance/ medical and nursing staff in order that they can appropriately assess and treat the child, and share relevant information.

Managing a disclosure

- Listen to what the child has to say with an open mind.
- Do not ask probing or leading questions designed to get the child to reveal more.
- Never stop a child who is freely recalling significant events.
- Make note of the discussion, taking care to record the timing, setting and people present, as well as what was said.
- Do not ask children to write a statement.
- Never promise the child that what they have told you can be kept secret.
- Explain that you have responsibility to report what the child has said to someone else.
- **The designated lead for child protection within your organisation must be informed immediately.**

Referring concerns about a child

A member of staff or volunteer must report any concerns or allegation of harm immediately to the designated safeguarding officer.

The designated safeguarding lead will act on behalf of Shine21 in

referring concerns or allegations of harm to the relevant Local Authority (the Local Authority where the child resides). For children residing in North Yorkshire the North Yorkshire Multi-Agency Screening Team (Children's Social Care Referral Team) need to be contacted. In the case of it being out of hours the Emergency Duty Team should be contacted. The relevant contact numbers can be found at the end of this policy.

If the designated safeguarding lead is in any doubt about making a referral it is important to note that advice can be sought from the North Yorkshire Multi-Agency Screening Team (MAST). The name of the child and family should be kept confidential at this stage and will be requested if the enquiry proceeds to a referral.

It is not the role of the designated safeguarding lead to undertake an investigation into the concerns or allegation of harm. It is the role of the designated safeguarding lead to collate and clarify details of the concern or allegation and to provide this information to the Local Authority MAST, or Locality Team if Children's Social Care is already involved with the family, whose duty it is to make enquiries in accordance with Section 47 of the Children Act 1989.

In the absence of the designated safeguarding officer the matter should be reported to the person identified as their deputy. In the event of neither of these individuals being available the matter should be reported through the line management. In the unlikely event of management not being available the matter should be reported directly to the appropriate Local Authority MAST Team, or Locality Team if Children's Social Care is already involved. In the case of it being out of hours the Emergency Duty Team should be contacted (see contact details below).

Preparing to Discuss Concerns about a Child with Children's Social Care

Try to sort out in your mind why you are worried, is it based on:

- What you have seen;
- What you have heard from others;
- What has been said to you directly.

Try to be as clear as you can about why you are worried and what you need to do next:

- This is what I have done;
- What more do I need to do?
- Are there any other children in the family?
- Is the child in immediate danger?

In the conversation that takes place the duty Social Worker will seek to clarify:

- The nature of the concerns;
- How and why they have arisen;
- What appear to be the needs of the child and family; and 16
- What involvement they are having or have had with the child and / or family.

Questions Children's Social Care may ask at Initial Contact

- Agency (i.e. school, etc) address and contact details of referrer;
- Has consent to make the referral been gained? Information regarding parents' knowledge and views on the referral;
- Where consent has not been sought to make a referral you will be asked to explain what informed your decision making;
- Full names, dates of birth and gender of children;
- Family address and, where relevant, school/nursery attended;
- Previous addresses;
- Identity of those with Parental Responsibility;
- Names and dates of birth of all members of the household;
- Ethnicity, first language and religion of children and parents;
- Any special needs of the children or of the parents and carers;
- Any significant recent or past events;
- Cause for concern including details of allegations, their sources, timing and location;
- The child's' current location and emotional and physical condition;
- Whether the child needs immediate protection;
- Details of any alleged perpetrator (name, date of birth, address, contact with other children);
- Referrer's relationship with and knowledge of the child and his or her family;
- Known involvement of other agencies;
- Details of any significant others;
- Gain consent for further information sharing / seeking;
- The referrer should be asked specifically if they hold any information about difficulties being experienced by the family/household due to domestic violence, mental illness, substance misuse and/or learning difficulties.
- Other information may be relevant and some information may not be available at the time of making contact. **REMEMBER - the collation of additional information should not result in a delay in making a referral.**

All telephone referrals to Children's Social Care made by professionals should be followed, within 24 hours by a written referral giving specific and detailed information. The North Yorkshire Universal Referral Form that needs completing within 24 hours of making a referral to Children's social care can be found here: <https://www.safeguardingchildren.co.uk/about-us/worried-about-a-child/>

Always consider issues of consent when making referrals to Children's Social Care

Issues of consent should always be considered.

Before making a referral, parents/carers must be informed that you are making contact with Children's Social Care – including the reasons for you doing this – and be asked to give consent to the referral being made. This includes protecting a child from Significant Harm.

There are circumstances when it may be appropriate to dispense with the requirement to obtain consent to share information. This includes when:

- Discussion with the parents/ carers could place the child or other family members at risk ;
- The child is in immediate danger (e.g. requires medical attention)
- Discussion with parents / carers may place you or another member of staff at risk

It should be noted that whilst the parents, carers or child may not agree to information being shared, this does not and should not prevent professionals from being able to make a referral where child protection concerns persist. When sharing information without consent it is important to record why any such decision have been made.

Expectations of feedback in respect to any referral made to Children's Social Care

Children's Social Care should acknowledge a written referral within one working day of receiving it. If the referrer has not received an acknowledgement within 3 working days, they should contact Children's Social Care.

How Shine21 will manage allegations against staff or volunteers

If any member of staff or volunteer has concerns about the behaviour or conduct of another individual working within the group or organisation including:

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

The nature of the allegation or concern should be reported to the Designated Safeguarding Officer for dealing with allegations against staff/volunteers/carers, etc., (Alice Jones) immediately. The member of staff who has a concern or to whom an allegation or concern is reported should not question the child or investigate the matter further.

The Designated Safeguarding Officer for your organisation will report the matter to the Local Authority Designated Officer (LADO).

In the case that the concern or allegation relates to the Designated Officer, the Chair of Trustees of Shine21 –

Vanessa Roberts should be contacted. If the immediate line manager / or other members of the management structure is implicated in the concerns or allegations or the Designated Officer is not available then the matter should be reported directly to the Local Authority Designated Officer. If suspension of the alleged abuser is required the designated officer should discuss this with the LADO to consider the timing.

In cases where there is an immediate risk to any child or young person, the information must be passed to Local Authority Children's Social Care or the Police, as soon as possible.

Allegations against staff in their personal lives or which occur in the community

If an allegation or concern arises about a member of staff, outside of their work with children, and this may present a risk of harm to child/ren for whom the member of staff is responsible, the general principles outlined in this policy will still apply.

If the member of staff lives in a different authority area to that which covers their workplace, liaison should take place between the relevant agencies in both areas and a joint Strategy Meeting / Discussion or Professional's Meeting should be held.

Staff & Volunteer Self Protection

Adherence to guidelines on self protection for staff and volunteers working with children and young people can avoid vulnerable situations where false allegations can be made.

Staff and volunteers at Shine21 are advised:

- To avoid situations where a staff member or volunteer is on their own with a child.
- In the event of an injury to a child, accidental or not, ensure that it is recorded and witnessed by another adult in the accident book, located with Vanessa Roberts, Chair of Trustees.
- Keep written records of any allegations a child makes against staff and volunteers and report in line with the Child Protection Policy.
- If a child or young person touches a staff member or volunteer inappropriately record what happened immediately and inform the Designated Safeguarding officer.
- To follow Shine21 guidance on code of conduct. Specific training on behaviour management relevant to children with Down Syndrome is provided by the organisation.

Training and Awareness:

Shine21 will ensure an appropriate level of safeguarding training is available to its Trustees, Employees, Volunteers and any relevant persons linked to the organisation who requires it (e.g. contractors).

For all employees who are working or volunteering with children, this requires them as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in safeguarding children.
- Recognise a child potentially in need of safeguarding and take appropriate action.
- Understand how to report a safeguarding concern.
- Understand dignity and respect when working with children.
- Have knowledge of the Safeguarding Children Policy.

Similarly, employees and volunteers may encounter concerns about the safety and wellbeing of an adult at risk of abuse. For more information about adults safeguarding, refer to Shine21's Adults Safeguarding Policy.

Confidentiality and Information Sharing:

Shine21 expects all employees, volunteers and trustees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Data Protection.

However, information should be shared with the Local Authority if a child is deemed to be at risk of harm or **contact the police if they are in immediate danger, or a crime has been committed**. For further guidance on information sharing and safeguarding see Shine21's Confidentiality and Information Sharing policies.

Recording and Record Keeping:

If anyone in Shine21 has concerns about a child or young person's welfare or safety, it's vital all relevant details are recorded. This must be done regardless of whether the concerns are shared with the police or children's social care. An accurate record must be recorded of:

- the date and time of the incident/disclosure
- the date and time of the report
- the name and role of the person to whom the concern was originally reported and their contact details
- the name and role of the person making the report (if this is different to the above) and their contact details
- the names of all parties who were involved in the incident, including any witnesses
- the name, age and any other relevant information about the child who is the subject of the concern (including information about their parents or carers and any siblings)
- what was said or done and by whom
- any action taken to look into the matter
- any further action taken (such as a referral being made)
- the reasons why the organisation decided not to refer those concerns to a statutory agency (if relevant).

The report must be factual. Any interpretation or inference drawn from what was observed, said or alleged should be clearly recorded as such. The record should always be signed and dated by the person making the report.

All records must be securely and confidentially stored in line with General Data Protection Regulations (GDPR).

Storage of Child Protection Records

Shine21 child protection records, both electronic or paper-based, will be kept confidential and stored securely. Electronic files will be password protected and stored on computers with protection against hackers and viruses.

- Information about child protection concerns and referrals will be kept in a separate child protection file for each child, rather than in one 'concern log'. The child protection file should be started as soon as Shine21 becomes aware of any concerns.
- It's good practice to keep child protection files separate from a child's general records. The child's general record will be marked to indicate that there is a separate child protection file to also consult.
- If anyone needs to share records within your Shine21 or with an external agency, these records must be kept confidential by using passwords and encryption when sharing electronic files.
- Shine 21's staff and volunteers will use their personal computers to make and store Records, all confidential information should be stored on the google drive with password protect instead of to personal drives on the laptop or device.
- If the person responsible for managing your child protection records leaves Shine21, someone will be appointed to take over their role and arrange a proper handover

Retention of child protection files

Some agencies, for example in the education and health sectors, have their own guidance for the retention of child protection information.

Child protection files should be passed on to any new school a child attends (Department for Education (DfE), 2020; Department of Education, 2016; Information and Records Management Society (IRMS), 2016).

The file should be kept until the child is 25 (this is seven years after they reach the school leaving age) (Information and Records Management Society (IRMS), 2016). In Northern Ireland the government recommends that child protection files should be kept until the child's 30th birthday (Department of Education, 2016).

There are exemptions to these rules the officer responsible for Shine21 should seek advice at this time if they are unclear.

Recording concerns about adult behaviour

If concerns are raised about an adult who works or volunteers with the children at Shine21, for example due to

- behaving in a way that has harmed, or may have harmed, a child
- committing a criminal offence against, or related to, a child
- behaving in a way that indicated they are unsuitable to work with young people.

a clear and comprehensive record of all allegations made against the adult must be kept. This must include:

- what the allegations were

- how the allegations were followed up
- how things were resolved
- any action taken
- decisions reached about the person's suitability to work with children.

These records will enable Shine21 to give accurate information if the information is ever requested, for example:

- in response to future requests for a reference
- if a future employer asks for clarification about information disclosed as part of a vetting and barring check
- if allegations resurface after a period of time.

Storing records relating to adults

Shine21 will keep records relating to concerns about an adult's behaviour in the person's, these will be password protected.

Retention periods: concerns about adults

Shine21 will ensure it complies with the following guidance around retention periods for records where concerns about adults have been recorded. If concerns have been raised about an adult's behaviour around children, the general rule is that you should keep the records in their personnel file either until they reach the age of 65 or for 10 years – whichever is longer (IRMS, 2016; Department for Education (DfE), 2020). This applies to volunteers and paid staff.

For example:

- if someone is 60 when the investigation into the allegation is concluded, keep the records until their 70th birthday
- if someone is 30 when the investigation into the allegation is concluded, keep the records until they are aged 65.

Records retention and storage guidelines
You should keep records for the same amount of time regardless of whether the allegations were unfounded. However, if you find that allegations are malicious you should destroy the record immediately.

Information should be kept for this length of time even if the person stops working or volunteering for the organisation.

In some cases, records should be kept for longer periods and advice should be sought at this time if there are any doubts.

Criminal records checks

Shine21 will not store copies of criminal records check certificates unless there is a dispute about the results of the check. Instead, a confidential record will be kept of:

- the date the check was completed
- the level and type of check (standard/enhanced/barred list check and the relevant workforce)
- the reference number of the certificate
- the decision made about whether the person was employed (with reasons).

If there is a dispute about the results of a check, a copy of the Certificate can be kept for no longer than six months.

Destruction of child protection records

When the retention period finishes, confidential records will be incinerated or shredded in the presence of a member of Shine21 or entrusted to a firm specialising in the destruction of confidential material. At the same time any electronic versions of the record will be purged.

If not shredded immediately, all confidential records must be held in a secured plastic bag, labelled as confidential and locked in a cupboard or other secure place; or placed in a confidential waste bin.

If Shine21 closes down, arrangements will be made for the ongoing management of records. This includes the review, retention and disposal of these records.

Safe Recruitment & Selection:

Shine21 is committed to safe employment and safe recruitment practices, that reduce the risk of harm to children from people unsuitable to work with them or have contact with them.

Shine21 has policies and procedures that cover the recruitment of all Trustees, employees and volunteers.

It is important when recruiting paid staff and volunteers to adhere to the Organisation's recruitment policy. This will ensure potential staff and volunteers are screened for their suitability to work with children and young people.

- All paid staff and volunteers with access to children and young people or sensitive information relating to children will be required to undertake an enhanced DBS check.
- Staff and volunteers working directly with children or with access to sensitive information will be required to complete Child Safeguarding Training. Their training will be reviewed in supervision.
- All staff and volunteers will be required to read the Child Safeguarding Policy and procedures.
- All staff and volunteers to complete an application form, which details of previous employment, details of any conviction for criminal offences (including spent convictions under the Rehabilitation of Offenders Act 1974), agreement for an enhanced DBS check,
- The potential staff member or volunteer will be interviewed for their suitability for the post by members of the board of trustees of the charity.
- Staff and volunteers will have a period of induction where they will complete any induction training relevant to their role. This may include an introduction to Down Syndrome and the learning profile of children with Down Syndrome, Child Safeguarding, Counselling training, first aid training and information regarding internal policies such as Social Media and the Data Protection Policy.

The Disclosure and Barring Service (DBS) can help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and

Independent Safeguarding Authority (ISA).
(<https://www.gov.uk/government/organisations/disclosure-and-barring-service>)

A person who is barred from working with children or vulnerable adults will be breaking the law if they work or volunteer, or try to work or volunteer with those groups. If Shine21 knowingly employs someone who is barred to work with those groups they will also be breaking the law. If there is an incident where a member of staff or volunteer has to be dismissed because they have harmed a child or vulnerable adult, or would have been if they had not left, Shine21 will notify the DBS.

Code of Practice

Staff / Volunteers should always adhere to the following code of practice;

- Take all allegations, suspicions or concerns about abuse that a young person makes seriously (including those made against staff) and report them through the procedures.
- Provide an opportunity and environment for children to talk to others about concerns they may have.
- Provide an opportunity and environment for parents to discuss any stresses they may be experiencing and to seek help where necessary.
- Provide an environment that encourages children and adults to feel comfortable and confident in challenging attitudes and behaviours that may discriminate others.
- Risk assess situations and activities to ensure all potential dangers have been identified.
- Treat everyone with dignity and respect.

Staff / volunteers / children should not;

- Permit or accept abusive or discriminatory behaviour.
- Engage in inappropriate behaviour or contact.
- Use inappropriate or insulting language.
- Show favouritism to anyone.
- Undermine or criticise others.
- Give personal money.
- Use social networks for personal communication with children and young people for whom they are responsible

Social Media:

All employees and volunteers should be aware of Shine21's social media policy and procedures and the code of conduct for behaviour towards the children we support.

Use of Mobile Phones and other Digital Technology:

All employees, trustees and volunteers should be aware of Shine21's policy and procedures regarding the use of mobile phones and any digital technology and understand that it is unlawful to photograph children and young people without the explicit consent of the person with parental responsibilities.

Whistleblowing:

It is important that people within Shine21 have the confidence to come forward to speak or act if they are unhappy with anything. Whistle blowing occurs when a person raises a concern about dangerous or illegal activity, or any wrong- doing within their organisation. This includes concerns about another employee or volunteer. There is also a requirement by Shine21 to protect whistleblowers. Please see Shine21's Whistleblowing policy for further information.

Further information can be found on North Yorkshire Safeguarding Children Board website: <https://www.safeguardingchildren.co.uk/>

Important Contacts:

Senior Lead for Safeguarding

Name: Alice Jones

Email address: shine21safeguarding@gmail.com

Deputy Senior Lead for Safeguarding

Name: Louise Mouncey

Email address: contact@shine21.org

Telephone number: 07763855044

Trustee for Safeguarding

Name: Alice Jones

Email address: alice@Shine21.org

North Yorkshire Multi-Agency Screening Team (Children's Social Care Referral Team)

Anyone can make a referral to the North Yorkshire Multi-Agency Screening Team (MAST) if you are worried about any child and think they may be a victim of neglect or abuse, whether as a member of the public or as a professional.

Professionals in all agencies have a responsibility to refer a child when it is believed or suspected that a child:

- Has suffered significant harm and /or;
- Is likely to suffer significant harm and/or;
- Has developmental and welfare needs which are likely only to be met through provision of family support services (with agreement of the child's parent).

If you believe the situation is urgent but does not require the police, please call 01609 780780 to make a telephone contact.

Should your call be outside of business hours (Monday – Friday / 9am-5pm) please still call 0300 1312131 to speak to the Emergency Duty Team.

A written referral using the universal referral form must be completed and submitted within 24 hours of your telephone call.

You do not need to make a telephone contact prior to submitting a written referral should the situation not be urgent.

To make a written referral, a universal referral form must be completed. You must ensure that all relevant information, including parental consent or clear reasons why this has not been obtained, is provided to ensure that the referral can be progressed as effectively as possible. You will receive acknowledgement of your contact being received. Should you not receive this please follow up to ensure your information has been received.

Consent

It is good practice that agencies work in partnership with parents and carers and they are informed of your concerns with consent obtained for referrals. Consent is always required for referrals to services such as the Early Help Service, without it, the services available to the family may be limited.

Consent is not required should you believe informing the parents or carers would place a child at significant risk of harm.

Where consent has not been obtained, and professionals feels that after speaking with their safeguarding lead/manager that a referral is still warranted, professional should submit a referral detailing their actions and inform parent and carer of their actions.

The North Yorkshire Universal Referral Form that needs completing within 24 hours of making a referral to Children's social care can be found here: <https://www.safeguardingchildren.co.uk/about-us/worried-about-a-child/>

North Yorkshire Early Help Hub

Early Help – Central

Selby, Hambleton, Richmondshire

01609 534829

earlyhelpcentral@northyorks.gov.uk

Early Help – West

Harrogate, Knaresborough, Ripon, Craven

01609 534842

earlyhelpwest@northyorks.gov.uk

Early Help – East

Scarborough, Whitby Ryedale

01609 534852

earlyhelpeast@northyorks.gov.uk

North Yorkshire Local Authority Designated Officer

In accordance with Working Together (2018), where an organisation has received an allegation that a volunteer or member of staff who works with children has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

You should contact the Duty Local Authority Designated Officer (LADO) on 01609 533080.

A referral should be sent to the LADO within one working day using the LADO Referral Form, giving as much detail as possible. Completed LADO Referral Forms should be emailed using secure mail to the lado@northyorks.gov.uk or if you do not have a secure email address please contact 01609 533080 within office hours.

Where there is an immediate threat to a child please contact the Police or the contact the Emergency Duty Team (if outside office hours) on 0300 1312131.

If your enquiry is out of office hours please contact 0300 1312131.

For City of York Council the LADO can be contacted at:

Interim arrangements for LADO are as follows:

A representative from the LADO team will be available Monday-Thursday. However, there will be a limited service on a Friday.

The phone won't be manned all the time so please phone and leave a message on 01904 551783 or email a referral or query to lado@york.gov.uk and we will aim to respond to your request within 24 hours (during office hours).

If you have an urgent query or you believe a child is at risk please contact the Multi Agency Safeguarding Hub (MASH) on 01904 551900

Outside office hours, at weekends and on public holidays please contact the emergency duty team on 01609 780780

If you wish to make an allegation or you have a concern about a professional working with children, young or vulnerable people in the City of York, a referral should be sent to the Local Authority Designated Officer using the LADO Referral Form, giving as much detail as possible. Completed LADO Referral Forms should be emailed using secure mail to lado@york.gov.uk

If you do not have secure email please contact 01904 551783 to make your referral or to seek advice.

Further information and a copy of the LADO referral form is here:
<https://www.saferchildrenyork.org.uk/allegations-against-childcare-professionals-and-volunteers.htm>

For children who reside in the City of York the city of York Safeguarding Team will need to be contacted on:

Child protection and safeguarding

Multi Agency Safeguarding Hub (MASH) is a multi-agency single point of contact for all concerns about children and to make sure that children receive the right level of support.

Reporting child abuse

If you're concerned about a child or young person, you must contact the MASH team. If there are immediate concerns about the safety of a child, you should contact North Yorkshire Police on 999

Contact MASH Monday to Friday, 8.30am to 5.00pm:

telephone - 01904 551900

email - mash@york.gov.uk

Contact MASH Early Help Team to make an early help referral or access advice:

telephone - 01904 551900

email - earlyhelp@york.gov.uk

Outside office hours, at weekends and on public holidays, contact the emergency duty team

telephone - 01609 780780

email - edt@northyorks.gov.uk

More information can be found on the City of York Safeguarding Children partnership website.

Police

Emergency – 999

Non-emergency – 101

NSPCC Helpline

0808 800 5000

[Document Control Information](#)

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Date of Last Review March 2024

Date for Next Review March 2025

