



Safeguarding Children & Young People Policy and Procedures

Designated Safeguarding Lead: David Jones, Head of Product

Review date: September 2025 (by Lily Eastwood)

Updated: January 2026 (by David Jones)

Next review date: August 2026

Signed off by: Jude Williams, CEO

Quick Guide for Staff and Volunteers

Designated Safeguarding Lead (DSL):

- **David Jones** (Head of Product)
07929 672 695

Deputy DSLs:

- **Daniel Raphael**, Programme Manager
- **Ayla Estreich**, Deputy Programme Manager

Safeguarding Trustee:

- **Fiona McAuslan**, via admin@literacypirates.org or details on Salesforce

If you are worried that a child isn't safe, or a child tells you something concerning → **contact the DSL immediately.**

If you can't contact the DSL or they are on leave, contact **Jude Williams** (CEO) or **Chelsea Haughton** (Head of People and Operations), who can fulfil the role of DSL if necessary.

Policy Statement

The Literacy Pirates acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

This policy should be read in conjunction with our [policy on Social Media use](#).

Principles

- Safeguarding is everyone's responsibility.
- The welfare of the child is paramount (Children Act 1989).
- All children, regardless of background, have equal rights to protection.
- We work in partnership with parents/carers, schools, and agencies to keep children safe.

We will keep children safe by:

- Listening, respecting, and valuing them.

- Following clear safeguarding procedures.
 - Recruiting and training staff/volunteers safely.
 - Promoting safe use of online spaces.
 - Acting quickly and sharing concerns appropriately.
-

Roles and Responsibilities

Roles

It is everyone's responsibility to be vigilant about the wellbeing of children and follow our code of conduct. Specific responsibilities by role are:

DSL:

- Lead safeguarding policies and practice.
- Ensure best practice for our context, be up to date with national, regional and school safeguarding policies.
- Ensure accurate record keeping and review.
- Receive, record, and assess concerns.
- Assess escalated concerns, dealing with unprecedented and higher-level issues.
- Seek advice from statutory agencies and make referrals to statutory agencies/police as required.
- Ensure staff safeguarding knowledge and practice is up to date.
- Protect the wellbeing of all involved in receiving and assessing.

Deputy DSLs:

- Daily monitoring: receive, record, and assess concerns.
- Escalate to DSL when needed.
- Ensure safeguarding is on daily meeting agendas.

CEO and Head of People and Operations

- Can be contacted if DSL is unavailable or can't be contacted.
- Cover DSL responsibilities when DSL is on leave or unavailable.

Staff

- Follow this policy and report any concerns to DSL/Deputies.
- Stay up to date with training.

Volunteers and visitors

- Follow safeguarding briefings and report concerns to staff.

The full process for how the DSL and Deputy DSLs work together to monitor concerns can be found [here](#).

Responsibility if a Child Discloses / You See Something Concerning

1. **Stay calm, listen, don't promise secrecy.**
2. **Affirm the child and listen actively:** they need to feel believed in the moment.
3. **Ask open questions to establish details:** what, who, when, where.
4. **Record what was said/observed** – use the child's own words, add your observations.
5. **Report**
 1. If you are concerned about the safety of a child now or there is a disclosure this is a "drop everything" action. Call the DSL.
 2. Otherwise report in writing as soon as possible via Salesforce for 24 hour review with the Safeguarding team.*
6. **Do not discuss further** with anyone else unless authorised.

*Reporting via Salesforce:

- **No link to session or Salesforce:** tell any member of the delivery team you have a concern to share and they will log it with you.
- **Staff with Salesforce access:** select the Safeguarding object on a child's profile to submit a safeguarding note.
- If you are unsure, speak to the DSL or Deputy DSLs.

Code of Conduct

If you breach the code of conduct or see it being breached, you must report it immediately.

The basics

DO:

- Treat all young people with respect.
- Stay vigilant to issues of safety and wellbeing.
- Stay professional at all times, in person and online.
- Keep to safe contact: high-fives/handshakes only. Report any inappropriate physical contact.
- Report accidents, disclosures, or concerns immediately.

DON'T:

- Leave children unsupervised by staff.
- Give personal contact details, lifts, or gifts.
- Use inappropriate language, clothing, or behaviour.
- Promise confidentiality if a child discloses.
- Ignore or dismiss any concern.

Promoting a culture where children are safe to share their concerns:

- Be a role model for the positive learning behaviours we want to see.

- Treat all young people with respect.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Dress and speak appropriately for a friendly learning environment – positively, comfortably and respectfully.

Ensuring a safe environment: The following is prohibited:

- Smoking on the premises.
- Consuming alcohol, drugs or any other prohibited substances during or before work, volunteering or session.
- Anything brought onto the premises legitimately that may pose a risk should be reported and securely stored (prescribed drugs or kitchen knives).
- Report any accidents, breakages or potential risks.
- Literacy Pirates staff are *in loco parentis* in case of accident or injury. Trained first aiders will be on site during in person session.

Ensuring professional boundaries

- Contact between staff or volunteers and Young Pirates should be for charitable business only. Pre-existing personal relationships or contact for any other purposes must be reported (including online).
- Maintain friendly curiosity about Young Pirates without asking probing personal questions or sharing personal details. Any personal details shared should be reported.
- If you interact with a Young Pirate beyond the ship, keep it polite and concise and report it.

Learning programme and resources

- All staff and volunteers receive specific training and daily briefings for sessions.
- All resources, including physical and digital programmes and tools, are risk assessed.
- All volunteers are monitored when working with children.
- In person, they remain in the main room with staff or escort Young Pirates in a group only to another supervised part of the building.
- Virtually, they are in break out rooms of minimum two children to one adults, with an oversight screen view, regular drop-ins from staff and an adult present at home.

Privacy and personal details

- Young Pirates and Volunteers give consent for the use of their image and name.
- Young Pirates, volunteers and staff are reminded not to share personal details in session.
- Volunteers and Staff must restrict their online presence to limit children's ability to add and find them online.

Practices that should never be allowed:

- Young people to be left unattended. A person who is ultimately responsible for the young people must always be able to supervise.
- Rough, physical or sexually provocative activities.
- Allow or engage in any form of inappropriate touching.
- Allow young people to use inappropriate language or take part in peer to peer bullying unchallenged.
- Make sexually suggestive comments to a young person, even in fun.
- Reduce a young person to tears as a form of control.
- Allow allegations made by a young person to go unrecorded or not acted upon following procedure.
- Do things of a personal nature for young person.

Summary safeguarding measures

DBS Checks

The Literacy Pirates DBS checks all staff and volunteers. Contractors, visitors and guests may not be DBS checked but are always supervised. While there is no requirement to repeat DBS checks, the Literacy Pirates commits to sector best practice. In line with OFSTED recommendation we re-check every 3-5 years.

- Staff - Enhanced DBS check every 3 years
- Volunteers – Enhanced DBS check ever 3 years + following a 6 month hiatus
- Trustees - Enhanced DBS check every 4 years

For additional guidance use [Procedure - DBS checking 2025.docx](#) and [Process - DBS checking staff](#)

Regular training

Delivery staff – enhanced induction training + enhanced annual refresher + 6 weekly check-ins.

General - staff – induction + annual refresher

Volunteers – initial training + briefing every session

Trustees – induction + annual refresher

Annual training covers types of abuse, online safety, prevent, FGM, CSE as well as local and national trends and all content is adapted to our context.

Supervision

- At least two adults with DBS clearance are present in Hackney sessions or monitoring the Virtual Ship.
- Breakout rooms are monitored.

E-safety

- All delivery staff to be trained on the key risks including accessing inappropriate content, cyber-bullying, sexting and online grooming.
- All platforms and devices used are risk assessed and any recommendations are embedded in team training.
- Online delivery or in person projects requiring online work, embeds learning moments about how to use the internet safely.
- Platforms and programmes are risk assessed for content and our ability to safely supervise.
- All platforms and devices will have appropriate safety settings for browsing.
- All communications will take place through Literacy Pirates channels.

Contact with Young Pirates

- All communications will take place through Literacy Pirates channels. Phone numbers and email addresses should belong to the parents/carers, not the Young Pirates.
- Phone calls with Young Pirates should only take place between a Literacy Pirates phone and a parent/carer's phone with the parent present.
- Where a Young Pirate may have initiated contact independently, log the communication.

“Young Crewmates“

The Literacy Pirates is committed to the safeguarding of all young people. All of our safeguarding procedures also apply to volunteers aged 16 and 17. The safeguarding of this group has been specifically risk assessed as their role means they could be at risk of being overlooked. This can be found in the safeguarding folder.

Awareness of key issues

Specific guidance is regularly updated on key issues including but not limited to the following.

Child Sexual Exploitation

Child sexual exploitation (CSE) is a type of sexual abuse whereby young people are groomed (often through relationships and situations that are meant to feel loving and consensual) to take part in sexual activities. CSE is an area of focus in Hackney, so it is important that our staff are well-informed, although the work is predominantly aimed at young people at the higher end and above the age group we work with. CSE is included in annual staff training, including training on what it is and who may be particularly at risk. Updates and guidance from City and Hackney Child Safeguarding Board are followed by the Designated Safeguarding Lead and shared with the team as appropriate.

FGM

Female Genital Mutilation (FGM) is a form of abuse that a number of communities we work with are vulnerable to. FGM is included in annual staff training and the Volunteer Handbook (highlighted in training). An additional refresher and reminder will be given to all staff and volunteers in the summer months, in the lead up to the most common time for FGM to take place.

Prevent

The Literacy Pirates is aware of the duty of all organisations working with young people as outlined by the government's Prevent policy. Prevent is included in annual staff training and a statement on the duties of Prevent and encouraging volunteers to report any concerns is included in the Volunteer Handbook (highlighted in training). Additionally, in the planning of our learning programme we have a commitment to planning inclusive learning experiences where the young people are supported to share and engage with each other's cultures and communities.

Whistleblowing and Complaints

Complaints about this policy or our safeguarding practice should be addressed in writing to DSL via admin@literacypirates.org, for more information follow [Procedure - Complaints - reviewed Aug 2025.docx](#)

It is the duty of any staff member to raise concerns about poor practice or unsafe behaviour. More guidance can be found in our [Policy - Whistleblowing - reviewed Aug 2025.docx](#)

Review and Monitoring Procedures

This policy is reviewed annually or following any updates in best practice.

We monitor our safeguarding through record-keeping and training. The following documents outline how we track our progress:

- The annual safeguarding audit submitted to trustees for review every January.
- The training register which details annual trainings as well as other updates and activities.
- The safeguarding log on Salesforce.

Additionally, Safeguarding is a half-termly agenda item for the delivery team and safeguarding risks is on the 121 agenda of all staff.

Key Contacts

- **NSPCC Helpline:** 0808 800 5000
 - **Hackney First Response (FAST):** Fast@hackney.gov.uk | 020 8356 5500 (Mon–Fri) | 020 8356 2710 (Out of hours)
 - **Hackney LADO:** LADO@hackney.gov.uk | 020 8356 8982
 - **City & Hackney Safeguarding Board:** chscb@hackney.gov.uk | 020 8356 4183
-

Appendices (Reference for Managers & DSLs)

Appendix 1. Types of Abuse (short definitions)

- **Physical:** hitting, shaking, fabricated illness.
 - **Emotional:** persistent criticism, humiliation, exposure to domestic violence.
 - **Sexual:** forcing/enticing into sexual activity, grooming, online exploitation.
 - **Neglect:** failure to meet basic needs (food, shelter, supervision, healthcare).
 - **Other risks:** CSE, FGM, Prevent (radicalisation), bullying/cyberbullying.
-

Appendix 2. Checklist for Reporting Concerns

Have ready:

- Child's name, age, address.
 - Details of concern (date, time, what was seen/heard).
 - Any physical/behavioural signs.
 - Whether child/parent spoke to you – record exact words.
 - Alleged abuser (if known).
 - Your name/role, who you reported to, and when.
-

Appendix 3. Safer Recruitment Summary

Role	DBS	Renewal Notes
Staff	Enhanced + Reg. Activity 3 yrs	References + interview
Volunteers	Enhanced + Reg. Activity 3 yrs	3-hr induction training
Trustees	Enhanced	4 yrs Tracked by CEO

Appendix 4. Legal framework

Our safeguarding policy is underpinned by the following legislation and statutory guidance:

- **Children Act 1989** – welfare of the child is paramount.
- **Children Act 2004** – duty to cooperate to safeguard children.
- **United Nations Convention on the Rights of the Child (UNCRC), 1991** – children’s right to protection and participation.
- **Sexual Offences Act 2003** – offences relating to children and vulnerable people.
- **Protection of Freedoms Act 2012** – includes the definition of “regulated activity”.
- **Data Protection Act 2018** and **UK GDPR** – handling and storing personal data safely.
- **Keeping Children Safe in Education (KCSIE), latest edition** – statutory guidance for schools and organisations working with children.
- **Working Together to Safeguard Children, latest edition** – statutory guidance on inter-agency working.
- **Counter-Terrorism and Security Act 2015** (*Prevent Duty*) – duty to prevent radicalisation.
- **Other relevant government guidance** issued by the Department for Education and local safeguarding partnerships.

Appendix 5: Safeguarding contacts,

All London boroughs

Barking & Dagenham – MASH/Intake: intaketeam@lbbd.gov.uk | 020 8227 3811 (Mon–Fri) | 020 8594 8356 (Out of hours). [Northeast London ICBBarking and Dagenham](#)

Barnet – MASH: mash@barnet.gov.uk | 020 8359 4066 (Mon–Fri) | 020 8359 2000 (Out of hours). [Barnet Council+1](#)

Bexley – MASH: childrensocialcare.admin@bexley.gov.uk | 020 3045 5440 (Mon–Fri) | 020 8303 7777 / 020 8303 7171 (Out of hours). [Bexley Council+1](#)

Brent – Family Front Door: family.frontdoor@brent.gov.uk | 020 8937 4300 (Mon–Fri) | 020 8863 5250 (Out of hours). [London Safeguarding Children Board](#)

Bromley – MASH: mash@bromley.gov.uk | 020 8461 7373/7379/7026 (Mon–Fri) | 0300 303 8671 (Out of hours). [London Safeguarding Children Board](#)

Camden – MASH: LBCMASHadmin@camden.gov.uk | 020 7974 3317 (Mon–Fri) | 020 7974 4444 (Out of hours). cscp.org.uk[Cindex](#)

Croydon – MASH: childrensmash@croydon.gov.uk | 020 8255 2888 (Mon–Fri) | 020 8726 6400 (Out of hours). [Waltham Forest](#)

Ealing – Children’s Integrated Response Service (ECIRS): ecirs@ealing.gov.uk | 020 8825 8000 (Mon–Fri / Out of hours per council page). [Camden Council](#)

Enfield – MASH: childrensmash@enfield.gov.uk | 020 8379 5555 (Mon–Fri) | 020 8379 1000 (Out of hours). [Enfield Council](#)

Greenwich – MASH: mash-referrals@royalgreenwich.gov.uk | 020 8921 3172 (Mon–Fri) | 020 8854 8888 (Out of hours). [Royal Greenwich+1](#)

Hackney – MASH/FAST: MASH@hackney.gov.uk | 020 8356 5500 (Mon–Fri) | 020 8356 2710 (Out of hours). [Hackney Council](#)

Hammersmith & Fulham – Family Services: familyservices@lbhf.gov.uk | 020 8753 6610 (Mon–Fri) | 020 8748 8588 (Out of hours). [Hammersmith and Fulham's LSCP](#)

Haringey – MASH: mashreferral@haringey.gov.uk | 020 8489 4470 (Mon–Fri) | 020 8489 0000 (Out of hours). [Haringey Council](#)[London Safeguarding Children Board](#)

Harrow – Children’s Services: Duty.Assess@harrow.gov.uk | 020 8901 2690 (Mon–Fri) | 020 8424 0999 (Out of hours). [London Borough of Harrow](#)

Havering – MASH: tmash@haverling.gov.uk | 01708 433 222 (Mon–Fri) | 01708 433 999 (Out of hours). [Groundswell](#)

Hillingdon – Stronger Families Hub: strongerfamilieshub@hillindon.gov.uk | 01895 556006 (Mon–Fri) | 01895 250111 (Out of hours). [Hillingdon Council+1](#)

Hounslow – Front Door/MASH: childrensocialcare@hounslow.gov.uk | 020 8583 6600 (Mon–Fri) | 020 8583 2222 (Out of hours). [GovDelivery](#)

Islington – Children’s Services Contact Team (CSCT): csctreferrals@islington.gov.uk | 020 7527 7400 (Mon–Fri) | 020 7226 0992 (Out of hours). [Islington Council](#)

Kensington & Chelsea – Children’s Services: socialservices@rbkc.gov.uk | 020 7361 3013 (Mon–Fri) | 020 7373 2227 (Out of hours). [Westminster City Council](#)[Lambeth Council](#)

Kingston upon Thames – Single Point of Access (SPA): spa.referrals@achievingforchildren.org.uk | 020 8547 5008 (Mon–Fri) | 020 8770 5000 (Out of hours). [Hackney Local Offer](#)

Lambeth – Help & Protection/MASH: helpandprotection@lambeth.gov.uk | 020 7926 5555 (Mon–Fri) | 020 7926 1000 (Out of hours). [London Safeguarding Children Board](#)

Lewisham – Families/FFCP (front door): ffcps@lewisham.gov.uk | 020 8314 6660 (Mon–Fri) | 020 8314 6000 (Out of hours). [London Borough of Harrow](#)[Newham Council](#)

Merton – MASH: childrenandfamiliesmash@merton.gov.uk | 020 8545 4226/4227 (Mon–Fri) | 020 8770 5000 (Out of hours). [Lambeth SAB](#)

Newham – MASH/Children’s Triage: (no public email—use portal/phone) | 020 3373 4600 (Mon–Fri) | 020 8430 2000 (Out of hours). [Newham Council](#)[Newham Safeguarding Children Partnership](#)

Redbridge – CPAT/MASH: cpat.referrals@redbridge.gov.uk | 020 8708 3885 (Mon–Fri) | 020 8708 5897 (Out of hours). [Redbridge Safeguarding Partnership](#)

Richmond upon Thames – Single Point of Access (SPA): spa.referrals@achievingforchildren.org.uk | 020 8547 5008 (Mon–Fri) | 020 8770 5000 (Out of hours). [cscp.org.uk](#)

Southwark – MASH: MASH@southwark.gov.uk | 020 7525 1921 (Mon–Fri) | 020 7525 5000 (Out of hours). [Leap](#)

Sutton – Children’s First Contact Service: cfcs@sutton.gov.uk | 020 8770 6001/6072 (Mon–Fri) | 020 8770 5000 (Out of hours). [Home Start Southwark](#)

Tower Hamlets – MASH/MAST: MAST@towerhamlets.gov.uk | 020 7364 5006 (Option 2/3) (Mon–Fri) | 020 7364 4079 (Out of hours). [Lambeth Council](#)

Waltham Forest – MASH: MASHrequests@walthamforest.gov.uk | 020 8496 2310 (Mon–Fri) | 020 8496 3000 (Out of hours). [Waltham Forest](#)

Wandsworth – MASH: mash@wandsworth.gov.uk | 020 8871 6622 (Mon–Fri) | 020 8871 6000 (Out of hours). [Wandsworth Borough Council](#)

Westminster – Access to Children’s Services: accesstochildreancesservices@westminster.gov.uk | 020 7641 4000 (Mon–Fri) | 020 7641 2388 (Out of hours). [Westminster City Council](#)

All other boroughs we work in

Cornwall – MARU: multiagencyreferralunit@cornwall.gov.uk | 0300 123 1116. [Cornwall Council](#)

Leeds – Duty and Advice Team: 0113 376 0336 (Monday, Tuesday, Thursday, 9am to 5pm; Wednesday 10:30am to 5pm; Friday 9am to 4:30pm) | 0113 535 0600 (Out of hours). [Leeds City Council](#)