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**The Shelley Memorial Project Volunteering and Safeguarding Policies.**

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**1.The Shelly Memorial Project Code of Conduct**

i. The Shelley Memorial Project is committed to providing a safe environment for anyone who comes into contact with the Project. This includes people who benefit from our work, volunteers (including the committee members ), those who participate in our events and those working for other organisations that we have dealings with.

ii. We aim to create a safe and welcoming environment, where everyone is respected and valued. We strive to run the Project in a way that actively prevents harm, harassment, bullying, abuse and neglect and will not tolerate any such behaviour. We will be ready to respond safely and well if there is a problem.

iii. Our Volunteering Policy sets out our responsibilities to our volunteers and our expectations of them. Our Safeguarding Children Child Protection and Vulnerable Adult Safeguarding policies set out how we ensure a safe environment for those groups.

**Volunteering Policy**

1. **The role of volunteers**
2. The Shelley Memorial Project welcomes those who wish to volunteer to help achieve our following objectives :

* Establishing a lasting public memorial to the poet Shelley for public enjoyment, inspiration and education and to commemorate Horsham’s most famous citizen;
* Raising funds for the achievement of the above;
* Facilitating , promoting, organising events that highlight the culture and history that is associated with Shelly, as appropriate.

1. The Shelley Memorial Project is run on a voluntary basis and has no paid members of staff and so relies on volunteers to achieve its objectives.
2. Volunteering activities include organisation of events, commissioning a public artwork, fundraising, partnership work with local authorities and other organisations with connected objectives, promotional media/ social media work, managing and administering the project.
3. The directors are all volunteers.
4. The Shelley Memorial Project welcomes volunteers over the age of 18 regardless of their disability, gender including reassignment, race, religion or belief, or sexual orientation. Main volunteering activities are listed above. Other opportunities to volunteer are included in the updates that are sent out to our mailing list throughout the year.

All volunteers who wish to take on committee roles must be members of the Project. Membership requires a regular commitment towards the role that the volunteer undertakes including attendance at the monthly committee meeting. If the member wishes to discontinue in their role they should formally advise the committee of their intention to resign. If they do not wish to take on another committee role their membership of the project will end. There are, from time to time, a number of activities in which volunteers can become involved. We welcome engagement in those activities from volunteers who are not members of the project. All volunteers are expected to abide by the Shelley Memorial Project code of conduct.

1. Volunteer activities are restricted to activities that do not require DBS checks so volunteers are not subject to DBS checks.
2. Anyone wishing to engage with the Project as a volunteer should contact the committee with details of their interest. Decisions on the recruitment of an individual for volunteering will be made by committee. Where applicants are not able to be placed into their preferred role, they will be given feedback and the opportunity to discuss other roles.
3. **Roles and responsibilities**
4. The volunteer role is based on trust and mutual understanding.
5. There is no contractual obligation for the volunteer to attend or to undertake particular tasks. However, there is a presumption of mutual support and reliability and a reciprocal set of expectations.
6. **Support and Supervision**
7. Whilst we hope that volunteers will contribute a level of skills and experience that will enable them to take up their role, appropriate training can be offered if requested. All members of the committee are requested to support each officer in their role, as required.
8. Committee members are responsible for supporting new volunteers as well as providing guidance, giving feedback and answering queries. The aim is to ensure that the volunteering experience is a positive and rewarding one.
9. Volunteers should feel able to raise any concerns or issues with the committee.
10. The Shelley Memorial Project acknowledges that sometimes problems may arise. In the first instance, any volunteer with a complaint or concern should discuss it with the relevant committee member. If the issue cannot be resolved by discussion or the volunteer feels unable to discuss the issue with the relevant officer, then the volunteer is encouraged to discuss the issue with the with one of the Directors of the Shelley Memorial Project.

The Directors are:

* Ted Gooda,
* Carol Hayton,
* David Hide.

1. **Health and Safety**

The Shelley Memorial Project recognises the importance of all volunteering activities being carried out in a safe environment. Volunteers should carry out all their activities in line with the risk assessments that will be provided by the events team for all activities.

1. **Expenses**

The Shelley Memorial Project makes no payments to volunteers other than reimbursement of expenses incurred wholly in service of the Project. Volunteers should consult the treasurer in advance of incurring any expenditure.

1. **Insurance**

The Shelley Memorial Project organises Public Liability Insurance which includes cover for volunteers participating in our activities.

1. **Ending the volunteering relationship**

We expect that volunteering with the Project will be a mutually positive and rewarding experience and are delighted that many of our volunteers continue to help for many years. If an issue arises, we expect it can be resolved through discussion, but we reserve the right to ask a volunteer to stop volunteering if we consider that necessary.

**Vulnerable Adult Safeguarding Policy**

**Designated Safeguarding Lead: Sara Loewenthal**

1. **Purpose of the policy**

The Shelley Memorial Project is committed to providing safeguarding practices that help ensure the safety of adults at risk whilst taking part in our group activities and in the wider community. This policy helps everyone involved in our group:

* be aware of our legal responsibilities
* understand the safeguarding risks in the Shelley Memorial Project.
* know what to do if they have a concern about the wellbeing or welfare of any adult at risk that comes into contact with our group.

This safeguarding policy, and associated procedures, apply to all individuals involved in Shelley Memorial Project, including: directors, members and volunteers. The policy applies to all concerns about the safety of adults at risk while taking part in our group and the activities we run, or while in the wider community.

**2. Code of conduct**

i. Vulnerable adults engaging with the project must be accompanied by their nominated adult. e.g carer or friend.

ii. Photography and videoing of vulnerable adults is not allowed, unless consent has been obtained from their nominated adult.

1. Vulnerable Adults have a high risk of maltreatment. Many of them are reluctant to report and, sometimes, they even deny that they have experienced harm. It is important for anyone present to protect them against people who try to abuse them. Such maltreatment/abuse can be physical, verbal, sexual, financial or lack of care.

If such maltreatment or abuse is witnessed or suspected, the Designated Safeguarding Lead should be informed; if for any reason you cannot tell the Designated Safeguarding Lead , another member of the committee should be informed. You must do this as soon as is practicable. The Designated Lead will inform the relevant West Sussex County Council safeguarding contact, as outlined below. The role of the Shelley Memorial Project in this context is to refer the concern or complaint to Adult Social Care and not to investigate.

1. When working with vulnerable adults we are acting in a position of trust. We recognise that keeping our group safe is everyone’s responsibility, and we expect our members, volunteers, and directors
2. to behave according to the following values:

* All adults at risk have an equal right to protection from abuse and to be kept safe from harm regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
* We recognise some adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
* We use language that is appropriate for age and ability, and not offensive or discriminatory.
* All allegations and suspicions of neglect and abuse will be taken seriously and responded to swiftly and appropriately.

This means when working with adults at risk, we will never:

* Promise to keep secrets – safeguarding relies on sharing concerns appropriately with other agencies.
* Allow suspicions or allegations of abuse or neglect to go unreported.
* Act in a way that is threatening, abusive or bullying.
* Jump to conclusions about others without checking facts.

**3. Legislation**

i. The Shelly Memorial Project recognises that West Sussex County Council has the main legal duty to safeguard adults at risk, and we are committed to working with them and the Safeguarding Adults Board.

ii. This policy, and the practices within it, are based on the relevant legislation and government guidance, including:

* The Care Act 2014; and
* The Mental Capacity Act 2005 (which protects people’s right to make their own decisions in any situation where they are able to do so).

**4. Definitions**

According to the Care Act 2014 (applicable in England):

An **adult at risk** is an individual aged 18 years and over who:

* has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
* is experiencing, or at risk of, abuse or neglect, AND;
* as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

**Abuse** is a violation of an individual’s human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance. Often the perpetrator of abuse is known to the adult and may be in a position of trust and power.

The types of abuse we need to be aware of are:

* Physical
* Sexual
* Emotional/Psychological/Mental
* Neglect and acts of omission
* Financial or material abuse
* Discriminatory
* Organisational / institutional
* Self-neglect
* Domestic abuse (including coercive control)
* Modern slavery

**5. Recognising safeguarding concerns**

i.There are many signs and indicators that may suggest someone is experiencing abuse or neglect. There may be other explanations too, but The Shelley Memorial Project will not ignore any of these signs if they are apparent.

ii. An adult may confide (disclose) to a trustee, volunteer, of other member of the Shelley Memorial Project that they are experiencing abuse, inside or outside the activities of the group. Or someone else may notice signs in a particular individual. The signs we will look out for include:

* Unexplained bruises or injuries.
* Belongings or money going missing from the person.
* The person no longer attending or enjoying The Shelley Memorial Project activities, or responding to contact from other members of the group.
* A change in confidence or behaviour of a person e.g. if they are withdrawn and quiet around a particular person or people, when usually they are outgoing and confident.
* A change in appearance of the person e.g. losing or gaining weight, deterioration in personal hygiene or way of dressing.
* Someone else (e.g. a parent, carer or family member) always speaking for the person and not allowing them to make their own choices.
* The person showing fear of, or not wanting to be around, a particular individual or group of people.

**6. Responding to concerns**

i. The Shelley Memorial Project has a designated safeguarding lead whose contact details are in section 11.

The Shelley Memorial Project recognises that it can be difficult for many reasons to speak up if you think someone is being abused or neglected. However, we expect our volunteers and members to take action in response to any concerns. Our safeguarding lead will support the person raising the concerns, as well as the person being abused.

If anyone involved in the Projects activities notices any signs of abuse or neglect in another person, they should bring these concerns to the safeguarding lead.

If someone discloses to anyone else in the group that they are being abused, the response should be as follows:

* Always make sure the person speaking up feels they are being listened to and supported.
* Don’t promise to keep information confidential between you and them.
* Tell the designated safeguarding lead about the concerns (unless the safeguarding lead is implicated in causing the harm or perpetrating the abuse. In this situation, information should be shared with a trusted committee member/trustee and they will be responsible for taking further action instead of the safeguarding lead)
* Ask for the person’s consent to share the information. If they refuse and you are still worried that they or someone else is at immediate risk of harm, you cannot wait for this consent. You must share this information with the safeguarding lead.
* Write a clear statement of what you have been told, seen, or heard.

The [**designated safeguarding lead (DSL)**](https://www.resourcecentre.org.uk/information/safeguarding/#leads) is responsible for taking further action once concerns have been raised with them. Throughout the process, the safeguarding lead will record all the information they are given, the actions they take, and why. **The Designated Lead will inform the relevant West Sussex County Council safeguarding contact, as outlined below. The role of the Shelley Memorial Project in this context is to refer the concern or complaint to Adult Social Care and not to investigate.**

**7. Keeping records**

The Shelley Memorial Project recognises that it is vital to record and store details about any safeguarding concerns that arise. We will record information, even if the concerns have not been shared with the police or the local authority safeguarding team. These records are extremely sensitive and will be kept in a locked cabinet or drawer (if hard copy) and/or password protected and stored on a computer with protection against hackers and viruses (if electronic).

It is the responsibility of the designated safeguarding lead to ensure that the following information is recorded about every safeguarding concern:

* The date and time of the incident/disclosure/concern
* 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 and any other relevant information about the adult who is the subject of the concern (including information about their care and support needs).
* 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).

Each record will be signed and dated by the person making the report.

**8. Confidentiality, consent and information sharing**

Timely information sharing is key to keeping people safe and responding appropriately to concerns about their welfare. In general, The Shelley Memorial Project expects all committee members and volunteers to maintain confidentiality and act in accordance with the UK General Data Protection Regulations (GDPR).

We will share information within the group (e.g. with other volunteers) in situations where this is necessary in order to deal effectively with safeguarding concerns or to provide continuity of support. We will share information with other organisations in order to keep a person safe.

Whenever confidential information is shared, we will follow the principles below. We will:

* Have a clear and legitimate purpose.
* Keep clear records of why we chose to share the information.
* Ensure we are not putting the person at risk by sharing information.
* Be as factual as possible.
* Seek consent. If the adult refuses consent, we may share information **only**if:
  + We think they are at serious risk of harm or abuse, including harming themselves;
  + Information indicates that a serious crime has been or is going to be committed;
  + We think the person lacks the mental capacity to decide for themselves and we believe it would be in the individual’s best interests;
  + We are required by law e.g. if we suspect FGM, forced marriage, or a possible terrorist threat.

**9. Reviewing policy and procedures**

This policy and its procedures will be reviewed every 2 years. They were last reviewed and updated on 01/12/2023 .

**10. Key contacts**

**1. The Shelley Memorial Project’s Designated Safeguarding Lead**

**Name: Sara Loewenthal   
Contact details: Sarangipani@btinternet.com**

1. **West Sussex County Council Adult Service Department**

This is the safeguarding team to contact to make a referral about an adult at risk.  
9am-5pm Monday-Friday: phone [01243 642121](tel:01243642121) or

Or :03302227007 out of hours ,

or compete the online form to report abuse on the following page:

https://www.westsussex.gov.uk/social-care-and-health/social-care-support/adults/raise-a-concern-about-an-adult/

1. **Sussex Police**

Phone 999 in an emergency

Non-emergency, phone: 101

**Safeguarding Children Policy**

**1. Purpose of the policy**

The Shelley Memorial Project is committed to safeguarding practices that help ensure the safety of children whilst taking part in our group activities and in the wider community. This policy helps everyone involved in our group:

* be aware of our legal responsibilities.
* understand the safeguarding responsibilities of The Shelley Memorial Project.
* know what to do if they have a concern about the wellbeing or welfare of any child that comes into contact with our group.

This safeguarding policy, and associated procedures, apply to all individuals involved in the Shelley Memorial Project, including: Directors , members, volunteers, and staff. The policy applies to all concerns about the safety of children while taking part in our group and the activities we run, or while in the wider community.

**2. Code of conduct**

Volunteers who are under the age of 18 cannot participate in volunteering activities unless:

• the work to be undertaken does not involve equipment requiring skilled operation;

• the individual has been trained in the tasks to be performed and the individual is supervised at all times by a nominated responsible adult.

The nominated responsible adult must be a parent or guardian and must sign the volunteer’s application form to confirm that they will supervise the volunteer when they are participating in a volunteering activity.

When working with children we are acting in a position of trust. We recognise that keeping children safe is everyone’s responsibility, and we expect our members, volunteers, staff and directors to behave according to the following values:

* All children have an equal right to protection from abuse and to be kept safe from harm regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
* We recognise some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
* We listen to and respect everyone in the group.
* We use language that is appropriate for age and ability, and not offensive or discriminatory.
* We encourage a culture of honesty, where everyone feels comfortable to point out attitudes or behaviours they do not like.
* We ensure that there is always more than one adult present during activities with children and that children only engage with activities organised by the Project of accompanied by a parent or guardian.
* All allegations and suspicions of neglect and abuse will be taken seriously and responded to swiftly and appropriately.

This means when working with children, we will never:

* Promise to keep secrets – safeguarding relies on sharing concerns appropriately with other agencies.
* Allow suspicions or allegations of abuse or neglect to go unreported
* Act in a way that is threatening, abusive or bullying
* Jump to conclusions about others without checking facts

**3. Legislation**

The Shelley Memorial Project recognises the importance of Working Together to Safeguard Children. We are committed to working with our local authorities and the Local Safeguarding Children Board.

This policy, and the practices within it, are based on the relevant legislation and guidance seeking to protect children, including:

* The Children Acts 1989 and 2004;
* Working Together to Safeguard Children 2018

**4. Definitions**

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

**Child abuse** happens when a person harms a child. Children may be abused by: family members; friends; people working or volunteering in organisational or community settings; people they know; or strangers.

The types of abuse that we are most likely to cpome across we need to be aware of are:

* Physical abuse
* Neglect
* Emotional abuse
* Bullying and cyberbullying
* Child sexual exploitation
* Child criminal exploitation
* Grooming

**5. Recognising safeguarding concerns**

There are many signs and indicators that may suggest a child is experiencing abuse or neglect. There may be other explanations too, but the Shelley Memorial Project will not ignore any of these signs if they are apparent. If a volunteer sees or suspects that a child participating in our activities is at risk of harm or abuse then this must be reported to the Nominated Safeguarding Person (NSP). Their contact details are at the end of this document.

A child may confide (disclose) to a trustee, volunteer, of other member of the Shelley Memorial Project that they are experiencing abuse, inside or outside the activities of the group. Or someone else may notice signs in a particular child.

Different forms of abuse and neglect may have different signs. Examples of signs of abuse are as follows:

**Physical Abuse**

Visible signs:

* Injuries to any part of the body.
* Children who find it painful to walk, sit down, move their jaws or exhibit other signs of pain.
* Injuries which are not typical of the bumps and bruises associated with children’s activities.
* The regular occurrence of unexplained injuries
* The child who is frequently injured where even apparently reasonable reasons are given.

Behavioural signs:

* Furtive or secretive behaviour.
* Uncharacteristic aggression or withdrawn behaviour.

What to listen for:

* Confused or conflicting explanations about how injuries were sustained.
* Evaluate carefully what is said and preferably document it verbatim.
* Consider if the explanation is in keeping with the nature and site of the injury.

**Emotional Abuse**

Watch for parent/carer behaviours

* Poor attachment with the child
* Unresponsive or neglectful behaviour towards the child’s emotional needs
* Persistent negative comments about the child

**Sexual Abuse**

* Extreme variations in behaviour (e.g. anxiety or withdrawal)
* Sexually provocative behaviour or knowledge that is incompatible with the child’s age or understanding
* Drawings and/or writing that is sexually explicit (this can be an indirect disclosure)
* Direct disclosure; it is important to recognise that young children have neither the experience nor the understanding to be able to make up stories about sexual assault.

**Neglect**

Physical signs

* Underweight or obesity
* Unkempt, dirty appearance
* Smelly
* Inadequate/unwashed clothes
* Hunger
* Listlessness

**6. Responding to concerns**

The Shelley Memorial Project has a designated safeguarding lead whose contact details are in section 11.

The Shelley Memorial Project recognises that it can be difficult for many reasons to speak up if you think a child is being abused or neglected. However, we expect our members and , volunteers to take action in response to any concerns. Our safeguarding lead will support the person raising the concerns, as well as the child at risk of/experiencing abuse.

If anyone in the group notices any signs of abuse or neglect in a child, they should bring these concerns to the safeguarding lead.

If a child discloses to any adult in the group that they are being abused, the response should be as follows:

* Always make sure the child speaking up feels they are being listened to and supported.
* Reassure the child they have done the right thing by telling you.
* Emphasise that abuse is never their fault.
* Take time, be patient, and let the child go at their own pace.
* Don’t promise to keep information confidential between you and them. Explain that you need to share the information with someone who will be able to help.
* Tell the designated safeguarding lead about the concerns (unless the safeguarding lead is implicated in causing the harm or perpetrating the abuse. In this situation, information should be shared with a trusted committee member and they will be responsible for taking further action instead of the safeguarding lead)
* Write a clear statement of what you have been told, seen, or heard.
* Do not talk to the alleged perpetrator about the child’s disclosure, this could make it a lot worse for the child.

[**The designated safeguarding lead**](https://www.resourcecentre.org.uk/information/safeguarding/#leads) is responsible for taking further action once concerns have been raised with them. Throughout the process, the safeguarding lead will record all the information they are given, the actions they take, and why). The procedures they will follow are:

**6.1 Initial assessment**

As soon as information is shared with the safeguarding lead, they will make an initial assessment of the concern. They will, if possible, talk to the person reporting the concern and gather as much information as possible from them.

If the concern is being raised based on a direct disclosure from a child, the safeguarding lead **will not** question the child or ask them to repeat any details. They may, however, tell the child that they have heard the concerns, reassure the child again that they have done the right thing in disclosing, and tell them what the next steps will be.

The [**designated safeguarding lead (DSL)**](https://www.resourcecentre.org.uk/information/safeguarding/#leads) is responsible for taking further action once concerns have been raised with them. Throughout the process, the safeguarding lead will record all the information they are given, the actions they take, and why.

The Designated Lead will inform the relevant West Sussex County Council safeguarding contact, contact details are given in Section 11. Or if they require advice prior to making a report the County Council they will contact the NSPCC Helpline.

The role of the Shelley Memorial Project in this context is to refer the concern or complaint to Adult Social Care and not to investigate. However if the Designated Lead Person considers the child to be in immediate danger or at risk of serious harm, they must call 999.

**7. Keeping records**

The Shelley Memorial Project recognises that it is vital to record and store details about any child protection concerns that arise. We will record information, even if the concerns have not been shared with the police or the local authority safeguarding team. These records are extremely sensitive and will be kept securely .

It is the responsibility of the designated safeguarding lead to ensure that the following information is recorded about every safeguarding concern:

* The date and time of the incident/disclosure/concern.
* 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.)
* That was said or done and by whom.
* 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).

Each record will be signed and dated by the person making the report.

**8. Confidentiality, consent and information sharing**

Timely information sharing is key to keeping children safe and responding appropriately to concerns about their welfare. In general, The Shelley Memorial Project expects all committee members and volunteers to maintain confidentiality and act in accordance with the UK General Data Protection Regulations (GDPR).

Parents/carers are normally the first point of contact for any concerns about a child. If there is a disclosure or suspicion of abuse, however, we will take guidance from the NSPCC Helpline and/or local authority safeguarding team as to whether we should make parents/carers aware of it or whether it should be left to other authorities to speak with the parent/carers.

Whenever the Shelley Memorial Project shares information about a child with any other organisation, we will follow the principles below. We will:

* Have a clear and legitimate purpose.
* Keep clear records of why we chose to share the information.
* Ensure we are not putting the child at risk by sharing information.
* Be as factual as possible.
* Seek consent. If the child is deemed old and capable enough, consent should come from them. If not, we will ask their parent/carer, unless doing so would put the child at risk of harm. In any situation where consent is refused, but we believe the information needs to be shared in order to protect the child from significant harm or to promote their welfare, we will seek advice from the NSPCC Helpline. If advised, we will share information with the police and/or local authority safeguarding team without consent.

**9. Recruiting and Training Volunteers**

All children that come into contact with the Project must be accompanied by a parent, guardian, teacher or youth worker who will be made aware that we have a safeguarding policy which is available on our website. All volunteers will know who is the designated safeguarding lead, and that they should go to them with any concerns.

Photography and videoing of children and young people is not allowed, unless consent has been obtained from the child’s parent or guardian.

The designated safeguarding lead will be offered further training to ensure they are clear about their role, and what action to take in response to different concerns.

**10. Reviewing Policy and Procedures**

This policy and its procedures will be reviewed every 2 years. They were last reviewed and updated on 06/12/2023

**11. Key contacts**

**The Shelly Memorial Project’s Designated Safeguarding Lead.**

Name: Sara Lowenthal  
Contact details: Sarangipani@btinternet.com

**West Sussex County Council Childrens Service Integrated Front Door.**

This is the local authority safeguarding team to contact to make a referral about a child.  
Between 9am and 5pm Mondays to Fridays:  
Phone: 01403 229900   
  
Outside of working hours, you can contact the Emergency Duty Service on:  
 [033 022 26664](tel:03302226664).

Or for concerns and advice email The West Sussex Designated Officer: [LADO@westsussex.gov.uk](mailto:LADO@westsussex.gov.uk)

Phone  [033 022 26450](tel:03302226450).

**NSPCC Helpline**

To call for support or advice about child safeguarding concerns  
 call : 0808 800 5000. The Helpline is available from 10 am to 8pm Monday to Friday or email help@nspcc.org.uk

**12. Useful resources**

The [National Council for Voluntary Organisations (NCVO)](https://knowhow.ncvo.org.uk/safeguarding/what-is-safeguarding) has very thorough guidance on all aspects of safeguarding for voluntary and community groups:

For child safeguarding guidance, the [NSPCC](https://learning.nspcc.org.uk/safeguarding-child-protection/voluntary-community-groups) has a comprehensive range of guides and tools.

For safeguarding adults, the [Ann Craft Trust](https://www.anncrafttrust.org/resources/a-guide-to-safeguarding-adults/) has a comprehensive range of guides and tools.

The [Charity Commission](https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees) has guidance on safeguarding for charities and trustees.

[Safety Net](https://www.safety-net.org.uk/), now in partnership with [Impact Initiatives](https://impact-initiatives.org.uk/services/safety-net/), offers training and support around child safeguarding. They are based in Brighton.