Last Updated:
20/09/2025

SEND Allies Shropshire CIC
Registered No. 16710253
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Stafford Court
Stafford Park
Telford TF3 3BD

Policy Outline

This policy outlines how SEND Allies Shropshire CIC protects children, young people, and vulnerable adults from harm. It ensures compliance with statutory safeguarding duties while embedding trauma-informed, emotionally intelligent practice across all areas of our work.

Scope

This policy applies to all staff, volunteers, directors, contractors, and collaborators working with or on behalf of SEND Allies Shropshire CIC.

Our Safeguarding Principles

We are committed to:

• Emotional Safety First: We protect not only physical wellbeing but emotional dignity and psychological safety.
• Trauma-Informed Practice: We respond to distress with empathy, not punishment.
• Statutory Compliance: We uphold all legal safeguarding duties under the Children Act 1989/2004, Working Together to Safeguard Children (2018), and Keeping Children Safe in Education (2023).
• Empowerment: We listen to lived experience and act in partnership with families and young people.
• Accountability: We challenge unsafe practice and escalate concerns without fear or favour.

Roles & Responsibilities

• Designated Safeguarding Lead (DSL): Rachel Noel - 07359995080
Responsible for overseeing safeguarding practice, responding to concerns, and liaising with statutory agencies.
• Deputy DSL:
• All Staff & Volunteers: Must complete safeguarding induction, follow this policy, and report concerns immediately.

Recognising Harm

We are alert to:

• Physical, emotional, sexual abuse or neglect
• Exploitation, coercion, or grooming
• Bullying, harassment, or discriminatory abuse
• Institutional harm or systemic neglect
• Emotional harm caused by exclusion, gaslighting, or punitive responses to distress

Reporting Concerns

If you witness or suspect harm:

1. Respond calmly and listen without judgment
2. Record the concern factually and clearly
3. Report immediately to the DSL or Deputy DSL
4. Do not promise confidentiality—explain that safeguarding overrides secrecy
5. In emergencies, contact police or social care directly

All concerns will be taken seriously and acted upon promptly.

Record Keeping

We maintain secure, confidential records of:

- Safeguarding concerns and disclosures
- Actions taken and outcomes
- Consent and information-sharing decisions
- Referrals to statutory services

Records are stored in line with our Data Protection Policy and retained for a minimum of 6 years.

Information Sharing

We share information:

- With consent where possible
- Without consent if necessary to protect someone from harm
- In line with the UK GDPR and Working Together guidance
- Only with those who need to know

Training & Supervision

- All staff and volunteers receive safeguarding induction and annual refreshers
- DSLs complete advanced safeguarding training
- Supervision is available for those handling distressing disclosures

Responding to Allegations

If a concern is raised about a staff member or volunteer:

- The DSL will follow the Local Authority Designated Officer (LADO) process
- The individual may be suspended pending investigation
- We will cooperate fully with statutory agencies
- Emotional support will be offered to all parties involved

Policy Review

This policy will be reviewed annually or sooner if legislation or practice changes.