



Safeguarding Policy Mama2Mama

Version: 08 Safeguarding Mama2Mama

Effective from: 18 March 2026

Review Due: 18 March 2027

Approved by: Mama2Mama Board of Trustees

**Mama2Mama Baby
Essentials**

Charity Number: 1199777

mama2mama.org.uk

Mama2Mama Baby Essentials

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Safeguarding Policy

Children, Young People and Adults at Risk

Version 08 (combined policy)

Effective from: 18 March 2026

Next review due: 18 March 2027

Approved by: Mama2Mama Board of Trustees

Policy owner	Mama2Mama Baby Essentials
Version	08 — combined children and adults policy
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Approved by	Mama2Mama Board of Trustees
DSL	Lucyna Paluszek, Baby Bank Coordinator
DSL contact	info@mama2mama.org.uk 07958 759731

This policy is reviewed as necessary, always following a serious incident, and at least once a year.

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1. Introduction

Mama2Mama Baby Essentials exists to support vulnerable families with dignity, care and respect. We work with families navigating financial hardship, housing insecurity, domestic abuse, immigration barriers, postnatal isolation and mental health challenges. Many are accessing formal support services for the first time.

Safeguarding sits at the heart of everything we do. This policy sets out how we protect children, young people and adults at risk across all parts of our work, from the baby bank and community café hub to home deliveries and volunteer activities.

We do not see safeguarding as a checklist. It is part of how we treat people, how we listen, how we follow up and how we work with others.

This is a combined policy covering both children and adults. It replaces all previous separate versions and applies from 18 March 2026.

Everyone connected to Mama2Mama has a responsibility to understand safeguarding and act on it. This includes staff, volunteers, trustees, contractors, partners, delivery drivers and regular visitors.

2. Scope

This policy applies to all individuals involved with Mama2Mama Baby Essentials, including

- paid staff
- volunteers, including delivery drivers and sorting volunteers
- trustees and board members
- contractors and sessional workers
- partner organisations working alongside us

It covers all activities carried out in the name of Mama2Mama, including the baby bank, the café, community events, home deliveries and outreach work, whether on-site or off-site.

We expect partner organisations to share our commitment to safeguarding and to have appropriate policies of their own.

3. Legislative and Policy Framework

This policy is shaped by the following legislation and statutory guidance.

Children

- Working Together to Safeguard Children (2023)
- The Children Act 1989 and Children Act 2004
- Keeping Children Safe in Education (2023) — for reference
- Greenwich Safeguarding Children Partnership procedures

Adults

- The Care Act 2014 and Care and Support Statutory Guidance (Chapter 14)
- The Mental Capacity Act 2005
- Making Safeguarding Personal (NHS England and SCIE)
- Greenwich Safeguarding Adults Partnership procedures

Cross-cutting

- The Human Rights Act 1998
- The Data Protection Act 2018 and UK GDPR
- The Equality Act 2010
- The Disclosure and Barring Service framework

We also draw on guidance from the Charity Commission, the NSPCC, the Ann Craft Trust and the Baby Bank Alliance.

4. Roles and Responsibilities

Designated Safeguarding Lead (DSL)

The DSL holds primary responsibility for managing safeguarding concerns within the organisation. The current DSL is

Lucyna Paluszek, Baby Bank Coordinator

Email: info@mama2mama.org.uk

Phone: 07958 759731

If the DSL is unavailable, concerns should be passed to the CEO, Zuzana Fratrikova. If both are unavailable, the concern goes to the Chair of Trustees, Miroslava Zverbikova. In an emergency, always contact 999 or statutory services directly.

The DSL is responsible for

- receiving and managing all safeguarding concerns and referrals
- making referrals to statutory agencies where required
- maintaining confidential, accurate records of all concerns
- ensuring staff and volunteers receive appropriate training
- liaising with Greenwich Children's Services, adult social care and the LADO
- ensuring this policy is reviewed and kept up to date
- reporting to the board on safeguarding matters

Trustees

The board of trustees holds overall governance responsibility for safeguarding. Trustees ensure

- this policy is reviewed annually and formally approved
- adequate resources are allocated to training and compliance
- the DSL role is filled and properly supported

- safeguarding is a standing item on the trustee meeting agenda
- any serious incident is reported to the Charity Commission where required

The Chair of Trustees, Miroslava Zverbikova, acts as the lead trustee for safeguarding and is the named escalation point for any allegation involving the DSL or CEO.

All Staff and Volunteers

Everyone at Mama2Mama is responsible for

- reading and following this policy
- attending safeguarding training as required
- reporting concerns to the DSL without delay
- never investigating concerns themselves or promising confidentiality
- maintaining appropriate professional boundaries with families and service users
- following the organisation's code of conduct

5. Recognising Abuse, Neglect and Harm

Abuse can take many forms and can be carried out by anyone, including family members, partners, carers, staff or volunteers. It may be deliberate or the result of neglect.

We work alongside families where additional vulnerabilities can exist, including domestic abuse, mental ill health, substance misuse, learning disabilities, immigration status concerns or poverty. These factors can affect someone's ability to protect themselves or ask for help.

Types of abuse include

- physical abuse
- emotional or psychological abuse
- sexual abuse
- neglect
- financial or material abuse
- domestic abuse, including coercive control
- exploitation, including modern slavery and county lines
- discriminatory abuse
- organisational or institutional abuse
- online or digital abuse
- self-neglect

Signs that might suggest a child or adult is at risk

- unexplained bruises, injuries or marks, or a pattern of minor injuries
- visible distress, fear or withdrawal
- a sudden change in behaviour or mood
- concerning comments made directly to a staff member or volunteer
- signs of neglect such as poor hygiene, inadequate clothing or malnourishment
- a child appearing regularly hungry, dirty or dressed inappropriately for the weather
- a carer or partner who controls communication or prevents the person speaking alone

- signs of financial control or someone else managing a person's money
- a person seeming fearful in the presence of a particular individual
- self-harm or expressions of hopelessness
- missing money or belongings

You do not need to be certain. You do not need to investigate. If something feels wrong, report it to the DSL.

6. Responding to Concerns and Disclosures

If someone discloses abuse to you

- Stay calm. Listen carefully and do not interrupt.
- Do not promise confidentiality. Explain gently that you may need to share what they have told you.
- Reassure them that they have done the right thing by speaking up.
- Do not ask leading questions or press for more detail than they offer.
- As soon as possible after the conversation, write down what was said in the person's own words. Record the date, time and who was present.
- Report to the DSL the same day. If the person is in immediate danger, contact 999 first.

If you observe or suspect abuse

- Write down exactly what you saw, heard or were told. Use facts, not assumptions.
- Do not investigate or confront anyone.
- Report to the DSL without delay.
- If you believe someone is in immediate danger, call 999 first.

Emergency and referral contacts

Emergency: 999

Greenwich Children's Services: 020 8921 2422

Greenwich Adult Social Care: 020 8836 5000

Greenwich Safeguarding Children Partnership: greenwicksafeguardingchildren.org.uk

NSPCC Helpline: 0808 800 5000

Police (non-emergency): 101

7. Reporting, Escalation and Referral

All safeguarding concerns must follow this process.

1. The person who identifies the concern records it in writing as soon as possible, using factual language and their own words.
2. The concern is reported to the DSL the same day. If the DSL is unavailable, it goes to the CEO. If both are unavailable, to the Chair of Trustees.
3. The DSL assesses the concern and decides whether to refer to statutory agencies, take internal action or monitor. This decision is recorded with reasons.
4. If the DSL decides to refer, they contact Greenwich Children's Services for concerns involving a child, or Greenwich Adult Social Care for concerns involving an adult at risk, and follow subsequent guidance from those agencies.
5. All actions and outcomes are recorded and stored securely.
6. The DSL updates the board at the next available opportunity on any significant concern, sharing only what trustees need to know and handling all updates in a way that preserves confidentiality.

If a concern is not being acted on and you believe a child or adult is at risk, you have the right to refer directly to statutory services or to contact the Charity Commission.

If at any point there is an immediate risk to life, call 999 before doing anything else.

8. Allegations Against Staff, Volunteers, Trustees and Contractors

If a concern is raised about the behaviour of a member of staff, volunteer, trustee or contractor, it must be handled separately from concerns about service users and with particular care.

Allegations against staff or volunteers are different from general safeguarding concerns. They may also trigger HR, disciplinary and DBS referral processes alongside any statutory investigation.

What is the LADO?

The Local Authority Designated Officer (LADO) is a statutory role within Greenwich Council. Where a member of staff or volunteer who works with children is accused of harming a child, or behaving in a way that suggests they may pose a risk to children, the LADO must be informed. The LADO advises on what happens next, including whether to involve the police and how to manage any internal process alongside a statutory investigation.

What counts as an allegation

An allegation arises when there is concern that a person in a position of trust has

- behaved in a way that has harmed a child or adult at risk, or may have done so
- possibly committed a criminal offence against a child or adult
- behaved in a way that suggests they may pose a risk to children or vulnerable adults
- behaved in a way in their personal life that raises concerns about their suitability to work with vulnerable people

What to do if an allegation is made

7. Do not investigate yourself. Do not confront the individual or share information beyond those who need to know.
8. Report the concern immediately to the CEO or Chair of Trustees. If the allegation is about the DSL, go to the CEO. If it is about the CEO, go directly to the Chair of Trustees, Miroslava Zverbikova. If it is about the Chair, contact another trustee.
9. Before taking any action, including suspension, the CEO or Chair of Trustees contacts the LADO for advice. For allegations involving an adult at risk where no child is concerned, they also contact Greenwich Adult Social Care.
10. The LADO advises on next steps, including whether to involve the police and how to run any internal process alongside a statutory investigation.

11. The individual who is the subject of the allegation may be suspended on a precautionary basis. This is not a disciplinary action and does not imply guilt. The decision is made in consultation with the LADO.
12. The person subject to the allegation must be informed as soon as it is safe to do so, unless doing so would compromise a statutory investigation. They have the right to appropriate support throughout the process, which may include access to an independent HR adviser or their union.
13. All decisions and actions are recorded in writing and stored securely.
14. If the allegation involves a criminal matter, the police are involved alongside the LADO.
15. Where an allegation is substantiated, Mama2Mama takes appropriate disciplinary action in line with its HR policies and follows any DBS referral obligations. Where an allegation is unsubstantiated, we take steps to protect the reputation and wellbeing of the individual concerned.

Confidentiality

Allegations must be handled with strict confidentiality. Information is shared only with those who need to know in order to protect others or manage the process. Informal discussion in the team, even with good intentions, can compromise a statutory investigation.

LADO contact

Greenwich LADO: lado@royalgreenwich.gov.uk | 020 8921 3930
greenwichsafeguardingchildren.org.uk

All allegations are recorded, including those not referred externally and those found to be unsubstantiated. Records are kept securely and separately from general personnel files. All allegation cases are reported in the DSL's regular report to trustees.

9. Low-Level Concerns

Not every concern will meet the threshold for a formal safeguarding referral. Some behaviour may be inappropriate without being abusive, or may be difficult to categorise. These are called low-level concerns.

Examples include

- a volunteer who sends personal messages to a service user on their own phone
- a staff member who shares information about a family in an inappropriate way
- behaviour that feels uncomfortable but is hard to define
- a pattern of boundary-testing across different situations over time

Low-level concerns should still be reported to the DSL. The DSL will log them and consider whether a pattern is emerging. Reporting a low-level concern is not the same as making a formal allegation.

A culture where low-level concerns are shared and logged helps to keep families, children and staff safe. People are supported for raising concerns in good faith.

10. Adult Safeguarding, Mental Capacity and Making Safeguarding Personal

Many of the adults we support may be vulnerable because of domestic abuse, mental health difficulties, disability, postnatal illness, poverty or complex life circumstances. Safeguarding adults means protecting people from harm while also respecting their rights and choices.

Under the Care Act 2014, an adult at risk is someone aged 18 or over who has care and support needs, is experiencing or at risk of abuse or neglect, and as a result of those needs is unable to protect themselves.

Making safeguarding personal

We follow the principle of Making Safeguarding Personal. This means putting the person at the centre of any response. We ask what matters to them and what outcome they want. We respect their wishes unless there are clear reasons not to, for example if someone else is at risk or the person is being coerced.

We do not remove choice from adults who have capacity to make their own decisions. We offer support, information and options.

Mental capacity

We assume that every adult has the capacity to make their own decisions unless there is clear evidence to the contrary. If we have concerns about someone's capacity, we seek advice from adult social care.

Any decision made on behalf of someone who lacks capacity must be in their best interests and must be the least restrictive option available. We do not make those decisions alone; we involve the right statutory services.

Types of abuse involving adults

These include physical, emotional, sexual and financial abuse; neglect; domestic abuse including coercive control; modern slavery; discriminatory abuse; self-neglect; and

organisational abuse. Abuse can be carried out by family members, partners, carers, staff or other community members.

Signs of abuse in adults may include unexplained changes in behaviour, unusual financial activity, signs of fear around a particular person, withdrawal from services, or direct disclosure.

11. Safer Recruitment, Induction and Supervision

We take care in recruiting and onboarding everyone who works or volunteers with us. Safer recruitment is not just about DBS checks; it involves assessing role risk, following up references and providing structured supervision.

All staff and volunteers with direct contact with children or adults at risk are required to

- complete an enhanced DBS check before starting, with renewals tracked and followed up
- provide at least two references, which are followed up before appointment
- complete a structured induction that includes safeguarding
- sign and comply with the Mama2Mama code of conduct

We do not allow unsupervised contact with children or vulnerable adults until appropriate checks and induction are complete. Where someone is awaiting a DBS result, they are supervised at all times and do not have unsupervised access to children or families.

We assess the risk level of each role when deciding what checks and supervision arrangements are needed. Higher-risk roles, such as home delivery or one-to-one support with families, have additional protocols.

If a DBS check reveals information that raises concern about suitability, the DSL and Chair of Trustees assess it before the individual starts, in consultation with the LADO if appropriate.

12. Training

Safeguarding training is a condition of joining Mama2Mama, not an optional extra.

- All staff and volunteers complete safeguarding awareness training as part of induction.
- No one works unsupervised with children or vulnerable adults without completing induction training first.
- The DSL completes level 3 safeguarding training and refreshes this at least every two years in line with Greenwich Safeguarding Children Partnership requirements.
- All staff and volunteers complete a safeguarding refresher at least every two years.
- Additional training is provided on topics relevant to our work, including trauma-informed practice, domestic abuse awareness, cultural sensitivity and recognising early signs of postnatal mental health difficulties.

Training records are maintained by the DSL and reviewed annually. The trustee board receives an annual update on training compliance.

13. Photography, Professional Boundaries, Online Safety and Digital Communications

Photography and consent

We work with families who may be particularly vulnerable to harm if images of them or their children are shared carelessly.

- We never photograph or film families, children or adults in our care without clear written consent.
- Consent is obtained for each specific use and does not carry over to other purposes.
- We do not share images or stories on social media without written consent.
- If consent is withdrawn, we remove the material promptly.
- Staff and volunteers must not take personal photographs of families or children on their own devices.

Professional boundaries

Staff and volunteers must maintain appropriate boundaries with the families and individuals they support. This means

- not forming personal relationships with service users outside of the service
- not giving personal mobile numbers to or receiving them from service users without DSL approval
- not accepting gifts beyond token items
- not discussing one family's situation with another family

Online safety and digital communications

- Staff and volunteers must use approved platforms for communication with families.
- Confidential information must not be shared via personal email or messaging apps.
- If a concern is shared digitally, it must still be reported through the standard reporting process.

- If a staff member or volunteer becomes aware of online harm to a child or adult at risk, they report it to the DSL in the same way as any other concern.

We follow our Digital Communications Policy for further guidance on approved channels and conduct.

14. Lone Working, Home Visits and Delivery Safety

Many of our activities involve staff and volunteers working away from the main site, including home deliveries, community visits and outreach. These situations require additional safeguards.

Before any lone working or home visit

- All lone workers inform a colleague or the DSL of their location and expected return time.
- Lone workers carry contact details for the DSL and for emergency services.
- Drivers and home visitors are briefed on any relevant contextual information about the family where appropriate.
- Drivers never attend alone at addresses that have been flagged as requiring additional care.

During a visit

- Staff and volunteers do not enter a family's home unless specifically invited and there is a clear reason to do so.
- All lone workers are alert to signs of concern, including the condition of the home, signs of domestic abuse, a child who appears distressed, neglected or injured, or an adult who seems fearful.
- Lone workers do not take photographs on personal devices and do not share any information about families.

If a concern arises during a visit

- Leave the situation safely and contact the DSL as soon as possible.
- If someone is in immediate danger, call 999 first.
- If the DSL is unavailable, contact the CEO, or Miroslava Zverbikova as Chair of Trustees, or call the relevant statutory emergency service directly.

We review lone working arrangements regularly to ensure they remain adequate for our current scale of activity.

15. Postnatal Mental Health, Vulnerability and Family Context

Many of the families Mama2Mama supports are expecting a baby or caring for a new infant. The period before and after birth can involve significant pressure, including exhaustion, anxiety, depression, birth trauma, isolation, financial hardship, housing problems, relationship stress and other factors that may affect wellbeing and parenting capacity.

Poor mental health, distress or vulnerability do not in themselves mean that a parent is a safeguarding risk. However, they may increase the need for support and, in some circumstances, may affect a parent's ability to care for themselves or their child safely. Staff and volunteers must respond with care, curiosity and professional concern, not judgement.

Staff and volunteers are not expected to diagnose mental health conditions. They should, however, be alert to signs that a parent or carer may be struggling, including marked withdrawal, tearfulness, hopelessness, confusion, escalating distress, difficulty coping with basic care, concerning statements about themselves or their baby, or signs that stress is being compounded by domestic abuse, coercive control, homelessness, poverty, trauma or lack of support.

Where a team member has concerns about a parent's mental health, wellbeing or level of functioning, they must raise this promptly with the Designated Safeguarding Lead.

Mama2Mama will consider, with consent where appropriate and possible, whether support or referral is needed from health visitors, midwives, GPs, perinatal mental health services, social care or other relevant agencies.

If a parent's presentation gives reason to believe that they, their baby or another child may be at risk of harm, this must be treated as a safeguarding concern and managed in line with the reporting and escalation procedures in this policy. Concerns about suicidal thoughts, threats of harm to self or others, severe deterioration in mental state, or an inability to care safely for a child require urgent action.

Mama2Mama recognises that family context matters. Safeguarding concerns are often shaped by a combination of factors rather than a single issue. Staff and volunteers should

consider the wider picture, including the wellbeing of the non-birthing parent or other carers, and work with partner agencies to ensure families receive timely and appropriate support.

16. Information Sharing, Confidentiality and Record-Keeping

Information sharing

Safeguarding concerns are sensitive personal data and are handled in line with the Data Protection Act 2018 and UK GDPR. Information is shared only with those who need to know in order to keep the person safe.

Data protection law is not a barrier to sharing information when there is a genuine safeguarding concern. The safety of a child or adult at risk takes priority.

We may share information without the person's consent where

- there is risk to life
- a child or adult at risk is in danger
- we believe the person is being coerced or is unable to make a free decision
- the person lacks mental capacity to consent to the sharing
- it is necessary to prevent a crime or report that a crime has been committed

Where we share without consent, we record the reasons. Wherever possible we tell the person what information we shared and why. If we are unsure whether to share, the DSL seeks advice from Greenwich Children's Services or Adult Social Care without disclosing personal details.

Record-keeping

When a concern is raised, the following is recorded

- the date and time the concern was identified or disclosed
- the name of the person raising the concern
- the name of the person the concern relates to
- a factual account of what was seen, heard or reported
- the action taken and by whom
- any referral made and the outcome

Records are stored securely with access limited to the DSL, CEO and Chair of Trustees unless there is a specific reason for others to be involved. They are kept in line with data retention requirements and separate from general service user files where the subject is a staff member or volunteer.

The DSL maintains a log of all concerns raised, decisions made and actions taken. This log is reviewed regularly and forms the basis of the DSL's reports to trustees. Records are not destroyed without the agreement of the DSL and in line with our data retention policy.

17. Working with Partner Agencies

Mama2Mama does not work in isolation. We work closely with local authority safeguarding teams, health visitors, midwives, housing officers, GPs, schools and specialist voluntary and statutory services.

Safeguarding is a shared responsibility. We share information on a need-to-know basis, seek consent where appropriate and possible, and always prioritise the safety and welfare of the child, young person or adult at risk.

We maintain referral routes into relevant specialist services, including domestic abuse support, mental health services, children's social care and adult social care, and keep our knowledge of local safeguarding pathways and support services up to date.

We cooperate fully with statutory agencies and safeguarding partners, including by sharing relevant information, attending safeguarding meetings and contributing to assessments or investigations where requested.

Where a partner agency raises a concern about a child, family or adult we are supporting, we respond promptly and work constructively to support a safe and appropriate response.

18. Language, Communication and Access Barriers

Many of the families Mama2Mama supports speak English as an additional language or may have limited confidence in speaking, reading or understanding English. Language and communication barriers can make it harder for a child, parent, carer or adult at risk to describe what has happened, understand advice, give informed consent, take part in safeguarding processes or challenge decisions made about them.

These barriers can increase safeguarding risk. They may conceal the seriousness of a concern, delay disclosure, increase dependence on others, or make it more difficult for a person to seek help. Staff and volunteers must be alert to the fact that apparent agreement or calm presentation does not always mean that a person has understood what is being said or feels safe to speak openly.

Where a safeguarding concern involves a family with limited English, Mama2Mama will take reasonable steps to ensure communication is clear, accurate and understood. This may include the use of a professional interpreter, translated materials, visual aids or support from a trusted independent interpreter where appropriate. Staff should check understanding carefully and record what communication support was used.

Mama2Mama does not use children, siblings, partners or other family members to interpret in safeguarding situations, except where there is an immediate emergency and no safer option is available at that moment. Any such situation must be recorded, justified and followed up with appropriate independent communication support as soon as possible.

Staff and volunteers must also be aware that communication barriers may be shaped by more than language alone. Cultural expectations, shame, fear of authorities, insecure immigration status, disability, trauma, domestic abuse, literacy levels and community pressure may all affect whether a person feels able to disclose abuse or ask for help. These factors must never be allowed to reduce the seriousness with which a concern is treated.

Where consent is needed, staff must take reasonable steps to ensure that the person understands what they are being asked to agree to. Where there is a risk of significant

harm, concerns will be shared with the relevant safeguarding agency in line with this policy, even if consent cannot be obtained.

Mama2Mama will work to ensure that language or communication needs do not prevent concerns from being recognised, raised, escalated or responded to appropriately.

19. Whistleblowing

Anyone connected to Mama2Mama who has a concern about how a safeguarding matter is being handled, about unsafe practice, about failures in safeguarding systems or about conduct that may place a child, young person or adult at risk, can raise that concern without fear of retaliation.

Concerns should be raised as soon as possible and will be taken seriously, handled sensitively and considered promptly. Information will be shared only with those who need to know in order to assess and respond to the concern.

Concerns can be raised with the Designated Safeguarding Lead, the CEO or the Chair of Trustees. If the concern relates to one of those individuals, it should be raised with another trustee. If the concern relates to the Chair of Trustees, it may be raised with another trustee or directly with an appropriate external body.

Raising a genuine concern in good faith will always be treated as the right thing to do, regardless of the outcome of any investigation.

If a concern is not addressed adequately, or if the person raising it feels unable to use Mama2Mama's internal routes, it may be raised externally, where appropriate, with:

- The Charity Commission
- The NSPCC Whistleblowing Advice Line
- Greenwich Children's Services or Greenwich Adult Social Care
- The Local Authority Designated Officer, where the concern relates to an allegation about a staff member or volunteer working with children
- The police, where there is an immediate risk of harm or a possible criminal offence

20. Culture of Learning, Review and Trustee Oversight

Safeguarding practice improves when organisations are honest about what goes wrong and willing to act on it. We review our procedures after any serious incident or near-miss, update training in response to what we learn, and make space for honest conversations about challenges.

Where families or individuals raise concerns about how they have been treated, we listen and act.

The DSL reports to trustees on safeguarding activity, emerging risks and lessons learned on a regular basis. Safeguarding is a standing item at every trustee meeting.

Policy Review and Approval

This policy is reviewed as necessary, always following a serious incident, and at least once a year.

Last reviewed	18 March 2026
Next review due	18 March 2027
Reviewed by	Zuzana Fratrikova, CEO
Approved by	Mama2Mama Board of Trustees
Date approved	18 March 2026

Signed on behalf of the Board of Trustees

Name	Miroslava Zverbikova
Position	Chair of Trustees
Date	18 March 2026
Signature	<i>Miroslava Zverbikova</i>

21. Useful Contacts

Mama2Mama

DSL	Lucyna Paluszek
DSL contact	info@mama2mama.org.uk 07958 759731
CEO	Zuzana Fratrikova
Chair of Trustees	Miroslava Zverbikova
Address	51 Powis Street, London SE18 6HZ
Website	mama2mama.org.uk

Statutory Services

Emergency services	999
Police (non-emergency)	101
Greenwich Children's Services	020 8921 2422
Greenwich Adult Social Care	020 8836 5000
Greenwich LADO	lado@royalgreenwich.gov.uk 020 8921 3930
Greenwich Safeguarding Children Partnership	greenwichsafeguardingchildren.org.uk
NSPCC Helpline	0808 800 5000 help@nspcc.org.uk
NSPCC Whistleblowing Line	0800 028 0285
Charity Commission	gov.uk/report-serious-incident-charity

Support Services

National Domestic Abuse Helpline	0808 2000 247 (24 hours, free)
Men's Advice Line	0808 801 0327
National LGBT+ Domestic Abuse Helpline	0800 999 5428
MIND (mental health)	0300 123 3393
Samaritans	116 123 (24 hours, free)
Ann Craft Trust (adult safeguarding)	0115 951 5400 anncrafttrust.org
Action on Elder Abuse	020 8765 7000 elderabuse.org.uk
Victim Support	0808 168 9111
Women's Aid	womensaid.org.uk

*“Everyone deserves a safe
supportive community.”*

Safeguarding is a core part of how Mama2Mama works. We are committed to protecting the children, young people and adults at risk who come into contact with our services. This means promoting dignity, listening carefully, taking concerns seriously and acting promptly when something is not right.

We are grateful to the staff, volunteers, trustees, partners and supporters who help make Mama2Mama a safe, respectful and supportive organisation for families across Greenwich.

