

Safeguarding Policy

Effective from 3rd November 2026
Next review due: 3rd November 2027
Approved by: Mama2Mama Board of Trustees

Status	Approved by Board of Trustees
Version	Effective from 3rd November 2026
Review due	3rd November 2027 (or sooner after significant change/incident)
Registered charity	1199777
Designated Safeguarding Lead	Zuzana Fratrikova, Founder & CEO
Safeguarding contact	info@mama2mama.org.uk
Independent trustee escalation	Miroslava Zverbikova, Chair of Trustees – zverbikovam@yahoo.com

This policy retains the principles and much of the language of the Safeguarding Policy 2025–2027. Implementation of new procedures is tracked under section 16 and reported to trustees.

1. Introduction and purpose

Mama2Mama exists to support vulnerable families with dignity, care and respect. Safeguarding sits at the heart of that mission. This policy sets out how we keep children, young people, and adults at risk safe in every part of our work—from the baby bank to our café hub, from delivery drivers to community drop-ins.

Everyone connected to Mama2Mama has a responsibility to understand safeguarding and play their part in preventing harm. This includes staff, volunteers, trustees, partners, contractors and regular visitors. Our approach is rooted in respect, early intervention, and creating environments where people feel safe to ask for help.

This policy should be read alongside applicable legislation, current statutory guidance and local safeguarding partnership procedures, including the Children Acts 1989 and 2004, Care Act 2014 and Working Together to Safeguard Children (as updated).

2. Why safeguarding matters to us

We work with families who are already under pressure—financially, emotionally, and practically. Safeguarding is not just about responding to abuse; it's about creating safe systems and environments that reduce risk in the first place.

Many families we support are navigating complex challenges: housing insecurity, domestic abuse, immigration barriers, mental health struggles, or postnatal isolation. Some families are accessing services for the first time, unsure of what to expect. That makes our role even more important. We must offer a space that feels welcoming, safe and informed.

We don't see safeguarding as a checklist—it's part of how we treat people, how we listen, how we follow up, and how we work with others.

3. Meaning and recognition of safeguarding concerns

Safeguarding means protecting children, young people, and adults at risk from abuse, neglect or exploitation. It also includes promoting wellbeing and creating the conditions for people to live safely, with dignity and choice. Abuse can take many forms, including physical, emotional, sexual and financial abuse, as well as neglect, coercive control, discriminatory abuse and exploitation.

We recognise that disabled children, refugee and asylum-seeking families, those living in poverty, and people with limited English may face additional barriers to getting help. These risks can be compounded by isolation, poor housing and discrimination.

Everyone at Mama2Mama needs to be alert to signs that something isn't right—whether it's something a family tells you, something you see, or a concern that needs checking out. Concerns might include unexplained injuries, a change in behaviour, visible distress or worrying comments. You don't need to prove anything or investigate, but you do need to speak up.

4. Roles, responsibilities and governance

The Board of Trustees has overall responsibility for safeguarding governance, ensuring appropriate arrangements, oversight, resources, training and review. The Board has approved the appointment of the Designated Safeguarding Lead (DSL), confirmed an independent trustee safeguarding contact, and reviews safeguarding reports without unnecessary personal details.

Designated Safeguarding Lead (DSL): Zuzana Fratrikova, Founder & CEO. Contact: info@mama2mama.org.uk. The DSL receives and assesses concerns, seeks advice and makes referrals when appropriate, ensures timely and secure records, supports staff and volunteers, and escalates serious incidents to trustees and statutory bodies where required. The appointment is confirmed by the Board, subject to suitable role-specific training.

If a concern involves the DSL/CEO, or a person is uncomfortable reporting to her, report directly to the nominated independent safeguarding trustee or the relevant local authority safeguarding service/police. The independent safeguarding trustee is Miroslava Zverbikova, Chair of Trustees (zverbikovam@yahoo.com). If the DSL is unavailable, do not delay a necessary statutory referral.

5. What to do if you are worried

If you see, hear or suspect something that makes you concerned about a child or adult at risk, report it to the DSL immediately or as soon as possible on the same day. Write down what you saw or heard in your own words, including date, time, people present, exact words where possible, action taken and who was informed. Stick to facts, not assumptions.

If someone discloses abuse, listen calmly. Do not promise confidentiality—explain that you may need to pass on what they have said. Reassure them that they have done the right thing by speaking up. Do not ask leading questions, investigate, confront the alleged perpetrator or promise an outcome. Pass the information on without delay.

If anyone is in immediate danger or a crime is occurring, call 999. For urgent non-emergency police assistance call 101. Where a child may be at risk of significant harm, contact children's social care; where an adult with care and support needs may be experiencing abuse or neglect, contact the local adult safeguarding team. Use the appropriate borough for the person concerned, not automatically Greenwich. Make a direct referral if the DSL cannot be reached promptly.

Preserve relevant evidence and do not discuss the concern outside those who need to know. The DSL should document the decision, rationale, actions, referrals and follow-up, including decisions not to refer.

6. Responding to allegations about staff, volunteers or trustees

Any allegation of harm, abuse, grooming, inappropriate conduct or breach of boundaries by a worker, volunteer or trustee must be reported immediately to the DSL, unless the concern involves the DSL, in which case it goes to the independent trustee or statutory authority. Do not investigate internally before seeking appropriate safeguarding advice.

For allegations concerning a person working with children, seek advice from the relevant local authority designated officer (LADO) where the allegation meets the applicable threshold. Consider immediate protective arrangements, without prejudging findings. Refer to the police or children's social care where appropriate. Where applicable, assess DBS referral duties and Charity Commission serious incident reporting obligations. Keep a confidential decision trail and respect employment/volunteer fairness and data protection.

7. Safer recruitment, DBS and supervision

We take great care in recruiting and supporting the people who work and volunteer with us. Roles should have clear descriptions, appropriate references and identity checks, proportionate recruitment checks, a structured induction and supervision.

DBS checks must be requested only where the specific duties are legally eligible for the level of check. Direct contact with families does not automatically make a role eligible for an enhanced DBS check. Record role-based eligibility decisions and any barring-list eligibility separately; use the appropriate process for handling disclosures.

We do not allow unsupervised contact with children or adults at risk unless appropriate safeguards, checks and training are in place. Staff, volunteers and visitors must follow clear codes of conduct and agreed supervision arrangements.

8. Training, induction and support

Safeguarding training is part of every staff member's and volunteer's induction. Everyone should receive regular updates and role-appropriate refreshers, and those in key roles must receive additional training. We also encourage training on cultural sensitivity, trauma-informed practice and recognising early signs of concern. We want our team to feel equipped, not overwhelmed.

The DSL and trustees should maintain a training record and identify refresher needs. All personnel must know how to report a concern, including when the concern involves the DSL.

9. Safeguarding adults and making safeguarding personal

Many adults we work with may face increased risk due to mental health, disability, domestic abuse or difficult life experiences. Safeguarding adults means protecting people from harm while respecting their rights and choices.

We follow the principles of Making Safeguarding Personal, putting the person at the centre of decisions about their safety. Where someone is at immediate risk, we act. Where concerns are less clear, we offer support and information while exploring options with them. If an adult refuses support but there is significant risk, a safeguarding referral may still be necessary, considering capacity, coercion, public interest and legal duties.

10. Professional boundaries, digital and online safety

We are mindful of risks linked to social media, messaging apps and digital communication. We never share personal images or stories of families without an appropriate lawful basis and clear authorisation; consent is normally required for publicity images. Family information is only accessible to those who need it for their role.

Staff and volunteers must use approved communication channels, maintain boundaries, avoid private or inappropriate contact with beneficiaries, and never share confidential information outside authorised arrangements. No unauthorised photography, messaging of children, or use of personal devices to store sensitive records. Any digital safeguarding incident must be reported promptly.

11. Working with partners and information sharing

We don't work in isolation. Mama2Mama collaborates with local authority safeguarding teams, health visitors, housing officers, GPs, schools and community services. We share information on a need-to-know basis where necessary and lawful. Consent should be considered, but it is not always required before sharing information to protect a child or adult at risk.

We also engage with peer networks and maintain referral routes into specialist support, particularly for domestic abuse, mental health and child protection. Decisions about sharing should record the safeguarding purpose, legal basis, recipient and proportionality.

12. Information sharing and record-keeping

When a safeguarding concern is raised, we document it clearly and store it securely. Records must be factual, dated and kept confidential, with access restricted to authorised personnel. Record disclosures, immediate actions, advice, referral decisions, follow-up and closure. Do not store safeguarding case notes in open volunteer rotas or general shared folders.

Records must be managed under the charity's data protection and retention arrangements, with appropriate safeguards for sensitive information. Personal data breaches should be escalated promptly for assessment under UK GDPR and related requirements.

13. Activities, venues, transport and events

Apply safeguarding risk assessments to the baby bank, Café 51, play sessions, community events, fundraising, deliveries and off-site activities. Ensure safe arrival/departure arrangements, appropriate supervision, visibility, accessible reporting and suitable procedures for missing children or emergencies.

Children attending events remain under the care of their parent/carer unless a separately approved, staffed and risk-assessed childcare arrangement is in place. Volunteers must not transport children or adults at risk privately or undertake one-to-one off-site visits without specific authorisation, risk assessment and appropriate insurance and consent arrangements.

14. Whistleblowing, complaints and speaking up

Anyone can raise safeguarding concerns without fear of retaliation. Staff and volunteers should use the safeguarding reporting route rather than an ordinary complaints process where someone may be at risk. Where internal reporting is unsafe, ineffective or conflicted, concerns may be raised with relevant statutory agencies. Trustees must ensure reports involving senior leadership can be reviewed independently.

15. Serious incidents, monitoring and learning

After a significant incident or near miss, the DSL and trustees should review what happened, identify learning and update risk assessments, training or procedures. The trustees must consider whether a serious incident report to the Charity Commission or notification to another regulator or authority is required. Decisions and reasons must be recorded.

Safeguarding isn't static—it evolves as risks change, services shift and our understanding grows. We make space for honest reflection and respond to concerns raised by families, staff and volunteers.

16. Policy review, approval and implementation

This policy will be reviewed at least annually, or sooner following significant incidents, operational changes or changes in law or guidance. Approved: 3rd November 2026. Next scheduled review: 3rd November 2027.

On adoption the Board has: (1) confirmed Zuzana Fratrikova as DSL, subject to appropriate training; and (2) nominated Miroslava Zverbikova, Chair of Trustees (zverbikovam@yahoo.com), as independent safeguarding trustee.

Implementation actions, tracked and reported to trustees: (a) verify current local referral contacts and the procedures applicable to each service area; and (b) confirm practical implementation, staff briefing, training and secure record arrangements.

Approved by the Board of Trustees on: 3rd November 2026

Minute reference: October 2026 trustee meeting minutes

Miroslava Zverbikova

Miroslava Zverbikova
Chair of Trustees
Signed electronically on 3rd November 2026

Agnieszka Derejska

Agnieszka Derejska
Trustee
Signed electronically on 3rd November 2026

Hazel Chawapiwa

Hazel Chawapiwa
Trustee
Signed electronically on 3rd November 2026

Roy Gopaul

Roy Gopaul
Trustee
Signed electronically on 3rd November 2026

Zuzana Fratrikova

Zuzana Fratrikova
Policy owner · Founder & CEO
Signed electronically on 3rd November 2026

17. Our commitment

Safeguarding is not a formality—it's how we protect trust. It's about how we speak to people, how we handle disclosures and how we follow through. It's not just about risk—it's about rights.

At Mama2Mama, we're here to make sure no family faces crisis alone. That means making our spaces safe, our people confident and our systems strong enough to act when needed. If you're ever unsure—speak up. If something doesn't feel right—report it. And if someone turns to you for help—listen, and pass it on. Your actions matter.

No family faces *crisis alone.*

If you're ever unsure—speak up.

If something doesn't feel right—report it.

And if someone turns to you for help—listen, and pass it on. Your actions matter.

In an emergency call 999. To raise a safeguarding concern, contact the Designated Safeguarding Lead at info@mama2mama.org.uk.

