



Safeguarding Policy Safeguarding Children, Young People, and Vulnerable Adults.

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1. Introduction

Westbourne Park Family Centre is committed to the nurture, protection and safekeeping of everyone, especially children, young people and vulnerable adults.

Westbourne Park Family Centre adheres to the London Safeguarding Children Procedures

Westbourne Park Family Centre is committed to standing alongside children, young people and vulnerable adults and providing an environment where they are protected, safe and can have a voice.

A Child is defined as any young person aged under 18.

All children and young people should have the opportunity to grow up in a safe environment. They should be treated with respect, listened to and kept safe.

It is the responsibility of each member, volunteer and employed worker to implement good practice to ensure the prevention of physical, sexual, emotional

and spiritual abuse of children, young people and vulnerable adults and to report any abuse discovered or suspected.

2. Principles and Responsibilities

Key Safeguarding Principles

- All children, young people, and vulnerable adults have the right to feel safe and be protected from harm.
- Abuse in any form—physical, emotional, sexual, or spiritual—must be prevented, reported, and addressed.
- Transparency, respect, and accountability guide all interactions.

Roles and Responsibilities

- **Staff and Volunteers:** Must follow safeguarding procedures and report any concerns.
 - **Designated Safeguarding Officer (DSO):** Oversees the implementation of safeguarding measures.
 - **Trustees:** Monitor adherence to safeguarding practices and ensure policies are up-to-date.
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3. Guidelines for Good Practice

Transparent Working

All work with children, young people and vulnerable adults will be carried out in a transparent and visible way. Whenever possible at least two adults will be present in all group activities. When this is not possible, groups should share the use of room space, or leave room doors open during the activity. A worker should never be alone on centre premises with a child or group of children or young people.

An atmosphere of mutual support and peer supervision will be promoted, to encourage workers and volunteers to highlight lapses in good practice to each other.

Ratios for Activities: Recommended ratios for all indoor and outdoor activities are as follows:

Age Group	Adult-to-Child Ratio
0-2 years	1:3
2-3 years	1:4
4-8 years	1:6
9-12 years	1:8
13+ years	2:20 (plus 1 adult per 10 young people)

It is the responsibility of the person leading the activity to ensure that the ratios of adults to children / young people are adhered to.

Appropriate Touch

As a general guide, be aware of your own and other workers' behaviour in terms of touching. This includes consideration of type of contact, body position, age and sex of a child, young person or vulnerable adult. Always be prepared to answer the question 'For whose benefit is this taking place?' Always be aware of how a child or adult is reacting to touch. If they are cringing or responding in a negative way, stop immediately. It is advisable to avoid touching a child when no one else is in the room.

Behaviour Management

All children, young people and vulnerable adults should be treated with respect and dignity, using age-appropriate language and tone of voice. Children, young people and vulnerable adults should be listened to carefully.

When it is necessary to discipline children and young people, this should be done without using physical punishment. Rough games involving physical contact between children/young people and workers should be avoided, as should sexually provocative games, ridiculing, belittling or rejecting a child or young person. Workers must not respond to excessive attention seeking that is overtly sexual or physical in nature. A situation may arise where a child or young person needs to be restrained in order to protect them or a third person, for example, a child running into the road.

Safety

Whenever a child up to the age of 11 is in an organised activity, the workers are responsible for that child. When parents bring their child to the centre, the workers must take details of the child, especially if it is their first visit. Forms for recording these details are available in each group. Workers should be informed of who will collect each child, and children must not be released at the end of the session to anyone other than the nominated person

Transporting Children and Young People

Parents/carers must give written consent for all travel arrangements, including walking a child home or using public transport etc. Children must use age appropriate restraints when travelling in vehicles. On every outing workers should have a written list of children for whom they have responsibility. If travelling in several small groups, it is good practice to insist that the same group of children travel on both the outgoing and return journeys with the same worker, to minimise the possibility of children being lost.

Overnight Stays

Males and females should sleep separately. If the group of children has both boys and girls, then it is important to have a mix of male and female workers. See Westbourne Park Family Centre Good Practice Guidelines for outings and overnight stays.

Abuse of trust

Relationships between children or young people and their workers can be described as 'relationships of trust'. Leadership roles bring a position of power over children and young people, and there is potential for exploitation. It is always wrong for a worker to enter a sexual relationship with a young person. It is not acceptable for a worker to form a romantic relationship with a child or young person with whom they have a relationship of trust. Normally in these circumstances the worker should cease either the relationship of trust or the romantic relationship with the young person.

Keeping parents informed

All children and young people should be registered, and parents/carers asked for details of full name, date of birth, address and contact telephone numbers. Parental consent is implied for on-site, organised activities when parents allow their child to attend. For all activities taking place away from premises, written information must be given to parents and written consent obtained.

4. Recruitment and Training

Safe Recruitment for paid and voluntary workers

All workers, including volunteers, must:

- Complete a written application and self-disclosure form.
- Provide two references.

All workers, whether paid or volunteer, and including Young Volunteers, will be:-

- Given a job description
- Required to complete a written application form
- Required to sign a self-disclosure form
- Be required to supply two relevant referees
- All references will be taken up
- All volunteers and paid workers will be interviewed

Disclosure and Barring Service Checks

All workers, whether paid or volunteer, will undergo a Disclosure and Barring Check every 3 years. Enhanced Disclosure checks will be done for:

- All employed workers and volunteers working with children, young people and/or vulnerable adults in

- the teaching, training or instruction, care or supervision of children and vulnerable adults,
- providing advice, guidance or assistance wholly or mainly for children or vulnerable adults, which relates to their physical, emotional or educational wellbeing
- driving a vehicle that is being used only for the purpose of conveying children or vulnerable adults and their carers
- the management or supervision of those engaged in the above types of work, and the Responsible Persons for Child Protection

Disclosure and Barring Service paperwork will be stored safely online and remain confidential to the Trustees and Responsible Persons for Safeguarding.

Training and Supervision

- All workers must attend annual safeguarding training.
- All new staff, volunteers, and trustees will receive a **safeguarding induction** that covers WPFC-specific procedures and contacts
- Regular supervision ensures adherence to safeguarding policies.
- Designated Safeguarding Lead (DSL) and Deputy (DDSL) hold Level 3 Safeguarding training, renewed every 2-3 years

5. Prevent

- WPFC is committed to protecting children and young people from the risk of radicalisation and involvement in extremist activities, acknowledging that this is a core part of its overall safeguarding responsibility.
- Refer to WPFC Prevent Policy

6. Technology and Communication

We recognise that using the internet (and other forms of technology) is an important part of the lives of the children and young people we work with.

We recognise that we must take all possible steps to protect young people from significant harm or risk when using the internet or any other form of technology.

We also recognise the importance of establishing and updating procedures to ensure Workers and Volunteers are protected whilst they work with children and young people.

Refer to our anti-bullying and cyber-bullying procedures for more information

Reasons for contacting a young person via internet or email

It is not appropriate to have private non-work-related contact with children and young people that we work with in the format of electronic communication.

We recognise that there will be times when it is necessary and important to use electronic communication: However, we recognise the need for an appropriate response and always encourage face to face contact as opposed to a contact or reply via online methods of communication.

Workers should only use electronic communication for reasons relating to work with children and young people, not for general socialising (see guidelines below).

Workers should make their line manager or youth group leader aware when they are using electronic communication, this must be set up as part of a group communication not on an individual basis.

Parental awareness and consent

Parental consent for using electronic forms of communication is essential and should be included on consent forms or by letter with a return slip agreeing to the use of this form of communication. The consent form must outline what means you will be using for communication and what you will be communicating.

Definitions

‘Internet’ communication specifically refers to the use of:

Social media such as, Facebook, X, WhatsApp and others of a similar nature.

‘Email’ communication specifically refers to the use of:

Emails including written text and/or pictures sent from personal or work accounts.

Email

Email should only be used to communicate specific information such as Times and dates of events. It should not be used as a relationship building tool.

It is recommended to have a ‘shared’ staff email account where all staff can access any emails, regardless of whether it is private or public. This would allow communication amongst staff and young people to remain safe.

Only group emails should be used and not individual ones.

Workers should encourage appropriate ‘face to face’ contact where possible. Conversation (repeated sending of emails between two individuals) via email is discouraged.

Workers should make their line manager or team leader aware when they are using email to contact young people.

Email History should be kept and dated.

Language

All language should be appropriate and where possible 'standard responses' should be used. (eg: if you have sent an email out containing event details and receive a reply asking for further details, create a standard response with additional details so that all young people receive the same information).

Workers and volunteers should take great care over the language used to reduce misinterpretation. When sending emails, Workers should not use informal language such as short hand and 'text language' as this can often be misunderstood and lead to further complications.

Chat facilities

Use of live chat facilities between workers and children and young people is not permitted. Youth workers should refrain from engaging in conversation via these mediums. Live chat services and chat facilities cannot be kept on record and are therefore an unsuitable form of communication between workers, children and young people.

Zoom/Teams and other visual communication methods

Video Conference calls are considered appropriate if a project or group uses a computer/phone camera in a group environment for project purposes and has clear aims and objectives for its use. Normal adult child ratios should be followed, and the line manager should be informed.

Use of 1:1 video communication is not encouraged unless it is the only way to communicate effectively. Workers should get permission from their line manager and a parent before the meeting should be recorded.

Hours of Communication

When using email/internet/text for communication with young people (within the guidelines above), it is advised that it should take place between the hours of 9am-5pm.

If a project takes place in the evening (after 5pm) and it is necessary to send an email/use the internet/text, Workers should seek advice from their line manager but there should be no email communication after 9pm.

Adding friends on social media

You should not add children or young people to your personal social networking page if they are involved with your Project and are under the age of 18. You can set up a Facebook group for your project or group and invite them to be members. (If they are over the required minimum age limit ie: 13 for Facebook)

Workers should only use an agreed social networking account for contact with children and young people with whom they are working. This should normally be an

account set up specifically for this purpose on behalf of a group rather than an individual (ie: use project accounts, never personal accounts). You can set up a group via your personal Facebook account but ensure that your personal settings are secure and limited viewing. It is possible also to set the Facebook group privacy settings so they can't see the profiles of others who have joined.

Workers should not use their personal social networking or instant messaging accounts for contact with children and young people.

Workers should seek to ensure that their personal profiles on any social networking sites should be set to the highest form of security to avoid young people accessing personal information or seeing any pictures of a personal nature.

Mobile Phones

The rationale for texting and calling is the same as social networking and email contact

Risk: Accusation of an inappropriate message or receipt of one

Solution: Be very careful in what language you use. It is not encouraged for Workers to give out their personal mobile number to young people. We recognise that this may be needed at times

Risk: Texting late in the evening - potential to be inappropriate

Solution: No texting after 9pm

Risk: Young Person's perception of relationship

Solution: Discourage text conversation or phone conversation where it is not about communicating information.

Risk: Data protection of young person numbers on workers personal mobiles.

Solution: Have a lock on your phone for data protection and do not allow access

Preferred action: Use a software texting package rather than a personal phone for texting.

When you have received a phone call/text or made a phone call/text to a young person that is not giving out information, you must make a record of the conversation and report it to your line manager or group leader

In all cases gain parental consent and limit your texts to the above guidelines.

Note

With regards to young people who have left the group or are now over the age of 18years, please use discretion with regards to this policy and seek advice where necessary.

7. Mentoring Young People

Mentoring is an opportunity to encourage a young person's personal growth, by an older experienced guide, who is acceptable to the young person, helps ease the transition to adulthood by offering a combination of support and challenge.

The centre has a mentoring scheme for young people, which involves one to one conversations with the young people. As this mentoring has the potential for inappropriate actions or for accusations of such, there are certain rules that should be followed by those involved in mentoring young people.

Mentoring should not be carried out in a place where both the mentor and young person could not easily be observed. The Mentor and Mentee should be of the same gender. The Mentor must be appointed by the Youth Leaders and must have a current DBS Check.

The parent / guardian of the young person will be asked to discuss the mentoring with the assigned mentor, sign a consent form & have a copy of the Safeguarding Policy. The parent / guardian should always be aware of when and where the mentoring is taking place.

Although physical contact between people in a loving relationship such as that within the church and between mentor and young person might be seen as the norm, the mentor is to be careful to avoid touching the young person in any place on their body that could be seen to have sexual connotations.

The mentor and any observing children's / young people's worker should always to have in mind the guidance on abuse detailed in this Policy.

As an organisation using the Disclosure and Barring Service (DBS) to assess applicants' suitability for positions of trust, Westbourne Park Family Centre undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information received.

A Disclosure is requested only after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned.

A criminal record will not necessarily be a bar to a person serving with children and young people. This will depend on the nature of the position and background of the offences.

8. Definition of Abuse

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after.

Sexual Abuse

Sexual abuse involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, whether or not they are aware of what is happening. The activities may involve contact, including penetrative (eg: rape or buggery) or non-penetrative acts. They may include non-contact activities, such as involving looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child, young person or vulnerable adult, such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing the vulnerable to frequently feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of abuse, though it may occur alone.

Neglect

Neglect is the persistent failure to meet basic physical and/or psychological needs, likely to result in the serious impairment of the person's health or development. It may involve a parent or carer failing to provide adequate food, shelter, and clothing, failing to protect a child or vulnerable adult from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a basic emotional needs.

Spiritual Abuse

Spiritual abuse is defined as the mistreatment of a person who is in need of help, support or greater spiritual empowerment, with the result of weakening, undermining or decreasing that person's spiritual empowerment, or someone using their power within a framework of spiritual belief or practise to satisfy their needs at the expense of others.

Financial or material abuse

Financial or material abuse includes theft, fraud or exploitation, pressure in connection with wills, property, or inheritance, misuse of property, possessions or benefits.

Organised Abuse

Organised or multiple abuse may be defined as abuse involving one or more abuser and a number of related or non-related abused children and young people. The abusers concerned may be acting in concert to abuse children, sometimes acting in isolation, or may be using an institutional framework or position of authority to recruit children for abuse.

The following behavioural signs **may** be indications of child abuse, but they should not be taken in isolation:

Indicators of possible physical signs of abuse

- Any injuries not consistent with the explanation given for them.
- Injuries which occur to the body in places which are not normally exposed to falls, rough games, etc.
- Injuries which have not received medical attention.
- Instances where children are kept away from the group inappropriately.
- Reluctance to change for, or participate in, games or swimming.
- Bruises, bites, burns, fractures, etc which do not have an accidental explanation.
- Possible evidence of self harm such as cutting, slashing, drug abuse.

Indicators of possible sexual abuse

- Any allegations made by a child concerning sexual abuse.
- Child with excessive pre-occupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play.
- Sexual activity through words, play or drawing.
- Child who is sexually provocative or seductive with adults.
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations.

Indicators of possible emotional signs of abuse

- Changes or regression in mood and behaviour, particularly where a child withdraws or becomes clinging. Also depression / aggression.
- Nervousness / frozen watchfulness.
- Sudden underachievement or lack of concentration.
- Inappropriate relationships with peers and / or adults.
- Attention seeking behaviour.
- Persistent tiredness.

- Running away / stealing / lying.

How to react when a child wants to talk about abuse

General Guidelines

- Accept what the child says (however unlikely the story may sound).
- Keep calm.
- Look at the child directly.
- Be honest.
- Let them know that you'll need to tell someone else - don't promise confidentiality.
- Even when a child has broken a rule they are not to blame for the abuse.
- Be aware that the child may have been threatened.
- Never push for information.
- Reassure the child that they were right to tell you and that you believe them.
- Let the child know what you are going to do next and that you will let them know what happens.
- Immediately refer to the Persons Responsible for Safeguarding.

Helpful things to say or do

- "I believe you" (or showing acceptance of what the child says).
- "I am glad you have told me."
- "It's not your fault."
- "I will help you."

Avoid saying

- "Why didn't you tell anyone before?"
- "I can't believe it."
- "Are you sure this is true?"
- "Why? How? When? Who? Where?"
- Never make false promises.
- Never make statements such as "I am shocked, don't tell anyone else".

Documentation

- Make notes as soon as possible, preferably within an hour of the conversation,
- Write down exactly what the child said and when he/she said it,
- Record the dates and times of these events and when you made the record.
- Keep all hand written notes, even if these have subsequently been typed up.
- Written records must be made in black pen.
- Sign the record and print your name alongside your signature.

Your responsibility if abuse is disclosed to you, or if you suspect that abuse may have occurred.

You must report concerns as soon as possible to Stu Elms or Geoff Biggs who are nominated by the Family Centre Trustees to act on their behalf in referring all allegations or suspicions of neglect or abuse to the statutory authorities. Concerns can also be reported to the Chair of the Family Centre Trustees.

If the suspicions in any way involve the Responsible Persons for Safeguarding, then the report should be made to the Chair of Trustees. If the suspicions in any way implicate both the Responsible Persons for Safeguarding and the Chair of Trustees, then the report should be made in the first instance to Churches' Child Protection Advisory Service or Social Service.

You should not discuss your suspicions with anyone other than those nominated above.

It is, of course, the right of any individual as a citizen to make direct referrals to the child protection agencies or seek advice from CCPAS or Social Services. If, however, you feel that the Responsible Persons for Safeguarding have not responded appropriately to your concerns, then it is open to you to contact the relevant organisation directly. We hope by making this statement that we demonstrate the commitment to effective safeguarding of everyone.

Allegations of Physical Injury or Neglect

If there is evidence of physical injury or symptom of neglect, the Responsible Persons for Safeguarding will:

Speak with the parent / guardian and suggest medical help / attention be sought for the child. The doctor will then initiate further action, if necessary. If appropriate, the parent / guardian will be encouraged to seek help from the Social Services Department.

If the parent / guardian are unwilling to seek help, then it may be appropriate for a worker to offer to go with them. If they still fail to act the Responsible Persons for Safeguarding should, in cases of real concern, contact the Westminster Children's Services Team for advice.

Where emergency medical attention is necessary then this should, of course, be sought immediately.

Where the Responsible Persons for Safeguarding is unsure whether or not to refer a case to the Westminster Children's Services Team, then advice from CCPAS will be sought and followed. The CCPAS will confirm its advice in writing in case this is needed for reference purposes in the future.

Allegations of Sexual Abuse

In the event of allegations or suspicions of sexual abuse, the Responsible Persons for Safeguarding will:

Contact the CCPAS for advice / support, or the Children's Services Team or Police Child Protection Team directly. The Responsible Persons for Safeguarding will not speak to the parent or anyone else outside the Trustees.

If, for any reason, the Responsible Persons for Safeguarding is unsure whether or not to follow the above, then advice from CCPAS will be sought and followed. The CCPAS will confirm its advice in writing in case this is needed for reference purposes in the future.

Under no circumstances will the Responsible Persons for Safeguarding attempt to carry out any investigation into the allegations or suspicions of sexual abuse.

Whilst allegations or suspicions of sexual abuse will normally be reported to the Responsible Persons for Safeguarding, the absence of the Responsible Persons for Safeguarding should not delay referral to the Westminster Children Service's Team,

The Trustees should be informed and will support the Responsible Persons for Safeguarding in their role, and accept that any information they may from time to time have in their possession will be shared in a strictly limited way on a need-to-know basis.

9. Child Protection Policy Statement

- This statement is agreed at the Trustees Meeting held in October each year, where progress in carrying it out will be monitored.
- As Trustees and staff of Westbourne Park Family Centre we commit ourselves to the nurturing, protection and safekeeping of all, especially children, young people and vulnerable adults.
- It is the responsibility of each one of us to prevent the physical, sexual and emotional abuse of children, young people and vulnerable adults, and to report any abuse discovered or suspected.
- We recognise that our work with children, young people and vulnerable adults is the responsibility of everyone in the Family Centre.
- We undertake to exercise proper care in the selection and appointment of those working with children, young people and vulnerable adults, whether paid or volunteer.

- The Centre is committed to supporting, resourcing and training those who work with children, young people and vulnerable adults, and to providing supervision.
- The Centre is committed to the Home Office Code of Practice Safe from Harm.
- Each worker with children, young people and vulnerable adults must know the recommendations and undertake to observe them. Each shall be given a copy of the agreed procedures and good practice guidelines.

As part of our commitment to children, young people and vulnerable adults the Centre has appointed Geoff Biggs to be the Responsible Persons for Safeguarding, overseen by the Chair of Family Centre Trustees. Their role will be regularly explained to children, and their names and phone numbers publicly displayed.

- Signed: Stu Elmes



10. Reporting Concerns

Reporting Process

All concerns or suspicions of abuse must be reported to the Designated Safeguarding Officer (DSO) immediately.

In the event of a serious or critical incident occurring during HAF funded activities, WPFC will report immediately to the HAF team (by email).

All serious or critical incidents to be reported to the HSE under RIDDOR regulations

Important Contact Information

- **Designated Safeguarding Officer:**
 - o Name: Geoff Biggs
 - o Position: CEO Westbourne Park Family Centre
 - o Phone: 07941 100 762
 - o Email: geoff@wpfc.uk

- **LADO Westminster:**
 - Phone: 020 7641 7668
 - Email: AccesstoChildrensServices@westminster.gov.uk
 - **Children's Services Team:**
 - Phone: 020 7641 4000
 - Email: AccesstoChildrensServices@westminster.gov.uk
 - **Westminster Safeguarding Adults Board:**
 - Phone: 020 7641 2176
 - Referral Form: Available online
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Conclusion

Westbourne Park Family Centre is committed to fostering a culture of safety, respect, and accountability. We believe safeguarding is everyone's responsibility and pledge to continually review and enhance our policies to ensure the highest standards of care.

Other key policies can be accessed on our Website at:

<https://westbourneparkfamilycentre.org.uk/policies-and-quality/>