

## Safeguarding for helplines course programme

<b>11:00</b>	<b>Welcome and introductions</b>
<b>11:30</b>	<b>What is safeguarding? And how this applies to helplines</b> <ul style="list-style-type: none"> <li>• Explore safeguarding in the broader context</li> <li>• Understand the terms child protection and safeguarding</li> <li>• Identify what safeguarding means to helplines</li> </ul>
<b>12:30</b>	<b>Why should helplines have safeguards in place</b> <ul style="list-style-type: none"> <li>• Examine why helplines need to have robust safeguards in place for their vulnerable services users - both adults and children</li> </ul>
<b>13:15</b>	<b>Lunch</b>
<b>14:00</b>	<b>Key terms and definitions</b>
<b>14:30</b>	<b>What should be included in a safeguarding policy?</b> <ul style="list-style-type: none"> <li>• Explore what content should be included in a robust safeguarding policy</li> <li>• How to implement a safeguarding policy</li> </ul>
<b>15:15</b>	<b>Break</b>
<b>15:30</b>	<b>Action planning</b> <ul style="list-style-type: none"> <li>• Make a plan of action to take back to the office</li> </ul>
<b>15:45</b>	<b>Policy review/practice audit</b>
<b>15:55</b>	<b>Summary</b>
<b>16:00</b>	<b>Close</b>