

## Safeguarding for helplines Masterclass programme

<b>10:30</b>	<b>Welcome and introductions - learning objectives</b>
<b>10.45</b>	<b>What is safeguarding?</b> <ul style="list-style-type: none"> <li>• Explore safeguarding in the broader context</li> <li>• Safeguarding – children and adults</li> <li>• Understand the terms child protection and safeguarding</li> <li>• Safeguarding and key principles – terms and definitions</li> <li>• Capacity and summary of abuse</li> </ul>
<b>11.30</b>	<b>Break</b>
<b>11.40</b>	<b>Helplines, safeguarding and introduction to risk</b> <ul style="list-style-type: none"> <li>• Managing risk and essential core skills</li> <li>• Identifying risk and practice</li> <li>• Why helplines should have safeguards in place</li> </ul>
<b>12.30</b>	<b>Lunch</b>
<b>13:10</b>	<b>Safeguarding and policy</b> <ul style="list-style-type: none"> <li>• When is a safeguarding response required?</li> <li>• What should be included in safeguarding policy</li> <li>• How to implement a safeguarding policy</li> </ul>
<b>13.55</b>	<b>Data protection, confidentiality and information sharing</b> <ul style="list-style-type: none"> <li>• Recording and storing information</li> <li>• Principles and why it matters</li> <li>• Recognising when to share information and challenges to a helpline</li> <li>• Appropriate guidelines to adhere to</li> </ul>
<b>14:40</b>	<b>Break</b>
<b>14:50</b>	<b>Case Studies</b>
<b>15:40</b>	<b>Review and de-brief</b> <ul style="list-style-type: none"> <li>• Check out understanding of safeguarding</li> <li>• Able to recognise and identify forms and indicators of abuse</li> <li>• Do you have current robust and clear policies?</li> <li>• What learning will be taken and implemented</li> </ul>
<b>16:10</b>	<b>Questions and feedback</b>
<b>16.30</b>	<b>Close</b>