



British Heart  
Foundation

# HEARTSTART

Training a nation  
of life savers

# SAFEGUARDING CODE OF CONDUCT STATEMENT AND SUMMARY

**This document is available for Heartstart Supervisors, Instructors and Coordinators.**

**It outlines:**

- our commitment to safeguarding all children and adults at risk that come into contact with our work
- what to do if you're concerned about the welfare of a child or adult at risk
- what to do if the situation is urgent or immediately dangerous
- how to plan and minimise risk.

**It also includes the:**

- Heartstart safeguarding incident reporting form
- Heartstart safeguarding flowchart on reporting a concern
- Heartstart events best practice guide

## Introduction

**The British Heart Foundation (BHF) is committed to safeguarding all children and adults at risk that come into contact with our work. We believe that their welfare is paramount and as such commit to:**

- All children and adults at risk have an equal right to protection from abuse and to be kept safe from harm regardless of their age, race, religion, nationality, ability, gender, language, or sexual orientation/identity.
- All suspicions and allegations of neglect or abuse will be taken seriously and responded to swiftly and appropriately.
- All activities involving children and adults at risk will be managed in an exemplary manner, with consideration given to equal access, risk assessments and risk management as a routine aspect of our work.
- Employees, contractors and volunteers will be clear about their responsibilities and know how to respond appropriately.
- We are committed to sound recruitment procedures and good practice for all individuals working with the organisation whether in a paid or voluntary capacity.
- We will ensure that individuals receive the support, education and training they need to be aware of and understand best practice and how to manage any welfare issues that may arise.
- We recognise that it is not the responsibility of employees, contractors or volunteers to determine if abuse has taken place, but it is their responsibility to act upon and report any concerns.
- We are committed to embedding and promoting safeguarding throughout the organisation at every level of operation from frontline delivery to cross organisational policy and procedure.

We expect everyone who represents the BHF (staff, trustees, partners, agency staff, volunteers and contactors) to have read, understood and adhere to this policy and related procedures.

This means, when working with children or adults at risk, you should never:

- promise to keep secrets – safeguarding relies on sharing concerns appropriately with other agencies
- give out personal phone numbers
- enter into a sexual or intimate relationship
- investigate any concerns you may have – it is your job to listen and report your concern, not to ask questions, make judgements or decisions
- shout, or be bullying or abusive.

### Need to talk?

If you need to talk to someone or report a safeguarding concern, please contact the BHF People Services team on 0300 222 5868.

If you need to speak to someone urgently to report a concern then you can contact the Multi-Agency Safeguarding Hub (MASH) in your local location:

[www.gov.uk/government/news/working-together-to-safeguard-children-multi-agency-safeguarding-hubs](https://www.gov.uk/government/news/working-together-to-safeguard-children-multi-agency-safeguarding-hubs)

If you feel unable to talk to someone at the BHF but would still like to report a concern please contact the NSPCC on 0808 800 5000 or your local authority.

## What to do if you are concerned about the welfare of a child or adult at risk

If you are concerned about the welfare of a child or adult at risk you must:

1. Remain calm.
2. If they are telling you something, allow them to do so at their own pace.
  - a. Do not promise to keep secrets.
  - b. Listen and clarify, do not investigate.
  - c. Reassure them they have done the right thing by telling you.
  - d. Explain that you will report what they have said to BHF's People Services team and that someone will contact them.
3. Notify BHF's People Services team by calling 0300 222 5868 and an HR Adviser will talk you through what you need to do.
  - a. If you are working in a school or other organisation, you must report your concern to the safeguarding lead officer as well as the BHF.
  - b. If you are working out of hours, and you believe the person is at immediate risk of further harm, you may need to report your concerns to the NSPCC, police or relevant local authority before the BHF. (For urgent cases, see below.)
4. Make a note of what was said/happened, using their own words. Note the date, time, names, details that were mentioned.
5. Use your notes from point 4 to fill in Heartstart safeguarding incident reporting form (see page 4) within 24 hours. Once complete, send the form to People Services immediately. They will take over the case from that point.
6. Notify your Heartstart scheme supervisor of the situation, but not the detail, so they can support you.

### Reporting a concern

The Heartstart safeguarding flowchart on reporting a concern can be found on page 8. It tells you what to do if you want to report a concern.

The Heartstart safeguarding incident reporting form can be found on page 4.

## What to do if the situation is urgent or immediately dangerous

For example, seeing an adult hit a child, a member of staff using inappropriate restraint or another situation that requires immediate intervention:

1. First, do all you can to stop the action immediately without putting the child, young person or adult at risk, or yourself at undue risk.
2. Advise the perpetrator that you will immediately be calling the police and/or informing a senior manager. Call 999 or the local police.
3. Ask the perpetrator to move to an area where there is no contact with children or vulnerable adults.
4. Stay with the child or adult at risk until you can transfer them to the care of another responsible adult. Do not leave them alone with the perpetrator.
5. Phone a BHF HR Adviser on 0300 222 5868 to report the incident. If working in a school or another site/organisation inform the organisation's lead safeguarding officer or most senior person on site.
6. Make a note of what happened, focussing on the facts and not assumptions, and fill in the Heartstart safeguarding incident reporting form within 24 hours. (See page 4.)
7. Send the completed form to BHF's People Services immediately by emailing [peopleservices@bhf.org.uk](mailto:peopleservices@bhf.org.uk). They will assist you with the case.

## How to plan and minimise risk

Before delivering an activity that involves children or adults at risk, the staff involved should confirm they have read and understood the:

- Heartstart safeguarding code of conduct statement and summary
- Heartstart safeguarding flowchart on reporting a concern (see page 8)
- Heartstart events best practice guide (see page 9)

# Heartstart

## Safeguarding incident reporting form

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**Today's date**  
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**Your name and job title/role**  
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**Before you begin, have you:**  
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Made brief notes about what happened?  
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Please continue on a separate sheet if necessary.  
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Informed the lead safeguarding officer or most senior person on site of your concern?  
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Please continue on a separate sheet if necessary.  
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**Date of first concern**  
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If there's been a delay in completing this form, please briefly explain why:  
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Please continue on a separate sheet if necessary.  
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More detailed information to answer relevant listed points:

Please continue on a separate sheet if necessary.

**List any actions agreed with those involved**

Please continue on a separate sheet if necessary.

**Are these your own concerns?** yes/no

If someone else's please tell us who:

**Have you spoken to a BHF HR Adviser yet?** yes/no

If no, please ring 0300 222 5868 now before completing the next section of this form.

**Brief description of handover with the BHF HR Adviser and agreed next steps**

Please continue on a separate sheet if necessary.

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**For BHF use only:**

**Name and signature of BHF HR representative receiving this form and date of receipt.**

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Name  
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Signature  
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Date  
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**Record of HR-led action taken and/or any further decisions/relevant information**  
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Please continue on a separate sheet if necessary.  
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**Head of HR informed of concern**

yes/no

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Reason for decision:  
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Please continue on a separate sheet if necessary.  
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### **Need to talk?**

If you need to talk to someone or report a safeguarding concern please contact BHF's People Services in the first instance. Their number is 0300 222 5868.

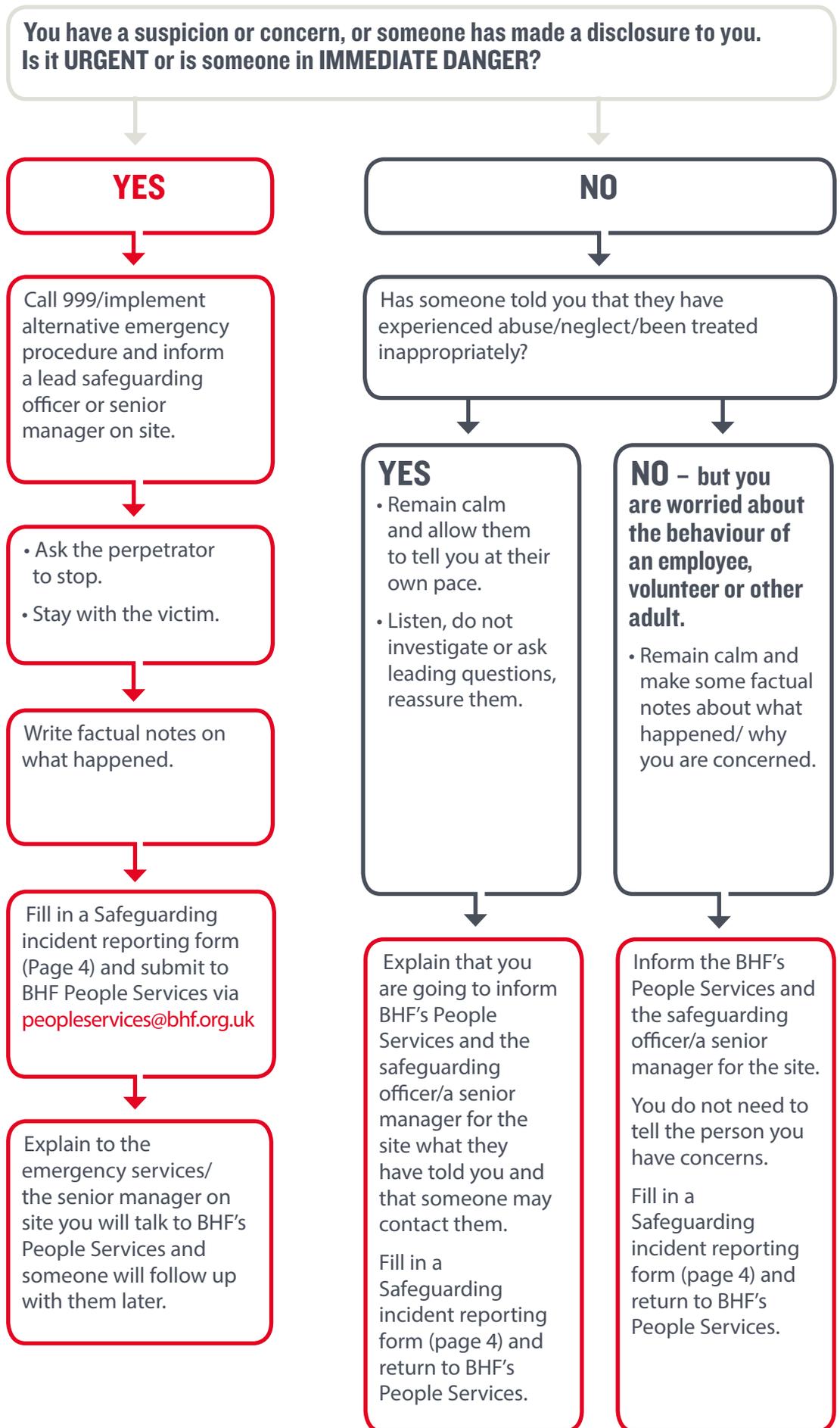
If you feel unable to talk to someone at the BHF but would still like to report a concern please contact the NSPCC on 0808 800 5000.

For further information and advice on safeguarding in your area refer to your local Multi-Agency Safeguarding Hub at [www.gov.uk/government/news/working-together-to-safeguard-children-multi-agency-safeguarding-hubs](http://www.gov.uk/government/news/working-together-to-safeguard-children-multi-agency-safeguarding-hubs)

This guidance document and all related documents, including the Heartstart safeguarding flowchart on reporting a concern telling you what to do when, are available to download from [bhf.org.uk/heartstart](http://bhf.org.uk/heartstart)

# Heartstart

## Safeguarding flowchart on reporting a concern



**If urgent, call**  
BHF's People Services  
line on 0300 222 5868,  
the NSPCC on  
0800 800 5000 or  
the police on 999.

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## Safeguarding events best practice guide

### 1. Introduction

- 1.1 The British Heart Foundation (BHF) is committed to providing the best safeguards for all children and adults at risk when they are involved in BHF activities.

### 2. Purpose

- 2.1 The Heartstart safeguarding code of conduct statement and summary aims to:
- protect children and vulnerable adults from abuse and harm
  - promote good practice
  - help employees, contractors and Heartstart volunteers to make informed and confident responses to specific protection and safeguarding issues and concerns
  - provide information about how to recognise signs and symptoms of abuse
  - establish clear procedures for action in the case of suspected abuse
  - provide clear lines of communication and support for members of staff encountering these issues.
- 2.2 As part of their standard procedures, school and colleges will have policies to ensure that visitors are always accompanied whilst on their premises. As such, the school should never leave you alone with children. If working in a school or another site/organisation identify yourself to the organisation's lead safeguarding officer or most senior person on site.

### 3. Key points concerning safeguarding

- 3.1 Safeguarding concerns our work with both children and adults at risk. A few simple steps can help avoid potentially compromising situations or opportunities for misunderstandings and protect both your and BHF's reputation.

- 3.2 If you are a Heartstart school, you should follow your school's Safeguarding code of conduct or policy.
- 3.3 The good practice information below should be followed when visiting schools and colleges or other locations where children and young people are present:
- Always be public and open when working with children and young people.
  - Always ensure a teacher is present when you are with children and young people.
  - Avoid inappropriate language and subject matter. Where possible check the content of a talk in advance with a teacher.
  - Be careful not to do or say something that could create a false impression or be misunderstood or interpreted as 'innuendo'.
  - Avoid showing favouritism or singling out individuals in any way.
  - Be aware of individual needs and personalities, and never make derogatory or discouraging remarks. If a child is upset, make sure that it is school staff that provides comfort and support.
  - Contact with children or young people in or near school premises must only be made with the prior knowledge and approval of the Head Teacher, the school safeguarding lead or a member of the school's staff designated by the Head Teacher and according to processes agreed with them.
  - Do not take any photographs or videos with any type of recording equipment of a child or young person.
  - Never drive or walk a child or young person home.
  - Never take a child or young person into your home.
  - Never give out your personal contact details.

**This document can be discussed with BHF's People Services team. Call them on 0300 222 5868 or email [peopleservices@bhf.org.uk](mailto:peopleservices@bhf.org.uk)**