



THINK FAMILY SAFEGUARDING POLICY

Date of review: January 2025

Date of next review: January 2026


Reviewed by: Lee Smith, Operations Manager

Board approval date: 27 February 2025

Approved by: Lisa Carter



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1. Policy Purpose

Good Shepherd Services is committed to safeguarding the well-being of all individuals, including both adults and children, who come into contact with our services.

This Think Family Safeguarding Policy aims to ensure a holistic approach to safeguarding, recognising that the safety and well-being of adults are often closely linked to the safety and well-being of their children and other family members.

This policy supports and complements our Safeguarding Adults Policy, emphasising a family-centred approach to safeguarding.

2. Our commitment

Good Shepherd Services is dedicated to promoting the welfare of families by ensuring that safeguarding practices recognise and address the interdependencies within family units (the members of a family, especially parents and children, considered as a single entity within society).

Adding to the Safeguarding Adults Policy we commit to:

- Recognising and responding to the needs of the whole family.
- Ensuring communication and collaboration across services and agencies is person centred.
- Providing training and support to staff to understand and implement a Think Family and Psychological Informed Environment Approach.
- Regularly reviewing and updating safeguarding practices to reflect this integrated approach.

This policy applies to all staff, volunteers, contractors, and partners working with Good Shepherd Services. It covers all interactions with families, including adults and children, across all service areas

Principles

Whole Family Approach: Consider the needs and circumstances of all family members when assessing risks and planning interventions.

Early Intervention: Identify and respond to issues early to prevent escalation and promote positive outcomes.

Collaboration and Communication: Work collaboratively across services and with external agencies to ensure comprehensive support.

Empowerment and Participation: As an organisation we are committed to a Psychologically Informed Environment (PIE). We want people that access the Good Shepherd to feel supported in line with our values, specifically in a way that is hospitable, compassionate, that they are respected, there is trust, we operate with integrity, and that they are involved and engaged with the service.

The people that make up the Good Shepherd are our most important asset. We want our team to feel supported, skilled, involved, and to feel that their work is valued.

Our role as an organisation is to encourage and facilitate change, our mission is to end homelessness, support recovery, and create pathways out of poverty.



Roles and responsibilities

Board of Trustees: Ensure that Good Shepherd Services have policies and procedures that comply with national and local authority laws and regulations.

Management: Ensure the policy is implemented and integrated into all areas of service delivery. Regularly review and update the policy.

Safeguarding Team: Provide guidance and support to staff on the Think Family approach. Monitor and report on the implementation of the policy.

All Staff and Volunteers: Understand and apply the principles of the Think Family approach in their work. Participate in relevant training and report any safeguarding concerns in accordance with Good Shepherd Services reporting procedures.

3. Procedures

Identifying needs and risks

- Assess the needs and risks of all family members, considering their individual and collective circumstances.
- Use Good Shepherd assessment tools that include the entire family unit.
- Record and share relevant information with appropriate services and agencies, maintaining confidentiality and data protection principles.

Planning and Intervention

- Develop integrated support plans that address the needs and risks identified for the whole family.
- Ensure that interventions are coordinated across services to provide comprehensive support.
- Review support plans regularly, involving family members in the process.

Training and Development

- Provide training for all staff and volunteers on the Think Family approach and its application.
- Ongoing support to be provided by the Good Shepherd Safeguarding team and Identify, Record, Respond guidance document
- Offer ongoing professional development opportunities to enhance understanding and skills related to family-centred safeguarding.

Communication and Collaboration

- Promote open and effective communication within Good Shepherd Services and with external agencies in compliance with Good Shepherd Confidentiality Policy.
- Establish clear protocols for information sharing, ensuring it is timely, relevant, and in the best interest of family members.
- Facilitate multi-agency meetings and case conferences to coordinate support and interventions.

4. Monitoring and review

- Regularly monitor the implementation of the Think Family Safeguarding Policy through audits, feedback, and performance indicators.
- Review the policy annually or in response to significant changes in legislation, guidance, or practice.
- Involve service users, staff, and partners in the review process to ensure the policy remains relevant and effective.



5. Safeguarding Team

Lee Smith, Designated Safeguarding Lead

07984542416

Chris Cole, Deputy Designated Safeguarding Lead

07399027633

Dawn Walls, Safeguarding Officer

07957162481

Tina Lane, Safeguarding Officer


07514492740

Lucie Tait Harris, Queens Building Community Shop

07956 805054

Main office contact

01902 399955



6. External safeguarding contacts

Wolverhampton Safeguarding Together

www.wolverhamptonsafeguarding.org.uk

Wolverhampton City Council

Housing Outreach Team provides floating support for women who are or have been experiencing domestic violence in order to help people to maintain their tenancies.

Phone: 01902 551023 Fax: 01902 554905

housing.outreach@wolverhampton.gov.uk

Ann Craft Trust

www.anncrafttrust.org

CEOP Centre

Child Exploitation and Online Protection

www.ceop.police.uk

www.thinkuknow.co.uk

The Haven Wolverhampton

Supporting women and children who are vulnerable to domestic violence, abuse, and homelessness by providing safe, emergency accommodation and community-based support services.

24hr referral line: 08000 194 400

Training on domestic violence: 01902 572128 Fax: 01902 572144

info@havenrefuge.org.uk

www.havenrefuge.org.uk

Child Line

0800 1111 2417

www.childline.org.uk



www.gsmwolverhampton.org.uk