



## VISTA SUPPORT SERVICES CIC

# Safeguarding and Child Protection Policy

## Academic Year 2026–2027

Adapted for Vista Support Services CIC from the Hertfordshire County Council Model Child Protection Policy 2026–2027 and aligned with Keeping Children Safe in Education (KCSIE) 2026.

| Policy information | Details                                                                                          |
|--------------------|--------------------------------------------------------------------------------------------------|
| Organisation       | Vista Support Services CIC                                                                       |
| Policy owner       | Karen Broom, Managing Director / Designated Safeguarding Lead                                    |
| Academic year      | 2026–2027                                                                                        |
| Issue date         | September 2026                                                                                   |
| Review date        | September 2027, or earlier following significant statutory/local change or safeguarding learning |
| Approval           | Board of Directors                                                                               |

This policy must be read alongside Vista’s Staff Code of Conduct, Whistleblowing, Data Protection, IT and Communication Policy, Record Keeping, Safer Recruitment and other safeguarding-related procedures.

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## 1. Safeguarding Policy Statement

Vista Support Services CIC is committed to safeguarding and promoting the welfare of all children and young people. We recognise that safeguarding is everyone's responsibility and that every child has the right to be protected from harm, abuse, neglect, exploitation and violence.

We aim to create a safe, inclusive and supportive environment in every aspect of our work so that children and young people feel valued, listened to and able to share worries or concerns. Our practice is child-centred: the child's safety, welfare, wishes, lived experience and best interests are central to decisions.

Vista provides support within schools and other community settings. When a Vista practitioner is working in a school, the school retains its statutory safeguarding responsibilities and its Designated Safeguarding Lead (DSL) is the first point of contact for concerns about a pupil. Vista staff must follow both this policy and the host school's safeguarding procedures. A concern must never be delayed because of uncertainty about organisational boundaries.

Vista works in partnership with parents and carers, schools, Hertfordshire Children's Services, health professionals, police and other agencies to identify concerns early, provide appropriate support and take timely action to keep children safe. We recognise the importance of Families First / early help and emerging Family Help arrangements.

This policy applies to all Vista employees, directors, sessional workers, counsellors, volunteers, students, contractors and anyone acting on behalf of Vista Support Services CIC.

## 2. Important Safeguarding Contacts

| Role / organisation                                            | Name / contact                                                                                            |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Vista Designated Safeguarding Lead (DSL)                       | Karen Broom – Managing Director<br>k.broom@vistasupport.org.uk<br>01727 519128 / 07966 483508             |
| Vista Deputy Designated Safeguarding Lead (DDSL)               | Jackie Green – School Family Worker Manager<br>j.green@vistasupport.org.uk<br>01727 519128 / 07557 354620 |
| Local Authority Designated Officer (LADO)                      | Duty LADO – Hertfordshire County Council<br>lado.referral@hertfordshire.gov.uk<br>0300 123 4043           |
| Hertfordshire Children's Social Care / Customer Service Centre | 0300 123 4043 (including Children's Services Out of Hours Service)                                        |
| NSPCC Helpline                                                 | 0800 800 5000   help@NSPCC.org.uk                                                                         |
| Police                                                         | Emergency 999   Non-emergency 101                                                                         |
| ACT Early / Prevent advice                                     | 0800 011 3764                                                                                             |
| Channel helpline                                               | 020 7340 7264                                                                                             |

Host-school contacts: Before beginning work in a school, Vista staff must know how to contact the school DSL/DDSL and how that school records safeguarding concerns. If the school DSL/DDSL cannot be reached and a child may be at immediate risk, staff must not wait: contact Vista's DSL and/or Children's Social Care or Police as appropriate.

### 3. Legislation, Statutory Guidance and Local Procedures

This policy has been updated using the Hertfordshire County Council Model Child Protection Policy 2026–2027. Vista will apply relevant statutory and local safeguarding requirements to its role as a provider working with children and schools.

| Reference                                                            | Relevance to Vista safeguarding practice                                                                                                         |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Children Act 1989                                                    | Framework for child protection and welfare; sections 17 and 47 underpin Child in Need and child protection responses.                            |
| Children Act 2004                                                    | Strengthens inter-agency safeguarding duties.                                                                                                    |
| Education Act 2002, section 175                                      | Relevant to the schools in which Vista operates and their safeguarding duties.                                                                   |
| Children’s Wellbeing and Schools Act 2026                            | Included in the 2026 Hertfordshire model policy as part of the current safeguarding and education framework.                                     |
| Sexual Offences Act 2003                                             | Legal framework for sexual offences against children.                                                                                            |
| Safeguarding Vulnerable Groups Act 2006                              | Regulated activity and barring arrangements.                                                                                                     |
| Protection of Freedoms Act 2012                                      | DBS and vetting framework.                                                                                                                       |
| Serious Crime Act 2015                                               | Includes FGM-related safeguarding provisions.                                                                                                    |
| Children and Social Work Act 2017                                    | Safeguarding partnership arrangements.                                                                                                           |
| UK GDPR, Data Protection Act 2018 and Data (Use and Access) Act 2025 | Lawful and secure handling and sharing of personal information.                                                                                  |
| Domestic Abuse Act 2021                                              | Recognises children who see, hear or experience the effects of domestic abuse as victims in their own right.                                     |
| Online Safety Act 2023                                               | Framework relating to protection from online harms.                                                                                              |
| Keeping Children Safe in Education 2026                              | Core safeguarding guidance for schools and colleges; Vista staff working in education settings must understand the parts relevant to their role. |
| Working Together to Safeguard Children                               | National multi-agency safeguarding framework.                                                                                                    |
| Prevent Duty Guidance                                                | Preventing people from being drawn into terrorism.                                                                                               |
| Hertfordshire Safeguarding Children Partnership procedures           | Local safeguarding arrangements, thresholds and multi-agency procedures.                                                                         |
| Hertfordshire Families First / Continuum of Need                     | Local early help framework and support pathways.                                                                                                 |

### 4. Definitions and Key Safeguarding Principles

Safeguarding includes: providing help and support to meet children’s needs as soon as problems emerge; protecting children from maltreatment within or outside the home, including online; preventing impairment of mental and physical health or development; ensuring children grow up with safe and effective care; and taking action to enable all children to have the best outcomes.

**Child:** Any person under the age of 18.

**Families First:** Hertfordshire's current early help approach, coordinating support around children and families before needs escalate to statutory social care intervention.

**Family Help:** The emerging national model for coordinated family-centred support. At publication, Hertfordshire has not fully transitioned from Families First, so Vista will continue to follow current Hertfordshire processes until local arrangements change.

**Child in Need:** A child meeting the definition in section 17 Children Act 1989, including where health or development is unlikely to be achieved or maintained without services, or where the child is disabled.

**Child Protection:** Action to protect a child who is suffering or is likely to suffer significant harm; section 47 Children Act 1989 underpins local authority enquiries.

**Significant Harm:** The threshold for statutory child protection intervention, considered in the context of the individual child and impact on health or development.

**Abuse:** Maltreatment of a child through causing harm or failing to prevent harm; it can occur in person or online and be perpetrated by adults or children.

**Neglect:** Persistent failure to meet a child's basic physical and/or emotional needs, likely to cause serious impairment of health or development.

**Exploitation:** Manipulation, coercion or control of a child for another person's benefit; may be sexual, criminal, financial or online.

**Extra-familial harm:** Safeguarding risks outside the family home, including child-on-child abuse, exploitation, serious violence, relationship abuse and online harm.

**Kinship care:** Care by relatives or friends where a child cannot be looked after by birth parents, through informal or formal arrangements.

Vista staff will maintain an attitude of "it could happen here", exercise professional curiosity and avoid assumptions. The absence of a disclosure does not mean abuse is not occurring.

## 5. Equality, Diversity and Inclusion

Some children may be at greater risk of harm and may face additional barriers to recognising, disclosing or seeking help. Vista is committed to child-centred, inclusive and anti-discriminatory safeguarding practice. No child will be overlooked because of age, disability, communication needs, health needs, family circumstances, culture, ethnicity, faith, sex, sexual orientation, gender reassignment or another protected characteristic.

Staff will consider additional vulnerability for children with SEND, young carers, children with medical conditions, children absent from education, children in care or previously looked after, children with or who have had a social worker, children in kinship care, children experiencing mental health difficulties and children vulnerable to exploitation or extra-familial harm.

Children with SEND may face communication barriers, isolation or bullying, assumptions that signs of abuse relate to disability, and increased reliance on adults for care. Staff must make reasonable adjustments, seek the child's voice in an accessible way and remain professionally curious.

## 6. Roles, Responsibilities and Safeguarding Training

### All Vista staff

- Maintain a child-centred approach and act in children's best interests.

- Recognise and respond to signs of abuse, neglect, exploitation and other safeguarding concerns.
- Listen to children, take them seriously and avoid leading questions.
- Record and report concerns promptly in accordance with the host setting's procedure and this policy.
- Work effectively with the host school DSL, Vista DSL and partner agencies.
- Understand that safeguarding concerns can occur online and offline and can overlap.
- Identify children and families who may benefit from Families First / early help.
- Share information when necessary to safeguard a child.
- Complete required safeguarding training and updates and maintain professional curiosity.

### **Vista DSL / DDSL**

- Provide safeguarding leadership, advice and support to Vista staff.
- Ensure staff understand referral routes, local thresholds and escalation procedures.
- Liaise with host-school DSLs and statutory agencies where required.
- Maintain oversight of concerns involving Vista staff and ensure LADO consultation/referral where the harm threshold may be met.
- Ensure safeguarding training, safer recruitment, record keeping and policy review arrangements remain effective.
- Promote a culture in which concerns, low-level concerns and whistleblowing can be raised safely.

### **Training**

All staff will receive safeguarding induction before or at the start of work with children and regular updates thereafter. Staff working in schools must read the current KCSIE material required by Vista for their role and any host-school safeguarding information provided to them. Training will include child protection procedures, allegations and low-level concerns, online safety, Prevent, child-on-child abuse, exploitation, information sharing and safer working practice.

The 2026 Hertfordshire model policy notes that the Crime and Policing Act 2026 removed the supervision exemption in relation to regulated activity. Vista will ensure that volunteer and workforce vetting decisions are made against current regulated-activity and DBS requirements.

## **7. Families First / Family Help and Working with Parents, Carers and Other Agencies**

Vista's School Family Worker service has a strong early-help function. We will work collaboratively with children, parents and carers, schools and partner agencies, using strengths-based, respectful and trauma-informed practice. Families First Assessments (FFAs) are offered with consent where a family would benefit from coordinated early support.

At the time of the Hertfordshire 2026 model policy, Hertfordshire had not yet transitioned fully to the national Family Help model. Vista will therefore continue to use current Hertfordshire Families First arrangements, referral routes and thresholds while preparing for local Family Help changes.

- Explain concerns and proposed support clearly to families wherever safe and appropriate.
- Seek the child's views, wishes and feelings and make communication accessible.
- Avoid shame, blame, stereotyping and unconscious bias.
- Work with wider family networks and multi-disciplinary professionals where this benefits the child.
- Escalate promptly when needs increase or a child may be suffering, or likely to suffer, significant harm.

- Do not allow a lack of parental consent to prevent necessary safeguarding information sharing or referral where a child may be at risk.

## 8. Information Sharing, Confidentiality and Consent

Safeguarding information is confidential, but confidentiality is not absolute. The Data Protection Act 2018 and UK GDPR do not prevent the sharing of information for the purpose of keeping children safe. Staff should share relevant, necessary, proportionate, accurate and timely information with those who need it.

Where safe and appropriate, Vista will be open with parents/carers about concerns and how information may be used or shared. Consent is normally sought for Families First / early help support. Consent is not required where there is a lawful safeguarding basis to share information, and staff must not seek consent where doing so could increase risk, prejudice an investigation, lead to evidence being destroyed, or place a child or another person at risk.

Staff must never promise a child complete confidentiality. They should explain, in age-appropriate language, that information may need to be shared with people who can help keep them safe.

## 9. Recognising Abuse, Neglect and Exploitation

All staff must be alert to abuse, neglect and exploitation and understand that indicators may be physical, emotional, behavioural, relational, educational or online. Concerns may be a single incident, a pattern, or a combination of smaller signs.

### Physical abuse

May include hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm.

### Emotional abuse

Persistent emotional maltreatment that has a severe and adverse effect on emotional development, including humiliation, rejection, intimidation, coercion, exposure to domestic abuse or developmentally inappropriate expectations.

### Sexual abuse

Forcing or enticing a child to take part in sexual activities, whether or not the child understands what is happening, including contact and non-contact activity and online abuse.

### Neglect

Persistent failure to meet basic physical and/or psychological needs, including adequate food, clothing, shelter, supervision, medical care or emotional responsiveness.

### Exploitation

May include child criminal exploitation, child sexual exploitation, county lines, trafficking, modern slavery, financial exploitation and technology-facilitated exploitation.

Staff should also consider the cumulative impact of adversity and whether a child is experiencing harm both inside and outside the home. Children may not be ready or able to disclose, and they may communicate distress through behaviour.

## 10. Additional Safeguarding Issues and Specific Forms of Abuse

Vista staff recognise that safeguarding risks can occur within and outside the home and online. Relevant issues include child abduction/community safety, child criminal and sexual exploitation, county lines, children and the court system, children absent from education, family members in prison, cybercrime, domestic abuse, homelessness, modern slavery, radicalisation, serious violence, honour/faith-based abuse, FGM and forced marriage.

### Child-on-child abuse, sexual harassment and sexual violence

Children can abuse other children. This can happen in school, outside school and online. It must never be dismissed as “banter”, “just having a laugh”, “part of growing up” or similar. Concerns must be reported promptly to the host-school DSL and, where appropriate, Vista’s DSL.

- Bullying, cyberbullying and prejudice-based or discriminatory bullying.
- Abuse in intimate personal relationships.
- Physical abuse and threats, including use of weapons.
- Sexual violence and sexual harassment.
- Harmful sexual behaviour and coercing another child into sexual activity.
- Consensual or non-consensual sharing of nude or semi-nude images.
- Upskirting.
- Initiation or hazing-type behaviour.
- Online and technology-facilitated abuse.

Responses will be child-centred and trauma-informed. The safety and wishes of the child who has experienced harm are paramount, while the child displaying harmful behaviour may also require safeguarding assessment and support.

### Domestic abuse

Children who see, hear or experience the effects of domestic abuse are victims in their own right. Staff must be alert to physical, sexual, emotional, psychological, financial, controlling/coercive and technology-facilitated abuse, stalking and harassment, and child-to-parent violence and abuse.

### Female Genital Mutilation (FGM)

FGM is illegal and is child abuse. Vista staff must report concerns about risk or suspected FGM immediately through safeguarding procedures. The specific statutory mandatory reporting duty to Police applies to teachers in defined circumstances; Vista staff who are not acting as teachers must still report any concern immediately to the relevant DSL so statutory procedures can be followed.

### Preventing radicalisation

Protecting children from radicalisation is part of safeguarding. Staff should be alert to extremist influences, including online influences, and report concerns to the host-school DSL and Vista DSL. Referrals to Prevent/Channel or Children’s Services will be made as appropriate.

## Mental health and self-harm

Mental health concerns can be indicators or consequences of abuse, neglect, exploitation or other adverse experiences. Staff must report safeguarding concerns arising from a child's presentation, including concerns about self-harm or suicidal thoughts, and seek urgent help where there is immediate danger.

## 11. Online Safety, Filtering and Monitoring

Online safety is an integral part of safeguarding. Vista recognises the four broad areas of online risk: content, contact, conduct and commerce. Technology can facilitate abuse, exploitation, bullying, sexual harassment, coercion, radicalisation and the sharing of sexual images.

When working on a host school's systems or premises, Vista staff must follow that school's acceptable-use, filtering, monitoring and online-safety arrangements. Vista staff must not attempt to bypass filters or monitoring and must report any concern about unsafe content, technology use or a weakness in safeguarding controls.

- Use only authorised devices, accounts and systems for work involving children and confidential information.
- Maintain professional boundaries in digital communication; do not use personal social media or private accounts to communicate with children.
- Do not take, store or share images of children on personal devices.
- Report accidental access to harmful or illegal content immediately and do not forward or retain such material except in accordance with Police/DSL instructions.
- Treat online disclosures and incidents with the same seriousness as offline safeguarding concerns.

## 12. Responding to Safeguarding Concerns

### If a child discloses or you have a concern

- Listen carefully and give the child time to speak in their own words.
- Stay calm and take the child seriously.
- Use open prompts only where necessary; do not interrogate or investigate.
- Reassure the child that they have done the right thing by telling you.
- Do not promise secrecy. Explain who you need to tell and, where appropriate, what may happen next.
- Record the child's words accurately as soon as possible, including date, time, context, observations and action taken.
- Report immediately to the host school DSL/DDSL before leaving the premises where possible, and complete the school's record-of-concern process.
- Inform Vista's DSL where the concern is significant, complex, relates to Vista practice/staff, requires organisational follow-up, or where there is any uncertainty or escalation.

### Immediate danger or inability to contact a DSL

If a child is in immediate danger or at risk of immediate serious harm, contact Police on 999 and/or Children's Social Care. Any member of staff may make a direct referral to Children's Social Care. Staff must not assume somebody else has acted. The host school DSL and Vista DSL should be informed as soon as practicable.

## Escalation / professional disagreement

If a staff member remains concerned that a child is not being protected appropriately, they must raise this with the DSL and use Hertfordshire escalation procedures where necessary. Professional challenge must be respectful, timely and focused on the child's safety.

## 13. Managing Safeguarding Concerns and Allegations Against Adults

Any concern or allegation that a Vista employee, director, volunteer, contractor or other adult working on behalf of Vista has behaved in a way that may have harmed a child, may have committed a criminal offence against or related to a child, may pose a risk of harm to children, or may indicate that they are unsuitable to work with children must be reported immediately.

Concerns about a Vista member of staff must be reported to Karen Broom as Managing Director/DSL unless the concern is about Karen Broom, in which case it must be reported to another Director and the relevant host-school safeguarding lead. The LADO must be consulted where the harm threshold may be met. Vista will not undertake an internal investigation that could compromise a LADO, Police or Children's Social Care process.

Where an allegation arises in a school, Vista will work closely with the headteacher/DSL and LADO. Decisions about suspension or alternative duties will be risk-based, proportionate and informed by LADO advice. Support and confidentiality will be considered for the child and the adult concerned, without compromising safeguarding or statutory processes.

## 14. Low-Level Concerns

A low-level concern is any concern, however small, that an adult working with children may have acted in a way that is inconsistent with the Staff Code of Conduct, including inappropriate conduct outside work, but which does not meet the harm threshold for an allegation. The term "low-level" does not mean insignificant.

- Being over-friendly with children or having favourites.
- Taking photographs of children on a personal device contrary to policy.
- Engaging with a child one-to-one in a secluded area or behind a closed door without appropriate justification/safeguards.
- Using inappropriate, sexualised, intimidating, humiliating or discriminatory language.
- Blurring professional boundaries in person or online.

Low-level concerns must be reported to the Managing Director/DSL. They will be recorded, reviewed for patterns, considered alongside other information and managed proportionately. Where information indicates the harm threshold may be met, LADO procedures will be followed immediately.

## 15. Safer Recruitment and Safer Working Practice

Vista is committed to a safer recruitment culture. Recruitment, vetting and deployment will reflect the level of contact and regulated activity involved in each role and current DBS/barred-list requirements. Recruitment records and checks will be maintained securely.

- Use clear role descriptions and person specifications that state safeguarding responsibilities.
- Scrutinise application information and employment history, including gaps and inconsistencies.
- Obtain appropriate references and verify identity and qualifications where relevant.
- Undertake DBS and barred-list checks where legally required and appropriate to the role.
- Use safeguarding-focused interview questions and assess suitability to work with children.

- Provide safeguarding induction and ensure staff understand the Code of Conduct, whistleblowing and allegations procedures.
- Manage contractors, agency workers, volunteers and students in line with current safeguarding requirements.

### **Safer working practice**

All adults must maintain appropriate professional boundaries, act as positive role models and follow Vista's Code of Conduct and the host setting's procedures. Staff should avoid situations that could be misinterpreted, record and report any unavoidable boundary concern, and seek advice when unsure.

## **16. Safeguarding Records and Record Keeping**

All safeguarding concerns, discussions, decisions and reasons for decisions must be recorded clearly, accurately and promptly. Records should include a comprehensive summary of the concern, follow-up, action taken, decisions reached, rationale and outcome.

When a concern arises in a school, Vista staff must complete the school's safeguarding record as required before leaving the premises where practicable. Vista will keep only the information it needs for its own safeguarding, service, legal and accountability purposes, avoiding unnecessary duplication of the school's child protection file.

Vista safeguarding records will be stored securely with access restricted to those with a professional need to know. Records will be handled in accordance with Vista's Data Protection and Record Keeping policies and applicable retention requirements. Where records need to be transferred or shared, this will be done securely and separately from routine correspondence.

The 2026 Hertfordshire model policy highlights the IICSA recommendation that records relating to child sexual abuse and allegations of child sexual abuse should be retained for 75 years, subject to appropriate review periods. Vista will take account of applicable statutory, regulatory and sector retention requirements when setting its retention schedule.

## **17. Safeguarding Quality Assurance, Monitoring and Governance**

Safeguarding is central to Vista's values, culture and service delivery. The Board of Directors and Managing Director will seek assurance that safeguarding arrangements are effective, transparent, child-centered and consistent with current legislation, statutory guidance and Hertfordshire procedures relevant to Vista's work.

- Annual review of this policy and earlier review after significant legal/local change or safeguarding learning.
- Monitoring safeguarding training and workforce compliance.
- Reviewing safeguarding concerns, referrals, decision-making and emerging themes while preserving confidentiality.
- Monitoring allegations, low-level concerns, safer recruitment and whistleblowing arrangements.
- Reviewing online safety, data security and professional-boundary risks.
- Seeking feedback and learning from schools, staff, children/families and partner agencies where appropriate.
- Implementing and monitoring action plans where audits or incidents identify improvements.

The Managing Director/DSL is responsible for communicating safeguarding updates to staff during the academic year. Staff must read and act on updates and complete any required additional training.

## Appendix 1. Safeguarding Training and Development

| Who                                                | Minimum expectation                                                                                                                                                                                        |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All Vista staff / volunteers working with children | Safeguarding induction; regular child protection updates; relevant KCSIE 2026 content; child-on-child abuse; online safety; Prevent; allegations/low-level concerns; information sharing; Code of Conduct. |
| DSL / DDSL                                         | Role-specific DSL training and updates appropriate to responsibilities and Hertfordshire arrangements.                                                                                                     |
| Recruiting managers                                | Safer recruitment knowledge/training appropriate to recruitment responsibilities.                                                                                                                          |
| Specialist staff                                   | Additional training relevant to role, client group and identified safeguarding risks.                                                                                                                      |

Training is not a substitute for supervision, professional curiosity or prompt consultation. Staff should seek advice whenever they are unsure about a safeguarding issue.

## Appendix 2. Key 2026–2027 Updates

This edition has been updated to reflect the structure and key changes emphasised in the Hertfordshire County Council Model Child Protection Policy 2026–2027, including:

- KCSIE 2026 and the model policy’s updated statutory/local framework.
- The Children’s Wellbeing and Schools Act 2026 as listed in the model policy.
- Stronger emphasis on safeguarding culture, leadership accountability, quality assurance and governance oversight.
- Clarification of Families First and the emerging national Family Help model, with Hertfordshire continuing current Families First arrangements at the time of publication.
- Expanded child-centered definitions covering exploitation and extra-familial harm.
- Enhanced equality, diversity and inclusion expectations and consideration of children with SEND, kinship care and children with or who have had a social worker.
- The model policy’s note that the Crime and Policing Act 2026 removed the supervision exemption in relation to regulated activity, requiring current vetting requirements to be considered for volunteers.
- Expanded online safety, filtering and monitoring expectations.
- Clearer arrangements for allegations against adults, low-level concerns and safer working practice.
- Strengthened safeguarding record keeping, monitoring, audit and continuous improvement.

## Policy Approval

| Approval role                   | Name / signature / date                                                                                                             |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Managing Director / DSL         | Karen Broom<br><br>Signature:<br>Date: 07/09/2026 |
| Director / Board representative | Name: Ben Schneider<br>Signature:<br>Date: 08/09/2026                                                                               |

Next scheduled review: September 2027, or sooner if required by changes to legislation, statutory guidance, Hertfordshire safeguarding procedures, organisational arrangements or learning from safeguarding incidents.