

Policies, Commitments & Standards

Little Footsteps Hub is committed to providing high-quality, ethical, and accessible consultancy, training, and advocacy support. Our policies and standards reflect our dedication to safeguarding, professionalism, and respect for all individuals and families we work with. This page outlines our core commitments and the principles that guide our work across the UK.



Safeguarding & Protection

At Little Footsteps Hub, safeguarding children and adults at risk is our highest priority. We are committed to creating safe environments in all our work, whether delivering training, providing consultancy, or supporting families through advocacy.

We recognise that safeguarding is everyone's responsibility. Our approach ensures that concerns about a child's or adult's safety or wellbeing can be raised promptly and appropriately. We work within the framework of relevant legislation, statutory guidance, and local safeguarding partnership procedures across the UK.



Safe Environments

We establish clear expectations and boundaries in all our interactions, ensuring respectful and professional conduct at all times.

Raising Concerns

If you have concerns about a child or adult at risk, we provide clear routes to share those concerns and will respond appropriately and sensitively.

Appropriate Escalation

Where safeguarding concerns arise, we will work with families and escalate to statutory services, including children's social care, adult social care, or the police, as required by law.

Little Footsteps Hub does not provide therapeutic, clinical, or investigative services. Our role is to support, advise, and, where necessary, facilitate appropriate referrals to those who can help. We take all disclosures and concerns seriously and act with integrity and care.

Privacy, Data Protection & Confidentiality

Little Footsteps Hub is committed to protecting your privacy and handling your personal information responsibly. We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all relevant data protection legislation.

When you engage with our services, we may collect personal information such as your name, contact details, and information about your family or situation. This information is collected only with your knowledge and consent, and is used solely to provide the services you have requested, such as consultancy, training, or advocacy support.



Secure Storage

Personal data is stored securely using encrypted systems and access is restricted to authorised personnel only.



Confidentiality

We respect your confidentiality and will not share your information without your consent, except where required by law or safeguarding duties.



Your Rights

You have the right to access, correct, or request deletion of your personal data. We will respond to requests promptly and transparently.

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. If you have any questions about how we handle your data, or wish to exercise your rights, please contact us directly. We are here to help and will always treat your information with respect and care.

Equality, Diversity, Inclusion & Accessibility

Little Footsteps Hub is committed to equality, diversity, and inclusion in everything we do. We believe that every child, young person, and family deserves to be treated with dignity, respect, and fairness, regardless of their background, identity, or circumstances.

Our practice is neurodiversity-affirming and trauma-informed. We recognise and celebrate the strengths and differences of neurodivergent individuals, and we understand the impact of trauma on children, families, and communities. Our approach is rooted in compassion, understanding, and respect for individual experiences and needs.



Reasonable Adjustments

We make reasonable adjustments to ensure our services are accessible to everyone, including flexible formats and communication methods.



Non-Discrimination

We do not discriminate on the basis of age, disability, gender, race, religion, sexual orientation, or any other protected characteristic.



Accessible Information

We provide information in clear, plain English and can offer alternative formats upon request to meet individual needs.

If you require any adjustments or have specific accessibility needs, please let us know. We will work with you to ensure you can access our services comfortably and confidently. Inclusion is not an afterthought—it is at the heart of our work.

Referrals, Escalation & Complaints

Little Footsteps Hub operates with transparency and accountability. We want you to feel confident in our services and to know that your voice matters. If something goes wrong, or if you have concerns about our work, we are committed to listening, learning, and putting things right.

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Referrals & Escalation

Where appropriate, we may refer or escalate matters to other professionals or statutory services, such as education settings, health services, social care, or legal agencies. This is always done in partnership with you and with your consent, unless safeguarding concerns require immediate action.

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Raising Concerns

If you are unhappy with any aspect of our service, we encourage you to speak to us directly. We will listen carefully, take your concerns seriously, and work with you to resolve the issue fairly and promptly.

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Formal Complaints

If informal resolution is not possible, you can make a formal complaint. We will acknowledge your complaint, investigate thoroughly, and provide a clear response within a reasonable timeframe.

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Learning & Improvement

We view complaints and feedback as opportunities to learn and improve. Your input helps us to develop our services and maintain high standards of professionalism and care.

We are committed to a complaints process that is fair, transparent, and respectful. You will be treated with dignity throughout, and we will ensure that making a complaint does not affect your access to our services. Your feedback is valuable, and we thank you for helping us to improve.

Professional Boundaries & Behaviour



At Little Footsteps Hub, we maintain clear professional boundaries in all our interactions. Our work is built on trust, respect, and integrity, and we expect these values to be reflected in all our relationships with families, partner organisations, and colleagues.

We are committed to creating a safe and respectful environment for everyone we work with. This means conducting ourselves professionally at all times, respecting confidentiality, and maintaining appropriate boundaries in our communications and interactions.

Respectful Conduct

We treat everyone with courtesy, compassion, and professionalism. We listen actively, communicate clearly, and respond thoughtfully to the needs and concerns of those we support.

Clear Boundaries

We maintain appropriate professional boundaries, including clear roles, responsibilities, and expectations. This protects both those we support and ourselves.

Zero Tolerance

We have zero tolerance for harassment, abuse, discrimination, or any behaviour that undermines the safety, dignity, or wellbeing of others.


If we fall short of these standards, we want to know. If you experience or witness behaviour that does not meet these expectations, please raise it with us. We take all concerns seriously and will respond appropriately. Our commitment to professional conduct is non-negotiable and applies to everyone associated with Little Footsteps Hub.

Fees, Refunds & Cancellations

Little Footsteps Hub believes in transparent, fair, and proportionate pricing. We want you to understand what you are paying for and to feel confident that our fees reflect the value and quality of the service you receive. Our approach to fees, refunds, and cancellations is designed to be clear and reasonable.

Transparent Pricing All fees are agreed in advance and confirmed in writing. We provide clear information about what is included in our services, so there are no surprises.	Cancellation Terms We understand that circumstances can change. If you need to cancel or reschedule, please let us know as soon as possible. We will work with you to find a solution that is fair to both parties.	Fair Refunds If a service cannot be delivered as agreed, or if there are exceptional circumstances, we will consider refunds on a case-by-case basis. We aim to be fair, proportionate, and compassionate in all our decisions.
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We recognise that families often face financial pressures, and we are committed to making our services as accessible as possible. If cost is a barrier to accessing support, please speak to us—we may be able to offer flexible payment options or discuss alternative arrangements. Our priority is to support you, and we will always approach financial matters with sensitivity and respect.

 **Payment terms:** Payment is typically required in advance or upon completion of service, as agreed in writing. Invoices are issued promptly, and we aim to make payment as straightforward as possible.

Working with Partner Organisations

Little Footsteps Hub values collaboration and partnership. We work closely with schools, local authorities, health services, and voluntary organisations to support children, young people, and families. Our partnerships are built on mutual respect, shared goals, and a commitment to the best interests of those we serve.



Schools & Education Settings

We provide training, consultancy, and advocacy support to help schools meet the needs of all learners, particularly those with special educational needs and disabilities (SEND).



Local Authorities

We work with local authorities to improve SEND processes, support families, and contribute to developing inclusive and effective services.



Voluntary Organisations

We collaborate with charities and community groups to ensure families have access to holistic, coordinated support that meets their unique needs.

Our approach to partnership working is transparent, professional, and always centred on the needs of children and families. We share information appropriately, work within professional boundaries, and ensure that all our collaborative work upholds the same high standards of safeguarding, confidentiality, and ethical practice that guide our direct work with families.

When working in partnership, we remain independent advocates for families, ensuring their voices are heard and their rights are respected. We bring expertise, compassion, and a commitment to systemic change, and we welcome opportunities to work with organisations who share these values.

Continuous Improvement & Professional Development

Little Footsteps Hub is committed to continuous improvement, learning, and professional development. We recognise that the landscape of SEND, safeguarding, and family support is constantly evolving, and we are dedicated to staying informed, reflective, and responsive to emerging needs and best practice.

We regularly review our policies, practices, and services to ensure they remain relevant, effective, and aligned with current legislation, guidance, and the needs of the families and organisations we support. This includes seeking feedback from those we work with, learning from complaints and concerns, and engaging in ongoing training and professional development.



Listening & Learning

We actively seek feedback from families, partners, and stakeholders to understand what works well and where we can improve.



Training & Development

We invest in our own learning, keeping up to date with legislation, research, and emerging practice in SEND, safeguarding, and advocacy.



Quality Assurance

We regularly review and update our policies and practices to ensure we maintain high standards and adapt to changing needs.

Our commitment to improvement is not just about compliance—it is about striving for excellence, integrity, and meaningful impact. We believe that good practice is always evolving, and we are dedicated to being reflective practitioners who listen, learn, and adapt in the best interests of the families and communities we serve.

Our Commitment to You

Little Footsteps Hub is committed to providing professional, ethical, and compassionate support to every family, organisation, and individual we work with. Our policies and standards are not just words on a page—they are the foundation of everything we do and the values we uphold every day.

We promise to safeguard the wellbeing of children and adults at risk, to protect your privacy and handle your data responsibly, and to treat everyone with respect, dignity, and fairness. We will maintain clear professional boundaries, operate transparently, and listen when things go wrong. We will continue to learn, improve, and adapt our services to meet your needs and the changing world around us.

Integrity

We act with honesty and transparency in all our work

Compassion

We approach every situation with empathy and understanding

Excellence

We strive for high standards in everything we do

Accountability

We take responsibility for our actions and decisions

If you have any questions about our policies, commitments, or standards, or if you need further information about any aspect of our work, please do not hesitate to contact us. We are here to help, and we welcome the opportunity to discuss how we can best support you and your family.

Thank you for trusting Little Footsteps Hub. We are privileged to work alongside you, and we are committed to earning that trust every day through our professionalism, integrity, and dedication to safeguarding and supporting those who need it most.