

New training helps police better protect vulnerable people

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Online training module available for anyone working in or joining multi-agency safeguarding hubs (MASH)

News 3 mins read

Every day, officers, staff and volunteers make decisions that shape the lives of the most vulnerable people in our communities. These decisions are rarely straightforward. Information arrives in fragments from multiple agencies at different times. The pressure is constant and the consequences of getting it wrong are profound.

Multi-agency safeguarding hubs (MASH) bring together police and partner agencies to share information, assess risk and coordinate responses to protect children and vulnerable adults.

Every voice matters is a new training programme that supports officers and staff to deliver consistent, high-quality safeguarding decisions. These decisions benefit individuals and strengthen the entire multi-agency safeguarding system that communities depend on.

The training is designed for anyone working in, or preparing to join MASH. Module one is available to all frontline officers and staff, recognising that safeguarding situations can arise in any policing context.

Video Transcript

In every town, there are stories we don't fully see. Risks that aren't clear.

When information comes together, patterns appear and decisions can change lives.

Every Voice Matters is a digital learning series for officers and staff working in multi-agency safeguarding hubs. Through realistic scenarios you'll learn to spot risk and decide what to share.

Every detail matters. Every decision matters. Every voice matters.

What the training includes

Each module uses realistic scenarios set in a fictional town called Sandford. Learners work through cases with incomplete and fragmented information, mirroring the real-life complexity of safeguarding decisions. The series covers four areas:

- spotting signs of vulnerability and hidden harm
- analysing and assessing risk
- sharing information lawfully and proportionately
- overseeing and monitoring safeguarding practice

Detective Chief Superintendent Jamie Daniels, Crime and Criminal Justice Delivery Lead at the College of Policing, said:

Safeguarding is not a specialism that sits at the edges of policing, it runs through the heart of it. The officer taking a call, the responder arriving first on scene, the practitioner piecing together information from multiple agencies, all of them are making decisions that matter profoundly to the people involved.

What this training gives practitioners is not a checklist. It is the structured thinking, professional curiosity and confidence to hear what is being said, and what is not, and to act on it. That is what keeps people safe.

Consistent, high-quality safeguarding decisions protect the most vulnerable people in our communities."

Access the training

The modules are part of the College's wider professionalising public protection programme, which aims to raise standards and build capability across policing's response to serious harm.

The training is free and available now on College Learn. To access it, log in and search for 'every voice matters'.

[Go to College Learn](#)

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