

Safeguarding Policy, Procedures & Flowcharts

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Overview

This policy applies to all staff, the board of Trustees, volunteers, sessional workers, agency staff, students and anyone working on behalf of Carers First.

This policy sets out Carers First's responsibilities and actions to ensure children, (including unborn babies), young people and adults are kept safe from harm.

This policy should be read alongside the following policies and procedures: dealing with disclosures and concerns; whistleblowing; data protection; disciplinary; code of conduct; recruitment; lone working; health and safety and complaints. If the particular issue relates to dealing with safeguarding allegations about staff or volunteers, please refer to the dealing with disclosures and concerns about a child or adult procedures.

Purpose

The purpose of this policy and associated procedures is to:

- Protect and promote the welfare of the children, young people and adults using or receiving services provided by Carers First
- Ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using technology such as the internet, social media or mobile devices
- Provide all employees and volunteers with the overarching principals that guide our approach to safeguarding.

Legal Framework

This policy demonstrates how Carers First will meet its legal obligations and has been drawn up on the basis of current law and guidance that seeks to protect children and adults.

Principles

Carers First recognise and are committed to the following principles of safeguarding for children, young people and adults:

- Their welfare is paramount
- Whatever their background and culture, parental or pregnancy status, age, disability, gender, racial origin, religious belief, sexual orientation and/or gender identity, they have the right to participate in society in an environment which is safe and free from violence, fear, abuse, bullying and discrimination
- They have the right to be protected from harm, exploitation, abuse, and to be provided with safe environments to live and play
- Children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.
- Safeguarding is the responsibility of everyone.
- Carers First has suitable arrangements to ensure that beneficiaries are safeguarded against the risk of abuse by means of
 - a) taking reasonable steps to identify the possibility of abuse, neglect or radicalisation

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- b) prevent it before it occurs
 - c) helping young people to be responsible in their approach to online safety
 - d) responding appropriately to any allegation, suspicion or evidence of abuse, neglect or radicalisation.
- Some children, young people and adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
 - Working in partnership, alongside their parents or carers and other agencies, is essential to the promotion of their welfare
 - Embedding the Making Safeguarding Personal principles in our procedures and decision making – “no decisions about me without me” by supporting and empowering each person to make choices and have control about how they want to live their own life.

Policy Statement

Carers First is committed to safeguarding children, young people and adults from abuse when they are engaged with services organised and provided by, or on behalf of the charity. The charity will seek to keep them safe by:

- Establishing a Carers First Safeguarding Board led by an appointed Designated Safeguarding Officer and On-line Safety Co-ordinator
- proactively promoting the welfare and protection of all children, young people and adults using Carers First services at all times
- valuing them, listening to and respecting them
- ensuring that unsuitable people are prevented from working with children, young people and adults through robust ‘safe recruitment’ procedures
- dealing with any concern raised promptly, appropriately and sensitively
- not tolerating harassment of any employee, volunteer, child, young person or adult by adopting safeguarding practices and procedures and code of conduct for staff and volunteers
- developing and implementing effective e-safety procedures
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures.
- providing safeguarding training for anyone who will have contact with children, young people and adults during their induction period and beyond.
- recording and storing information professionally and securely and sharing information about safeguarding and good practice with children, young people, adults, their families, staff and volunteers via publications, social media campaigns, and one to one discussion.
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, adults, their parents, families and carers appropriately.
- using our procedures to manage any allegations made against staff and volunteers appropriately.
- creating and maintaining an anti-bullying environment and ensuring we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place ensuring
- ensuring that we provide a safe environment for children, young people, adults, staff and volunteers by applying health and safety measures in accordance with the law and regulatory guidance.

Safeguarding Procedures for Dealing with Disclosures and Concerns

All those who come into contact with children and families in their everyday work have a duty to safeguard and promote the welfare of children and adults. The purpose of this is to protect and promote the welfare of the children (including unborn babies), young people and adults using or receiving services provided by Carers First, and support the board, senior leadership team, trustees, employees and volunteers to fulfil their statutory responsibilities.

These procedures explain the roles and responsibilities of senior managers, trustees, paid staff, volunteers, sessional workers, agency staff and students at Carers First. They explain what anyone providing services on behalf of Carers First should do if they are concerned about the wellbeing of a child, young person or adult including when allegations or concerns are expressed about an employee, trustee, volunteer or subcontracted service provider.

Definitions of Adult & Child Safeguarding

Adult safeguarding

Means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisation's working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard in their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances Care Act Statutory Guidance (2014, p230).

Adult at risk

The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority are meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

Child safeguarding

Is the action we take to promote the welfare of children aged under the age of 18 years and including unborn babies, protect them from harm and is everyone's responsibility. Everyone who comes into contact with children and families has a role to play. Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes (Working Together HMGov 2015).

Types of Abuse

As an organisation that has day-to-day contact with children, young people and adults, Carers First recognises that it has a duty of care to them, and protection from abuse is an important aspect of that duty of care.

Abuse of a person may consist of a single act or repeated acts over time. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be physical, psychological, or an act of neglect, or occur where a person is persuaded to enter into a financial or sexual transaction to which they have not, or cannot, give consent. Abuse can occur in any relationship and may result in harm to, exploitation of, the individual.

Even for those experienced in working with child or adult abuse it is not always easy to recognise a situation where abuse may occur or already has taken place. Whilst it is accepted that staff are not experts at such recognition, all staff have a duty to act if they have any concerns and should always discuss their concerns with their line manager or safeguarding officer.

Remember: You may be the first person that a child, young person or adult has trusted, and it has probably taken a great deal of courage to tell you that something is wrong.

Types of Abuse as defined by Care Act Guidance (2014)

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender identity, age, disability, sexual orientation or religion.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

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Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Neglect (specific to a child) The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. (Working Together 2015)

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Domestic Abuse is 'Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.**

*This definition includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.' (Home Office 2013).

Honour Based Violence is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community'.

This definition is supported by further explanatory text:

"Honour Based Violence" is a fundamental abuse of Human Rights. There is no honour in the commission of murder, rape, kidnap and the many other acts, behaviour and conduct which make up "violence in the name of so-called honour".

It is a collection of practices, which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative has shamed the family and / or community by breaking their

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honour code.

Women are predominantly (but not exclusively) the victims of 'so called honour-based violence', which is used to assert male power in order to control female autonomy and sexuality. Honour Based Violence can be distinguished from other forms of violence, as it is often committed with some degree of approval and/or collusion from family and/or community members (ACPO & CPS, 2013).

Forced Marriage is a marriage conducted without the valid consent of one or both parties where duress is a factor. Forced marriage is a violation of human rights and is contrary to UK law (HM Gov, 2000).

A forced marriage is a marriage in which one or both spouses do not (or in the case of some adults with learning or physical disabilities, cannot) consent to the marriage and duress is involved. Duress can include physical, psychological, financial, sexual and emotional pressure. (HM Government 2008).

Female Genital Mutilation (FGM) comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons. It has no health benefits and harms girls and women in many ways. It involves removing and damaging healthy and normal female genital tissue, and hence interferes with the natural function of girls' and women's bodies. The practice causes severe pain and has several immediate and long-term health consequences, including difficulties in childbirth also causing dangers to the child (HMGov 2014).

Stalking a pattern of unwanted, fixated and obsessive behaviour which is intrusive and causes fear of violence or serious alarm or distress (Paladin 2018).

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism (HMGov, 2011).

Prevent the Government's countering terrorism strategy is known as CONTEST (2018). Prevent is part of CONTEST. The purpose of Prevent is at its heart to safeguard and support people to stop them from becoming terrorists or supporting terrorism. Prevent work also extends to supporting the rehabilitation and disengagement of those already involved in terrorism. Prevent works in a similar way to programmes designed to safeguard people from gangs, drug abuse, and physical and sexual abuse. Success means an enhanced response to tackle the causes of radicalisation, in communities and online; continued effective support to those who are vulnerable to radicalisation; and disengagement from terrorist activities by those already engaged in or supporters of terrorism.

Prevent objectives

- Tackle the causes of radicalisation and respond to the ideological challenge of terrorism.
- Safeguard and support those most at risk of radicalisation through early intervention, identifying them and offering support.
- Enable those who have already engaged in terrorism to disengage and rehabilitate.

Safeguarding Children and Young People from Sexual Exploitation

Child sexual exploitation through prostitution is a form of abuse by which a child or young person is coerced or manipulated to engage in sexual activities either in return for something or for the profit of others. This is seriously harmful to children both emotionally and physically.

Children and young people do not become involved voluntarily; they are forced or tempted into the situation by abusive adults or peers who present themselves as their 'friend' or 'boyfriend/girlfriend'.

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Children and young people find it very hard to understand or accept that they are being abused through sexual exploitation and this increases their risk of being exposed to violent assault and life-threatening events by those who abuse them.

Risk Factors include:

- Sexually transmitted diseases
- Being bullied and/or vulnerable to bullying
- Unstable family relationships/violence and abuse/conflict with parents/carers
- Being looked after by the care system
- Truancy/being excluded from school
- Drugs and alcohol issues
- Staying out late
- Abduction
- Depression and self-harm
- Becoming involved with controlling and risky boyfriends/adults

If you have a concern about a child that is being sexually exploited, it is important to **report it to the necessary authorities**.

If you are worried that a child or young person is in danger of serious harm from sexual exploitation or any other form of abuse, call the police immediately on 999.

Safeguarding Children and Young People from Gang Exploitation

Being part of a gang will put children more at risk of:

- Being involved in or committing a crime
- Dealing or taking drugs
- Being involved in other illegal activities such as fighting, dog fighting or gambling
- Being put in prison or in a young offender's institution

Unusual behaviours in children which could indicate gang exploitation:

- Stopping or dropping out of hobbies or clubs they're involved in
- School reports dramatically changing
- Not doing as they're told, for example, staying out later than scheduled
- Not telling anyone where they are going, who they are with and what they are doing
- Sudden extra money, new gadgets, clothes or trainers and other unexplained amenities
- New habits, for example, smoking, drinking, dealing or taking drugs, taking an interest in illegal activities
- Adopting change of name or new nickname

They will also be more at risk of becoming a victim of violence, which may lead to serious injury or even death. A child or teenager may be scared or unhappy to discuss their activities. It is vital that they know you are available to listen and to support them.

- Listen
- Try and understand their situation
- Ask if they need any help
- Agree what happens next
- Involve parents (if you feel it is helpful or necessary)
- And if further help is required, do seek support.

What is child trafficking and advice if you're concerned a child has been trafficked

Child trafficking involves the exploitation of children and young people through force, threats and deception. Signs and indicators could include children:

- Having no access to their parents or guardians
- Looking intimidated and behaving in a way that does not correspond with behaviour typical of children their age
- Having no friends of their own age outside school or work
- Having no access to education
- Having no time for playing
- Living apart from other children and in substandard accommodations
- Eating apart from other members of the 'family'
- Being given only leftovers to eat
- Being engaged in work that is not suitable for children
- Travelling unaccompanied by adults
- Travelling in groups with person who are not relatives

For professionals: If you think a child may have been trafficked – **call the NSPCC Child Trafficking Advice Centre (CTAC) on 0808 800 5000.**

Child Radicalisation

Grooming online or in person is a classic technique used by abusers to exploit young people. Spotting the signs of such abuse has never been more important if we are to help protect children from sexual exploitation, gang related activity or other hate crimes.

The consequences can be devastating for them and others, leading to isolation, depression, drugs, self-harm and worse. Young people must be equipped with a resilience and confidence in understanding and judging the risks associated with growing up, whilst ensuring adults are able to identify tell tale signs of exploitation so they can be rapidly addressed. Children are exposed to news in many ways, so it would be practically impossible to shelter them from reports of terrorist attacks when they occur.

When talking with a child, it can be agreed such attacks are frightening and sad and that you cannot stop them happening. Avoid complicated, worrying explanations, as they won't be able to process the information and it could leave them more frightened and confused.

It is also important to address victimisation following the terrorist attacks.

- **Some children will feel targeted because of their faith**
It is important to look for signs of bullying and make sure that they know they can talk with you about it. Often, they will feel scared or embarrassed talking about it, so reassure them it is not their fault that this is happening and that you will help the bullying stop. Alert the child's school so that they can be made aware of the issue.
- **Offensive or unkind comments about a child's faith or background in response to the terror attacks**
If you think this is happening, it is important to intervene. Calmly explain that comments like this are not acceptable. A child should also understand that someone's beliefs do not make them a terrorist. Explain that most people are scared and hurt by the attacks, as any child would be. You could ask them how they think the other child felt or ask them how they felt

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when someone said something unkind to them. Explain what you will do next, such as telling the child's school, and what you expect them to do.

Missing Persons

It is important for professionals dealing with missing children to have full appreciation of the risks and vulnerabilities that apply to those children. Where there is evidence or intelligence that a child has gone missing to be trafficked or following grooming for exploitation, the investigation to find the child must be treated as high risk. These children are extremely vulnerable and immediate effective steps must be taken to find them and take them to a safe place. The police will need to assign the correct level of resourcing, including the deployment of officers with the right levels of skills and experience. The fact that a child came into care following being trafficked or groomed is itself compelling evidence that they are missing to be exploited again.

Roles and Responsibilities

Designated Safeguarding Officer

- Lead in developing and reviewing Carers First's safeguarding policies and procedures.
- Report to the CEO and Trustee safeguarding leads, any safeguarding concerns involving staff, volunteers, trustees, sessional staff or anyone delivering services on behalf of Carers First
- Provide quarterly and annual reports as required
- Provide the trustee board with details of any safeguarding concerns and update safeguarding policy and procedure as required.

On-line E-Safety Lead

- Lead in developing Carers First's On-line Safety processes and procedures
- Log, manage and inform the DSO of online safety incidents and how they have been resolved where this is appropriate

Internal Safeguarding Board

- Ensure Carers First is compliant with safeguarding legislation
- Monitor and review safeguarding practice within area through audits
- Share best practice and disseminate learning internally and externally from Serious Case Reviews (SCRs), Domestic Homicide Reviews (DHRs), other safeguarding reviews and audits ensuring they are acted upon effectively.
- Recommended policies and procedures for approval, relating to safeguarding practice, ensuring that they are consistent with national and local requirements.
- Ensure training provided is of an appropriate quality standard and staff, trustees volunteers, sessional workers and agency staff are trained to the correct level.

Safeguarding Leads (SL)

- First point of contact for all staff, volunteers, sessional workers and agency staff to go to for advice if they are concerned about a child, young person or adult and are responsible for dealing with reports or concerns about the protection of children, young people or adults appropriately and in accordance with the procedures that underpin this policy.

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- Support staff and volunteers to assist in information regarding concerns and support decision making about whether concerns are sufficient enough to notify social services or whether other courses of action are more appropriate.
- Ensure consideration for the Mental Capacity ACT (MCA) (for those 16+) and Deprivation of Liberty Safeguards (DoLS) (for those aged 18+) is an integral part of relevant decision making and the safeguarding process.
- Support staff to make, or if appropriate, they make formal referrals to the Duty Team.
- Ensure concerns are logged and stored securely.

Senior Leadership Team (SLT)

- Ensure that there is an appointed Safeguarding lead for the organisation and ensure that this role receives appropriate supervision and support.
- Ensure that the safeguarding policy on an annual basis, and that it is updated in accordance with legislation and commissioning arrangements.
- Ensure that training for Trustees is made available for completion on an annual safeguarding basis.
- Ensure that Carers First has a clear process for staff, volunteer and trustee safeguarding induction, mandatory training, reporting, recording, escalation of safeguarding and any concerns and allegations against staff, trustee, volunteers, sessional workers, agency staff or students.

Trustees

- Carry out governance review as necessary to ensure that:
 - there is an appointed Safeguarding lead for the organisation and that this role receives appropriate supervision and support.
 - The safeguarding policy is reviewed annually, and that it is updated in accordance with legislation and commissioning arrangements.
 - Every trustee completes safeguarding training as required
 - Carers First has a clear process for staff, volunteer and trustee safeguarding induction, mandatory training, reporting, recording, escalation of safeguarding and any concerns and allegations against staff, trustee, volunteers, sessional workers, agency staff or students.

Trustees, Staff, Volunteers, Sessional Workers, Agency Staff and Students

- It is the responsibility of everyone working and delivering services on behalf of Carers First to promote a safe environment for children, young people and adults.
- It is the responsibility of everyone working and delivering services on behalf of Carers First to be familiar with and follow Carers First's organisation's policy and procedures for safeguarding the welfare of children and adults.
- Everyone working and delivering services on behalf of Carers First are responsible for knowing who to go and how to report any concerns they may have about a child, young person or adult being harmed or at risk of being harmed.
- Everyone working and delivering services on behalf of Carers First have a clear responsibility to take action when they suspect or recognise that a child, young person or adult may be a victim of significant harm or abuse.

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The role of anyone working and delivering services on behalf of Carers First is to inform, not to investigate or judge, that is the responsibility of investigative statutory agencies.

Remember that an allegation of child abuse or neglect may lead to a criminal investigation and therefore practitioners should not do anything that may jeopardise a police investigation, such as asking leading questions or attempting to investigate the allegations of abuse.

Making Safeguarding Personal

“No Decision about me without me”

Making Safeguarding Personal means working with the individual on their own terms, rather than deciding what's best for them. The individual should always be involved from the beginning of raising the safeguarding concern and enquiry, unless there are exceptional circumstances that would increase the risk of abuse. Making Safeguarding Personal has a focus on the person, not the process.

The key principle of Making Safeguarding Personal is to support and empower each individual to make choices and have control about how they want to live their own life. This is about having conversations with people about how responses to safeguarding situations can be made in a way that enhances their involvement, choice and control, as well as improving their quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them to identify the outcomes they want. The focus is to achieve meaningful improvements to people's lives to prevent abuse and neglect occurring in the future, including ways for them to protect themselves.

Some people may express desired outcomes or wishes that are not possible, and this provides opportunities for frank discussion to establish what the next best option is within some broader boundaries and principles that they have stated. For other people their desired outcomes may not be possible, for instance, if they don't want the police involved but the person who has abused or neglected is in a position to do the same to others. Again, there will be opportunities to explain this honestly and to find ways to most closely meet their wishes.

Procedures

1) **When a child, young person or adult makes an allegation of abuse or bullying, or you suspect possible abuse - External**, ie not involving allegations against Carers First staff, trustees, volunteers, sessional workers and agency staff or students or activities involving Carers First

- Stay calm and if appropriate try to get another member of staff to act as a witness.
- If you believe the person is 'at risk' of immediate significant harm, which includes situation that anyone would reasonably believe requires the emergency services, then you must contact the relevant emergency service and notify the appropriate Safeguarding Lead.
- Listen carefully to what is said and allow the person to talk at their own pace, being careful not to compromise potential evidence.
- Find an appropriate opportunity to explain it is likely that information will need to be shared with other responsible people, however, do not promise to keep secrets.
- Only ask questions for clarification. The use of open questions, eg, what, where, when, who is advisable, however, do not ask leading questions (that suggest certain answers as this could compromise evidence).
- Reassure the child, young person or adult that they have done the right thing in telling you.
- If you need clarity, you can speak to your line manager about what action to take next.

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- Tell them what you will do next and who you will inform.
- Inform your Safeguarding Lead within 4 hours (See Flowchart for External procedures).
- Record all details you are aware of using the safeguarding plug-in on the charity database within 24 hours
- Provide appropriate support e.g. referral to specialist services through multi-agency partnerships, working together to prevent abuse and neglect where possible
- If deemed appropriate, raise a concern with the relevant social care services within 24 hours, following their processes (See Flowchart for External procedures).
- If there is immediate risk of harm or a high-risk situation, the Safeguarding Lead will inform the Designated Safeguarding Officer and other actions decided if necessary.

2) When allegations or concerns are expressed about an employee, trustee, volunteer, sessional workers, agency staff or student or if an allegation involves services or activities involving Carers First.

- Stay calm and if appropriate try to get another member of staff to act as a witness.
- If you believe the person is 'at risk' of immediate significant harm, which includes situation that anyone would reasonably believe requires the emergency services, then you must contact the relevant emergency service and notify the appropriate Safeguarding Lead.
- Listen carefully to what is said and allow the person to talk at their own pace, being careful not to compromise potential evidence.
- Find an appropriate opportunity to explain it is likely that information will need to be shared with other responsible people, however, do not promise to keep secrets.
- Only ask questions for clarification. The use of open questions, eg, what, where, when, who is advisable, however, do not ask leading questions (that suggest certain answers as this could compromise evidence).
- Reassure the child, young person or adult that they have done the right thing in telling you.
- If you need clarity, you can speak to your line manager about what action to take next. Any advice given should be confirmed in writing via email and uploaded as a document onto the safeguarding plug-in
- Tell them what you will do next and who you will inform.
- Inform your Safeguarding Lead within 2 hours (See Internal Flowchart Procedures)
- The Safeguarding Lead should inform the Designated Safeguarding Officer within 4 hours of the allegation, who will immediately inform the HR Manager and Director of Services. In absence of the DSO, inform other Safeguarding Lead, inform Director of Services who will inform HR.
- If a formal allegation is made about an employee, trustee, volunteer or sessional worker, disciplinary procedures would be invoked immediately.
- If a formal allegation is made about a student or agency staff immediate action should be taken as directed by CEO and Director of Services.
- The DSO should inform Trustee Safeguarding Leads and CEO within 8 hours of the allegation and if required report the allegation to Charity Commission within 24 hours of original allegation. In the absence of Trustee Safeguarding Leads, DSO to inform Trustee Chair. The information relating to the incident should be recorded on an incident form and shared with the Trustee Safeguarding Lead.
- Record all details you are aware of using the safeguarding plug-in on the charity database within 24 hours using password protected document with. HR to hold copy of password
- Provide appropriate support e.g. referral to specialist services through multi-agency partnerships, working together to prevent abuse and neglect where possible
- If deemed appropriate, raise a concern, supported by the appropriate DSO, with the relevant social care services within 24 hours following their processes (See External Procedures).

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- If a concern about an employee, trustee, volunteer sessional worker, agency staff or student raised is connected to an event in their personal life, a risk assessment is undertaken by the line management and Safeguarding Lead who will make a judgement based on all information available in consultation with the Designated Safeguarding Officer. If found unsafe, in consultation with HR, next steps are considered, eg, move to suitable alternative role (mitigate risk) or move to dismissal procedures.
- The DSO will complete an incident form and hold a meeting with Director of Services, who will inform Trustee Safeguarding leads will be provided with an incident form completed by the DSO

3) When an allegation or concern is expressed about another child, young person or adult (eg, we are contacted by a parent, carer, other service user):

- Stay calm and try to get another witness if possible, always ensuring that it does not compromise the situation.
- If you believe the person is 'at risk' of immediate significant harm, which includes situation that anyone would reasonably believe requires the emergency services, then you must contact the relevant emergency service and notify the appropriate Safeguarding Lead.
- Listen carefully to what is said and allow the person to talk at their own pace, being careful not to compromise potential evidence.
- Find an appropriate opportunity to explain it is likely that information will need to be shared with other responsible people, however, do not promise to keep secrets.
- Only ask questions for clarification. The use of open questions, eg, what, where, when, who is advisable, however, do not ask leading questions (that suggest certain answers as this could compromise evidence).
- Reassure the child, young person or adult that they have done the right thing in telling you.
- If you need clarity, you can speak to your line manager about what action to take next. Any advice given should be confirmed in writing via email and uploaded as a document onto the safeguarding plug-in
- Tell them what you will do next and who you will inform.
- Inform your Safeguarding Lead within 4 hours (See Flowchart for External procedures).
- Record all details you are aware of using the safeguarding plug-in on the charity database within 24 hours
- Encourage the individual to speak to their child, young person or adult about their concern if appropriate.
- Provide appropriate support e.g. referral to specialist services through multi-agency partnerships, working together to prevent abuse and neglect where possible
- If deemed appropriate to escalate the concern to the relevant social care services, support the individual, if required, to make a referral within 24 hours.

4) If you suspect possible abuse by a Carers First employee, trustee, volunteer, sessional worker, agency staff or student

- Contact the appropriate Safeguarding Lead within 2 hours. If they are not available, contact the Designated Safeguarding Officer or Director of Services.
- The Safeguarding Lead should inform the Designated Safeguarding Officer within 4 hours of the allegation, who will immediately inform the HR Manager and Director of Services. In absence of the DSO, inform Director of Services who will inform HR.
- If a formal allegation is made about an employee, trustee, volunteer or sessional worker, disciplinary procedures would be invoked immediately.
- If a formal allegation is made about a student or agency staff immediate action should be taken as directed by CEO and Director of Services

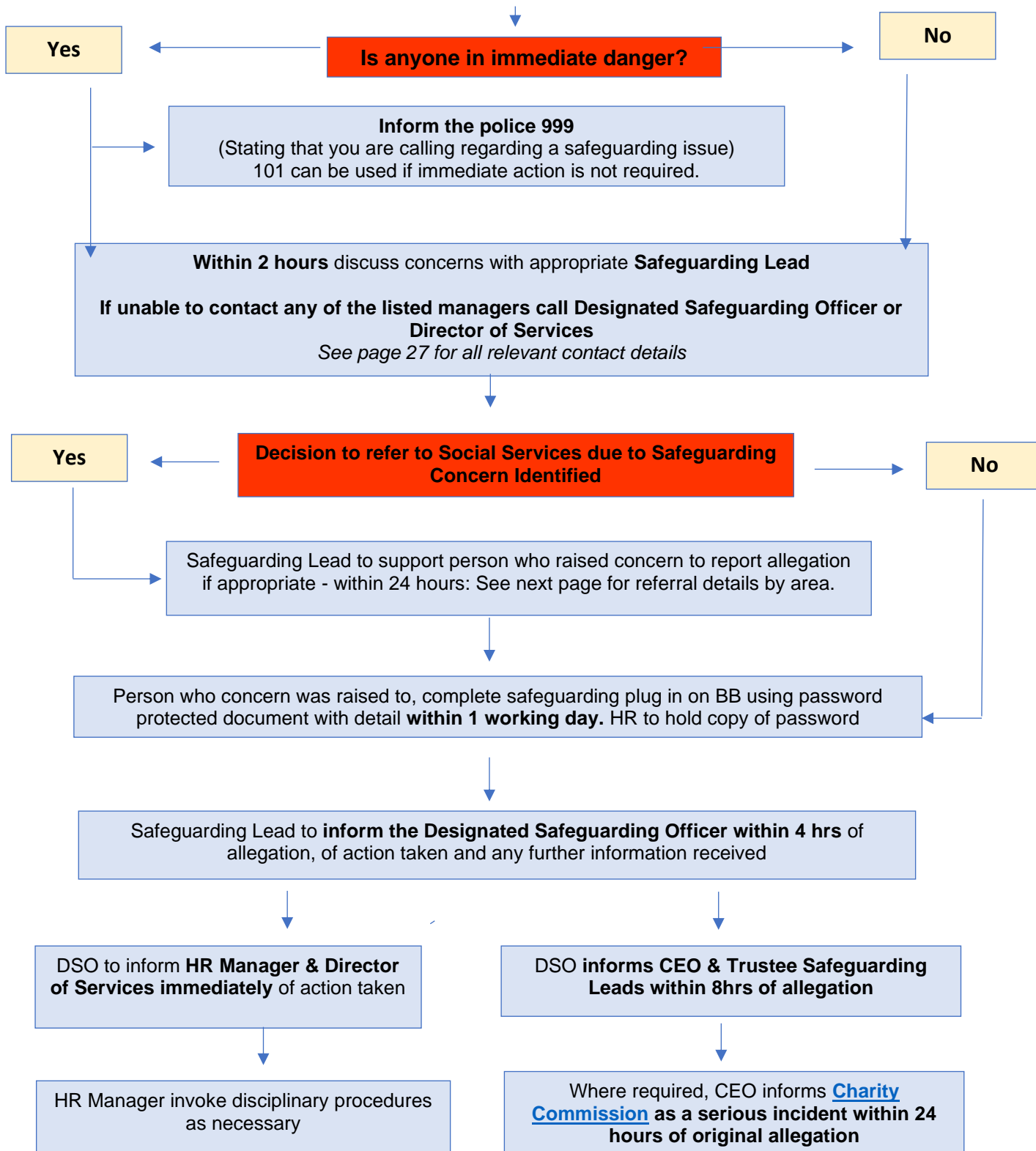
- The DSO should inform Trustee Safeguarding Leads and CEO within 8 hours of the allegation and if required CEO will report the allegation to Charity Commission within 24 hours of original allegation. In absence of Trustee Safeguarding Leads, DSO to inform Trustee Chair.
- Record all details you are aware of using the safeguarding plug-in on the charity database within 24 hours using password protected document with HR to hold copy of password
- Provide appropriate support e.g. referral to specialist services through multi-agency partnerships, working together to prevent abuse and neglect where possible
- If deemed appropriate, raise a concern, supported by the appropriate DSO, with the relevant social care services within 24 hours following their processes (See External Procedures).
- If a concern about an employee, trustee, volunteer, sessional worker agency staff or student raised is connected to an event in their personal life, a risk assessment is undertaken by the line management and Safeguarding Lead who will make a judgement based on all information available in consultation with the Designated Safeguarding Officer. If found unsafe, in consultation with HR, next steps are considered, eg, move to suitable alternative role (mitigate risk) or move to dismissal procedures.

Useful Documents

- [RCPG: decision aid – making safeguarding referrals June 2017](#)
- [RCPG: top tips for making adult safeguarding referrals – June 2017](#)
- [Working together to safeguard children: July 2018](#)
- <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees>
- <https://learning.nspcc.org.uk/child-protection-system/multi-agency-working-child-protection>
- <https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse>
- <https://learning.nspcc.org.uk/child-abuse-and-neglect/bullying>

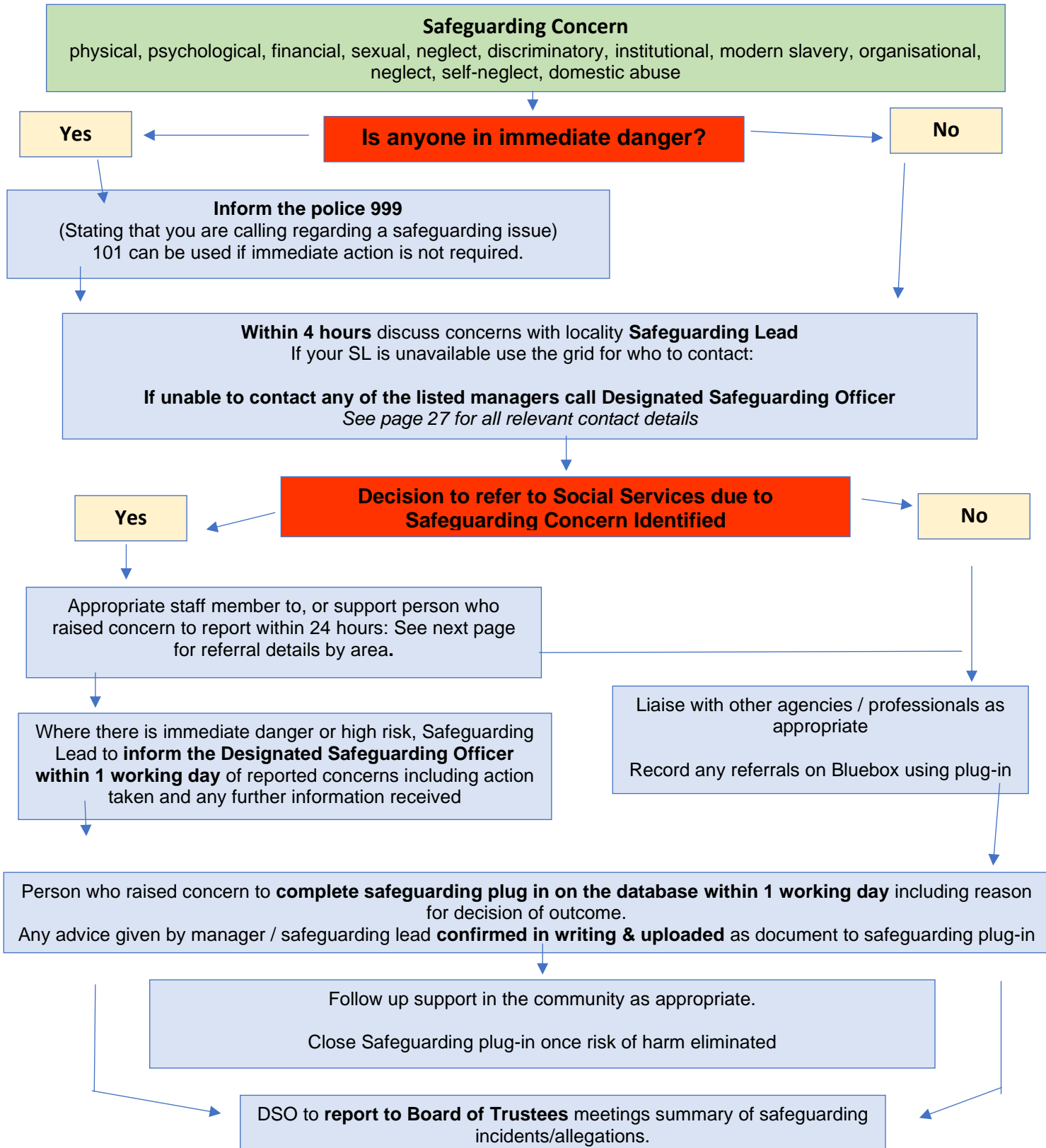
Safeguarding Concern Flowchart – Internal

Safeguarding Concern involving :
Carers First Staff, Volunteer, Trustee, Sessional Worker, Agency Staff, Student or Activity



Safeguarding Concern Flowchart – External

Safeguarding Concern not involving Carers First (Staff, Volunteer, Trustee)



SAFEGUARDING REFERRAL PATHWAYS

Essex Adults:

Essex: 0345 603 7630, socialcaresdirect@essex.gov.uk; Southend: 01702 215008;
Thurrock: 01375 511000
Out of hours: 0345 606 1212.

For guidance and forms (SETSAF, DASH)
<https://www.essexsab.org.uk/professionals/reporting-concerns/>

Essex Children:

0345 603 7627
Out of hours: 0345 606 1212; email: Emergency.DutyTeamOutOfHours@essex.gov.uk

If the child is at immediate risk of significant harm, then call the Children and Families Hub on 0345 603 7627 and ask for the 'Priority Line'.

For guidance & forms:
<https://www.essex.gov.uk/report-a-concern-about-a-child>

<https://www.essexeffectivesupport.org.uk/s4s/FormDetails/FillForm?formId=1>

The Children and Families Hub continue to offer a consultation line for professionals providing advice and guidance. This can be accessed by calling 0345 603 7627 and asking for the 'Consultation Line'.

Medway Adults:

01634 33 44 66
Out of Hours: 03000 41 91 91

For guidance & forms:
https://www.medway.gov.uk/info/200169/adult_social_care/429/adult_abuse_and_safeguarding/2
https://www.medway.gov.uk/downloads/file/1071/saf_form_oct-14_v3

Medway Children:

01634 33 44 66
Out of Hours 03000 41 91 91

Guidance and referral form:
https://www.medway.gov.uk/info/200170/children_and_families/600/concerned_about_a_child_safe_guarding_and_early_help
https://www.medway.gov.uk/info/200170/children_and_families/600/concerned_about_a_child_safe_guarding_and_early_help/3

Waltham Forest Adults:

Waltham Forest Direct: 020 8496 3000 (all hours) or WFDLiaison@walthamforest.gov.uk

Complete the online referral form found on:

https://portal.walthamforest.gov.uk/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-ed2335f7-158d-4299-b273-8f5e86538222/AF-Stage-6d11e6c3-1671-47cd-9c4d-3f4c9de9a56f/definition.json&process=1&process_uri=sandbox-processes://AF-Process-ed2335f7-158d-4299-b273-8f5e86538222&process_id=AF-Process-ed2335f7-158d-4299-b273-8f5e86538222

Guidance and downloadable form:

<https://www.walthamforest.gov.uk/node/7945>

Waltham Forest Children:

020 8496 2310 (MASH); MASHrequests@walthamforest.gov.uk
Out of hours 020 8496 3000

For guidance:

<https://www.walthamforest.gov.uk/content/guide-threshold-and-practice-information-professionals>

For advice and guidance about concerns and allegations against adults working or volunteering with children, contact the Waltham Forest Local Authority Designated Officer (LADO):

Telephone: 0208 496 3646 or email: LADO@walthamforest.gov.uk

<https://www.walthamforest.gov.uk/node/7594>

Haringey Adults:

020 8489 1400 : email firstresponseteam@haringey.gov.uk

Download and complete the referral form found on:

<https://www.haringey.gov.uk/social-care-and-health/safeguarding-adults>

Haringey Children:

020 8489 4470 (MASH); out of hours: 020 8489 0000
mashreferral@haringey.gov.uk

Download and complete the referral form found on:

<https://www.haringey.gov.uk/children-and-families/childrens-social-care/child-protection>

Allegations Against Staff use [referral form](#) for the LADO:

Email: LADO@haringey.gov.uk Tel. 020 8489 2968

Alternative numbers:

020 8489 1031/ 5432/ 3205

Newham Adults

24 hr safeguarding helpline: 0203 373 0440

Professionals **must** complete a Safeguarding Adults Form:
<https://www.newham.gov.uk/health-adult-social-care/sg-raising-alert/2>

Newham Children:

020 3373 4600, option 3

Guidance:
<https://families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=7>

Referrals via MASH Portal:
https://azcareportal-live.newham.gov.uk/aztriageportal/jsp_mash/admin/login.jsp

Hackney Adults

020 8356 5782 ; adultprotection@hackney.gov.uk
Out of hours: 020 8356 2300

Guidance & Referral Forms:
<https://hackney.gov.uk/safeguarding-vulnerable-adults>

Hackney Children:

0208 356 5500 (FAST); fast@hackney.gov.uk
Out of hours: 0208 356 2710 ; emergencyduty@hackney.gov.uk

Guidance & Referral Form:
<https://hackney.gov.uk/child-protection>

Lincolnshire Adults:

01522 782155.
Out of hours: 01522 782333

For guidance:
<https://www.lincolnshire.gov.uk/safeguarding>

If you have a concern about domestic abuse, call EDAN Lincs on 01522 510041.

Lincolnshire Children:

01522 782111
Out of hours: 01522 782 333
For guidance and referral form:
<https://www.lincolnshire.gov.uk/safeguarding>

Kent Adults:

03000 41 61 61 ; social.services@kent.gov.uk
Out of hours 03000 41 91 91
Guidance:
<https://www.kent.gov.uk/social-care-and-health/report-abuse>

Kent Children:

03000 41 11 11 ; socialservices@kent.gov.uk
Out of hours 03000 41 91 91
Guidance and Single Request for Support Form:
<https://www.kscmp.org.uk/guidance/worried-about-a-child>

Southend Adults:

01702 215008 or email council@southend.gov.uk

Southend Children:

01702 215007 or email mash@southend.gov.uk,
out of hours is emergency duty team 0345 606 1212