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* Recording Standards
* Data Protection
* Recruitment and Selection
* Whistleblowing
* Code of Conduct
* Probity
* Assessment and Support Planning
* Engagement
* E-Safety
* CCTV
* Complaints, Compliments and Comments
* Equality, Diversity & Inclusion
* Confidentiality
* Health and Safety
* Lone Working
* Allocations and Referrals
* Dignity and Respect
* Domestic Abuse
* Eviction and Abandonment
* Missing Persons Policy
* Historical Abuse Allegation Guidelines

This document also relates to further Local Authority and National Supplementary Guidance which can be found in [Appendix 1](#App1) Additional Appendices can be found [here](file:///C%3A%5CUsers%5Cwendy.harlow%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CCurrent%20Policies%20and%20Procedures%5CSG%20Appendices) |
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# Safeguarding Policy

## Introduction

St Basils is a registered housing association, a charity, and a limited company, but is **not** a registered care home. We provide accommodation and integrated **support** services for young people aged 16-25, offering a range of accommodation and support services including: direct access schemes, foyers, young parent’s schemes; and a range of generic supported housing schemes and supported lodgings, delivering differing levels of support for young people. In addition, we provide floating support to help support young people maintain independent living across all tenures.

Due to the age range and the different levels of vulnerability of young people and children that we work with, two different areas are covered in our approach to safeguarding:

* Child protection (under 18-year-olds and under 21 if in the ‘looked-after’ community)
* Protection of adults at risk (18 and over)

We also work across several Local Safeguarding Partnerships, each of whom have their own procedure manuals and referral processes which need to be followed by organisations working with children and young people. Consequently, we always recognise the importance of operating within a multi-agency framework, including the need to share information with partner agencies with the consent of the child or young person.

We aim to be consistent with the requirements of each of these Safeguarding Partnerships in developing our own internal safeguarding policies and procedures. Reference must be made to the appropriate Safeguarding Partnership manual in cases where it is felt a referral should be made to Children or Adult Services. In addition, referrals must be made through the process outlined in these documents and comply with any specific requirements outlined in the manuals/ procedures, including those specifically concerned with information sharing.

## Policy Statement

St Basils has a duty of care (to residents and visitors, staff and the public) and is committed to safeguarding and promoting the welfare of children and young people. We prioritise the provision of a safe and secure environment in which children and young people can thrive and develop and where all aspects of their welfare will be protected and promoted. This commitment is demonstrated by the inclusion of safeguarding within our policies activities and in the community.

St Basils employs a person-centred perspective that focuses on outcomes for the young person. The organisation is a Psychologically Informed Environment (P.I.E), in which there is a culture of active listening. Concerns regarding~~,~~ young people or their children are discussed with them first and their agreement to any action is always sought, or where necessary they are informed of required actions. Safeguarding decisions must take account of the ability of the individual(s) concerned to give informed consent to any actions proposed and should comply with the Mental Capacity Act 2005.

However, consent is not required if deemed to be in the best interest of the young person or their child through consultation with the Local Authority for example, placing a child or young person at significant increased risk of harm, suspecting sexual abuse or fabricating illness. Where there is concern about a potential safeguarding issue, we make all necessary enquiries to make an informed and justifiable decision, in line with the requirements of the Children Act 1989, Children Act 2004 and Care Act 2014. Moreover, wherever required, we assist partner local authorities in any enquiries around safeguarding issues, wherever it is reasonable and practicable to do so. Safeguarding issues will be reported to both the placing and the host authority, where a child is placed from one authority and the provision is in a different authority.

Young people and their children are fully supported by our employees and/or external agencies we commission or fund through any process deemed necessary for their safeguarding and health and wellbeing, within the confines of our Confidentiality Policy. Young People are also helped to keep themselves safe from abuse, including bullying, homophobic behaviour, racism, and sexism. St Basils recognises that safeguarding is everyone’s responsibility and will support young people and their representatives to recognise the signs and symptoms that abuse may be taking place and how to report those concerns.

They are informed of our Data Protection Policy and of their right to be consulted about the disclosure of personal information and the limits of this right. A copy of the Data Protection Policy is available to all young people, with employees always available for discussion. Information is provided in a format and language that can be easily understood by all young people. We also have a Youth Advisory Board that scrutinises our policies and procedures.

## Scope of Policy

We view the function of safeguarding children and adults, whether they live as a single person, or within a couple or family group setting, as the responsibility of all. Consequently, this policy and procedure applies to all employees, including sessional workers; volunteers; board and committee members; student placements; agency workers; trainees; and those working on our behalf.

This policy covers all the young people that we provide a service to.

## Definitions

Safeguarding is defined as the protection of a person’s health, wellbeing and right to live in safety, free from harm, abuse and neglect.

Abuse is a violation of an individual’s human and civil rights by another person or persons and may result in significant harm to, or the exploitation of the person subjected to it. Abuse may consist of:

* A single act or repeated acts.
* Physical, verbal, psychological or emotional.
* An act of neglect or an omission to act.
* Occur when a person is persuaded to enter into a financial or sexual transaction to which they had not consented or cannot consent.
* Deliberate or unintentional or result from lack of knowledge.

More definitions of abuse/harm can be found in [appendix 2](#App2)

Children – all children (under 18 years) whether they are “living with family, in state care or living independently in one of our supported accommodations or receiving a service from St Basils

Adults – 18 years or over

For the purposes of this document the term young people will include children and adults as stated in the definitions above

## Legislation and Guidance

The Children Act 1989, 2004 <https://www.legislation.gov.uk/ukpga/1989/41>

The Protection of Children Act 1999 <https://www.legislation.gov.uk/ukpga/1999/14/contents>

Working Together to Safeguard Children 2023 <https://assets.publishing.service.gov.uk/media/669e7501ab418ab055592a7b/Working_together_to_safeguard_children_2023.pdf>

Safeguarding Vulnerable Groups Act 2006 <http://www.legislation.gov.uk/ukpga/2006/47/pdfs/ukpga_20060047_en.pdf>

The Care Act 2014 <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Care and Support Statutory Guidance 2021 [Care and support statutory guidance - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance)

The Modern Slavery Act 2015 <https://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>

Human Rights Act 1998 <https://www.legislation.gov.uk/ukpga/1998/42/contents>

The Equality Act 2010 [Equality Act 2010 (legislation.gov.uk)](https://www.legislation.gov.uk/ukpga/2010/15/contents)

Mental Capacity (Amendment) Act 2019: Liberty Protection Safeguards (LPS) - GOV.UK (www.gov.uk)

Mental Capacity Act 2005 <https://www.gov.uk/government/collections/mental-capacity-act-making-decisions>

The Data Protection Act 2018 <http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

A Guide to General Data Protection Regulation 2018 [guide-to-the-general-data-protection-regulation-gdpr-1-0.pdf (ico.org.uk)](https://ico.org.uk/media/for-organisations/guide-to-the-general-data-protection-regulation-gdpr-1-0.pdf)

West Midlands Child Protection and Safeguarding Procedures

Children and Young Persons Guide to Working Together to Safeguard Children [Statutory Guidance - Working Together Guidance](https://assets.publishing.service.gov.uk/media/681b42043f1c73824ee3e4f0/Children_and_young_person_guide_to_working_together_to_safeguard_children.pdf)

**Section 11 of the Children Act 2004** places a duty upon a Local Authority and other named organisations to ensure that, in discharging their function, they have prioritised safeguarding and the welfare of children. St Basils complies with the statutory guidance[[1]](#footnote-2) as contracted providers of services for children and families. Our arrangements reflect the importance of safeguarding to us and promoting the welfare of children as specified by the guidance.

**The Mental Capacity Act (Including DoLS) 2005**, is a law that protects vulnerable people over the age of 16 around decision-making. It states that every adult has the right to make their own decisions wherever possible. It provides A framework for the support and protection of people who lack capacity to make decisions that are in their best interests in some or all areas of their life. Staff will safeguard and meet the needs of the young people Who lack capacity by implementing Mental Capacity Act. There is a legal duty to take all steps to enable people to try to make the decision for themselves. The MCA says a person is unable to make a decision if they cannot;

1. ***• Understand the information given.***
2. ***• Retain that information long enough to be able to make the decision.***
3. ***• Weigh up the information available to make the decision.***
4. ***• Communicate their decision.***

*Once a young person's capacity has been assessed, and staff believe there to be a lack of capacity the five principles of the Mental Capacity Act should be applied;*

1. ***Presumption of Capacity***
2. ***Support to Make a Decision***
3. ***Unwise Decisions***
4. ***Best Interests***
5. ***Less Restrictive Option***

As outlined in the act, Staff will work in partnership with the young person, and partner organisations who have an interest in their life to make decisions that are in the young person’s best interests and are the least restrictive option. All decisions made on behalf of the young person should be documented.

Staff will refer to ‘The Mental Capacity Act of code of practise’ for guidance.

If staff feel that a young person is at risk, then they should follow safeguarding procedures as the MCA should not be a barrier to Safeguarding.

**The Care Act 2014** sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect. The Care Act 2014 identifies the six principles that underpin adult safeguarding work:

We follow the six principles of safeguarding - see [appendix 3](#App3) for more information.

* **Empowerment**. We pride ourselves in the level of consultation, participation and scrutiny we offer. The St Basils Youth Voice has a formal scrutiny role and we have taken a lead in national developments such as the Youth Homeless Parliament.
* **Prevention**. To safeguard anyone is to prevent them from getting into harm. It is also necessary to help our young people recognise and deal with harmful situations. All our employees are trained to recognise the signs of neglect and harm and act to prevent, respond and safeguard.
* **Proportionality** We equip our young people to deal with and respond to issues themselves in the most appropriate manner. All employees continuously assess risk within their projects and respond in a manner that is effective but minimises the intrusion into the lives of our young people.
* **Protection** Our mission is to support young people in greatest need, and we have a very proactive advocacy role locally, regionally and nationally in promoting their needs and their voice.
* **Partnership***.* Safeguarding necessitates multi-agency working and we have a history of working in partnership with the community, statutory and voluntary sector agencies, fellow providers, and other stakeholders.
* **Accountability***.* We are a diverse community, working at times with some of the most vulnerable people who have never experienced trust, consistency or being heard. Our role is to help support such people and allow them to be accountable and transparent in their future activities.

## General Principles

The scope of this safeguarding policy is based on different pieces of legislation, for children and for adults at risk, which covers all our residents and service users including young people between the ages of 16 and 25 and those who may have young children living with them. This document sets out our policy in relation to child protection and safeguarding young people and adults at risk.

We are committed to multi-agency working to safeguard and protect children and young people, including appropriate and effective information sharing and/or multi-agency assessment through initiatives such as: Early Help Assessment and Local Safeguarding Partnership Information protocols. We also work closely with other organisations, when necessary, to address any barriers to an effective approach to safeguarding.

St Basils will disseminate safeguarding information in line with the section 10 of the procedure - Communication.

Where a referral to Children’s Services is not required but it is evident that a child or young person needs a range of support, we contribute to, and as appropriate, lead on Early Help Assessments to support their safeguarding and wellbeing. We will work to the Right Help, Right Time principles as well as Working Together, Putting the Child and the Family at the Centre, building on strengths, and providing effective support to help them.

## Roles and Responsibilities

It is the responsibility of all our employees, volunteers and students on placement to maintain professional boundaries (as detailed in St Basils Code of Conduct) and report any discovered or suspected safeguarding concern. For more roles and responsibilities see [appendix 4](#App4) Safeguarding Responsibilities

St Basils has a Designated Safeguarding Lead (DSL) and a Designated Board Member for Safeguarding (DBMS). Their contact details can be found in [Appendix 4a](#App4a) – Safeguarding Contacts

The designated safeguarding lead (DSL) is the main source of support, advice and expertise for safeguarding within St Basils. Their responsibilities are to:

* Advise and support the senior team in developing and establishing your organisation’s approach to safeguarding.
* Play a lead role in maintaining and reviewing your organisation’s plan for safeguarding.
* Coordinate the distribution of policies, procedures and safeguarding resources throughout your organisation.
* Advise on training needs and development, providing training where appropriate.
* Provide safeguarding advice and support to employees and volunteers.
* Delegate responsibilities to, monitor outcomes and supervise all DSO’s
* Report on a regular basis to St Basils Senior Management Team and Board
* Report to regulatory bodies

In addition to the DSL and DBMS all St Basils services within a local authority area will have a named Designated Safeguarding Officer (DSO). These can be found in [appendix 4a](#App4a) – Safeguarding Contacts, attached to this policy.

The DSO will:

* Manage safeguarding concerns, allegations or incidents reported to St Basils.
* Manage referrals to key safeguarding agencies (eg social services or police) of any incidents or allegations of abuse and harm.

## Training Requirements

All employees, students, volunteers and board members receive Safeguarding training. It is available for, and taken up by, all employees, including regular updates at the required level, including the designated safeguarding lead. See table below showing all Mandatory Safeguarding training for staff.

All staff within St Basils must complete the mandatory training within

|  |  |  |
| --- | --- | --- |
| **Non frontline staff** | Safeguarding Awareness | To be completed within first 2 weeks of start date |
| **Frontline Workers** | Safeguarding Adults, Safeguarding ChildrenPREVENT | To be completed within first 2 weeks of start date and annual refreshers |
| **DSL/ DSO/ Supervisors**  | Safeguarding Level 3Designated Safeguarding Lead Training  | To be completed within first 2 weeks of start date and annual refreshers  |

## Equality, Diversity & Inclusion (EDI)

St Basils is committed to creating and maintaining an environment for young people, staff and partners that is free from all forms of discrimination and where diversity is embraced. St Basils aims to ensure that its policies and procedures do not create an unfair disadvantage for anyone. St Basils will ensure that the implementation of this policy is proactively inclusive across all activities with particular attention towards the protected characteristics as defined in the Equality Act 2010 whilst also being mindful towards the inclusivity of other vulnerable and marginalised groups that may be affected.

An internal Equalities Impact Assessment has been completed for this policy

## Communication

This policy will be communicated effectively to all employees via a range of different communication avenues and can be produced in other formats where needed. Policies are disseminated to all staff via the Policy Power App. An email is sent out to all staff when new or reviewed policies are added. Staff must show that they have read and understood the policy by clicking on the link in the Power App which will show on the line managers dashboard. The policy is also available via St Basils Website on the policies and procedures page. There is a summary of this policy in the young persons guide which they receive when inducted into a service and a full version is available on request.

## Policy Responsibility

The Director of Progression is responsible for ensuring this policy is implemented and monitored.

## Continuous Renewal Clause

This procedure will be reviewed annually by the organisation to ensure it is in accordance with good practice guidance, prevailing legislation, and statutory frameworks. However, this policy may be assessed before that time as necessary – such as:

* if it becomes ineffective.
* to reflect substantial changes in practice.
* following inspection, as recommended by auditors.
* changes required by law.

## Disclaimer

This document can only be considered valid when viewed on the St Basils Shared Drive or intranet. If this document has been printed or saved to another location, you must check that the version number on your copy matches that of the document online. Hard copies of this document are considered uncontrolled - please refer to the St Basils Shared Drive for the latest version.

# St Basils Corporate Code of Practice – Safeguarding

Safe Recruitment (For more information please refer to St Basils Recruitment & Selection Policy)

At St Basils safe recruitment starts when we are preparing to advertise a post. Job descriptions and person specification outline the safeguarding responsibilities of the post. Wherever possible this is also mentioned in the advertisement. Applicants are required to complete our application form which asks for detailed information including: their name; personal details, education, training, employment history; and their reason for applying for the post. We identify any gaps in their history and ensure an explanation is sought at interview if the applicant is to be shortlisted. They are also required to declare any offences they may have at this stage. All shortlisting is carried out by the interview panel.

Safeguarding runs through different stages in the recruitment, selection and management processes at St Basils. The following apply to all employees:

***Recruitment and selection:***

* have clear roles, responsibilities and accountabilities identified for them, captured within job descriptions and person specifications, including a specific mention of safeguarding children and young people.
* are properly selected through a systematic selection process designed to assess the applicant’s suitability to work with children and young people, together with the necessity to undertake Disclosure & Barring Service (DBS) checks
* have received a copy of the safeguarding statement.
* have been subject to our shortlisting procedures, including the seeking of references.
* are vetted, including ensuring that DBS checks, appropriate to the role, are carried out and updated every three years. Their details are held on a single central register. Any changes in regulations in relation to vetting and barring are implemented when required. When recruiting support employees or volunteers who have recently resided overseas, employees must ensure that a copy of a recent DBS check (or equivalent) from the country or countries of residence is obtained.
* Within supported lodgings accommodation additional checks are made on any persons living/residing in the accommodation
* When the DBS check is positive, a decision on the suitability for the candidate to be recruited will be made by the Safer recruitment panel. The DSO for that area will undertake a risk assessment which will be presented to the panel, and the DSL will make the final decision.
* Risk management plans will be put in place and monitored in line with our Recruitment & Selection Policy.

Induction and training (For more information please refer to St Basils Staff Induction **Guidelines**)

* Employees, volunteers, students and board members receive training on our safeguarding policies and procedures relevant to their role, including recognising and responding to safeguarding issues in their bespoke induction programme.
* are subject to a defined probationary period.
* as part of the approach to employee’s development, and through our training programme, receive specific training on safeguarding adults; child protection; and promoting the welfare of children and young people at the required level including the DSO/DSL.
* have all their safeguarding training recorded and evaluated.
* participate in learning and development training, including all aspects of safeguarding, which is compulsory.
* have regular supervision which is recorded and includes safeguarding if relevant to their function.

Positive Disclosure & Barring Service Check (For more information please refer to St Basils DBS Policy)

A positive DBS is one where offences have been identified. In cases of a positive DBS during employment the following procedures will be followed:

* The Human Resources Department (HR) is responsible for continued compliance with the DBS and informing the DSL who will instigate necessary action.
* Any necessary investigation will include a risk assessment of the individual and work activity to ensure the safety of children and adults with care and support needs, undertaken by the DSO with support from HR.
* The DSL is responsible for informing the Directorate and the decision relating to the notification of disclosure to the Local Authority.
* The operation of a similar process for existing employees with investigations being processed within the framework of the Disciplinary procedure.
* The DSO/Directorate may consult with and seek the guidance of the relevant Local Authority Designated Officer (LADO).
* The Directorate decides whether the applicant can be or remain employed, acting as a volunteer or an external contractor.
* Any individual in post who receives a positive disclosure is removed from duties if they have access to children or adults with care and support needs pending investigation and risk assessment being undertaken.

### Assessment and Admission policy and procedures

We minimise potential situations of abuse of children and adults through our assessment and allocation procedures. We conduct comprehensive needs and risk assessments for each of our referrals that covers safeguarding issues and informs the allocation process. We provide support plans for all our service users that are tailored to individual young people; with their progress being monitored on a regular basis. We also ensure that all our service users have a named support worker who works in partnership with them to develop and review their support plan. We participate in multi-agency assessment procedures.

### New developments and existing accommodation

We recognise the need to safeguard and promote the welfare of children and young people in:

* Standards of our accommodation
* New service developments
* The refurbishment of existing buildings
* The design and construction of new buildings

We undertake a risk assessment of a room or building to check its suitability. Furthermore, when designating accommodation as suitable for young people with children, we take all necessary action to minimise risk.

There is a designated safe, secure, and confidential area within each of our projects and premises where children and young people can be seen or cared for. The safety and suitability of these designated areas is kept under regular review.

All our employees and volunteers have been issued with an organisational identity badge, which displays the name and a photograph of the individuals.

All external contractors who work at our sites are expected to have a DBS check in place and any external contractor on the project or premises should sign the visitors’ book and display identification from their contracted organisation. All visitors to our projects and premises sign in and out at arrival and departure. Visitors are never left unsupervised where sensitive data is stored.

### Monitoring our effectiveness and continuous improvement

Issues of Safeguarding Adults and Children receives continuous attention. We regularly review our practice to support this principle, including monitoring and reviewing the effectiveness of our performance and reporting within individual directorates and across the whole organisation. In addition, the Board receive effectiveness reviews and regular reports on our progress against any strategic goals set for the safeguarding of Adults and Children.

We have an open culture focused on organisational learning, service improvement and identifying and addressing weaknesses in the system. We operate within a Psychologically Informed Environment, (PIE) in which the physical and emotional needs of the child or young person is central to the delivery of, and reflection on our practice. The results of such considerations are shared with employees and reflected in our future strategic planning.
We value the input of all our children and young people in the design, delivery and evaluation of our safeguarding policy and procedures, eliciting feedback through formal and informal methods.

# PROCEDURE - SAFEGUARDING

### 1. If You Suspect or Discover Abuse

1.1 It is the responsibility of all our employees to report any discovered or suspected abuse. Due to the age range of the children and young people, we work with and the different levels of risk, there are three strands to this procedure and employees must follow the one that is most appropriate.

* **Child Protection (child under 18 or under 21 if from the ‘looked-after’ community)** Employees must immediately trigger our Child Protection Procedures. Protection is a statutory responsibility if there are any indications, or it has been identified that a child under 18 may be suffering from any form of abuse.
* **Adults at Risk (18 years or over)** employees must immediately trigger our Adult at Risk Safeguarding Procedures if there are indications, or it has been identified that an adult at risk may be suffering from any form of abuse.
* In **All other cases** the employees must follow our policies and procedures in relation to safeguarding young people. If it involves discrimination abuse you must refer to our Equality, Diversity, and Inclusion Policy.

### 2. Responding to Disclosure of Abuse

2.1 A person is more likely to disclose details or concerns about abuse to someone they trust and with whom they feel safe. The following points are a guide to help St Basils employees respond appropriately should a similar situation arise.

2.2 Always:

* Record exactly what has been said to you as soon as possible.
* Remain sensitive and calm about what you are hearing.
* Reassure the person that they:
* Are safe
* Were right to tell you
* Are not to blame
* Are being taken seriously
* Let the person talk – do not interview or prompt; listen and hear; you must give the person time to say what they need to tell you.
* Try to create a positive experience.
* Explain that you must tell other people, but that the information shared will remain confidential and, on a need, to know basis only.
* Tell the person what will happen next.
* Reassure the person that they have done the right thing in telling and that it will be dealt with appropriately and as quickly as possible.
* Involve appropriate individuals and/or partner organisations immediately.

2.3 Never:

* Question, unless for clarification
* Make promises you cannot keep
* Rush into actions that may be inappropriate
* Make/pass a judgment on the alleged abuser
* Say you don’t believe them.
* Take sole responsibility – you must consult your line manager and/or Area Designated Safeguarding Officer (DSO)

### 3. Raising a Concern

3.1 Where there is a concern, it is the responsibility of St Basils employees or a representative to:

* Record and report any concerns regarding the safety and welfare of children, young people or adults with care and support needs and to escalate the concern to the area DSO who will in turn report this to the appropriate agencies.
* Concerns that an adult with care and support needs or a child is suffering or may be at risk of suffering significant harm may require an urgent response, under these circumstances, follow the guidance below:
* If you suspect a serious criminal act has taken place, telephone 999 and inform them; tell them you think it might be abuse of a vulnerable person
* If the individual is injured seek immediate medical treatment. Tell the ambulance personnel or A&E staff that this is a potential abuse situation

3.2 Historical allegations of abuse should be responded to in the same way as current allegations. The intervention should include both the investigation of the alleged incident(s) and consideration of any risk currently posed to young people and children. Where there are current risks to any young people or children, safeguarding procedures should be followed. All St Basils responses to allegations by an individual, of abuse experienced as a young person or child must be of as high standard as a response to allegations of current abuse because:

* There is a significant likelihood that a person, who abused a child/young person in the past, will have continued and may still be doing so.
* Criminal prosecution remains a possibility if sufficient evidence can be carefully collated.
* Any potential victims should have the opportunity to be listened to.

For further information refer to St Basils Historical Abuse Allegations Guidelines

### 4. Concerns around a person in a Position of Trust

4.1We place trust in our employees to effectively carry out their duties in the most protective manner. We operate the most stringent checks and balances to ascertain the most competent and trustworthy of employees. We continue our constant vigilance through supervision and ongoing training.

4.2 The supervision of employees ensures that the children and young people using our services receive adequate and appropriate protection and high service standards. We will be extra vigilant in our supervisory role where employees occupy high-risk posts or are working in high-risk settings.

4.3Safeguarding is our priority and we operate a wide range of associated policies and procedures to ensure protection and harm reduction. These are consistent with guidance on allegations against employees setting out how we safeguard children and young people once an allegation is made through a thorough risk assessment of the individual concerned. In addition, there is a named senior officer with responsibility to investigate and conclude on any allegations against employees, volunteers, or external contractors. These cover:

* clear guidance consistent with the Local Authority Children’s Safeguarding Partnerships and Adult Safeguarding Partnerships procedures on who to contact next, and how to do so, if an employee, volunteer, parent, young person, or child has any concerns.
* a procedure in place to liaise with partner agencies
* a procedure in place to refer to the DBS and the Independent Safeguarding Authority.

4.4 We fully support any employee or volunteer following an allegation of abuse, whether suspended during the investigation process or not. We hold as paramount, the safeguarding of the child or young person throughout. In the case of an external contractor, the accused person remains off-site throughout the investigation period, until a satisfactory conclusion is reached with the contracted organisation.

4.5 Employees must never dismiss any disclosure in relation to concerns around a person in a position of trust.

### 5. Concerns about the safety and welfare of children (under 18)

5.1 Vulnerability and Safeguarding

1. Under the Children Act 1989, a child in need is defined as being unlikely to achieve or maintain a reasonable level of health or development; or whose health and development is likely to be significantly or further impaired without the provision of services under section 17.
2. The UK Government guidance Working Together to Safeguard Children (2023) defines abuse as

*‘A form of maltreatment a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse, including where they see, hear or experience its effects. Children may be abused in a family or in an institutional or extra-familial contexts by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children’*.

5.2 All children are vulnerable by nature compared to adults, but some are more critically vulnerable than others. All vulnerable children have one common denominator; they have no reliable social safety networks on hand to depend upon, in order to adequately manage the risk to which they are exposed to daily.

5.3 Child Protection and Safeguarding Children is the individual responsibility of each person working with children and young people. Responsibility for formally investigating whether or not a child has been abused lies with Social Care Services and the Police.

5.4 Robust systems are in place to make employees aware of children subject to Child Protection. These systems are supported by appropriate training and are subject to regular monitoring to identify and resolve any issues

5.5 A Child Protection issue may come to the notice of an employee in several ways. A child may:

* Make a direct allegation
* Make a comment, which seems to suggest abuse
* Have bruises or marks – see additional appendices
* Display behaviour that suggests the possibility of abuse

5.6 The procedure that must be followed in all child protection cases is outlined below. For further information on responding to different child protection situations – see additional appendices. The focus of any action must be on the welfare of the child as a possible victim of abuse. Employees must always respond to child protection enquiries. Employees must also be alert to the concerns of the child and respond to any disclosure of potential abuse to the child. Employees must never dismiss any disclosure or ignore the concerns of the child.

5.7 If an employee has concerns about a child, employees must complete an incident report and list the reasons for their concerns. They must write down exactly what the child said and the details of any significant marks or observed behaviour, noting names, dates, times and witnesses who either heard what the child said or saw the marks or noticed the behaviour. This must be done as soon as possible and form part of the incident report.

5.8 Employees must discuss their concerns with their line manager as soon as possible unless they are either unavailable or the allegation relates to their line manager. In either case, the concern must be discussed with another senior manager. The concerns must be raised directly with Children’s Services following the appropriate Local Safeguarding Partnership referral procedures. **Never delay action where it is necessary for the immediate safety of a child – dial 999 if there is an immediate risk.**

5.9 All matters must be reported to the DSO, who will consult with the DSL.

5.10 Any further action and the person taking the action, must be recorded in the incident log and the support plan updated. Even when no action is taken, a written record must be placed in the log and the support plan updated.

5.11 The DSO (or those delegated responsibility by the DSO) must refer to the relevant local authority’s Children Services if a child protection issue is identified as soon as possible on the same day, following the agreed Local Safeguarding Partnership referral procedures for their area. If a telephone referral is made this must be followed up in writing within 48 hours. See appendix

5.12 All employees understand clearly the Right Service Right Time referral thresholds and the circumstances in which an Early Help Assessment is required. Any issues relating to its application are effectively identified and addressed.

5.13 All employees are able to make high quality referrals to the Multi-Agency Safeguarding Hub (MASH) when appropriate and required. They can all participate in multi-agency meetings and forums to consider individual children.

5.14 Concerns must be passed to the local authority’s Children Services /Social Care service where there is disagreement over the level of concern. They must follow the approved Local Children Safeguarding Partnership’s escalation procedures, as soon as possible but on the same day. A telephone referral must be followed up in writing within 48 hours.

5.15 As far as possible St Basils employees must respect the rights of the person causing, or alleged to be causing, harm. If the person alleged to have caused harm is also a vulnerable child in need or at risk, they must receive support, and their needs must be addressed in partnership with the local Children’s Services.

### 6. Procedures in relation to Safeguarding Adults at Risk (aged 18 and over)

6.1 The Care Act 2014 (Section 42) defines an adult at risk as someone who is aged 18 or over who:

* has needs for care and support, whether or not the authority is meeting any of those needs.
* is experiencing, or is at risk of, abuse or neglect.
* is unable to protect themselves as a result, or the risk of, abuse or neglect.

Many of our young people who are over 18 are adults in a vulnerable situation, for example, homeless, lack of funds etc, however this does not mean they are all adults at risk (adults with care and support needs). For avoidance of doubt and to ensure contractual and regulatory requirements are met, we will apply the same approach to safeguarding all young people receiving a service.

6.2 Abuse can be a single one-off act or something that happens over weeks, months, or years. It can be accidental or deliberate. Just because there is no injury does not mean there is no abuse. Abuse can happen in lots of different ways. Abuse and neglect can be defined in many ways and there can be no exhaustive list, however the most recent guidance from the government identifies 10 types of abuse and neglect. (see appendix 2)

6.3 A Protection issue may come to the notice of an employee in several ways. The person may:

* Make a direct allegation
* Make a comment, which seems to suggest abuse
* Display behaviour that suggests the possibility of abuse
* Disclosure by another person

6.4 Historical allegations of abuse should be responded to in the same way as current allegations. For further information refer to St Basils Historical Abuse Allegations Guidelines.

6.5 Employees must complete an incident report and list their concerns and reasons. The employee must write down the exact words of the adult at risk and the details of any significant marks or behaviour, which were observed, noting names, dates, times and witnesses. This must be done in line with our Incident Management Policy.

6.6 Employees must report promptly to the DSO or Deputy/DSL in their absence, any concerns or suspicions that an adult at risk is being, or is at risk of being, abused or neglected.

6.7 The employee should take immediate action to protect the adult from abuse. Keep in mind to ensure the dignity, safety and wellbeing of the individual. **Never delay action where it is necessary for the immediate safety of an adult at risk - dial 999 if there is an immediate risk.**

6.8 Employees must discuss their concerns with their line manager as soon as possible. If unavailable or the allegation relates to the line manager, the concern must be discussed with another senior manager. If this delays proceedings, concerns must be raised directly with Social Care/ Adult Care services, using the appropriate Local Safeguarding Partnership referral procedures.

6.9 The line manager/senior manager must consult with the DSO. If the allegation relates to the DSO, they must consult with the DSL.

6.10 Any further action and the person taking the action must be recorded in the incident log and the support plan updated. A written record must be placed in the log and the support plan updated, even when no action is taken.

6.11 If ‘an adult at risk has a safeguarding issue identified, the manager must make a referral to the relevant local authority via the approved Local Safeguarding Partnerships referral procedures as soon as possible on the same day. Any telephone referral must be followed up in writing within 48 hours.

6.12 As far as possible St Basils employees must respect the rights of the person causing, or alleged to be causing, harm. If the person alleged to have caused harm is also an adult at risk they must receive support, and their needs must also be addressed.

### 7. Maintaining records, monitoring and reporting

7.1 St Basils has a corporate responsibility to maintain our records and record keeping systems in accordance with the regulatory environment and in line with our Data Protection Policy. The person with overall responsibility for this is the Data Protection Officer (DPO). At St Basils the DPO is incorporated into the Governance and Regulation Manager’s role.

7.2We adhere to the basic rules of

* all personal information is kept in secure, lockable storage.
* personal information held on computer systems is password protected.
* Information is never left on screen if the computer is unattended.
* files containing personal or sensitive information are never left on the desks unattended
* sensitive personal information is only sent externally by e-mail, if there is no other course of action and is always [password protected](file:///%5C%5Cstbasils.local%5Cresources%5CHead%20Office%5CPolicy%20Directory%5CCurrent%20Policies%20and%20Procedures%5CSending-Encrypted-Emails-via-Barracuda.docx) or Encrypted.
* files taken off site are secured in the boot of a car or in lockable containers, signed in and out and returned the same day, where practicable.

**Incident Reporting**

7.3 Employees must report an incident using the ‘My Compliance’ reporting system listing their safeguarding concerns and reasons. They must use the exact words of the young person and the details of any significant marks or observed behaviour, noting names, dates, times and any witnesses as soon as possible to form part of the incident report.

7.4 The incident report must be shared with their line manager or local DSO as soon as possible and within 12 hours of the incident occurring. If, however, the allegation relates to the DSO, they must consult with the DSL. **Never delay action where it is necessary for the immediate safety of the young person.**

7.5 An annual review and sample audit of incident log files are carried out to assess the effectiveness of this policy and procedure and its implementation. It also seeks to identify and address any disincentives to reporting concerns. The practice of this policy is monitored locally by department and Youth Service Operations Managers (YSOM), at YSOM meetings and through weekly safeguarding review meetings. Guidance on recording and maintaining information related to Safeguarding is contained within the additional appendices. In addition, employees must follow St Basils Data Protection, Security of Information and Recording Standards when dealing with Safeguarding information.

7.6 Any further action and the person taking the action must be recorded in the incident log and the support plan must be updated whether action was taken or not.

7.7 The line manager and/or DSO must ensure that all incidents are investigated as soon as possible. They must ensure the relevant authority is notified of the allegation/incident and its initial investigation within 12 hours, passing on all relevant information to them.

7.8 The line manager and/or DSO must take any necessary immediate preventative action if a child or young person is at immediate risk of abuse, maintaining confidentiality where possible. They must also consider any required further action to prevent future cases of abuse, together with the needs of the victim, alleged perpetrator and others involved.

7.9 Employees must be willing and able to participate in multi-agency meetings and forums. In addition, they must contribute to Safeguarding Practice Reviews (SPR), where required. We will comply with the recommendations or instructions of the SPR in terms of completing actions, gathering evidence, embedding recommendations and disseminating learning.

**Information Sharing**

7.10 Information sharing is vital to safeguarding and the promotion of children’s and young people’s welfare. A key factor identified in safeguarding practice review has been a failure by practitioners to record information, to share it, or to understand its significance and then take appropriate action – please refer to [Information sharing advice for safeguarding practitioners - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice).

7.11 Individuals need to feel confident that information that is personal to them and their families will be kept safe and secure and will not generally be shared except on a need-to-know basis. It should be made clear that the child or young person’s welfare is paramount and therefore information will be shared if there are protection or safeguarding concerns.

7.12 All employees have access to our guidance on information sharing in line with their Local Safeguarding Partnership procedures and are aware of their personal responsibilities and those of our organisation.

7.13 We share information about our young people and any incidents or potential incidents on a need-to-know basis, in compliance with the Data Protection Act 2018 and GDPR guidelines.

### 8. Disclosure, complaints and allegations against St Basils Employees or Board members

 *Allegations here refer to a claim to reasonably suspect that an employee, board or committee member has acted in a way that has harmed a child, young person or adult at risk, or put a child, young person or adult with care and support needs at risk, or in possible serious harm.*

8.1 Any child or young person using our services may disclose to an employee any abuse they may be suffering anywhere in their lives, including domestic violence (please refer to our Domestic Abuse policy). Employees are vigilant in their support and will initiate appropriate procedures if they have concerns that a child or young person may be at risk of harm.

8.2 The parent/ carer of the child or young person in such cases can only be informed of the accusation under the authority of the DSO. The safety and confidentiality of the child or young person is paramount in all cases. The DSO will inform the respective LADO/Adult Social Care and the DSL following an initial investigation. The DSL will in turn inform the Designated Board Member. The DSO has lead responsibility for liaison with other agencies and to support the child/young person and their family throughout the process.

8.3 Any child or young person using our services, or the services of anyone acting on our behalf, may complain about any aspect of the service received, through our Complaints procedure, which can be found on the website. Alternatively, they can email feedback@stbasils.org.uk .All complainants have a right of appeal to an independent person/agency if dissatisfied with the way a complaint is handled. The Public Interest Disclosure Act protects whistle-blowers making disclosures in the public interest and allows for action in the event of any unfair dismissal of the whistle-blower. Please refer to St Basils Whistleblowing Policy.

8.4 Any allegation against employees must be reported to the DSO and where applicable the RSM (for Ofsted regulated services). If, however, the allegation relatesto the DSO advice and guidance is available from the DSL/LADO/Adult Social Care.

8.5 Any allegation against employees must be reported to the DSL, who will then submit all allegations and findings in a report to the Service Delivery and Development Committee. The Designated Board Member for Safeguarding will receive a copy of the report. If the allegation relates to the Designated Board Member for Safeguarding, it is discussed with the Chair of the Board of Directors. The DSL will liaise with the LADO/Adult Social Care in these cases.

8.6 It may be necessary to inform the police and suspend the employee/ board or committee member from any involvement with children or young people. This action is intended to safeguard the welfare of children and young people and does not assume the guilt of the employee/ board or committee member.

8.7 Our employees fully support young people and their children through any process deemed necessary for their health and wellbeing. Support is provided to any employees suspended from duty following an allegation.

8.8 We also consider the implications for the welfare of children and young people when a poor standard of support, rather than abuse, is offered. Concerns may be raised about the suitability of employees to support children and young people. If such a concern is raised, St Basils will complete a full and transparent investigation.

8.9 We support all those involved, using the good practice guidelines ‘Working Together to Safeguard Children’ on procedures for managing allegations against people who work with children and young people. St Basils provides a confidential support helpline that all employees can access via the Workplace. We notify the LADO of any instance of an employee being dismissed from duty as a consequence of harming or posing a risk to children and young people.

### 9. Dealing with specific identified types of abuse

9.1 We have a clear commitment to identifying and protecting victims of all types of abuse. In addition, all employees are aware of them. Further guidance on specific types of abuse can be found in the additional appendices of this document:

|  |  |
| --- | --- |
| **Prevent** | The aim of Prevent is to stop people from becoming terrorists or supporting terrorism. Prevent also extends to supporting the rehabilitation and disengagement of those already involved in terrorism. |
| **Child Sexual Exploitation** | Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity  |
| **Domestic Abuse** | Domestic abuse is defined as an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer.  |
| **FGM** | FGM stands for female genital mutilation. FGM is the removal of any part of the female genitalia for non-medical reasons. It includes genital cosmetic surgery, tattooing or piercing when performed on a child. |
| **Self-Neglect** | Self-neglect is when a person being unable, or unwilling, to care for their own essential needs. It can cover a wide range of behaviour including neglecting personal hygiene, health or surroundings, refusal of necessary support and obsessive hoarding.  |
| **County Lines/ Criminal Exploitation** | “County lines” is a violent and exploitative form of drug distribution. A common feature of county lines is the exploitation of children, young people and vulnerable adults who are instructed to deliver and/or store drugs, and associated money or weapons, to dealers or drug users, locally or in other counties. |
| **Modern Slavery** | Modern slavery is defined as a condition where an individual is exploited by others for personal or commercial gain, resulting in a loss of freedom. This includes practices such as human trafficking, forced labour and debt bondage. |

9.2 E-Safety - We recognise the internet, and other digital technologies provide a vast opportunity for children and young people to learn, socialise and interact with the wider world. However, children and young people need to be made aware of the inappropriate material and abuse of the internet, digital and mobile technologies, that could cause them harm.

9.3 All staff working directly with young people are required to ensure they are educated as to the dangers that exist, so that they can take an active part in safeguarding children and young people.

9.4 Some instances of abuse will constitute a **criminal offence**. Criminal charges can be brought against the abuser under the Offences against the Person Act 1861. In addition, statutory offences have been created which specifically protect those who may be incapacitated in various ways. Examples of actions, which may constitute criminal offences, are assault, whether physical or psychological, sexual assault and rape, theft, fraud or other forms of financial exploitation, and certain forms of discrimination including racial, sexual, sexual orientation & religious belief. Sending sexual images of under 18s is against the law even if the subject agrees and even if the sender is under 18.

9.5 We have procedures in place to manage access to and monitor the safe use of:

* Social networking
* Computers and the internet
* Other hand-held devices
* Cameras and video recorders

by employees, young people and children. Please refer to the E-Safety Policy and/or the Visitors Policy for further guidance.

9.6 Projects operating CCTV equipment will ensure that only areas which are intended to be covered by the equipment are monitored. Responsible individuals (managers) will ensure that viewing areas are appropriately secure and can only be accessed by a limited number of staff on a need to see or hear basis. Please refer to the CCTV Policy and Data Protection Policy for further guidance.

### 10. Communication

10.1Consideration of the Safeguarding Policy and Procedures is part of all employees’ induction and training, with all employees having access to it. All employees must comply with the policy as indicated by St Basils “Read and Sign” recording system.

10.2 Young people are informed of this policy during their induction into the service, with a copy being available to them. They are encouraged to discuss this policy with employees if they wish. Further information is also in the Young Person’s Guide. This leaflet gives guidance on how and to whom, young people can report any concerns they may have regarding Safeguarding.

10.3 The policy is available for anyone to access on St Basils website. St Basils staff are happy to discuss any aspect of the policy with parents/carers/young people and their advocates.

10.4 Young people review this policy and its effectiveness through residents’ meetings and St Basils Youth Voice. Staff can also use the [Statutory Guidance - Working Together Guidance](https://stbasils811-my.sharepoint.com/personal/Current%20Policies%20and%20Procedures/SG%20Appendices/Children_and_young_person_guide_to_working_together_to_safeguard_children.pdf) (PDF), to ensure young people to understand how different organisations work together to help, support and protect them.

10.5 Safeguarding is a standard agenda item in SLT meetings, Committee meetings, Youth Service Operations Manager meetings, local service meetings and residents’ meetings to ensure Safeguarding is at the forefront of everything we do. This will ensure that voices will be heard but will also influence how we deliver services and any future service developments.

10.6 Any safeguarding concerns/issues or missing person logs will be recorded during the local handover process and followed up by the person on shift. All cases of missing person alerts must be responded to in line with St Basils Missing Persons Guidance and reported to the relevant DSO in a timely manner.

### 11. Compliance with Regulatory Bodies

11.1 St Basils are compliant with all the requirements of the regulatory bodies with which we are registered. We ensure that employees, where required, hold and maintain registration and/or accreditation with the appropriate professional body. All employees know why, when and how to report safeguarding incidents and concerns to regulatory bodies.

## Appendix 1 - NATIONAL SUPPLEMENTARY GUIDANCE:

Department of Health, Home Office (2000), ‘No Secrets: Guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse.’

DfES (2006), ‘What to do if you're worried that a child is being abused’ [www.everychildmatters.gov.uk/socialcare/safeguarding](http://www.everychildmatters.gov.uk/socialcare/safeguarding)

HM Government ‘Working Together to Safeguard Children’ 2013

This guidance replaces Working Together to Safeguard Children (2010); The Framework for the Assessment of Children in Need and their Families (2000); and statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (2007). The guidance document can be found at:

<http://www.education.gov.uk/aboutdfe/statutory/g00213160/working-together-to-safeguard-children>

Digital Portal to Strengthen Safeguarding Guidance for Charities

This tool can help charities in England to handle the reporting of safeguarding allegations about behaviour or actions of a person in their charity

<https://safeguarding.culture.gov.uk/?mc_cid=6e4986f4ab&mc_eid=5e0e594c5e>

**Local guidance and procedures:**

West Midlands Child Protection and Safeguarding Procedures Manual <https://westmidlands.procedures.org.uk/>

Within the West Midlands, there are nine local areas that collaborate with regards to child safeguarding procedures. With the introduction of Working Together to Safeguard Children 2018, each local area’s multi-agency safeguarding arrangements are led by the statutory safeguarding partners/organisations: local authorities, clinical commissioning groups and the police.

West Midlands Regional **Adult** Safeguarding Leads. Birmingham Safeguarding Adults Board’s: policy & procedures, good practice guide; information sharing protocol; and **safeguarding adults multi-agency alert** can be found at:

<https://www.safeguardingwarwickshire.co.uk/safeguarding-adults/i-work-with-adults/west-midlands-regional-safeguarding-information-hub>

The policies and procedures have been developed jointly by the fourteen West Midlands Safeguarding Adults Board / Local Authority areas working together to introduce a consistent approach and practice within the adult safeguarding environment. More info at [Information for professionals | Birmingham Safeguarding Adults Board (bsab.org)](https://www.bsab.org/homepage/7/information-for-professionals)

Right Help, Right Time Delivering effective support for children and families in Birmingham - Guidance for Practitioners

<http://www.lscpbirmingham.org.uk/images/BSCP/Professionals/RHRT_Feb_2020/Right_Help_Right_Time_Guidance_Feb_2020.pdf>

Solihull’s Local Safeguarding Children’s Board’s manual can be found at: <http://www.solihull.gov.uk/StaysafeProcedures/>

The Board’s website: <http://www.solihull.gov.uk/staysafe/>

Information concerning safeguarding adults in Warwickshire can be found at [www.warwickshire.gov.uk/safeguardingadults](http://www.warwickshire.gov.uk/safeguardingadults)

**Introduction to the West Midland Multi Agency policy:** <http://www.worcestershire.gov.uk/cms/social-care-and-health/safeguarding-adults/policies-and-procedures.aspx>Safeguarding Advisor Network (January 2009) ‘Guidance for safer working practice for Employees who work with children and young people’. Website address:

<http://webarchive.nationalarchives.gov.uk/20100113210150/dcsf.gov.uk/everychildmatters/resources-and-practice/ig00311/>

WCVYS Worcestershire Council for Voluntary and Community Services Safeguarding Guidance

http://www.wcvys.co.uk/safeguarding
**Safeguarding Adults Multi Agency Policy & Procedures for West Midlands website: Social Care Institute of Excellence (enter report 60)** <http://www.scie.org.uk>

## Appendix 2 - DEFINITIONS OF ABUSE/ HARM

|  |  |
| --- | --- |
| Physical | Physical abuse includes assault, hitting, slapping, pushing, kicking, misuse of medication, being locked in a room, inappropriate sanctions or force-feeding, inappropriate methods of restraint, and unlawfully depriving a person of their liberty. |
| Psychological | Psychological abuse includes 'emotional abuse' and takes the form of threats of harm or abandonment, deprivation of contact, humiliation, rejection, blaming, controlling, intimidation, coercion, indifference, harassment, verbal abuse (including shouting or swearing), cyber bullying, isolation or withdrawal from services or support networks.Psychological abuse is the denial of a person's human and civil rights including choice and opinion, privacy and dignity and being able to follow one's own spiritual and cultural beliefs or sexual orientation.It includes preventing the adult from using services that would otherwise support them and enhance their lives. It also includes the intentional and/or unintentional withholding of information (e.g. information not being available in different formats/languages etc.). |
| Sexual | Sexual abuse including rape, indecent exposure, sexual harassment (defined as unwanted conduct of a sexual nature. The conduct need not be sexually motivated, only sexual in nature), 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.    It includes penetration of any sort, incest and situations where the person causing harm touches the abused person's body (e.g. breasts, buttocks, genital area), exposes his or her genitals (possibly encouraging the abused person to touch them) or coerces the abused person into participating in or looking at pornographic videos or photographs. Denial of a sexual life to consenting adults is also considered abusive practiceAny sexual relationship that develops between adults where one is in a position of trust, power or authority in relation to the other (e.g. day centre worker/social worker/residential worker/health worker etc.) may also constitute sexual abuse |
| Domestic | In 2013, the Home Office announced changes to the definition of domestic abuse as below:* An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality
* Includes psychological, physical, sexual, financial, emotional abuse; so-called 'honour-based' violence; Female Genital Mutilation; forced marriage.
* Age range extended down to 16.

Many people think that domestic abuse is restricted to abuse between intimate partners, but this is incorrect. It actually extends to other family members as well and a great deal of the safeguarding work that occurs at home is in fact concerned with domestic abuse. This confirms that domestic abuse approaches and legislation can be considered safeguarding responses in appropriate cases.Family members are defined as: mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or step-family. |
| Discriminatory | This includes discrimination on the grounds of race, faith or religion, age, disability, gender, sexual orientation and political views, along with racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person's disability or any other form of harassment, slur or similar treatment. Hate crime can be viewed as a form of discriminatory abuse, although will often involve other types of abuse as well. It also includes not responding to dietary needs and not providing appropriate spiritual support. Excluding a person from activities on the basis they are 'not liked' is also discriminatory abuse. |
| Financial/Material | This includes 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. |
| Neglect & Acts of Omission | These include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating. Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the mental capacity to assess risk for themselves.Neglect and poor professional practice may take the form of isolated incidents or pervasive ill treatment and gross misconduct. Neglect of this type may happen within a adult's own home or in an institution. Repeated instances of poor care may be an indication of more serious problems. Neglect can be intentional or unintentional. |
| Organisational | Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or where care is provided within their 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. Organisational abuse is the mistreatment, abuse or neglect of an adult by a regime or individuals in a setting or service where the adult lives or that they use. Such abuse violates the person's dignity and represents a lack of respect for their human rights.Organisational abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice which affect the whole setting and deny, restrict or curtail the dignity, privacy, choice, independence or fulfilment of adults with care and support needsOrganisational abuse can occur in any setting providing health or social care. A number of inquiries into care in residential settings have highlighted that organisational abuse is most likely to occur when staff:* receive little support from management;
* are inadequately trained;
* are poorly supervised and poorly supported in their work;
* receive inadequate guidance

Or where there is:* Unnecessary or inappropriate rules and regulations;
* Lack of stimulation or the development of individual interests;
* Inappropriate staff behaviour, such as the development of factions, misuse of drugs or alcohol, failure to respond to leadership;
* Restriction of external contacts or opportunities to socialise
 |
| Self-Neglect | Self-neglect entails neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.  It is also defined as the inability (intentional or unintentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and wellbeing of the individual and sometimes to their community. |
| Modern Slavery | Modern slavery encompasses slavery, human trafficking, forced and compulsory 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. A large number of active organised crime groups are involved in modern slavery. But it is also committed by individual opportunistic perpetrators. There are many different characteristics that distinguish slavery from other human rights violations, however only one needs to be present for slavery to exist.**Someone is in slavery if they are:*** forced to work - through mental or physical threat;
* owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse;
* dehumanised, treated as a commodity or bought and sold as 'property';
* physically constrained or has restrictions placed on his/her freedom of movement.

Contemporary slavery takes various forms and affects people of all ages, gender and races. Human trafficking involves an act of recruiting, transporting, transferring, harbouring or receiving a person through a use of force, coercion or other means, for the purpose of exploiting them.If an identified victim of human trafficking is also an adult with care and support needs, the response will be co-ordinated under the adult safeguarding process. The police are the lead agency in managing responses to adults who are the victims of human trafficking. |
| Exploitation | Abuse of adults with care and support needs often occurs within a context of exploitation. Exploitation be seen as an act where someone will use another person for profit, labour, sexual gratification, or some other personal or financial advantage. As such, exploitation can take many forms and result in different forms of harm, such as financial, emotional/psychological or sexual.Criminal Exploitation occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child, young person or an adult (including those with care and support needs) into any criminal activity. |
| CSE | Child sexual exploitation is a form of child sexual abuse. Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or nonpenetrative acts such as masturbation, kissing, rubbing and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet). |
| Emotional | Emotional abuse is an attempt to control, in just the same way that physical abuse is an attempt to control another person. The only difference is that the emotional abuser does not use physical hitting, kicking, pinching, grabbing, pushing, or other physical forms of harm. Emotional abuse involves controlling another person by using [emotions](https://www.verywellmind.com/what-are-emotions-2795178) to criticize, embarrass, shame, blame, or otherwise manipulate them. While most common in dating and married relationships, mental or emotional abuse can occur in any relationship—including among friends, family members, and co-workers.In general, a relationship is emotionally abusive when there is a consistent pattern of abusive words and bullying behaviors that wear down a person's [self-esteem](https://www.verywellmind.com/what-is-self-esteem-2795868) and undermine their [mental health](https://www.verywellmind.com/what-is-mental-health-2330755).1The underlying goal of emotional abuse is to control the other person by discrediting, isolating, and silencing them. It is one of the hardest forms of abuse to recognize as it can be subtle and insidious. But it can also be overt and manipulative. |
| Online Abuse | Online abuse is any type of abuse that happens on the internet. It can happen across any device that’s connected to the web, like computers, tablets and mobile phones. And it can happen anywhere online, including:Social mediaText messages and messaging appsEmailsOnline chatsOnline gamingLive-streaming sitesChildren and young people can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is tasking place offline, like bullying or grooming. Or the abuse might only happen online. |

##  Appendix 3 – Six Principles of Safeguarding[[2]](#footnote-3)

**The safeguarding principles**

The Government is committed to improving the quality of health and social care, developing accountability to patients, and strengthening the choice and control they have over their care. The Government has agreed principles for safeguarding adults that can provide a foundation for achieving good outcomes for patients.

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| **Principle 1 – Empowerment** | Presumption of person led decisions and consent. Adults should be in control of their care and their consent is needed for decisions and actions designed to protect them. There must be clear justification where action is taken without consent such as lack of capacity or other legal or public interest justification. Where a person is not able to control the decision, they will still be included in decisions to the extent that they are able. Decisions made must respect the person’s age, culture, beliefs and lifestyle.  |
| **Principle 2 – Protection** | Support and representation for those in greatest need There is a duty to support all patients to protect themselves. There is a positive obligation to take additional measures for patients who may be less able to protect themselves.  |
| **Principle 3 – Prevention**  | Prevention of harm or abuse is a primary goal. Prevention involves helping the person to reduce risks of harm and abuse that are unacceptable to them. Prevention also involves reducing risks of neglect and abuse occurring within health services |
| **Principle 4 – Proportionality** | Proportionality and least intrusive response appropriate to the risk presented. Responses to harm and abuse should reflect the nature and seriousness of the concern. Responses must be the least restrictive of the person’s rights and take account of the person’s age, culture, wishes, lifestyle and beliefs. Proportionality also relates to managing concerns in the most effective and efficient way.  |
| **Principle 5– Partnerships**. | Local solutions through services working with their communities. Safeguarding adults will be most effective where citizens, services and communities work collaboratively to prevent, identify and respond to harm and abuse |
| **Principle 6 – Accountability.**  | Accountability and transparency in delivering safeguarding  |

Services are accountable to patients, public and to their governing bodies. Working in partnerships also entails being open and transparent with partner agencies about how safeguarding responsibilities are being met.

## Appendix 4 – Safeguarding Roles & Responsibilities

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| **Board of Directors** | Accountable for St Basils and therefore all safeguarding within the organisation.Receive regular reports on safeguarding. |
| **Chief executive** | Accountable to the Board Of Directors for safeguarding within the organisationEnsures a clear framework for the management accountability for safeguarding |
| **Director of Progression** | **Act as the DSL For the organisation**Accountable to the Chief Executive for safeguarding within departments/projectsGive leadership on safeguarding as a corporate issue Ensure that safeguarding is made integral to the St Basils Strategic PlanSafeguarding is given regular consideration at Directorate meetingsAgree the safeguarding strategyCommissions specific time limited work to address safeguarding issuesEnsure that a range of appropriate safeguarding training and budgets are available to meet the needs of the workforceCirculate safeguarding information and updatesProvide annual reports to the Service & Delivery Development Sub CommitteeRegularly receive and collate information in respect of safeguarding activity to inform a corporate assessment of risk.Review and update our Safeguarding policy and proceduresAnalyse and report on Safeguarding auditsEnsures that effective supervision supports safeguarding at all levels within the departments with support from the Deputy DSL and Safeguarding Champion. |
| **Youth Service Operations Managers** | **Act as the DSO For each Local Authority**Accountable to the DSL for safeguarding in all projects and services within the Operations DepartmentLine management responsibility for the safe delivery, quality and effectiveness of servicesTogether with HR ensure that safe recruitment practices are fully employed and that staff appointed have the necessary skills and experience in safeguarding appropriate to their roleEnsures that effective supervision supports safeguarding at all levels within the departmentCirculate safeguarding information and updatesTo offer consultation and advice locally, to staff, together with their line-manager, on safeguarding issuesEnsure the development of a safeguarding culture within the context of their servicesReceives reports from the various safeguarding sub groupsEnsure all employees within their services receive an appropriate level of safeguarding training appropriate to their role and responsibilitiesEnsure that internal systems are established and effective in supporting safeguardingEnsure effective supervision supports safeguarding at all levels within their services and report on the practice and management of safeguarding and respond to safeguarding audits, as requiredUndertake management reviews when there are concerns about quality and effectiveness in relation to safeguarding and take corrective action where necessary |
| **Line Managers Team Leaders** | Line management responsibility for the safe delivery, quality and effectiveness of services provided by their projects/servicesResponsibility to establish and maintain effective relationships with other agencies locally in relation to safeguarding and to challenge when appropriateEnsure that safeguarding is integral to all St Basils processes for the assessment, analysis, planning and reviewing of outcomes, in their work with service usersEnsure all their staff receive safeguarding training and support commensurate with their needEnsure that all files clearly identify where there are concerns for the welfare of a child and that files comply with organisational standardsEnsure that supervision is provided to staff in line with St Basils Performance & Development Scheme or appropriate supervision sessions, taking into account any safeguarding issues, the complexity of the work and experience of the staff memberEnsure that supervision sessions record reflective practice and any decisions made are transferred to the case file – all records are signed and datedEnsure that the risk assessment framework for each case is regularly reviewed and an escalation process, implemented as necessaryEnsure that safeguarding practice is regularly discussed in supervision to identify any training needs and is included within the staff appraisal processEnsure that Safeguarding is a standing item on team meeting agendasEnsure that support managers regularly read case files and counter sign themUndertake periodic file auditsMake child protection referrals to Children’s Services, as necessary in consultation with the designated Safeguarding Officer.  |
| **Front line staff,****administrators, students, trainees and volunteers** | Accountable to their line manager for safeguarding within their workResponsibility for the safe delivery, quality and effectiveness of the services they provideAre alert to safeguarding issues in all aspects of their workKeep accurate and timely records which are signed and dated and comply with St Basils procedures in relation to file format and managementRemember that the welfare of the child is paramount and draw to the attention of line management any concerns they may have for the welfare of a child or young personMake referrals to Children’s Services as necessary in consultation with their line managerUse supervision and appraisal to reflect on practice in relation to safeguarding.Undertake safeguarding training as necessary |
| **All organisations** | It is essential that organisations collaborate, work together and share information to tackle modern slavery. In England and Wales, public authorities specified in section 52 of the Modern Slavery Act 2015, have a statutory Duty to Notify the Home Office when they come across potential victims of modern slavery. This duty is discharged by either referring a potential victim into the National Referral Mechanism (NRM) where they are a child or consenting adult, or by notifying the Home Office where an adult does not consent to enter the NRM. The NRM is the UK’s framework for identifying victims of modern slavery. These public authorities are referred to as First Responder Organisations. A number of organisations that, are not public authorities, are also First Responder Organisations in England and Wales. These are:* Barnardo’s
* BAWSO
* Kalayaan
* Medaille Trust
* Migrant Help
* New Pathways
* NSPCC
* Refugee Council
* The Salvation Army
* Unseen UK

Non-First Responder organisations involved in tackling modern slavery i.e. St Basils, do not have a Duty to Notify the Home Office when encountering a potential victim of modern slavery. However, they still have the role of;* Working with First Responder Organisations to make referrals where potential victims of modern slavery are identified.
* Being proactive in multi-agency information sharing, utilising their locally agreed Anti-Slavery partnership strategies.
* Identifying potential victims and raising awareness of this crime amongst staff and service users.
* Meeting the immediate safety needs of potential victims
* Ensuring their processes and systems consider the specific needs of victims of modern slavery.
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## Appendix 4a – Safeguarding Contacts

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| Our Designated Safeguarding Lead (DSL) is: | Marsha Blake – Director of ProgressionContact details: Tel: 0121 772 2483 Teams: 0121 772 9540Email: marsha.blake@stbasils.org.ukIn the absence of the Director of Progression the DSL duties will be performed by:DDSL- Louise Bourne – Head of Quality Standards & Registered Service Manager – Contact detailsMobile: 07469 118 470 Teams 0121 269 1835Email: louise.bourne@stbasils.org.uk  |
| Our Safeguarding Champion is:  | Lisa Parsons – Youth Service Operations Manager - 01527 572052Lisa.parsons@stbasils.org.uk  |
| Our Designated Board Member for Safeguarding (DBMS) is: | Vicki Stott – Board memberContact details: 0121 772 2483 |

Within the West Midlands, there are nine local areas that collaborate with regards to child safeguarding procedures. With the introduction of Working Together to Safeguard Children 2023 each local area’s multi-agency safeguarding arrangements are led by the statutory safeguarding partners/organisations: local authorities, clinical commissioning groups and the police.

West Midlands Child Protection and Safeguarding Procedures manual

 [Welcome | West Midlands Safeguarding Children Group](https://westmidlands.procedures.org.uk/)

St Basils currently operates in the following areas:

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| Local Authority | **Birmingham City Council** |
| St Basils DSO | Chantel Edwards – chantel.edwards@stbasils.org.uk Paul Richards – paul.richards@stbasils.org.ukBernadette Allen – bernadette.allen@stbasils.org.uk Beverley Thomas – beverley.thomas@stbasils.org.uk Denise Smyth – denise.smyth@stbasils.org.uk Emma Gardner – emma.gardner@stbasils.org.uk |
| Birmingham LADO | ladoteam@birminghamchildrenstrust.co.uk  |
| Local Safeguarding Contacts | Multi-Agency Safeguarding Hub (Children) Tel: 0121 303 1888 *mash@birmingham.gov.uk* |
|  | Adult and Communities Access Point (ACAP) 0121 303 1234 ACAP@birmingham.gov.uk |
|  | Emergency Duty Team (Out of Hours) 0121 675 4806. The Emergency Duty Team is available at the following times: 5.15pm to 8.45am (Monday to Thursday) or 4.15pm to 8.45am (Friday to Monday). Available all Bank Holidays. |
|  | Positions of Trust Team 0121 675 1669  |
| Local resource links  | Right Help, Right Time Delivering effective support for children and families in Birmingham - Guidance for Practitioners<http://www.lscpbirmingham.org.uk/images/BSCP/Professionals/RHRT_Feb_2020/Right_Help_Right_Time_Guidance_Feb_2020.pdf>Guidance/reporting for children’s safeguarding:[Home - Birmingham Safeguarding Children Partnership (lscpbirmingham.org.uk)](https://lscpbirmingham.org.uk/)Guidance/reporting for adult’s safeguarding:[The BSAB website Homepage](https://www.bsab.org/) |

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| Local Authority | **Solihull Metropolitan Borough Council** |
| St Basils DSO | Jula Brady Jula.Brady@stbasils.org.uk  |
| Solihull LADO | Telephone: 0121 788 4310 |
| Local Safeguarding Contacts | To report a child or young person at risk call 0121 788 4300 (Monday to Thursday 8.45am - 5.20pm, Friday 8.45am - 4.30pm).  |
|  | Solihull Safeguarding Adults Board – to report abuse call 0121 704 8007 or email ccadults@solihull.gov.uk For out of hours emergencies call 0121 605 6060 (EDT) |
|  | Emergency Duty Team (Out of Hours) If you are calling out of working hours (Evenings, weekends or bank holidays) please call 0121 605 6060. |
|  | Positions of Trust Team – via LADO on 0121 788 4310 |
| Local resource links | Guidance/reporting for children’s safeguarding:[Protecting adults with care and support needs | solihull.gov.uk](https://www.solihull.gov.uk/social-care-and-support/Safeguarding-vulnerable-adults)[Report Abuse - Solihull Safeguarding Adults Board (ssab.org.uk)](https://ssab.org.uk/report-abuse.php)Guidance/reporting for adult’s safeguarding:[Practitioner & Volunteers - Solihull LSCP](https://solihulllscp.co.uk/practitioner-volunteers.php)[Report Abuse - Solihull LSCP](https://solihulllscp.co.uk/report-abuse.php) |

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| Local Authority | **Worcestershire County Council** |
| St Basils DSO | Lisa Parsons Lisa.Parsons@stbasils.org.uk |
| Worcestershire LADO | Telephone: 01905 846221 or email lado@worcestershire.gov.uk [LADO\_leaflet\_\_A\_guide\_for\_professionals\_\_volunteers\_who\_work\_with\_children\_\_updated\_030321\_\_\_checked.pdf](file:///C%3A%5CUsers%5CLisa.Parsons%5CDownloads%5CLADO_leaflet__A_guide_for_professionals__volunteers_who_work_with_children__updated_030321___checked.pdf) |
| Local Safeguarding Contacts | Family Front Door (0 – 18 years) Tel: 01905 822666 or Out of Hours EDT 01905 768020 |
|  | Adult Safeguarding – for advice call the Adult Safeguarding Team on 01905 843189 or to report a concern 01905 768053 |
|  | Online portal link for Safeguarding referrals (children and adults) [Report it - Worcestershire Safeguarding Boards (safeguardingworcestershire.org.uk)](https://www.safeguardingworcestershire.org.uk/report-it/) |
|  | Positions of Trust Team [Guidance-if-you-are-concerned-about-a-person-who-is-working-volunteering-with-adults-who-have-support-needs.pdf (safeguardingworcestershire.org.uk)](https://www.safeguardingworcestershire.org.uk/wp-content/uploads/2019/05/Guidance-if-you-are-concerned-about-a-person-who-is-working-volunteering-with-adults-who-have-support-needs.pdf) |
| Local resource links | Guidance/reporting for children’s safeguarding:[WSCP - Worcestershire Safeguarding Boards (safeguardingworcestershire.org.uk)](https://www.safeguardingworcestershire.org.uk/wscb/)[Safeguarding children | Worcestershire County Council](https://www.worcestershire.gov.uk/safeguardingchildren)Guidance/reporting for adult’s safeguarding:[WSAB - Worcestershire Safeguarding Boards (safeguardingworcestershire.org.uk)](https://www.safeguardingworcestershire.org.uk/wsab/) |

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| Local Authority | **Warwickshire County Council** |
| St Basils DSO |  Lea Jackson – lea.jackson@stbasils.org.uk |
| Warwickshire LADO | 01926 410410 or lado@warwickshire.gov.uk |
| Local Safeguarding Contacts | Multi-Agency Safeguarding Hub (Children) Tel: 01926 414144 or email mash@warwickshire.gov.uk – online form for completion for referrals available at [Child safeguarding procedures - for professionals – Warwickshire County Council](https://www.warwickshire.gov.uk/childrens-social-care/child-safeguarding-procedures-professionals/3) |
|  | Adult Social Care – reporting an adult safeguarding concern 01926 412080 |
|  | Out of Hours EDT 01926 886922 |
|  | Positions of Trust via lado@warwickshire.gov.uk |
| Local resource links | Guidance/reporting for children’s safeguarding:[I work with Children & Young People (safeguardingwarwickshire.co.uk)](https://www.safeguardingwarwickshire.co.uk/safeguarding-children/i-work-with-children-and-young-people)[Child safeguarding procedures - for professionals – Warwickshire County Council](https://www.warwickshire.gov.uk/childrens-social-care/child-safeguarding-procedures-professionals/3)Guidance/reporting for adult’s safeguarding:[I work with Adults (safeguardingwarwickshire.co.uk)](https://www.safeguardingwarwickshire.co.uk/safeguarding-adults/i-work-with-adults) |

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| Local Authority | **Coventry City Council** |
| St Basils DSO | Brenda Melhado Brenda.Melhado@stbasils.org.uk  |
| Coventry LADO | 024 7697 5483 or lado@coventry.gov.uk |
| Local Safeguarding Contacts | Multi-Agency Safeguarding Hub (Children) Tel: 024 7678 8555 to report a concern or 024 7697 5483 to discuss an existing case |
|  | Adult Safeguarding Concerns – Adult Social Care on 024 7683 3003 or ascdirect@coventry.gov.uk  |
|  | Emergency Duty Team (Out of Hours) 024 7683 2222. The Emergency Duty Team is available at the following times: 5.15pm to 8.45am (Monday to Thursday) or 4.15pm to 8.45am (Friday to Monday). Available all Bank Holidays. |
|  | Positions of Trust – online referral to LADO (or 024 7697 5483) [Allegations against people who work in positions of trust with children referral - Referral criteria - Coventry City Council](https://myaccount.coventry.gov.uk/service/Allegations_against_people_who_work_in_positions_of_trust_with_children_referral) |
| Local resource links | Guidance/reporting for children’s safeguarding:[Coventry's Multi Agency Safeguarding Hub | Coventry's Multi Agency Safeguarding Hub (MASH) | Coventry City Council](https://www.coventry.gov.uk/info/31/children_and_families/2186/coventrys_multi_agency_safeguarding_hub_mash)Guidance/reporting for adult’s safeguarding:[Safeguarding adults | Coventry City Council](https://www.coventry.gov.uk/info/158/safeguarding_adults) |

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| Local Authority | **Sandwell Metropolitan Borough Council** |
| St Basils DSO | Brenda Melhado Brenda.melhado@stbasils.org.uk  |
| Sandwell LADO | 0121 569 4770 |
| Local Safeguarding Contacts | Multi-Agency Safeguarding Hub (Children) Tel: 0121 569 3100 (Available 24/7) or email access\_team@sandwellchildrenstrust.org  |
|  | Safeguarding Adults Team on 0121 569 2266 or email sandwell\_enquiry@sandwell.gov.uk  |
|  | Emergency Duty Team (Out of Hours) 0121 569 2355 Monday to Friday 17:00 – 09:00, weekends and bank holidays. |
|  | Positions of Trust Team via LADO on 0121 569 4770 |
| Local resource links | Guidance/reporting for children’s safeguarding:[Home - Sandwell CSP](https://www.sandwellcsp.org.uk/)Guidance/reporting for adult’s safeguarding:[Safeguarding adults | Sandwell Council](https://www.sandwell.gov.uk/safeguardingadults/) |

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| **Supported Lodgings Service** |
| Local Authority | **All contracted Local Authorities** |
| St Basils DSO | Jonathan Crust – Jonathan.crust@stbasils.org.uk |
| Area LADO | As stated in above areas |
| Local Safeguarding Contacts | As stated in above areas |

# St Basils Safeguarding Concern Flowchart

If you have a safeguarding concern such as:

A direct disclosure

An indirect disclosure

An observation

A result of an incident

**DON’T:**

Promise confidentiality

Ask any leading questions

Accept any retraction or backtracking from an individual (if it has been said, it needs to be recorded/reported)

**DO:**

Stay calm and listen carefully

Inform the individual you will need to share the information

Make sure the individual is safe

Make sure you note down everything you have been told as soon after the disclosure as possible

Head of HR to invoke any disciplinary procedures as necessary

Serious concern - DSL to inform the CEO and Designated Board Member for Safeguarding (BBSM)

DSO to inform the Designated Safeguarding Lead (DSL) of the concern, any action taken, and any further information received as soon as possible and consider informing other relevant agencies such as Police, Childrens Services (LADO), Adult Services, Ofsted and Commissioners.

DSO to support person who raised the concern to report allegation to relevant Safeguarding Board if appropriate (see appendix 4a for referral details)

No

Yes

Decision to refer to Social Services due to Safeguarding Concern identified

No

Yes

Is anyone in immediate danger?

Where required the DSL informs the Charity Commission promptly of any safeguarding incidents that meets the reportable criteria.

If the concern is about an employee, the DSO to inform the relevant Director and Head of HR of any action taken

The Person who raised the concern to record the concern in the relevant system (i.e. QL, MyCompliance system, Safeguarding App etc)

Within 2 hours discuss concerns with your Designated Safeguarding Officer (DSO). If you are unable to contact your DSO, you should try to contact another local DSO. If you are still unable to contact a local DSO, contact the Deputy Designated Safeguarding Lead (DDSL). If the disclosure/observation/incident is in an Ofsted project the RSM must also be informed. (see appendix 4a for all relevant contact details)

Inform the police stating that you are calling regarding a safeguarding issue (101 can be used if immediate action is not required)

1. *‘Working Together to Safeguard Children’* (2018) [↑](#footnote-ref-2)
2. Extract from “Department of Health - Safeguarding Adults: The Role of Health Service Practitioners” March 2011 Guidance [↑](#footnote-ref-3)