

SAFEGUARDING ADULTS POLICY AND PROCEDURES

Review	Date	Description of Change	Planned Review Date
Julie Marriott – CEO	24 th September 2021	Updated policy	October 2022
Jonathan Douglass	25 March 2022	Review and update. Inclusion of information about safeguarding enquiries, principles of safeguarding and escalation	April 2023
Julie Marriott	May 2023	Review and update. Inclusion of information about case studies and social media	May 2024

Policy Statement

Family Gateway trustees, staff and volunteers accept and recognise our personal responsibilities to always take the necessary actions to appropriately safeguard 'adults at risk'. We are committed to continuously developing our approach and practice in line with statutory responsibilities, government guidance and best practice principles to ensure we protect the children and 'adults at risk' who use our services.

Definitions

Adult safeguarding

The Care Act 2014 defines an adult at risk as a person:

- Who is 18 years and over
- Who has needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or at risk of abuse or neglect
- Who as a result of those care and support needs is unable to protect themselves from either the risk of or the experience of abuse or neglect

Policy Principles

This policy is based on the following principles:

- The welfare of 'adults at risk' is paramount in all circumstances
- All 'adults at risk' have the right to protection from abuse and exploitation
- All suspicions and allegations of abuse will be taken seriously and responded to quickly and appropriately
- All trustees, staff and volunteers have a shared responsibility to report concerns and ensure that appropriate actions have been taken
- It aims to ensure that regardless of age, gender, religion, belief, ethnicity, disability, sexual orientation or socioeconomic background all 'adults at risk' have a positive and enjoyable experience engaging with Family Gateway services. Family Gateway will ensure that they are provided with a safe environment and are protected from harm and abuse

Policy

As part of our safeguarding policy Family Gateway will:

- Ensure robust safeguarding arrangements and procedures are in operation for each Family Gateway project
- Prevent the employment/deployment of unsuitable individuals, by ensuring appropriate checks are made
- Promote and prioritise the safety and wellbeing of 'adults at risk'
- Promote and prioritise the safety and wellbeing of staff and volunteers potentially at risk
- Ensure that trustees, staff and volunteers understand their roles and responsibilities in respect of safeguarding. Make sure they are provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to 'adults at risk'
- Ensure that appropriate action is taken when incidents/concerns of abuse are reported
- Ensure that appropriate support is provided to the individual/s that raised or disclosed the concern
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, 'adults at risk', parents, families, and carers appropriately
- Ensure that confidential, detailed and accurate records of all safeguarding concerns and subsequent actions are maintained and securely stored
- Ensure that we have effective complaints and whistleblowing measures in place
- Convene quarterly safeguarding monitoring/steering group meetings to ensure that the policy and procedure remains fits for purpose, monitor data and ensure appropriate actions have been taken
- Update the policy and procedure in line with any changes in legislations and/or government guidelines, as required by the Safeguarding Adults Board or as a result of any other significant change or event
- Promote the Policy and Procedure widely within the organisation and ensure that any failure to comply with it is addressed without delay and may ultimately result in dismissal from the organisation

Recruitment

All paid staff will have to undertake pre-employment checks before they commence work with Family Gateway, these include an appropriate DBS which may include the barred list (role dependent and as defined on Job description) Police vetting (role specific) and two references. The Recruiting Manager must follow Family Gateways Recruitment, Selection and Induction Policy.

DBS checks will be renewed every 3 years for both paid staff and volunteers; this is overseen by the Line Managers for the staff and volunteers.

Should something be declared by an applicant within the recruitment process and DBS then an appropriate risk assessment may be undertaken by the Recruiting Manager and reviewed by the CEO.

Training

All trustees, staff and volunteers are given a briefing of the safeguarding policy and procedure as part of their Generic Induction to Family Gateway and in more detail in their project specific induction, where the project specific procedure will be discussed in more depth.

In addition to this introductory briefing and local service induction, all paid staff and identified volunteers will undertake Local Authority training that is appropriate to their role and Family Gateway's comprehensive one-day Safeguarding training within their first 6 months of employment.

It is expected that Trustees, paid staff and volunteers complete online Introduction to Safeguarding Training (for both children and adults) within the first week of undertaking the role and prior to any work with beneficiaries.

Staff training

Line managers are responsible for ensuring staff are booked onto safeguarding training (both children and adults) appropriate to their level. This will be outlined in the job description for the specific training requirements and will form part of the staff induction checklist to ensure a place on the training has been booked.

This training must be completed within the first three months of commencing the post.

Volunteer training

Line managers are also responsible for ensuring all volunteers complete the online Introduction to Safeguarding e-learning training (both children and adults) within the first 4 weeks of volunteering with Family Gateway In addition to this, specific

volunteer roles will be required to attend or undertake more comprehensive e-learning provided by the local authority and the Family Gateway one day Safeguarding training. This will be outlined in the specific volunteer role description and is included in the volunteer agreement.

Refreshers

All staff, volunteers and Trustees must undertake Family Gateway's Basic Safeguarding Training, or equivalent course, every 3 years, as a maximum. Line managers are able to find out when renewal of training is due via the Personnel database.

In addition to this, the organisation will require a member of staff to engage with an element of safeguarding training every twelve months. This should form part of the annual appraisal process. This training can be on areas of particular interest or concern to the staff member, e.g. contextual safeguarding, modern slavery, honour based violence or domestic violence.

Safeguarding roadshows and training events will be held for each project whenever new legislation or good practice is released and should correspond with a review of the Safeguarding policy and procedure.

Reporting

The Family Gateway procedures and process to raise safeguarding concerns is described below. This applies to every project. Staff and volunteers within the project must follow relevant procedures for the local authority that they are reporting their safeguarding concerns too. However, all procedures will have common themes and guidance on what to report on in reference to safeguarding to ensure consistency across the organisation.

It should be noted that some projects may require additional actions, such as reporting to another body in addition to raising the safeguarding concern with the local authority. As an example, a service provided within the custody suite at a Police Station will need to raise any safeguarding concerns with the relevant local authority using those areas procedures, it may also require staff to raise the concern with the Police Officer in charge of the custody suite at that time so that they can take immediate action to keep people safe. If a worker is unsure about the actions they should take, they must seek immediate guidance from their line managers.

1. Lower-level concerns (building a picture)

In safeguarding sometimes significant concerns are not triggered until a fuller picture is known about the situation regarding the 'adult at risk'. A low-level concern is something that should be noted, to enable us to establish whether this is an isolated occurrence, or part of a pattern of behavior that might prompt more serious concerns. Recording and monitoring low level concerns enables us to see the 'bigger picture' allows identification of cases where there are repeat incidents which would then constitute a higher-level concern and trigger safeguarding processes.

Example: an adult with additional needs may present in Howdon Hub with dirty clothing, if this was a one off it could be explained as the adult enjoying a messy meal however if it was a consistent presentation it could indicate neglect if they rely on others to meet their self-care.

Low level procedure:

All low-level concerns must be submitted via the **Safeguarding recording form** and emailed to Family Gateway Safeguarding officers to **safeguarding@familygateway.co.uk**, with the appropriate line manager copied in. This must be completed within 24 hours of finding out the information, or witnessing the event, that has led to you being concerned.

The safeguarding officers will monitor each of the concerns and suggest action be taken if three separate concerns are raised about the same individual. All low-level concerns will be reviewed at the quarterly safeguarding committee meetings.

Additional support may be able to be accessed via Local Authority Early Help (Appendix 1)

2. Higher level concerns – possible need for immediate action

Higher level concerns require immediate action to report the concern to the local authority with the duty to conduct an enquiry under s.42 of the Care Act. It is not sufficient to follow the lower level concern reporting process where you are concerned that the criteria under s.42(1) of the Care Act might be met. If you have any doubt whether a concern is a low level or higher level concern you must immediately contact your line manager or safeguarding officers for advice.

s.42(1) of the Care Act applies where someone:

- A. Has needs for care and support (whether or not the authority is meeting any of those needs),
- B. is experiencing, or is at risk of, abuse or neglect, and
- C. as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it.

Example: When meeting with a family it is disclosed to us that the eldest child in the family, who is 19 years old and addicted to alcohol and methamphetamine, is being pressured to have sex with strangers by their boyfriend. This is so that they can get money to buy drugs and alcohol.

Higher level concerns may also require staff, or volunteers, to take immediate action to try to obtain support from the emergency services, or other action to protect people. Where you have any concerns that someone might be at immediate risk of harm, call 999.

Example: You get a call from Mavis. She tells you that her partner had come home from the pub this afternoon and beaten her up. He has gone out again, but she is scared about what he will do when he comes back. She was scared and didn't know what to do. You were the first person she could think of calling. You should call 999. This is for support from the Police, and potentially for medical support from the ambulance service for Mavis's injuries.

3. Disclosure or allegation

An 'adult at risk' may make a disclosure about experiences of abuse, neglect or mistreatment. They may make a planned disclosure of their experiences or they may say something that they do not realise would cause concern for their safety and wellbeing but are still disclosing relevant safeguarding information.

An 'adult at risk' may make a specific allegation of abuse, neglect or mistreatment. They may specifically name someone that is purposefully causing them harm, abuse, neglect or is mistreating them. Be prepared to receive allegations about colleagues and Family Gateway personnel as well as other adults involved with the children, young people and adults at risk.

Staff and volunteers must stay calm during the disclosure and provide a listening ear and an open mind. Staff and volunteers must not promise to keep the disclosure/ allegation a secret and they must make it clear that we have a duty to refer the matter on.

Procedure for Raising Safeguarding Concerns:

- Staff and volunteers must record the information provided on the **Safeguarding recording form**- this must include time/ date, persons present and an overview of factual information and not opinions. Staff and volunteers should follow the timescales stated above for low and higher level concerns for reporting these concerns.
- Staff and volunteers must inform their direct line manager (who in turn, must inform the Family Gateway Safeguarding officer) If the line manager is not available, the Safeguarding officer must be informed as quickly as possible following the disclosure.
- If the allegation is about the line manager, the Safeguarding Officer must be informed. If the allegation is about the Safeguarding Officer, the Chief Executive should be notified. If the allegation is about the Chief Executive, the Chair of the Board of Trustees should be notified. If the concern is about the Chair of the Board of Trustees the staff member or volunteer should review Family Gateway's Whistleblowing Policy.
- Where the allegation is about a member of staff, volunteer or trustee the Safeguarding Officer, or someone more senior within Family Gateway, must contact the Local Authority Lead for Persons in a Position of Trust (PiPOT) for guidance and advice.
- If the disclosure/ allegation is of a criminal nature, then the police as well as the appropriate local authority should be contacted as soon as possible following the disclosure (this must not be left until the next day and must be actioned that day).
- The Safeguarding officer will decide what further action will need to be taken (such as a referral to local safeguarding authorities) and whether one of Family Gateway's contractual partners (e.g. EDGE NE) will need to be informed.
- It is the responsibility of the staff member on duty (with support from their line manager and/or the Safeguarding officer) to complete the referral (if a referral is required)

- The staff member as well as Safeguarding officer must update the **Safeguarding recording form** with the action taken and what other services/ agencies were notified
- On the next working day after a safeguarding concern has been raised the staff member that has raised the safeguarding concern should contact the relevant local authority to find out what action has been taken or is being taken as a result of the concern being submitted. Where the staff member is not working, this action should be taken by the manager of that service or delegated to another appropriate member of staff by that manager.
- Staff and volunteers must not disclose or discuss the information to anyone other than their line manager or Family Gateway Safeguarding officer
- Staff and volunteers must create a record of their activity in witnessing the event that led to the concern, or disclosure, and their activities in raising the concern with the relevant local authority and other agencies. The records must be recorded in the case management system that is used for their projects. The records must be created on the same day as the activity took place. Where the safeguarding concern was about a staff member, or volunteer, at Family Gateway the worker should seek guidance from their line manager about where those records should be held.

Please note: *if a volunteer was the individual to whom the disclosure or allegation was made, they must be available to provide the exact details of the incident but will not be responsible for any further actions required e.g. submitting a referral. This will be completed by their line manager or an appropriate staff member if the manager is not available.*

Confidentiality and Information Sharing

Family Gateway volunteers, trustees and staff must adhere to the confidentiality policy and procedure when dealing with service user information. However, safeguarding concerns and processes provide a caveat for confidentiality to be broken.

It is important to understand that safeguarding responsibilities dictate that anyone working with ‘adults at risk’ have a duty to share information about safeguarding concerns. Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of ‘adults at risk’ with other professionals, particularly investigative agencies such as adult social services. Clear boundaries of confidentiality will be communicated to all via relevant policies and procedures.

Guidance on the “7 Golden Rules of Information Sharing” can be found [here](#).

What will statutory agencies do when we have raised a safeguarding concern?

Raising a safeguarding concern can lead to a variety of actions by statutory organisations, such as local authorities, the Police or NHS trusts. The Care Act does not define all the actions that should be taken during an enquiry under s.42 of the Care Act. This is because any actions should be tailored to meet the specific needs of the person(s) at risk and to achieve the outcomes that are important to them.

This might include an investigation to identify whether allegations are true, but could also trigger assessments or care reviews if that is a proportionate way to resolve the potential risks. This is also likely to require multi-agency work between a number of organisations such as those in Health, Social Care, Police and community/rights-based organisations.

Important steps that might be undertaken in an enquiry

1. **Recognition/Disclosure** - You become concerned that an adult is being abused, neglected or is self-neglecting.
2. **Raise the Concern** - You raise a safeguarding concern following the relevant local authorities’ protocols, and following Family Gateway’s policy and procedures.
3. **Triage** - The concern that you have raised will be triaged by an appropriate team. For some local authorities this may be a Multi-Agency Safeguarding Hub (MASH), Safeguarding Team or relevant Social Worker in Adult Social Care. This triage might lead to:
 - a. An enquiry being undertaken under s.42 of the Care Act, or
 - b. Only about a third of safeguarding concerns will lead to a s.42 enquiry. Many will lead to other action being taken, this might include:

- i. referral to other agencies,
- ii. assessment of someone's care needs, or
- iii. a review of someone's care.

4. **Planning** - The worker leading the enquiry will contact the adult at risk of harm to try to find out what they want to happen as a result of the concern and whether they want an enquiry to proceed. This will also be where the worker will engage with other agencies that can support the enquiry. This might be asking for expert opinions, referring the adult for advocacy support and asking other agencies to conduct parts of the investigation for them. This will be where actions are agreed to be undertaken for the investigation and what actions might need to be taken to protect people while the investigation is undertaken. This should also set timescales for these actions to take place.
5. **Undertake the actions agreed at the planning stage** - The activities agreed at the planning stage should now be undertaken. This might include actions to investigate any allegations, take protective actions to keep people safe and offer support to anyone needing them.

Depending on the nature of the allegations, and the risks, there may need to be update and review meetings for members of the multi-agency team to give feedback about their activities.

6. **Case Conference/Outcome Meeting** - There might be a meeting that takes place to give feedback about what has been found during the enquiry, the impact of any protective measures that have been implemented and what measures/recommendations will be made for the future.

This may not happen in every case and may depend on the nature and significance of the concerns.

7. **Review** - A review may take place several weeks after the case conference to review whether the protective measures that have been put in place are achieving their protective measures.
8. **Close Case** - if the protective measures agreed are achieving the outcomes that the adult at risk of harm wanted, and the risks to others are being managed, the case may now be closed.

Who will conduct the enquiry?

The Care Act makes the Local Authority the Lead Agency in ensuring that Safeguarding Enquiries are undertaken. However, this does not mean that Local Authorities have to conduct each enquiry themselves. There is a duty to on agencies working with adults with care and support needs to cooperate with the local authority in doing so. This means that the Local Authority can delegate parts of enquiries to other agencies. This may mean that the Local Authority asks some organisations to undertake enquiries into allegations about their staff and report back to the Local Authority with the findings.

Is it enough that a Police Investigation might take place?

Sometimes safeguarding concerns also indicate that a crime may have been committed. In such circumstances the Local Authority will work collaboratively with the Police to ensure that both the Police and Local Authority have fulfilled their duties.

The functions of safeguarding and the Police are different. Safeguarding should be supporting people to have better lives. This might be empowering them, helping them develop independence and addressing basic needs in their life.

The Key Principles for All Safeguarding Adults Enquiries

There are 6 principles that should be at the foundation of all safeguarding adult enquiries. There are:

- **Empowerment** - This is supporting the adult(s) to understand and participate in the safeguarding enquiry. This should be to support them to achieve the outcomes that they want and recognising that they are the experts on their lives. This should also consider how we can support the person(s) to become more independent and protect themselves from abuse in the future.
- **Protection** - This should be trying to support the person to be able to protect themselves from abuse. This might mean taking action to protect people.
- **Prevention** - This should be about trying to prevent abuse before it happens, or can happen again. This might mean taking action against potential perpetrators of abuse and sources of harm. It can include learning lessons and improving practice.
- **Proportionality** - This principle recognises that protecting people can sometimes be overly restrictive and cause a different type of harm. Action taken under s.42 of the Care Act should be proportionate to the concern that has

been raised. People grow, develop, learn and feel fulfilled by taking risks in their own lives and this does not change for people with care and support needs. It is important that any action to protect people and prevent abuse is proportionate to the harm that might be at risk.

- **Partnership** - This principle recognises that single individuals and single agencies will often not be able to take all the actions required to prevent abuse and neglect. We must work collaboratively together to do that.
- **Accountability** - This principle means that even when working as a partnership, we are still responsible for our actions and must fulfill our duties to the person and public. This includes supporting the person to understand what each organisation and person working with them might be able to do to support them.

Escalation

Not every safeguarding concern we try to raise will lead to an enquiry being undertaken by a local authority being taken under s.42 of the Care Act. Some may lead to other action being taken, such as assessments, care reviews or referrals to other agencies that can offer support for the individual. However, there may be times when we are concerned that the planned action is not sufficient to protect the people at risk, or that the response to the safeguarding concern is not quick enough. In such circumstances we should not just close our case without raising our concerns and challenging the decisions that have been made.

Below is some guidance on the steps that could be taken to resolve disagreements and escalate issues where we are concerned that people remain at risk of harm. The timescales for each step may vary depending on the severity, likelihood and urgency of the risks. If we are concerned about serious harm, or that the harm might occur imminently, we should escalate our concerns quickly.

Anyone working for Family Gateway must keep their line manager and safeguarding officers informed and updated at each stage about the steps that they are taking and the concerns that they have.

Contact the person that triaged the safeguarding concern or is conducting the enquiry

Speak to the person that has triaged the safeguarding concern you have submitted, or is conducting the enquiry where one is ongoing. This is likely to be someone in Adult Social Care, but not always and will depend on the individual procedures for the specific Local Authority.

Have a constructive conversation with them to try to understand the reasons for the decisions that they have made and the basis for them. Try to understand what measures are being taken to keep people safe and the timescales for this. You may identify some simple confusion about the information that has been provided, or that there is some information that has been miscommunicated.

In many situations people can consider the same information, but reach a different judgment. If you still remain concerned that people are being left at risk of harm. Continue to escalate the issue.

Where you do speak to professionals about your concerns, you should follow up these conversations in writing. It would be good practice to send an email to confirm what was discussed and agreed with the person. This is so that there can't be any confusion later on.

Escalate to relevant managers

If you remain concerned that action isn't being taken to support the person you should raise your concerns with the line manager of the person that conducted the triage, or is undertaking the enquiry.

Each local authority will have their own unique structures, but this person might be the Team Manager/Leader for the Social Worker that has conducted the triage, or the manager of the Multi-Agency Safeguarding Hub. If you are not able to contact that person, or remain concerned about the response following the contact, you could try to contact the Principal Social Worker or Adult Social Care Manager at the Local Authority.

If you are challenging the decisions made by someone not in the local authority, who is involved in the enquiry, you should consider escalating to their managers. As an example, if part of an enquiry is being conducted by the safeguarding team at an NHS Trust, you could raise concerns with the manager of that team.

In many situations it may still be important to raise concerns directly with the local authority, as they remain the lead agency for all safeguarding adult enquiries. This is even if they have delegated parts of the enquiries to other organisations.

Raise with the Manager and Chair of the Safeguarding Adults Board

If you are unable to resolve your concerns by speaking to senior managers within the Local Authority and other agencies, you should raise the concerns with the Manager of the Safeguarding Adults Board and Chair of the Safeguarding Adults Board.

The Safeguarding Adults Board does not always get involved in individual enquiries. However, it remains interested in the ways in which organisations work across safeguarding and are complying with the best practice guidance and procedures that it has created. The Manager and Chair of the Board may seek information and assurance from member organisations about the ways that they are working.

Regulatory and Funding Organisations

Where you are concerned about organisational abuse, or that multiple people may be at risk of harm through poor practice, you should consider raising your concerns with the commissioner and funder of the organisation that you are concerned about. This might be the case where you are concerned about the care and support provided by a care home, nursing home or home care provider. There are likely to be quality assurance procedures in place which may improve the care provided.

In some situations, it might also be important to contact the regulator for that organisation, such as the CQC or NHS England.

What do you do if you disagree with the action taken by Family Gateway, or advice of your line manager?

If you disagree with the decision or advice from your line manager, you should both speak to the safeguarding officers about your concerns. This is to reach an agreement about what actions should be taken.

If your concern is about an allegation made about a member of staff or volunteer at Family Gateway and you still remain concerned having spoken to the organisational safeguarding officer you should consider following the guidance in the Whistleblowing Procedures.

Important Bodies and Processes

Safeguarding Adults Boards

Each Local Authority will have a Safeguarding Adults Board. They are facilitated and led by the Local Authority, but are a multi-agency partnership of organisations working together in a local authority area. The goal of the board is to ensure that there are policies and procedures in place in a local authority area that mean that agencies can work effectively to prevent abuse and neglect, and support people that may have experienced them.

Safeguarding Adults Reviews

Safeguarding Adult Reviews are a learning process that are undertaken by Safeguarding Adult Boards if an adult dies or is seriously harmed as a result of abuse and neglect and there is evidence that two or more partners of the Safeguarding Adults Board could have worked more effectively together to prevent the abuse or neglect.

The purpose of the Safeguarding Adult Review is to identify any lessons and share that learning amongst partner agencies.

MARAC

MARAC stands for Multi-Agency Risk Assessment Conference. This is a meeting where information is shared on the highest risk domestic abuse cases. There will be representatives of the Police, Health and Social Care Services, Child Protection, Housing and organisations specialising in domestic abuse, such as Independent Domestic Violence Advocates (IDVA). The purpose of the meeting is to share all the relevant information about the victim and perpetrators and try to create a plan to increase the safety of the victim.

DASH

DASH stands for Domestic Abuse, Stalking and Honour Based Violence. This is a type of assessment that is conducted to help assess the risk that people may be under that are at risk of domestic abuse. If the DASH risk assessment identifies someone as being at "high" risk, the assessment will be considered at MARAC.

MAPPA

MAPPA stands for Multi-Agency Public Protection Arrangements. These are designed to protect the public, including previous victims of crime, from serious harm by sexual and violent offenders. They require the local criminal justice agencies and other bodies dealing with offenders to work together in partnership to ensure that the public is safe from harm.

Prevent Strategy/Agenda

This is the strategy in place in each local authority area to identify people at risk of radicalisation and try to support them.

Social Media and Case Studies

In order to safeguard the individuals and families we work with, when case studies are used across our social media channels, including but not limited to; Facebook, LinkedIn, Twitter, Instagram and our website, we will ensure that these are fully anonymised.

There will be no identifying factors that may compromise the identity of the individual or family. This will still be adhered to even if the individual or family gives consent for their identity to be used.

This also applies to case studies that are used from partnership working despite the other organisations policies and procedures.

Safeguarding Committee

A dedicated safeguarding committee comprises of:

Services Manager (Safeguarding Lead)
Team Leaders
Staff Leaders
Family Gateway Trustee by invitation
Chief Executive Officer
Data and Impact Officer
Activities Coordinator

This group will meet every two months:

- Review statistics and numbers of reported lower and higher-level concerns, ensuring all have been managed correctly
- Monitor and review all services in relation to appropriate standards of practice and any changes in legislation, including implementing any good practice
- Review the supervision of staff and the overall organisational vigilance to the subject
- Review safe systems of work and monitor lone working posts
- Review policy and any new developments, including links to other appropriate policies
- Consider and advise on good practice and learning within safeguarding

Associated documents and procedures:

This policy supplements the following:

- Project specific procedure for safeguarding
- Data Protection Policy
- Confidentiality Policy
- Code of Conduct
- Information Governance Policy
- Lone Working Policy
- Transporting people policy and procedure
- Trips and Residential policy
- Work related violence policy

Safeguarding report form

This form should be filled in if someone discloses a safeguarding issue to you, or if you are concerned about possible child or adult protection issues. The information you are asked to record is in line with the Family Gateway Safeguarding Policy. The record should be clear and factual as it may be used for any subsequent investigation or as evidence in court. You should not ask leading or probing questions and should record any disclosure in the words used by the person making the disclosure. You should notify your designated officer for safeguarding immediately.

Fields marked with * are mandatory

Details														
*Name of child or vulnerable adult					*D.O.B. if under 18		D	D	M	M	Y	Y	Y	Y
Address					*Postcode									
Name of parent/carer (if applicable)					Tel number									
*Your name			*Your position			Project/ area								
What are you recording (tick as appropriate)														
Low level concern				High level concern				Disclosure						
Data of incident					Time of incident									
What was said and done														
Either during the incident (if recording a disclosure) or to prompt your concern (if recording a suspicion). Remember to record what is said and do not ask leading or probing questions. (Use additional space overleaf if required.)														
Are there physical or behavioural signs that raise concerns? If so, please give details below														

Have you (or anyone else) spoken to parent/carer (if applicable) or consulted anyone else? Yes/ No Please provide details below of whom, or reason for not consulting others.	
Name of person(s) you have reported this to within Family Gateway	Date reported
Name of person(s) you have reported this to within a partner organisation (if applicable)	Date reported
IR number (if applicable)	
Follow up action taken by Family Gateway (please include here any referrals made including dates)	
Please include details such as name of staff involved (both internal and external), date and times of communication, details if no further action was taken etc.	
Outcomes	
Notes	
Please use this area to write any information you may find relevant that is not mentioned above.	
Form must be completed within 7 days and forwarded to the safeguarding officer @ safeguarding@familygateway.co.uk	
Date sent to safeguarding officer	Time sent to safeguarding officer

Appendix 1 - Early help contact numbers

Early help teams are a new initiative offering advice, support and direct interventions at the earliest point of identified need. The aim of Early Help is to support families to support themselves, to prevent problems escalating and to reduce the numbers needing statutory interventions.

These teams bring together children's services staff with partners such as local Constabulary and health services to look at the wider picture of what may be going on before making a statutory referral.

If you are not sure if a case warrants immediate statutory intervention, please call your local team on the numbers below to have an initial discussion who will advise you or take a referral for early help.

Stockton

01642 526123

Middleborough

01642 726004

Redcar and Cleveland

01642 130678.

Hartlepool

Same as social services numbers

Sunderland

0191 561 4084

Darlington

01325 405635

Northumberland

Same as social services number

Durham

Same as social services

North Tyneside

0191 643 8178

South Tyneside

0191 424 6363 - for children under 5 years

0191 424 6210 - for children aged 5 and over

Newcastle

0191 211 5805

Gateshead

0191 433 3319 or 0191 433 5019

Early Help Advisors

Early Help Advisors work alongside and directly assist Lead Professionals from the Early Help and Think Family Partnership i.e. education, health, social care and voluntary agencies to develop and deliver effective early help using a 'think family' model for families who are experiencing a range of multiple and complex issues.

Early Help Advisors can provide staff training and individual mentoring for professionals who are likely to be involved in Team Around the Family arrangements and who work with vulnerable children, young people and their parent/carers. Training and support can be tailored to cover the following areas adopting a Signs of Safety/Wellbeing approach:

- Early Help and the 'Think Family' Approach
- The Role of the Lead Professional
- Single Assessment – support for staff on how to complete a comprehensive whole family assessment
- Family Plan – support for staff on using the multi-agency Family Plan template
- An 'Outcomes Focused' Approach using the County Durham Family Outcome Framework

Mentoring by Early Help Advisors will:

- Support and directly assist professionals to undertake proportionate Single Assessments and develop a multi-agency Family Plan that considers all family members' needs;
- Support professionals to identify families who may be eligible for the Stronger Families Programme and support with the nomination process;
- Assist professionals to undertake the role of Lead Professional where this is appropriate, providing support, coaching and mentoring as required by the individual.
- Assist the Lead Professional to develop a robust multi-agency Team around the Family (TAF) which includes agencies to support parents/carers as well as children;
- Support and directly assist the Lead Professional and TAF members to identify solutions where there is a lack of change in the family or outcomes are not being achieved; this may include where families are resistant to support or difficult to engage.

Family Gateway Safeguarding contacts

Safeguarding officer: Aimee Perry 07715 212 864

Deputy safeguarding officer: Mandie Smedley 07715 212 870

CEO: Julie Marriott 07901 334 331

Local Authority contacts for children and adults

Stockton

Children: 01642 527664 (email earlyhelp@stockton.gov.uk OR childrenshub@hartlepool.gcsx.gov.uk)

Adults: 01642 527664 (email FirstContactAdults@stockton.gov.uk)

Emergency duty team (out of hours): 08702 402994 (for both children and adults)

Middleborough

Children: 01642 726004 (email firstcontact@middlesbrough.gcsx.gov.uk)

Adults: 01642 726004 (email adultsafeguardingalert@middlesbrough.gov.uk)

Emergency Duty team (out of hours): 08702402994 (for both children and adults)

Redcar and Cleveland

Children: 01642 771500 (email firstcontact@redcar-cleveland.gcsx.gov.uk)

Adults: 01642 065070 (email adultaccess@redcar-cleveland.gcsx.gov.uk)

Emergency duty team (out of hours): 08702 402994 (for both children and adults)

Hartlepool

Children: 01429 284284 (email childrenshub@hartlepool.gcsx.gov.uk)

Adults: 01429 523390 (email dutyteam@hartlepool.gcsx.gov.uk)

Emergency duty team (out of hours): 08702402994 (for both children and adults)

Sunderland

Children: **0191 520 5560** (email safeguarding.children@sunderland.gcsx.gov.uk)

Adults: 0191 5205560 (email safeguarding.adults@sunderland.gcsx.gov.uk)

Emergency duty team (out of hours): 0191 5205552

Darlington

Children: 01325 406222 (Out of hours 08702 402994)

Adults: 01325 406111 (Out of hours 08702 402994)/ Email ssact@darlington.gcsx.gov.uk

Northumberland

Children: 01670 536400 (<https://online.northumberland.gov.uk/citizenportal/form.aspx?form=SafeGuardingchild>)

Adults: 01670 536400 (<https://online.northumberland.gov.uk/citizenportal/form.aspx?form=SafeGuardingAdult>)

Emergency duty team: 0345 6005252

Durham

Children: 03000 267 979 (same contact number for out of hours/ email scd@durham.gov.uk)

Adults: 03000 26 79 79 (same contact number for out of hours)/ email scd@durham.gov.uk

North Tyneside

Children: 0345 2000 109 (email masct@northtyneside.gov.uk)

Adults: 0191 643 2777

Out of hours: 0191 200 6800

South Tyneside

Children: 0191 424 5010 (Out of hours: 0191 456 2093)

Adults: 0191 424 4049 (Out of hours 0191 456 2093)

Gateshead

Children: 0191 433 2653 (Out of hours: 0191 477 0844)/ Email R&Aduty@gateshead.gcsx.gov.uk

Adults: 0191 433 7033 (same number for out of hours)/ Email adultsocialcaredirect@gateshead.gov.uk

Newcastle

Children: 0191 277 2500 (Out of hours 0191 278 7878)/ Email irsadmin@newcastle.gcsx.gov.uk

Adults: 0191 278 8377 (Out of hours 0191 278 7878)