



Safeguarding Procedures

April 2021

This procedure supersedes all previous versions

To be reviewed April 2022

SAFEGUARDING PROCEDURE

Day to day

Reporting procedure

Responding to Safeguarding concerns - Recognise, Respond, Report

To report any concerns of abuse please initially contact the office of SoBS, telephone number 0115 944 1117 or if the concern is with any member of staff, please contact the Chair of Board of Trustees, on 07851 420 526. Alternatively email our Safeguarding Office at safeguarding@uksobs.org

The roles and responsibilities of the above are:

- To ensure that concerns are acted on and clearly recorded
- To follow up any concerns promptly
- To reinforce the utmost need for confidentiality
- To ensure that any person who has experienced abuse, or who is experiencing abuse, are well supported

SoBS recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action is never easy, but nevertheless, necessary.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the designated people within your organisation
- To record what happened in a safe place

All situations of abuse or alleged abuse will follow the procedure and protocol.

**Survivors of Bereavement of Suicide
Safeguarding Procedures**

Stage	Actions to Be Taken	Outcomes
1. Report a Concern	<p>Anyone can report a concern</p> <p>Evaluate current risk and take any immediate actions required to safeguard the person/persons.</p> <p>Escalate the concern to the Safeguarding Officer</p> <p>Gather all necessary information to facilitate completion of the Safeguarding Concern referral form</p> <p>Establish wishes and desired outcomes of the person at risk without putting them at further risk</p> <p>Any potential actions should always be taken in the adult's 'best interests'</p>	<p>Report safeguarding concern to SoBS Safeguarding Officer</p> <p>Record issues and actions taken to reduce the risk</p> <p>Report to police/emergency services if required</p>
Target timescale: Within 24 hours of concern being raised with SoBS		
2. Respond to the concern & information gathering	<p>Is this an adult at risk?</p> <p>Is there any immediate risk requiring the emergency services?</p> <p>If able to do so and appropriate, has the adult consented?</p> <p>Consider, do you need to speak to the adult at risk?</p> <p>Consider/confirm their desired outcomes</p> <p>Have all appropriate and necessary actions already been taken to reduce/remove risk?</p>	<p>Consider and implement any follow-up actions as necessary</p>

Target Timescales: Assess risk and ensure safety of the person at risk within 24 hours. Decide on a proportionate response to the concern within 5 working days		
3. Safeguarding Response	<p>Where the concern cannot quickly and proportionately be ended, decide on what further actions are required and who will carry these out to safeguard the person(s) at risk</p> <p>Discuss desired outcomes with the person or their representative/advocate and to manage risk</p>	<p>If the concern has been resolved, end and exit the case</p> <p>Consider and implement any follow-up actions as necessary</p> <p>If the concern continues, carry out actions as planned</p>
Target Timescale: Discussion with the person at risk on outcomes and safeguarding response should be done within 10 working days		
4. Outcomes and Closure	<p>Safeguarding Officer to discuss outcome(s) with relevant members of head office team/volunteer co-ordinators</p> <p>If necessary further Safeguarding Risk Assessment to be drawn up</p> <p>Check if further support or action is needed</p> <p>Lesson learning</p>	
Target Timescale: To be completed within 8 weeks of the reporting of the concern		

The time taken to respond to safeguarding concerns will depend on a range of factors, including the wishes and needs of the person at risk, as well as the nature, seriousness and complexity of the concerns.