



## Dealing with Safeguarding and Prevent Reports

<b>Operational Owner</b>	Sue Lister
<b>Trustee Owner</b>	Lindsey Slater
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<b>Related documents</b>	Safeguarding and Prevent Policy Staff Code of Conduct

### Approval History

Version	Reviewed by	Amendment History	Approved by	Date
1.0	Jane Sullivan-Management	First Draft	Management Committee	7/1/21

### Purpose and scope

The purpose of this document is to provide procedures for dealing with reports of breach of Susan's Farm Safeguarding and Prevent Policy, where the safeguarding violation or Prevent concern is:

- Against staff or members of the public,
- Perpetrated by staff, partners or associated personnel
- Concerns beneficiaries

### Procedure for dealing with a Safeguarding report

- 1.1 Reports can reach the organisation through various routes. This may be in a structured format such as a letter, e-mail, text or message on social media. It may also be in the form of informal discussion or rumour. If a staff member hears something in an informal discussion or chat that they think is a safeguarding concern, they should report this to the Designated Safeguarding Officer.
- 1.2 If a safeguarding concern is disclosed directly to a member of staff, the person receiving the report should bear the following in mind:
  - Listen
  - Empathise with the person
  - Ask who, when, where, what but not why
  - Repeat/ check your understanding of the situation
  - Report to the Designated Safeguarding Officer
- 1.3 The person receiving the disclosure should document the following information, using an Incident Report Form:
  - Name of person making report
  - Name(s) of alleged survivor(s) of safeguarding incident(s) if different from above
  - Name(s) of alleged perpetrator(s)
  - Description of incident(s)
  - Dates(s), times(s) and location(s) of incident
- 1.4 The Designated Safeguarding Officer receiving the report should then review the information and decide on the next steps. These could be (but are not limited to)
  - No further action (for example if there is insufficient information to follow up, or the report refers to incidents outside the organisation's remit)
  - Investigation is required to gather further information
  - Immediate disciplinary action if no further information needed
  - Referral to relevant authorities by following the guidelines for Contacting the Cumbrian Safeguarding Hub as outlined below (or if in an emergency to the police by dialling 999).
- 1.5 Due to the sensitive nature of safeguarding concerns, confidentiality must be maintained during all stages of the reporting process, and information shared on a limited 'need to

know' basis only. This includes senior management who might otherwise be appraised of a serious incident.

- 1.6 If the reporting staff member is not satisfied that the organisation is appropriately addressing the report, they have a right to escalate the report to the Safeguarding Hub directly. The staff member will be protected against any negative repercussions as a result of this report. See Susan's Farm Complaints Policy and Disclosure of Malpractice in the Workplace Policy.
- 1.7 If there is insufficient information to follow up the report, and no way to ascertain this information (for example if the person making the report did not leave contact details), the report should be filed in case it can be of use in the future and look at any wider lesson learning we can take forward.
- 1.8 Support will be provided to the survivor where needed/requested. Support could include (but its not limited to) • Psychosocial care or counselling • Medical assistance • Protection or security assistance (for example being moved to a safe location). All decision making on support should be led by the survivor.
- 1.9 For reports relating to serious incidents: an immediate risk assessment will be undertaken to determine whether there are any current or potential risks to any stakeholders involved in the case and develop a mitigation plan if required. We will update the risk assessment and plan on a regular basis throughout and after the case as required.
- 1.10 If an investigation is required and Susan's Farm does not have internal capacity, we will identify resources to conduct the investigation.
- 1.11 All decisions made resulting from the case will be documented clearly and confidentially.
- 1.12 All information relating to the case will be stored confidentially, and in accordance with Susan's Farm policy and local data protection law.
- 1.13 All records will contain anonymised data to feed into organisational reporting requirements (e.g. serious incident reporting, safeguarding reporting), and to feed into learning for dealing with future cases.

### **Procedure for reporting and response to safeguarding concerns**

Susan's Farm Designated Safeguarding Officer will take responsibility for reporting any safeguarding concerns to external agencies.

**The Safeguarding Hub's only purpose is to provide a 'front door' for Children and Young People's Social Work services in Cumbria, where children's needs cannot be met at an Early Help level.**

#### **Have we considered Early Help?**

Early Help is the response made when a professional identifies needs with a child/family and works with another agency or agencies to meet those needs.

At this level of need an Early Help Assessment (EHA) should be completed with the child and family to identify needs and agreed desired outcomes. A good assessment of needs and the establishment of achievable and measurable outcomes is an essential element of effective early help. Any worker from a service that supports families can initiate this process.

**REMEMBER: Early Help can be put in place without contact with the Cumbria Safeguarding Hub. [link to Early Help pages](#)**

**Does this child need an immediate child protection response?**

**If Not:**

Could this child be helped by an 'Early Help' response?

Can I identify other professionals to contribute to an Early Help plan?

If so, please seek support from your own service advisor, or the Early Help Team to work with the family to prevent escalation of need

<https://cumbriasafeguardingchildren.co.uk/LSCB/earlyhelp.asp>

**PLEASE CONSIDER THE FOLLOWING BEFORE CONTACTING THE HUB.**

**PLEASE CLICK [HERE](#) - THIS EXTERNAL LINK WILL OPEN IN A NEW WINDOW TO VIEW CONTACTING CUMBRIA SAFEGUARDING HUB FLOWCHART.**

Having considered the above, unless your contact is urgent (in which case please telephone 0333 240 1727), please complete the Single Contact form. This will not take a long time but it is vital that the Hub receive the key presenting information as clearly as possible, to aid decision making swiftly in the hub. They deal with over 1000 contacts a month and so it is important they can see and understand key information quickly when a contact is made. They appreciate you may not be able to complete all sections of the form in full. If you wish to discuss your concerns first, please call the hub 0333 240 1727

### **Single Contact Form**

All professionals will be expected to complete a single contact form for any contact to the Safeguarding Hub. The online form requires mandatory fields to be completed before you can submit your contact.

Please ensure you have all relevant details to hand before you start to complete the form and also note that the form will time out after one hour of inactivity and any information will be lost.

### **Complete the online contact form at [Cumbria Safeguarding Hub Single Contact Form](#). Multi-Agency Thresholds Guidance**

Please refer to the Multi-Agency Thresholds Guidance to be clear about the thresholds for access to services which support the actions needed to improve the outcomes for children. **Please read the thresholds guidance before making a contact to the Hub.**

The Thresholds Guidance will help with:

Better understanding of how to respond to lower levels of need

Early identification of vulnerability and better support to prevent escalation

Better understanding of when to refer to the Safeguarding Hub

Improved decision making based on multi-agency information sharing and Early Help knowledge of family strengths and vulnerabilities

See [Multi-agency Threshold Guidance](#)

A printable version of the Wedge is available in either a [PDF](#) or a [JPEG](#) version

## **Procedure for dealing with a Prevent report**

**Prevent** forms part of the government's Counter Terrorism strategy called Contest. The aim of Prevent is to stop people becoming or supporting terrorists, challenging the spread of terrorist ideology and protecting vulnerable individuals.

Susan's Farm Designated Safeguarding Officer will take responsibility for reporting any Prevent concerns to the police.

### **How do I make a Prevent referral in Cumbria?**

If you have a Prevent concern about someone please send [this referral form](#) to: **prevent@cumbria.police.uk**

If you don't have access to a referral form please email your concern with as much detail as possible. Please include the full name and date of birth of the person, their home address and your contact details in case we need to get back to you. All referrals are treated as being confidential.

If you are still unsure of what to do please email and we will get back to you with our advice.

### **What happens when I make a referral?**

The information you provide will be reviewed by the Police Prevent Officer. We might need to re-contact you for further information to help us better understand the concern. If your concern does not meet the criteria for Prevent we will explain why. If the concern does meet the criteria then we will share the information with the Local Authority who will decide how best to progress the case and how they will support that person and protect others from harm. The Police Prevent Officer helps the Local Authority do this.

### **What happens when someone is identified at risk?**

One of the main elements of Prevent work is a programme called Channel. Where people who are assessed as being vulnerable to supporting any form of violent extremism are provided with multi-agency support that is tailored for each case. It could consist of help with family problems, mental health support, mentoring, religious support and others. People who are referred to Channel are not criminals; we are trying to stop people committing offences and getting into trouble.

Keeping children, young people, vulnerable adults and the community safe from these risks is a safeguarding matter and is approached in the same way as any other safeguarding concern.

Channel is a partnership approach to support individuals vulnerable to recruitment by violent extremists. Front line professionals from all partner agencies assess the nature and extent of vulnerability and look at ways to assist people it.

Channel is not always necessary and there may be other less intensive means of supporting a person.

## **Equality**

Consideration is given to the protected characteristics of all people groups identified in the Equality Act 2010. The protected characteristics are gender, age, race, disability, sexual orientation, religion/belief, pregnancy and maternity, and marriage/civil partnership.

This procedure and all other associated policies and documents take this into account.