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Safeguarding policy – for children and adults with care and support needs



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1. Policy statement

Good Vibrations believe that all participants, employees and those working in the organisation have the right to enjoy Good Vibrations activities in a safe and secure environment. We encourage all team-members and participants to feel comfortable and confident in challenging attitudes or behaviour which they feel to be discriminatory, abusive or inappropriate. We have developed this policy and procedures to:

- Protect participants we work with from any kind of physical and mental harm
- Safeguard our workers/volunteers from false allegations that could be made

We will implement this policy through induction and training, standing items on team meetings, internal systems and close monitoring by managers, the Chief Executive and Board of Trustees. This policy and procedures is underpinned by the:

- Children's Act 1989
- Care Act 2014
- Children's Act 1995 (Scotland)
- Sexual Offences Act 2003
- Human Rights Act 1998
- Mental Capacity Act 2005.
- Domestic Abuse Act 2021
- Adult Support and Protection (Scotland) Act 2007
- Protection of Vulnerable Groups (Scotland) Act 2007 (PVG Act)
- Adults with Incapacity (Scotland) Act 2000.

It applies and relates to all employees, contractors, trustees, volunteers and participants, and runs in conjunction with other safeguarding policies used within the places in which our projects take place.

Definitions

A child is someone under 18. There is no single law that defines an adult at risk across the UK. An adult at risk is a person over the age of 18 years and is:

- having needs for care and support, and
- experiencing, or is at risk of, abuse and neglect and
- as a result of those care needs, is unable to protect themselves from either the risk of or the experience of abuse or neglect.

It is recognised that people who meet one or more of the criteria above may not be Adults with Care and Support Needs, or at least not all the time. However, until an organisation has direct contact with people on an individual basis, it may be impossible to identify whether vulnerability exists in relation to an activity or event involving adults.

2. Safer recruitment procedures

The following safer recruitment procedures take place:

1. Before employment or contracts commence, employees, freelancers, and volunteers who have access to sensitive data or participants, undergo an Enhanced DBS Check or supply their DBS Reference number from within the last 12 months. Trustees are required to have DBS Checks and if they supply their DBS Reference number through another organisation this should be from within the last 3 years. The Operations Manager and DBS company administer checks. Any convictions disclosed are assessed in line with safeguarding procedures and decisions as to the suitability to work with Good Vibrations will be taken at Board level. Team members for whom we have gained the initial check must renew their own DBS check online

and claim back the expense from us. This should be done before the annual deadline or we will ask them to cover the extra cost charged for the full DBS check to be carried out again.

2. Before employment or contracts commence in Scotland, employees, freelancers, and volunteers who have access to sensitive data or participants, undergo a PVG check. Good Vibrations organises and pays for the application and registration via Volunteer Scotland.
3. All employees and freelancers who go into prisons regularly must complete a Her Majesty's Prison and Probation Service (HMPPS) Counter Terrorism Clearance (CTC) Check before they regularly work in prisons. The Operations Manager supports this process. Clearance lasts for 5 years. Support is available to help team members submit information for these checks.
4. In some secure organisations where we work, team-members must undergo additional CTC or local checks. Support is available to help with these checks.
5. Application forms are completed for all posts. Using Fairer Recruitment principles, the form asks for past convictions, cautions, reprimands, final warnings, pending cases or complaints of abuse. For voluntary posts, a CV is supplied, and details are recorded in interview paperwork, saved securely on the shared drive.
6. We interview prospective employees, freelancers and volunteers and investigate their employment history, including any gaps in employment. Granting employment or a voluntary post is contingent on receiving 2 references and showing proof of identification.
7. The Operations Manager checks DBS status of workers and prospective team members on gov.uk/disclosure-barring-service-check/overview. DBS notify us if one of our team becomes barred from working with children or at risk adults. We maintain a Single Central Record with all relevant details of team members.
8. Contractors sign an annual contract that includes a statement saying they have read and agree to Good Vibrations' *Safeguarding policy and procedures*.
9. All appointments are made under safer recruitment guidelines and additional clearance procedures may be necessary in some cases.
10. All employees are expected to notify Good Vibrations immediately if they are cautioned or have any convictions made against them. Failure to do so could result in dismissal.

3. Induction and training

All employees, contractors, trustees and volunteers are given this policy to read in their induction, and must adhere to this policy at all times. Failure to do so may result in disciplinary action.

We offer safeguarding training every two years to all employees, team-members, trustees and volunteers and expect take-up, unless team-members can demonstrate they have been trained recently. All new workers and volunteers are well-supervised and their progress reviewed regularly.

4. Host organisations and secure settings

Good Vibrations makes this policy available to partner organisations. When working in host institutions and secure settings, be aware of the following:

1. Host organisations should produce risk assessments and a safeguarding policy on request.
2. The Operations Manager should confirm in writing with each host organisation that both parties agree they are responsible for the safeguarding of all involved.
3. Where a safeguarding issue arises with either a participant or an employee, it must be reported immediately both to Good Vibrations' Chief Executive and to the host organisation (where relevant) to ensure the safety of the individual.

4. Any cause for concern relating to safeguarding must be dealt with before course delivery continues, and/or further courses are booked with a host organisation.
5. Although, more of a security issue, further checks may take place on entering secure establishments. Including confirmation we are expected, proof of ID, fingerprinting, retina scanning, photo passes and being escorted.

5. Good practice guidelines

Expectations of team members when delivering Good Vibrations projects

1. Treat all participants and employees equally, and with respect and dignity
2. Stop sessions immediately, with support from the host, if you feel anyone is in danger
3. Maintain a safe, appropriate distance mentally, physically and emotionally from participants
4. Ensure you are aware of the procedures to attract assistance if required
5. Empower participants to share in decision-making processes
6. Be an excellent role model
7. Give enthusiastic and constructive feedback rather than negative criticism
8. If participants disclose information which may affect their own or another person's safety, report this immediately to employees on site, making a record of what was said
9. Keep a record of any injury that occurs using the *Accidents and Incidents Log*
10. Keep a check on visitors and guests to ensure the welfare of participants
11. Ensure there is an adequate participant to employees ratio to run activities safely
12. Adhere to Good Vibrations' *Health and safety policy and procedures* and carry out the mitigating actions on the project risk assessment
13. Report incidents or suspicions immediately to employees on site and to the Chief Executive as soon as possible. Make sure the incident and who it was reported to/when is documented.

Things you should not do:

1. Engage in rough, physical or sexually provocative games
2. Allow or engage in any form of inappropriate touching
3. Let participants use inappropriate language unchallenged
4. Make sexually suggestive comments
5. Push participants against their will – either mentally or physically
6. Allow yourself to get in any situation where you cannot call for assistance if required
7. Allow allegations to go unchallenged, unrecorded or not acted upon
8. Do things of a personal nature for participants that they can do for themselves
9. Work one on one with Adults with Care and Support Needs or young people or put yourself into a position where no other responsible adult can see what you are doing with them
10. Give personal information, money or personal gifts to a participant
11. Take anything in or out of a secure setting without that organisation's approval
12. Undermine or criticise other team-members or host employees in front of participants

13. Use alcohol or any substance which may impede judgment whilst working
14. Lone work with groups, unless agreed in advance with Good Vibrations and robust mitigating actions are agreed and in place to manage any risks

6. Online activity

Increasingly, work, activities and communications take place online. In response we have developed a *Sensitive communications policy and procedures*, which sets out a framework for how Good Vibrations team members should communicate externally in this context. We recognise the need to take measures to ensure we are managing health, safety and safeguarding risks on any online activities too, as well as in person activities. As such, all Good Vibrations' delivery, whether online or in person requires a risk assessment to be carried out on it by the lead facilitator, with support and oversight from the person managing that piece of work.

Any online Good Vibrations workshop or online meeting with a (past) participant as part of our Keep in Touch programme should take place using Good Vibrations' Zoom account, with the meeting being booked in advance on the system, and the relevant manager being copied in to see it is scheduled. Secure joining instructions should be created for each meeting.

Should Good Vibrations want to set up an online meeting between past participants, a Good Vibrations team member should be present on that Zoom call to hear, support, or help facilitate.

Consent must be gained from the parents, carers, or institution responsible for anyone who is 18 or under before they take part in online activity. For Adults with Care and Support Needs in institutional settings wanting to attend online activities, Good Vibrations should ensure the involvement of a support worker or carer too.

7. Definitions of abuse

Abuse may be a single act or one that happens repeatedly. It may be planned or reactive as well as intentional or unintentional. It can also happen due to ignorance or due to the abuser needing help themselves. People can be abused in different ways. Below are the different types of abuse and the indicators of abuse. You should be aware of them, as you have a duty of care to look out for the safety and well-being of participants, and to alert relevant authorities if you suspect they are being abused.

Physical abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, misuse of medicine, physical restraint, deprivation of care or necessities or otherwise causing physical harm to a person. Physical harm may be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to, a person whom they are looking after. A person might do this because they enjoy or need the attention they get through having a sick child. Physical abuse, as well as being a result of the acts above, can also be caused through omission or failure to act to protect.

Psychological or emotional abuse

This is the persistent psychological or emotional maltreatment of a person such as to cause severe and persistent adverse effects on their development. It may involve, but is not limited to, conveying to someone that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on a child or at risk adult. These may include interactions that are beyond the child or Adult with Care and Support Needs' developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child or adult participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing a child or Adult with Care and Support Needs frequently to feel frightened or in danger, or the exploitation or corruption of a child or Adult with Care and Support Needs.

Sexual abuse

This involves forcing or enticing a child or Adult with Care and Support Needs to take part in sexual activities, including prostitution, whether or not that person is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving the person in looking at, or in the production of, sexual on-line images, watching sexual activities, or encouraging them to behave in sexually inappropriate ways. People of all genders can be sexually abused by people of all genders, by adults and by other young people. This includes people from all different walks of life. Child sexual exploitation is a type of sexual abuse. Children in exploitative situations and relationships receive something such as gifts, money or affection as a result of performing sexual activities or others performing sexual activities on them. This can occur through the use of technology without the child's immediate recognition.

Neglect or acts of omission

This is the persistent failure to meet a child or Adult with Care and Support Needs' basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. Neglect may occur during pregnancy because of maternal substance abuse. Neglect may involve, but is not limited to, a parent or carer failing to provide adequate food, shelter and clothing, heat, and hygiene. It can involve failing to protect a child or child or Adult with Care and Support Needs from physical harm or danger, failure to ensure adequate supervision or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to their basic emotional and psychological needs and failure to ensure appropriate privacy and dignity. It can involve self-neglect - an extreme lack of self-care. Professionals and practitioners can find working with people who self-neglect extremely challenging. The important thing is to try to engage with people, to offer all the support we are able to without causing distress, and to understand the limitations to our interventions if the person does not wish to engage.

Discriminatory abuse

Discriminatory abuse is when someone picks on or treats someone unfairly because something about them is different. For example it may be their clothes, weight, size, race, skin colour, religion, culture, gender, sexuality, age, health, disability or appearance.

Financial or material abuse

This involves the individual's resources being inappropriately used or manipulated to the advantage of another person. It includes the withholding of money or inappropriate or unauthorised use of a person's money or property to the disadvantage of the individual to whom it belongs. It can include theft, fraud, forgery, embezzlement, exploitation, misuse of funds, property or possessions.

Domestic abuse

Domestic abuse is a pattern of controlling/aggressive behaviours from one adult towards another within the context of an intimate relationship. It can be physical, sexual, psychological or emotional abuse. Financial abuse and social isolation are also common features. The violence and abuse can be actual or threatened and can happen once every so often or on a regular basis. It can happen to anyone, and in all kinds of relationships, whether these relationships are heterosexual, lesbian, gay, bisexual or transgender. People suffer domestic abuse regardless of their gender, social group, class, age, race, disability, sexuality or lifestyle. The abuse can begin at any time. Coercive control is a type of domestic abuse. It is when a person with whom a person is personally connected, repeatedly behaves in a way which makes them feel controlled, dependent, isolated or scared. The following types of behaviour are common examples of coercive control:

1. Isolating them from friends and family
2. Controlling how much money they have and how they spend it

3. Monitoring their activities and movements
4. Controlling their social media accounts
5. Surveillance through apps
6. Dictating what they wear
7. Repeatedly putting them down, calling them names or telling them that they are worthless
8. Threatening to harm or kill them or their child
9. Threatening to publish information about them or report them to the police or the authorities
10. Damaging their property or household goods
11. Forcing them to take part in criminal activity or child abuse

Institutional abuse

Institutional abuse is the mistreatment, abuse or neglect of children or Adults with Care and Support Needs by a regime or individuals in positions of authority. It can take place within settings and services that these people live in or use, and it violates the person's dignity, resulting in a lack of respect for their human rights. Institutional abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice. It can take the form of an organisation failing to respond to or address examples of poor practice brought to their attention. It can take place in care homes, secure settings, hostels, hospitals and sheltered and supported housing. It can be difficult to identify the difference between a poor service and institutional abuse.

Harassment

Harassment covers a range of offensive behaviour which is found threatening or disturbing. Sexual harassment refers to persistent and unwanted sexual advances, typically in the workplace, where the consequences of refusing are potentially very disadvantageous to the victim. Harassment can include antisocial behaviour targeted at vulnerable people in the community, by neighbours or others, because victims are different; this links closely with discriminatory abuse. It can include stalking.

Modern slavery

Modern slavery can take many forms, including forced sexual exploitation, domestic slavery or forced labour on farms, in construction, shops, bars, nail bars, car washes or manufacturing. Forced labour is the most common form of slavery in the UK, fuelled by a drive for cheap products and services, with little regard for the people behind them. A growing form of slavery is trafficking into crime. In the UK, it's fuelled by the trafficking of primarily British children, forced into 'county lines' drug trafficking and trafficking of Vietnamese nationals forced to work in cannabis production.

8. Signs of abuse

Below is not an exhaustive list of signs of abuse, but rather some common signs.

Signs of physical abuse may include:

1. Any injuries not consistent with the explanation given for them
2. Bruises which reflect hand marks or fingertips
3. Burns or bite marks
4. Broken bones
5. Aggressive behaviour or severe temper outbursts
6. Flinching when approached
7. Withdrawn behaviour

Signs of psychological or emotional abuse may include:

1. Persistent tiredness
2. Obsessions or phobias
3. Sudden lack of concentration
4. Inappropriate relationships with peers and/or adults

5. Attention seeking behaviour or sudden change in behaviour
6. Fear of making mistakes
7. Self-harm
8. Anger without apparent cause
9. Becoming withdrawn and non-communicative or non-responsive

Signs of sexual abuse may include:

1. Pain or itching in the genital/anal area, urine infection or STD
2. Stomach pains
3. Discomfort when walking or sitting down
4. Pregnancy
5. Fear of being left with a specific person or group of people
6. Self-harm
7. Saying they have secrets they cannot tell anyone about
8. Acting in a sexually explicit way.
9. Person reporting that they have bruises around the breasts, thighs or genital area

Signs of neglect may include:

1. Constant hunger, evidence of malnutrition or dehydration
2. Poor personal hygiene
3. Rashes, sores or lice on the body or an untreated medical condition
4. Inappropriate dress for the conditions
5. Complaining of being tired all the time
6. Mentioning being left alone or unsupervised
7. Evidence of the withholding of medication or over-medication

Signs of financial/material abuse may include:

1. Signatures on cheques/documents that do not resemble the at risk adult's signature, or signed when the at risk adult cannot write
2. Sudden changes in bank accounts, including unexplained withdrawals of large sums of money or the inclusion of additional names on a at risk adult's bank account
3. Numerous unpaid bills, or overdue rent
4. Unusual concern by someone that excessive money is being spent on the care of the person
5. A sudden change in an someone's ability to pay for items or services
6. The unexplained disappearance of funds or valuable possessions
7. Deliberate isolation of a person from friends/family, meaning the caregiver has total control

9. Who can abuse

An abuser can be anyone but is usually well known to the person being abused. They may be:

- A partner, child, sibling, parent or other relative
- A friend, peer or neighbour
- A paid or volunteer care worker
- A health or social worker, or other professional
- People may also be abused by a person they care for

10. How to respond to a person making a disclosure or if you suspect abuse

What to do if someone makes a disclosure relating to abuse or about the safety of an individual

1. Treat their allegations sensitively and seriously.
2. Listen and empathise. Reassure them they are not to blame.
3. Do not promise confidentiality. Say you will only tell people who need to know so they can get the help they need.

4. Convey that you believe what they are saying. Tell them they are right to tell you.
5. Pick your words and terminology carefully:
 - i) Rather than saying, "*Can I report this to safeguarding?*" say something like, "I'm going to refer my concerns to a team of people who can help you feel safer in your life."
 - ii) Rather than saying, "*Social Services*", say "*Adults/Children's Safeguarding Team*".
6. Do not interrogate them, cast doubt on what they say, interrupt or change the subject.
7. Ask open questions such as, "*How did this happen?*", "*What was happening at the time?*" or "*Anything else you want to tell me?*"
8. Do not force someone to repeat what they have said in front of another person.
9. If the disclosure is being made by an adult, check if a child is involved. If so you need to let Children's Services know - e.g. if the child lives in a house where abuse is happening to someone else.
10. Try and ascertain the person's consent to refer the matter into safeguarding if appropriate.

What to do if you suspect abuse

1. Do not discuss this incident with anyone other than those who need to know.
2. Unless inappropriate, ensure that someone working within the establishment where the disclosure took place is notified about this disclosure as soon as possible.
3. As soon as possible, write down everything that was said and done on the *Disclosure of Abuse or Suspected Abuse Reporting Form*. Also use this form if you suspect abuse but no-one has made a disclosure to you.
4. Immediately, email the completed form to the Designated Safeguarding Officer and call them to discuss the matter and implement next steps as a matter of urgency.
5. The Designated Safeguarding Officer will then use the appropriate reporting systems for the situation, e.g. reporting it to the Duty Social Worker at the local Safeguarding Children Team or Safeguarding Adults Team, the designated safeguarding officer in the institution it relates to, and/or the police.
6. Reporting abuse or suspicions of abuse can be done 24 hours a day.
7. If the Designated Safeguarding Officer is unavailable, call the Deputy Designated Safeguarding Officer. If both are unavailable, call the NSPCC Child Protection Helpline, or the relevant Local Authority Safeguarding Partnership.
8. Safeguarding is about abuse and it has to fall into one of the 10 types of abuse otherwise it is not a safeguarding issue. It is something else. See the points below for more information about what it might be and how you should respond.
9. If the person making the disclosure is an adult without Care and Support Needs, Good Vibrations should encourage them to self-refer themselves to an appropriate support body/organisation, e.g. the Local Authority Domestic Abuse Team/Partnership, mental health services, drug and alcohol services, their GP, a domestic violence charity, a helpline, the Local Authority, or local Police Force Modern Slavery Team.
10. Adults without Care and Support Needs have to choose to get help. This is their right. It is not our job to force them to access services and helplines. We should offer and signpost this support in a friendly way, from time to time, without pressurising them, and document this.
11. See our Whistleblowing Policy about in-house allegations against other workers or volunteers. You should use this policy, or the Whistleblowing Policy of the institution you are dealing with if you do not feel that your concern has been dealt with properly. Secure institutions can still be held accountable by their Local Safeguarding Team.
12. If a referral doesn't meet a safeguarding of a child or Adult with Care and Support Needs Threshold, but the Designated Safeguarding Officer wants to share information about an individual with another organisation, they can do so if necessary, if done appropriately, and with consent from the adult, on a need to know basis. Normally the adult's consent is needed

but this can be overridden in certain, exceptional circumstances (e.g. if a prisoner says a prison officer has abused them, but they don't want to take it any further – because another Adult with Care and Support Needs could be at risk from the alleged perpetrator).

11. Contact details

The Training and Development Manager is the Designated Safeguarding Officer, responsible for overseeing all safeguarding issues (malcolm@good-vibrations.org.uk, 07967 963431). He is the first point of contact for advice and support if a safeguarding issue arises. The Operations Manager is the Deputy Designated Safeguarding Officer – if the Designated Safeguarding Officer is unavailable. (07791 293352, jane@good-vibrations.org.uk).

Given that Good Vibrations works across the UK, it is not practical to provide contact details for every Local Authority Safeguarding Team. The Designated Safeguarding Officer will find out these contact details and contact the relevant authority as soon as they can after they have had a report of abuse or suspected abuse made to them.

12. Review

This policy will be reviewed every year to check it is robust, accurate and in line with current legislation. Trustees will approve each iteration of the procedure. Employees, contractors and trustees embarking on work with Good Vibrations are required to read all the organisation's policies and procedures, giving confirmation they have read and understood them and will apply them in their work. Volunteers are required to read the policies and procedures in the *Volunteer Handbook*, giving confirmation they have understood them and will adhere to them in Good Vibrations work.

13. Further information and guidance

- Local safeguarding boards - <https://www.safecic.co.uk/your-scb-acpc>
- NHS Safeguarding Guide: [england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide](https://www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide)
- Social services departments put on free **Local Borough Safeguarding Awareness Programmes**
- The **NSPCC Child Protection Helpline** 0808 800 5000 is a free 24-hour service, 7 days a week which provides counselling and advice to anyone concerned about a child
- iwf.org.uk/hotline supports the removal of illegal materials from the internet
- The **Metropolitan Police Service Child Pornography Information Line** 0808 100 0040 enables the public to pass information to the police about child pornography
- Dealing with online abuse: [nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/online-abuse/](https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/online-abuse/) and [theline.org.au/dealing-with-online-abuse](https://www.theline.org.au/dealing-with-online-abuse)
- Modern day slavery and your responsibilities: [antislavery.org/slavery-today/slavery-uk/](https://www.antislavery.org/slavery-today/slavery-uk/) <https://www.gov.uk/government/collections/modern-slavery>
- Radicalisation information: [sheffield.ac.uk/sss/safeguarding-overview/prevent/radicalisation](https://www.sheffield.ac.uk/sss/safeguarding-overview/prevent/radicalisation) and <https://educateagainsthate.com/parents/signs-of-radicalisation/>
- Female Genital Mutilation (FGM): [nhs.uk/conditions/female-genital-mutilation-fgm/](https://www.nhs.uk/conditions/female-genital-mutilation-fgm/)
- Safeguarding older people: [ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs78_safeguarding_older_people_from_abuse_fcs.pdf](https://www.ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs78_safeguarding_older_people_from_abuse_fcs.pdf)
- Other pieces of legislation and guidance you may want to refer to are:
 - The Children Act 1989 (as amended)
 - The Children and Social Work Act 2017
 - The Safeguarding Vulnerable Groups Act 2006
 - Working Together to Safeguard Children 2018
 - Keeping Children Safe in Education 2018

Appendix 1: Disclosure of abuse or suspected abuse report form

<u>Disclosure of abuse or suspected abuse report form</u>	
It is vital that any disclosure made in confidence is recorded factually as soon as possible - whether or not the matter is taken to another authority. Please complete the following details and give this form to the Designated Safeguarding Officer. This form will be held securely.	
Date and time of what has occurred, and the time the disclosure was made	
Names of people involved	
What was said or done by whom	
Any action taken by the group to gather information and refer on	
Any further action, e.g. suspension of a worker or volunteer	
Where relevant, reasons why there is no referral to a statutory agency	
Names of person reporting and to whom reported	
Safeguarding Officer to complete: FURTHER ACTION TAKEN BEFORE EXTERNAL ADVICE:	
External Agencies Contacted (Date & Time)	
POLICE Yes/No	If yes - which: Name and Contact Number: Details of Advice Received:
LOCAL AUTHORITY SAFEGUARDING TEAM Yes/No	If yes - which: Name and Contact Number: Details of Advice Received:
Other (e.g. NSPCC)	Which: Name and Contact Number: Details of Advice Received:
FURTHER ACTION TAKEN AFTER EXTERNAL ADVICE:	
Signature:	
Print Name:	
Date:	