

Appendix A

Key Safeguarding Roles and Responsibilities for *Who is Your Neighbour?*

The *Who is Your Neighbour?* Board of Trustees is responsible for the oversight of Safeguarding across the charity at a strategic level and must ensure:

- there is a Safeguarding Officer (SO) in place
- Safeguarding is a standing item on its meeting agenda each time
- the SO is a member of the *Who is Your Neighbour?* Board of Trustees or able to attend to give appropriate reports as required
- the SO has the necessary support, line management and supervision in place.

Specific responsibilities.

Who is Your Neighbour? Safeguarding Officer (SO)

Who is Your Neighbour? must have in place an SO or, in any absence of one, a named person to oversee the role even temporarily to:

- offer advice, and consultation to staff and associates in *Who is Your Neighbour?* on any individual case, situation and / or in emergencies
- be available to assist with implementation of policy and procedure
- undertake risk assessments as appropriate
- be a critical link between all relevant areas to ensure safeguarding is relevant and connected to groups within *Who is Your Neighbour?*
- ensure that the organisation creates and implements policies and assist them in doing so
- be a pro-active link between *Who is Your Neighbour?* and external agencies, especially statutory organisations, in ensuring the best support for those who need help
- ensure the organisation completes an annual audit/monitoring on safeguarding confirming that policies are in place for the organisation and all groups and settings
- take part in risk assessments for venues and/or special events





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Administrative posts.

The main tasks for safeguarding by anyone in such roles will be to:

- ensure records are in place to be clear those in a role have an up-to-date DBS clearance in place as appropriate
- know when any DBS is due for renewal
- keep and maintaining records for safeguarding training as appropriate
- ensure all policies and procedures are in date
- act as a central point for administrative information especially in relation to role.



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Appendix B

Responding to those who raise concerns

The following concerns MUST be passed to the *Who is Your Neighbour?* Safeguarding Officer or point of contact:

- any concern where a child or vulnerable adult has been harmed or is in a situation where harm could be likely whether or not in, or by someone in, the organisation
- any concerns of a preventative nature i.e. responses needed early to put plans in place to reduce or manage risks
- any child or adult for whom there are a range of concerns but help and support is needed in a structured and sensitive way
- a disclosure of abuse or harm is made from anyone about anyone
- a concern has been expressed about an office holder, whatever that role
- when someone has been suspended, dismissed, investigated and/or dismissed due to safeguarding issues
- information received via a third party.



Appendix C

Procedure

Listening to those who raise concerns

If approached by anyone wishing to talk about a concern, follow the basic guidelines below:

- consider whether the time and place are appropriate for you to listen with care and security
- do not defer listening but seek the other person's agreement to find a suitable place to listen
- stay calm and listen to the information very carefully, showing you are taking seriously what you are being told. Do not pass judgement, minimise or express shock or disbelief at what you are being told
- listen with undivided attention and help the other person to feel relaxed. Do not put words into their mouth
- take into account the person's age and level of understanding. It may be appropriate to ask if they mind you taking notes while they talk or at the end so you can check with them that you have understood everything correctly – but only if it is appropriate
- do not make promises you cannot keep
- do not promise confidentiality but explain what you will do with the information
- find out what the person hopes for
- reflect back key points of what has been said to confirm you have understood what has been communicated
- either during (if appropriate) or after, make notes of what was said, including the date, time, venue and the names of people who were present. Sign the record
- the SO or point of contact should always be advised
- provide the person with the means to contact you and be clear about how and when you will give feedback
- be prepared to continue to be there for the person; be dependable
- do not contact the person about whom allegations have been made
- offer reassurance that disclosing is the right thing to do.



Emergency situations

The person receiving the information will need to assess whether the subject of the concern is at risk of immediate harm and, if so, take any immediate action necessary to safeguard them, including contacting statutory authorities such as police, child or adult services.

The following questions should be considered:

- does their initial presentation and any information provided suggest physical, emotional or psychological harm or imminent serious risk?
- is there any indication of control, intimidation or fear being applied by another connected party? This could be someone present with them, waiting for them or in control of domestic or work circumstances or their associates
- are they in safe accommodation or at risk of homelessness?
- do they have enough to eat?
- do they need urgent medical attention?

Referring to statutory agencies

In most situations, a referral to the Designated Officer of the local authority should occur within one working day. It is preferable for the SO to do this but if the SO is not available, anyone can do it. The organisation must follow the advice given by statutory agencies in determining what can be said and when to the subject against whom allegations have been made. While this may be uncomfortable for those who know the person concerned, failure to follow this advice could result in:

- risk to the safety of children or adults
- loss of evidence which may hinder any investigation
- increased anxiety for the subject of allegations before adequate information is available about the situation and next steps.

The following information should be collated to support a referral to statutory agencies. However, where items are not available, the referral should not be delayed and further updates can be provided as the situation progresses.

For all referrals:

- the name, date of birth and address of the person at risk
- names and addresses of parents or carers
- names of other significant people within the household (including all names and ages of those under 18)
- any other contact details (e.g. others who may be at risk of harm)
- any other professional known to be involved with the person at risk or family (where appropriate)
- the date, time and context of the disclosure





- nature of the alleged abuse/concern including details of the disclosure
- what impact the alleged abuse is having on the person including their wishes and feelings about the situation and possible outcomes
- any known or previous issues of concern
- your knowledge of personal circumstances
- any work undertaken by the organisation with the person at risk or family
- names of those who are aware of the referral (person at risk, family, alleged perpetrator etc)
- what the person disclosing the concerns has been told will happen next
- name and contact details of the SO
- your name and contact details

In addition, for adult referrals:

- whether consent for referral was given and your view on the adult's capacity
- what the adult has been told will happen next.

Once a decision has been made to make a referral to the statutory agencies, the information listed above will need to be passed on whenever possible. If you don't have all the above information, pass on what you do have. If you are passing on information via telephone, you will need to follow up in writing by noon the following day at the latest. 'In writing' includes email correspondence or use of the local authority online referral form, as required. The child/young person's or vulnerable adult's safety is the priority and there must not be a delay.

What can you expect from Children's Services/ Adult Social Care/police?

- they will check previous records to determine what action to take
- they have a duty to ensure the person is safe from harm and aim to progress an enquiry as soon as possible, including seeing the person
- their name and contact details
- what action they intend to take and when
- advice to you on what to do next
- a timescale for action and an update on action taken (where confidentiality permits).

Statutory agencies have been advised that personal information from referrers who are members of the public should only be disclosed to third parties (including subject families and other agencies) with the consent of the referrer. Some workers with children will count as members of the public for this purpose and so the details will not be shared routinely. However, a person in a role of responsibility within the organisation cannot expect anonymity. If you have concerns about the disclosure of personal information, discuss this at the time of the referral with your SO or the agency to which the referral is being made.

Areas for consideration by the SO following receipt of a concern or allegation are: the immediate safety of victims and survivors and the support needs of the victim/survivor, family/close friends and those affected.

