

**BARNWOOD TRUST**  
**Safeguarding Adults and Children Policy**  
**Reviewed October 2023**

<b>Planned review</b>	<b>July 2024</b>	<b>Designated Safeguarding Lead and Deputy</b>
-----------------------	------------------	--

<b>Section</b>	<b>Content</b>	<b>Page</b>
Section 1	Purpose and Principles	3
Section 2	Legislation and associated policies	3
Section 3	Definitions and abbreviations	4
Section 4	Roles and Responsibilities <ul style="list-style-type: none"> <li>• The local Authority</li> <li>• Partner Agencies</li> <li>• All Trust Employees</li> <li>• Designated Safeguarding Lead and Deputy</li> <li>• Leadership Team</li> <li>• Trustees and Safeguarding Trustee</li> </ul>	5
Section 5	Training	6
Section 6	Keeping People Safe	8
Section 7	Procedures for responding to Safeguarding concerns. <ul style="list-style-type: none"> <li>• Responding to a Safeguarding Concern</li> <li>• Recording</li> <li>• Review</li> </ul>	9
Section 8	Following up a Safeguarding Concern	10
Section 9	Allegations against Trust Employees	11
Section 10	Policy Review	11
<b>Supplementary Guidance</b>		<b>Page</b>
Appendix 1	Good Principles for Prevention and Safeguarding	12
Appendix 2	Gloucestershire Safeguarding Adults Board Training Pathway	13
Appendix 3	Responding to a Disclosure	15
Appendix 4	Recording a Concern (Template)	16
Appendix 5	Where Concerns are Unresolved: Multi-Agency Protocol	20
Appendix 6	Self-Care in Safeguarding work	22

## 1. Purpose and Principles

- 1.1 This policy sets out the approach Barnwood Trust takes to safeguard adults and children. The purpose of the policy is to make sure that all Barnwood Trust employees are aware of their roles and responsibilities within the Trust's approach to safeguarding.
- 1.2 This policy sets out how we will:
- (i) protect people from harm.
  - (ii) make sure people can raise safeguarding concerns.
  - (iii) handle allegations or incidents.
  - (iv) respond, including reporting to the relevant authorities.
- 1.3 The Trust recognises that:
- (i) It is the human right of all adults and children to live a life that is free from abuse and neglect.
  - (ii) Abuse can be committed by anyone, including those who are in a trusting relationship with the individual at risk.
  - (iii) There is a duty to do everything possible to prevent, report and tackle abuse wherever it is found.

## 2. Legislation and Associated Policies

- 2.1 The main pieces of legislation governing this policy are:
- The Care Act 2014 - the statutory framework for safeguarding adults.
  - The Mental Capacity Act 2005
  - Safeguarding Vulnerable Groups Act 2006
  - Care Standards Act 2000
  - Public Interest Disclosure Act 1998
  - Mental Health Act 1983
  - NHS and Community Care Act 1990
  - Working Together to Safeguard Children 2018
  - The Children Act 1989 and 2004
- 2.2 The scope of safeguarding is broad ranging, so in practice it will be implemented through a range of policies and procedures. These include, but are not limited to the following:
- *Safeguarding policy*
  - *Code of conduct*
  - *Health & Safety policy*
  - *Lone Working policy*

- *Complaints policy*
- *Conflicts of Interest and Conflicts of Loyalty policy*
- *Whistleblowing policy*
- *Data protection and Information governance policies –*
- *Employee and Trustee induction*
- *Employees and trustee training*
- *Safe recruitment practices*
- *Social media*
- *Allegations Management*

### 3. Definitions and Abbreviations

- (i) **Trust Employees** means all Barnwood Trust employees; any current or future volunteers including Trustees; and any students on work placements.
- (ii) **Child or children** refers to someone aged under 18.
- (iii) **Adult with care and support needs** means someone who is over 18 and who is, or may be, in need of services by reason of disability, age or illness; and is or may be unable to protect themselves against significant harm or exploitation.
- (iv) **Adult Safeguarding** means working to protect adults with care and support needs who are experiencing, or may be at risk of, abuse or neglect. It is about people and organisations working together to prevent and stop abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted. Safeguarding duties apply for any adult who:
- has care and support needs, *and*
  - is experiencing, or is at risk of, abuse or neglect, *and*
  - is unable to protect themselves because of their care and support needs.

<b>Terms &amp; Acronyms</b>	<b>Meaning in Full</b>
Trustees	Barnwood Trust Trustees
CEO	Chief Executive Officer
PNRC	People Nominations and Remuneration Committee
People we work with	Disabled people and people with mental health challenges whom the Trust engages with as part of its activities, including grant recipients, research participants, experts by lived experience and Barnwood Circle members.
DBS	Disclosure & Barring Service
DSL	Designated Safeguarding Lead
DDSL	Deputy Designated Safeguarding Lead
LT	Barnwood Trust Leadership Team
GSAB	Gloucestershire Safeguarding Adults Board
GSCE	Gloucestershire Safeguarding Children Executive

LADO	Local Area Designated Officer - coordinates response to allegations against people working with vulnerable children or adults with care and support needs.
------	--

## 4. Roles and Responsibilities

4.1 The Trust recognises the role of the Local Authority and its partners:

- (i) **The Local Authority** (Gloucestershire County Council) have the lead role for safeguarding. They have the primary duty to make enquiries to decide whether any action should be taken and if so, what and by whom. Their duties also include assessing a child, young carer or adult caring for a child if the person is likely to have needs when they, or the child they care for, turns 18.
- (ii) **Partner Agencies:** The Local Authority and partner agencies have duties to co-operate with each other (Care Act 2014 and Working Together to Safeguard Children 2018). The Local Authority may request other agencies undertake all or part of the enquiries and partners have a legal duty to cooperate with requests.

4.2 The Trust recognises that effective safeguarding is a multi-agency approach.

- (i) **All Barnwood Trust Employees:** Safeguarding is everyone's business and seen in this way, effective "safeguarding" – *supporting children and adults with care and support needs to live safely, promoting wellbeing and preventing the risk of abuse or neglect* – takes place within our core duties and responsibilities.

As a *minimum*, employees will:

- be alert to the possibility of abuse or neglect, know how to respond to and report abuse or neglect in line with the procedure set out in this policy.
  - ensure that our work contributes to promoting children and adults' right to live in safety and does not contribute to experiences of abuse or neglect.
- (ii) **The Designated Safeguarding Lead** is responsible for coordinating action on safeguarding, ensuring a clear process for reporting concerns, ensuring all employees are aware of their responsibility to report and record any concerns, supporting employee confidence in applying the safeguarding procedures, and involving partner agencies as necessary. The designated Safeguarding Lead will be a member of the Leadership Team.
  - (iii) **The Deputy Designated Safeguarding Lead** can deputise for the DSL in the case of absence. They support the DSL with their role and can discuss concerns with staff members.
  - (iv) **The Head of People and Operations and the DSL** are jointly responsible for securing safeguarding training for employees at an appropriate level as agreed

by the Leadership Team.

(v) **The leadership Team** is responsible for

- Maintaining strategic oversight of safeguarding issues and ensuring enough resources are allocated to enable the DSL and employees to discharge their safeguarding responsibilities.
- The implementation of the safeguarding policy and procedures, making sure a DSL is in place and receiving appropriate training and support for the role.

(vi) **Trustees** are responsible for ensuring the Trust has appropriate safeguarding policies and procedures in place, making sure all employees have access to suitable training and advice, and providing scrutiny through the People, Nominations & Remuneration Committee to the Board of Trustees.

(vii) **The Lead Trustee for Safeguarding** is responsible for supporting, advising and guiding the Board who hold collective responsibility. Working with the CEO and DSL, the Lead Trustee will champion an understanding of safeguarding and ensuring that the Trust's strategy, policy and practice are creating a safe culture and keeping people safe.

## 5. Safeguarding Training

5.1 Barnwood Trust employees will keep alert for types and indicators of abuse or neglect as set out in multi-agency training. For further detail please refer to

[Gloucestershire Safeguarding Adults Board Types and Indicators of Abuse](#)  
[Gloucestershire Safeguarding Children Executive-Types and Indicators of Abuse](#)

5.2 Safeguarding Training will be mandatory for all new and current employees, Trustees and any volunteers who work directly with the people that the Trust conducts its works with.

5.3 The Head of People and Operations will liaise with the DSL to maintain a log of Safeguarding Training required and completed.

5.4 The Trusts approach to Safeguarding Training has been informed by the Gloucestershire Multi-agency Safeguarding training pathway detailed in appendix 2. It is further supported by training in Safeguarding Children for relevant teams and 'inhouse' training provided by the DSL and DDSL.

5.5 Table 5.5 provides a summary of Safeguarding Training.

	<b>Safeguarding Training</b>	<b>Training Provider</b>	<b>Attendees</b>	<b>Frequency</b>
1.	Safeguarding Adults Level 1 (See appendix 2)	GSAB E-Learning training module	All Employee and Trustees*	(1.5 hours) Induction and every 2 years thereafter.
2.	Safeguarding Adults Level 2 (See appendix 2)	Face to face / zoom training delivered by a GSAB approved safeguarding trainer.	Involvement & Participation Team. Research & Policy Team. DSL, DDSL and Safeguarding Trustee	(Half day) Every 2 years
3.	Safeguarding Multi Agency Level 3 (See appendix 2)  (After completing Level 1 E-Learning and Level 2 training session.)	Multi agency zoom training delivered by GSAB	Employees who have a role in reporting or overseeing safeguarding concerns  DSL DDSL Safeguarding Trustee	(Half day) Appointment in role and every 3 years thereafter.
4.	Safeguarding Children Level 1	Gloucestershire Safeguarding Children Partnership E-Learning training module	Involvement and Participation Team. Research and Policy Team. DSL and DDSL	(1.5 hours) Every 2 years.
5.	Barnwood Safeguarding Induction	Barnwood Trust DSL and DDSL <i>Our policy and procedure</i> <i>How to log concerns</i>	All employees and Trustees	(1.5 hours) Induction for all new starters.
6.	A. Cross Team 'Drop In' Session  B. Team specific Safeguarding Training Session	Barnwood Trust DSL and DDSL <i>Sharing learning, best practice, case studies</i>	All employees	(1 hour) Employees must attend 1 x each session per year

5.6 If a Trustee has completed Safeguarding Training as part of their employment or another voluntary role outside the Trust of an equal or greater level than detailed in table 5.3, they may provide the Trust with the evidence of their attendance.

## 6. Keeping People Safe

6.1 Barnwood Trust will:

- make sure good lines of communication are provided within an open and trusting environment, so that the people we work with feel confident to raise issues of a safeguarding nature.
- make sure that safeguarding standards are in place for all our work, which are clearly understood by Trust employees and the people we work with.

6.2 Barnwood Trust employees will maintain appropriate and respectful relationships with the people we work with to facilitate.

- Participation in Barnwood Circle and/or
- Participation in Research, Learning or Campaign Activities
- Receipt of our Individual grants.

6.3 All employees and Trustees are required to declare their outside interests and / or relationships with anyone whom they are or become aware is involved in the Trusts work or in receipt of Trusts funds through the Conflicts of Interests and Conflicts of Loyalty Policy.

6.4 At Barnwood Trust we do not hold relationships that:

- (i) Provide support to vulnerable persons.
- (ii) Provide home visits.
- (iii) Help other agencies provide direct support to vulnerable persons.
- (iv) Develop personal relationships with people we meet through our work at the Trust where this may create a power imbalance or conflict of interest.

6.5 This type of relationship and associated actions are not supported. Such relationships will be investigated if found and may be subject to disciplinary action.

6.6 To ensure the safety of the people we work with, appropriate checks with the Disclosure and Barring Service (DBS checks) will be carried out for all employees and trustees before and during their employment.



- 6.7 The level of DBS check that is required for a role (basic, standard, or enhanced) is determined using the GOV.uk [online checking tool](#) each time a job role is created or reviewed as part of the job evaluation process.
- 6.8 To support them with their safeguarding duties, Barnwood's DSL, DDSL and any staff involved in specific incidents will be made aware of and given access to
- (i) additional support through the Trust's Employee Assistance Programme (EAP) in the form of Supervision and/or Talking Therapies.
  - (ii) where an employee is a witness to a crime they will be made aware of the additional support available to them through Gloucestershire Constabulary's [victim and witness support team](#) should they need to make a witness statement or provide a statement in court.

Other specific support as is considered necessary.

## 7. Procedures for responding to Safeguarding concerns.

The following procedures are mandatory. Guidance can be found in the Appendices.

### 7.1 Respond

If a person we work with or third party makes a disclosure; or an abusive act is witnessed, employees will:

- actively listen, without interviewing.
- ask questions but avoid asking leading questions.
- let the person know they will need to pass on the information.

It will be made clear that a person's right to confidentiality is not absolute and may be overridden, where there is evidence that sharing information is necessary, to prevent a serious crime, or danger to a person's life, to others, or to the community.

### 7.2 Assist

The employee will:

- Seek medical attention if needed by dialing 999 and asking for police/ambulance.
- Contact the police immediately if there is immediate risk of harm.

### 7.3 Record

Whether a disclosure has been made or the employee has a concern that someone may be at risk of or suffering significant harm through abuse or neglect, they will:

- record the concerns in writing at the earliest opportunity ***See Appendix 4***
- reflect as accurately as possible what was said, done or observed.

- differentiate between fact and opinion.
- include the views of the adult - the outcomes that the adult wants.

#### 7.4 Report

- The employee will contact their line manager, DSL or Deputy DSL the same day as the concern raised. If unable to do so, the employee will immediately contact the **Adult Social Care Helpdesk on 01452 426868** or the **Children's Services Helpdesk on 01452 426565** to seek advice and agree action.
- If the Adult or Child Helpdesk was contacted for advice, the employee will report the agreed course of action to the DSL or Deputy DSL.
- If the Adult Helpdesk were not already contacted, the DSL will agree whether a concern should be raised with them.
- In *all* cases where a child is identified as being at risk of harm, the DSL will ensure the Children's Services Helpdesk has been contacted.

#### 7.5 Review

- The DSL will monitor timely completion of actions in the safeguarding log.
- In the case of formal referral being made and the DSL not feeling that a satisfactory response has been forthcoming from the referral authority, further action will be taken to escalate the referral to a more senior member of staff within the referral authority, or if necessary, to an alternative authority.
- The DSL will provide a quarterly safeguarding report to the Leadership Team for review, with an aggregated report to the Head of People and Operations for oversight by the People & Remuneration Committee of Trustees.
- The DSL will ensure that the Lead Safeguarding Trustee is kept informed of the level and scope of safeguarding concerns and resulting actions.
- Safeguarding will remain a standing item on the Leadership Team and People & Remuneration Committee meetings.

### 8. Following up a Safeguarding Concern

The multi-agency safeguarding partner protocols for resolution of professional concerns will be followed where necessary. ***See Appendix 5***

## 9. Allegations against Trust Employees

- 9.1 All Trust line managers will ensure that allegations of abuse by employees are listened to and taken seriously. Any investigation will be completed by either the Designated Safeguarding Lead or Head of People and Operations. If the allegation concerns the DSL or Head of People and Operations, it will be reported to the designated Trustee responsible for safeguarding and the Chief Operating Officer.
- 9.2 If necessary, allegations will be reported to the following:
- (i) Adult social care.
  - (ii) The police - if a crime has been or is suspected of being committed.
  - (iii) The People & Remuneration Committee and Board of Trustees.
- 9.3 The Children's Services LADO (**Nigel Hatten, tel 01452 426320**) will be alerted in all cases where it is alleged that an employee has behaved in a way that has harmed, or may have harmed, a child; possibly committed a criminal offence related to a child; or behaved in a way that indicates they may not be suitable to work with children.

## 10. POLICY REVIEW

This policy is for adoption from October 2023. This policy was checked for accuracy in 2022 with

- a) the Head of Safeguarding Adults and Deprivation of Liberty Safeguards (Gloucestershire Safeguarding Adults Board) and
- b) Gloucestershire Safeguarding Children Executive's Practice Development Manager.

This policy will be reviewed again in July 2024. It will be sent to the Adults and Children's safeguarding boards or peer organisation, for a consultative session prior to sign off.

The safeguarding policy will be reviewed biannually by the People & Remuneration Committee.

Approved: Board of Trustees Dec 2023.  
Next review Date: July 2024

## APPENDIX 1: GOOD PRACTICE PRINCIPLES

<b>The Six Safeguarding Principles</b>	<b>Experience of the people we work with.</b>
<b>Empowerment</b> – People being supported and encouraged to make their own decisions and informed consent.	<i>I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens.</i>
<b>Prevention</b> – It is better to take action before harm occurs.	<i>I am provided with easily understood information about what abuse is and what I can do to seek help.</i>
<b>Proportionality</b> – The least intrusive response appropriate to the risk presented	<i>I am confident that the responses to risk will take into account my preferred outcomes or best interests.</i>
<b>Protection</b> – Support and representation for those in greatest need.	<i>I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able.</i>
<b>Partnership</b> – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.	<i>I am confident that information will be appropriately shared in a way that takes into account its personal nature. I am confident that agencies will work together to find the most effective responses for my own situation.</i>
<b>Accountability</b> – Accountable and transparent safeguarding practice	<i>I understand the role of everyone involved in my life.</i>

### Prevention

It is useful to understand how our objectives at Barnwood Trust link to enhancing personal factors known to reduce the risk of abuse. These include good self-esteem; participation in activities which increase independence; being connected and active in the community, reducing isolation; and external factors such as good community networks; opportunities to connect; access to advice, support and information. The things you should do towards creating a safe environment for yourself and others includes, in particular:

- (i) Avoid lone working, where possible.
- (ii) Always let others know where you will be working and the timeframe.
- (iii) Never make inappropriate friendships or arrange to meet vulnerable people in circumstances unconnected to work.
- (iv) Keep a note of any situations that make you feel uncomfortable.
- (v) Respect individuals' right to privacy.

You should not:

- (i) Permit abusive behaviour by others or engage in it yourself.
- (ii) Engage in suggestive remarks or behavior which could be misunderstood.
- (iii) Do anything which undermines a good reputation for a safe environment.

## APPENDIX 2: GLOUCESTERSHIRE SAFEGUARDING ADULTS BOARD TRAINING PATHWAY

### L1

**To meet the needs of:**

All staff working in Health & Social Care / support services, including reception / admin staff, Domestic and ancillary staff, Transport staff, Day service staff, Volunteers, Personal Assistants, and Family Carers etc.

**Mapped to:**

Care Certificate Standard 10

**Safeguarding Adults; Mental Capacity; Deprivation of Liberty Safeguards; Safeguarding Leadership; Domestic Abuse; Safeguarding Children**

**Safeguarding Level 1 Awareness Outcomes:**

- ❖ What abuse is
- ❖ How to recognise abuse
- ❖ What to do if you suspect an adult is being abused
- ❖ How to develop skills in listening to a victim
- ❖ How to reduce the likelihood of abuse
- ❖ The referral / concern process/ the multi-agency response

These E Learning modules are hosted on LearnPro.



### L 2

**To meet the needs of:**

All front-line staff with direct contact with service users with care and support needs

**Mapped to:**

National Competency Framework for Safeguarding Adults standards (staff group A).

Meets standard 10 of the Care Certificate Framework.

**Note:** This training is valid for three years

**The Safeguarding Level 2 training is a half-day session delivered by a GSAB approved safeguarding trainer.**

**Outcomes:**

- ❖ Have explored what Safeguarding is and your role in Safeguarding Adults.
- ❖ Identify an adult potentially in need of Safeguarding and take action.
- ❖ Have examined and discussed the procedures for making a 'Safeguarding Concern'.
- ❖ Be able to promote dignity and respect when working with individuals.
- ❖ Have knowledge of policy, procedures and legislation that supports the Safeguarding Adults activity.

Delivered within our own organisation by a GSAB approved safeguarding trainer.



### Level 3

**To meet the needs of:**

Social workers / Nurses, AHP's, Frontline managers, integrated team managers, Head of Nursing, Health and Social Care Provider Service Managers, Social Worker or Care Manager and organisational designated safeguarding leads.

**Mapped to:**

Supports achievement of National Competency Framework for Safeguarding Adults standards (staff group B).



## Safeguarding Multi Agency Training

**After completing Level 1 E-Learning and Level 2 training session.**

**Outcomes:**

- ❖ Demonstrates skills & knowledge to contribute effectively to the Safeguarding process
- ❖ Awareness & application of a range of local & national policy & procedural frameworks when undertaking Safeguarding activity
- ❖ Ensure service users / carers are supported appropriately to understand safeguarding issues to maximise their decision making
- ❖ Understand when to use emergency systems to Safeguard adults
- ❖ Maintain accurate, complete and up to date records

This course is delivered virtually on Zoom through multi agency attendance.

## APPENDIX 3: GOOD PRACTICE – RESPONDING TO A DISCLOSURE

Remember, it may have taken a great deal of courage for the person to tell you something has happened to them – or to someone else - and fear of not being believed can cause people not to tell. The following is based on guidance for professionals working with adults who have care & support needs, but anyone may use it as guidance to respond to concerns of abuse.

### Listen

- Listen carefully to what is said and get medical attention if needed
- Accept what the person is saying
- Don't promise you'll keep what they tell you confidential or "secret". At no time should you promise confidentiality
- Don't 'interview' the person; just listen carefully and calmly to what they are saying. If the person wants to give you lots of information, let them.

### Ask

- You *can* ask questions to establish the basic facts but try to avoid asking the same questions more than once, or asking the person to repeat what they have said- this can make them feel they are not being believed.
- Ask only open questions such as, 'how did this happen?', 'what was happening at the time?' or 'anything else you want to tell me?'
- Do not ask questions which may be considered to suggest what might have happened, or who has perpetrated the abuse

### Explain

- Explain that you will need to tell another person, but you'll only tell people who need to know so that they can help.
- Reassure the person that they will be involved in decisions about what will happen.

### Record

- As soon as possible on the same day, make a written record
- include the date and time, who was involved, what happened or what you were told, in the person's own words, the views and wishes of the adult, any actions and decisions taken at this point, any other relevant information, e.g. previous incidents that have caused you concern.
- Remember to keep the report factual as far as possible. However, if it contains your opinion, it should be clearly stated as such.

### Pass On Your Concerns

- Talk immediately to your line manager and the DSL or deputy DSL to agree next steps and decide if your concerns should be passed to the safeguarding team or the police.



## Barnwood Trust Welfare/Safeguarding Form

If the person you are concerned about is at immediate risk of serious harm to themselves or others you need to contact the emergency services. If your concern is not an emergency but the person requires immediate support, phone the adult help desk on 01452 426868 or email [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk). If you take either of these actions you must continue to complete this form.

This form must be used when you have any concern for somebody's welfare or have a safeguarding concern. We encourage you to use this to record either; what may appear to be a wellbeing concern, could sometimes be the signs of a safeguarding issue.

Please note this may be used for monitoring and reporting. All information is processed in line with the Trust's data protection policies. Concerns are anonymised to support Trustees oversight of concerns raised and actions taken.

...

### The person you are concerned about

1. This is an adult?

Yes

No

2. This is a child?

Yes

No

3. Contact details for the person you are concerned about (all contact details that you have for this person e.g. phone number, mobile, address, email address)

Enter your answer

4. DOB (if readily available)

Enter your answer





5. First name and surname of the person you are concerned about

Enter your answer

6. Any known disability or health conditions?

Enter your answer

7. Is English this persons first language?

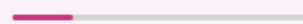
Enter your answer

8. Who else are you aware is in contact with this person? (e.g. doctors, support services, family, friends, charities, community groups etc.)

Enter your answer

Next

Page 1 of 5





## About your concern

### 9. Date of concern

Please input date (dd/MM/yyyy) 

### 10. Describe your concerns including how you became aware of them

Include all the factual information you have available about where this concern came from and who and what it is about.

Enter your answer

### 11. From your description in question 10, which are the type(s) of abuse you are concerned about?

- Discrimination
- Domestic abuse
- Financial
- Modern Slavery
- Neglect
- Organisational
- Physical
- Psychological
- Self Neglect
- Sexual
- The adult or child has been subject of Child Sexual Exploitation
- Other

Back

Next

Page 2 of 5 



### Consent if making a referral

12. Is the person aware that you are concerned about them?

- Yes
- No

13. Has the adult you're concerned about consented to a referral being made or for you to report your concern to another person? (If you are concerned about a child, the DSL will contact you as there is a separate process for child safeguarding)

- Yes
- No

14. What is the person's view of the issue/concern and what would they like to happen?

Enter your answer

Back

Next

Page 3 of 5



### Protection

15. At the time of submitting this concern, have you taken any action to make the child/adult safe?

Enter your answer

Back

Next

Page 4 of 5



\* Required

## Your details

16. Name \*

17. Date \*

18. How do you know the child/adult that this concern is about?

19. Your support needs

This can be a note to the DSL; just to debrief by talking things through; or specific advice sought.

[Back](#)

[Submit](#)

Page 5 of 5 

## APPENDIX 5: My Concerns Aren't Being Heard

You may come across a situation where you have safeguarding concerns about the action or inaction of another professional or organisation. Examples:

- Your safeguarding concern was not considered to meet intervention thresholds;
- A disagreement about roles and responsibilities;
- A concern about action or inaction within someone's safeguarding plan.

*The most important thing is to discuss these differences, in a professional and productive manner, using the restorative practice principles of 'high support, high expectations and high challenge' in equal measure.*

In both Children and Adult Safeguarding, partners have signed up to a dispute resolution protocol. The following steps will find you reflecting both these protocols.

### **Step One: Discuss with Other Worker**

Have an open and honest conversation with the other practitioner, highlighting our concerns. It will be a good idea to consult the DSL, to help clarify your thinking and what outcome you are seeking to achieve. *Timescale for resolution: within 5 working days or a timescale that protects the adult/child from harm (whichever is less)*

### **Step Two: Escalate to Line Manager**

If the problem is not resolved, your line manager or DSL should raise the concerns with the Team Manager in the other agency. This is part of expected everyday practice and is reflective of an open and honest culture in the best interests of children or adults. *Timescale for resolution: within 5 working days or a timescale that protects the adult/child from harm (whichever is less)*

### **Step Three: Escalate to Senior Manager**

If the matter is not resolved, your line manager or DSL can formally refer it to the appropriate Head of Service in the other agency. The two managers must attempt to resolve the concern through discussion. At the same time, notify the GSAB Business Manager ([gsab@gloucestershire.gov.uk](mailto:gsab@gloucestershire.gov.uk)) or GSEC Safeguarding Support Unit ([gsce@gloucestershire.gov.uk](mailto:gsce@gloucestershire.gov.uk)). *Timescale for resolution: within 5 working days or a timescale that protects the adult/child from harm (whichever is less)*

### **Step Four: Where Disagreements Remain**

In the unlikely event that the professional disagreement remains unresolved, it will be referred to the Chair of Gloucestershire Safeguarding Adults Board or the Safeguarding Children Independent Scrutineer. For further detail click on the links below:

<https://www.gloucestershire.gov.uk/media/2091688/gsab-escalation-protocol-may-2019.pdf>

<https://www.gscb.org.uk/media/2095279/escalation-of-professional-concerns-guidance-february-2020-amended.pdf>

## Appendix 6: Self Care and Wellbeing in Safeguarding Work

Whether you are the Designated Safeguarding Lead; someone who frequently works alongside people; or you occasionally do so; you may hear stories of abuse or neglect which might leave you feeling shock, anger, empathy, disbelief or sadness. They may even resonate with your own experiences.

It's normal to have an emotional response, however emotions can make it difficult for us to recognise or appropriately deal with safeguarding situations. Self-care becomes particularly important; actively looking after your own mental health and wellbeing, so that you can effectively support the people you work alongside.

Self-care is about the things that we do to balance our physical and emotional health and, in this context, guard against secondary trauma or fatigue. Self-care looks different for everyone, but it's here are five tips to help you.

### 1. Allow yourself time

Take time to process what you heard and be gentle with yourself. Take regular breaks. Pause and ask for help if you start feeling worn out either mentally or physically. Accepting your limits is not a sign of weakness.

### 2. Find your support network and stay connected

Make sure you spend time with the people who support you – close colleagues, the DSL, your line manager or a Mental Health First Aider. Without breaking confidentiality for the person concerned, you can still share how the safeguarding concern left you feeling. Peer support is vital; help each other recognise how you behave when you're stressed and tell-tale signs to watch out for, so you can support each other.

### 3. Recognise your changing emotions

Pay attention to any changes in your feelings, attitudes and beliefs. If you spot changes to your personal motivations or feelings about what you can achieve or signs of personal stress, try not to hide it and seek support.

### 4. Set boundaries and limits

'No' can be a hard word to hear, and sometimes even harder to say. Respect your own boundaries of what you can and cannot take on at this time. Don't be afraid to say 'no' when needed – to a colleague, someone from another organisation or a member of the public. If in doubt about setting safe boundaries, do consult your line manager and/or the DSL.

### 5. Ask for help

The thing about safeguarding is that you'll always be learning, so never be afraid to ask for help or advice. It's one of the best strategies to keep yourself, and others, safe. You can always find others who can help or provide guidance you may not have considered.

**Want to keep these tips close at hand?  
Download a printable version [here](#)**