

## **PROCEDURE:**

# **Responding to a Concern about a Child's Welfare**

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## 1. Glossary of terms

<b>Adult</b>	Anyone aged 18 or over.
<b>Adult at risk</b>	As defined by the Care Act 2014, a person 18 years and over, where safeguarding duties apply, that meets the following criteria: <ul style="list-style-type: none"> <li>• has needs for care and support (whether or not the local authority is meeting any of those needs)</li> <li>• is experiencing, or at risk of, abuse or neglect.</li> </ul> as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.
<b>Adviser</b>	A person 18 years or older that is paid on a freelance basis by The Trust to provide expertise in specific funding programs. These individuals are usually part of a group of advisers.
<b>Children</b>	As per the Children Act 2004, this is a legal term that refers to all those who have not yet reached their 18th birthday. Duty of care for this group may include those referred or accessing any activity or project delivered by The Trust or through that delivered by individual grantees who operate under The Trusts safeguarding policy and procedures.
<b>Deputy Designated Safeguarding Lead (DDSL)</b>	A Designated Safeguarding Officer that carries DSL duties in the absence of the DSL.
<b>Designated Safeguarding Lead (DSL)</b>	A role and person within the organisation who has ultimate responsibility for operational safeguarding processes and procedures.
<b>Designated Safeguarding Officer (DSO)</b>	Roles of one or more individuals within the organisation who supports the DSL, in a deputised role, to carry out their safeguarding duties.
<b>Disclosure Barring Service (DBS)</b>	A government service that helps employers make safer recruitment decisions.
<b>Established organisations</b>	Those who have been doing this work for a while, who have had a lot of support and are mostly looking for financial resource to ensure they can sustain work that is already happening.
<b>Grant Partner</b>	A group, individual or organisation that has received a grant from The Trust.
<b>Grassroots organisation</b>	Organisations with a turnover of less than £100k and lived experience led.
<b>Individuals / groups</b>	An adult or a group of adults who have received a grant from The Trust and whose funded work is not being delivered by a registered organisation.

<b>Lived experience leaders</b>	A changemaker who uses their firsthand, personal experience (lived expertise) of social issues to inform, shape, and lead social change initiatives.
<b>Safeguarding arrangements</b>	Group of policies and procedures related to safeguarding such as safeguarding policy, safeguarding children and adult at risk procedures, whistleblowing policy and procedure.
<b>Safeguarding Policy</b>	Document that explains our commitment and approach to safeguarding. It states what is expected, what is not allowed and why safeguarding is important. .
<b>Safeguarding Procedure</b>	Step by step set of instructions that explains what to do if you have a safeguarding concern, how to report it, who to tell, and what actions will be taken.
<b>Safeguarding Team</b>	Team who has oversight of safeguarding at Blaggrave.
<b>Staff</b>	An individual with either an employment or freelance contract with Blaggrave , for example, employees, trustees, freelancers, or advisers.
<b>The Trust / Blaggrave</b>	The Blaggrave Trust
<b>Trustee Safeguarding Lead (TSL)</b>	A role and person on the trustee board who is responsible for ensuring organisational compliance to legislation and external regulators around safeguarding
<b>Youth-led (individuals / organisations / groups)</b>	Work being led by individuals aged between 18-30.

### Emergency contact details

In the case of a safeguarding emergency, please contact:

- **Designated Safeguarding Lead**  
Valeria Tavares  
Mobile: 07713 643 209  
Email: [valeria@blagravetrust.org](mailto:valeria@blagravetrust.org)
- **Deputy Designated Safeguarding Lead**  
Rochell Rowe  
Mobile: 07565 228 517  
Email: [rochell.rowe@blagravetrust.org](mailto:rochell.rowe@blagravetrust.org)

## 2. Purpose of this procedure

The Blaggrave Trust and its employees are committed to keeping children safe from harm. Our full [Safeguarding Policy](#) can be found on our website or by request.

### **This procedure aims to:**

- Provide clear guidance on how to report concerns about the welfare of a child (under 18 years old).
- Provide clear guidance on how to report concerns about behaviour of Blaggrave staff regarding children.
- Provide key contact details for reporting concerns both within Blaggrave, and to relevant external organisations.
- Support staff and partners at Blaggrave to recognise the signs and symptoms of abuse.

As The Trust doesn't work directly with children, this procedure mainly applies to grant partners who are directly working with children and are operating under Blaggrave's safeguarding arrangements as a condition of their funding.

Where applicable, as outlined in the scope of this procedure, it may also apply to Blaggrave staff that may at times come into contact with children outside of regulated activity.

It's important to remember that it is not your role nor responsibility to determine if something is abuse, and you should avoid any form of investigation. **Your responsibility requires you only to recognise, respond, record, and report any concerns of abuse to the relevant safeguarding team named within this procedure. This procedure will take you through that process step by step.**

**The child's welfare is paramount.  
Safeguarding is everyone's responsibility.**

## 3. Scope of this procedure

### **Partners operating under Blaggrave's arrangements**

If you are a partner funded by The Trust who currently doesn't have in place any safeguarding policy or set of procedures, you will have been asked to operate under our arrangements. If this is you, this procedure is primarily written to provide you with safeguarding support for any children in which you might work with through your funded work. Accessing this support will in no way negatively affect your funding, rather it is a requirement of it. We hope this procedure will help you to better understand how to develop your own safeguarding policies and procedures in the future, enabling you to keep children safe and increase the impact of your work. The Blaggrave safeguarding team are available to you five days a week, 9-5pm via telephone or email, or outside working hours when requested in advance. You can fill out the [safeguarding incident form](#) at any time.

Please ask your grant manager if you feel you need further support in how to use this procedure effectively.

### **Blaggrave staff**

Blaggrave staff may observe safeguarding concerns regarding the welfare of children they do not have direct responsibility for, e.g. at an event, or partner visit. In this instance Blaggrave staff should report directly to the Blaggrave safeguarding team as outlined in this procedure. The safeguarding team will then raise your concerns directly with the charity partner DSO/DSL where appropriate. If the incident is during a visit, you might also choose to do this yourself however you must also report it to the Blaggrave safeguarding team – please ensure you include any actions that you have taken when reporting the incident.

It is important to never assume that a member of any other organisation, e.g. a grant partner, has or will in the future report your concerns. To avoid such situations, you should always record your concern and any actions taken via the [safeguarding incident form](#), unless advised otherwise by a member of the Blaggrave safeguarding team.

## **4. Recognising the signs and symptoms of abuse**

This procedure recognises abuse as any act, or failure to act, which results in significant harm to a child. This often corresponds to a significant breach of a child's human rights, as per the [UN Convention on the Rights of the Child](#).

Equally, due to a child having poor mental health they may be at risk of significantly harming themselves. In these instances, any concerns such as suicidal ideation, self-harm, psychosis etc. should all be reported as safeguarding concerns in line with this procedure. As always, there is no requirement to be an expert in mental health or investigate your concerns, rather if you have a concern relating to a child's wellbeing, be it abuse or mental health, your duty is to recognise, respond, report and record – following this procedures processes.

[Working Together to Safeguard Children \(2023\)](#), includes definitions of the four broad categories of abuse which are used for the purposes of recognising child abuse:

- **Physical Abuse**
- **Emotional Abuse**
- **Sexual Abuse**
- **Neglect**

These categories overlap, and an abused individual frequently suffers more than one type of abuse. Full information and supporting guidance for recognising these and other categories of abuse can be found [here](#) on the NSPCC website.

## 5. Responding to concerns

If a child tells you they are experiencing abuse, it's important to reassure them that they've done the right thing in telling you. Make sure they know that abuse is never their fault. However, never promise a child that you will keep anything a secret, instead explain that you need to share what they've told you with someone who will be able to help.

**All Partners operating under Blaggrave's safeguarding arrangements, staff, and Blaggrave as a charity, have a responsibility to ensure that all concerns and disclosures regarding a child's welfare are followed up. This will include:**

- If a child describes abuse, being suffered by themselves or another individual (direct disclosure);
- If you see or hear something that concerns you about the possibility of abuse;
- If a third party tells you something about suspected abuse.

### **In the case of a direct disclosure, do:**

- Take it seriously
- Listen and reassure the child that they have done the right thing in telling you
- [Report](#) what they have said as soon as possible using the [safeguarding reporting form](#) (within 12 hours) , and use their exact words – do not try and correct or assume anything
- Ask only open questions, e.g. "when did this happen?"
- Ask the child what they would like to happen next
- Let the child know you will have to tell somebody else in order to keep them safe. For example, you can say "I am glad you told me. I'll share the information confidentially with a member of Blaggrave's Safeguarding team as they are the best people to support you. They will speak to you about what you would like to happen next, and help you think through your options."
- Contact a member of the safeguarding team on 07713 643 209 (DSL) or on 07565 228 517 (DSO) if you feel the concern is urgent.
- Get support for yourself following the disclosure

### **Positive things to say:**

- "I am glad you told me"
- "I am sorry this has happened"
- "It is not your fault"
- "We are going to do something about this together, what would you like to happen next?"

### **Do not:**

- Assume someone else will act or already knows
- Ask closed questions (yes or no questions)
- Promise to keep it a secret as the disclosure must be shared with a member of the Safeguarding team

- Interrupt or ask leading questions, e.g. “Did your Dad do that to you?”
- Express disbelief in what you are being told
- Seem to tell off the child, e.g. “why didn’t you tell me this before?”
- Discuss the incident with other staff or volunteers not directly involved outside of the safeguarding team

There is a remote possibility that a child may suddenly announce that they do not want to go home because they are frightened to do so. We cannot legally prevent a child from going home, however you can insist on calling children’s services or the police and staying with them if you suspect that an offence may be about to be committed (e.g. a parent arrives drunk and abusive). Equally, call for an ambulance if the child is at immediate risk of harm to themselves (e.g. suicidal).

If you feel there is an immediate risk of harm to yourself, protect yourself first. This may be by leaving a dangerous situation and calling the police. You cannot help if you are incapacitated.

A member of the Safeguarding team should be informed as soon as possible, and will be able to support you to make the best decision possible at the time.

## **6. What to do if you have a safeguarding concern**

### **Emergency services should always be called if a child is at risk of immediate significant harm – call 999**

If you have concerns that a child is or may be experiencing abuse, you must contact the Safeguarding team as soon as possible, and always within 12 hours of being made aware of the concern. In line with The Children Act 2004, the Safeguarding team should try to seek the views of the child about what they would like to happen in regards to the concern. This will help to inform what actions are taken.

### **Dealing with a safeguarding concern - the 4 R’s**

When noticing or dealing with a safeguarding concern, you should>

#### **Step 1: Recognise & Respond**

- If someone’s life is at risk, call **999** and support them until professional help arrives.
- If no one is in immediate danger, listen and observe carefully.
- Do not promise to keep any secrets.
- Do not ask direct or probing questions.

#### **Step 2: Report**

- Call a member of the safeguarding team (as named in this procedure) to report your incident and receive advice and guidance for next steps – do this **as soon as possible** if the concern is urgent.
- You may choose to bypass this section and go straight to *Record* if the incident is **not urgent**.

### **Step 3: Record**

- Record using **Blaggrave's [online safeguarding form](#)** within **12 hours**.
- A member of the Blaggrave Safeguarding team will review your report within **24 hours**.
- A member of the safeguarding team may contact you to clarify the information provided.

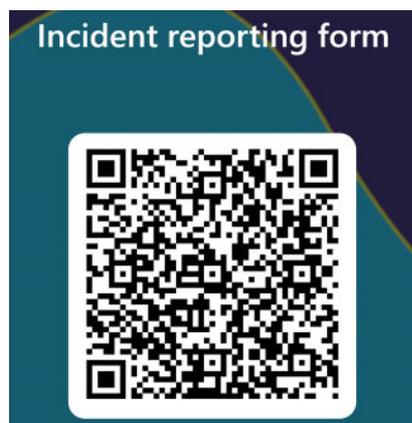
Details of safeguarding concerns should not be shared with line managers or other colleagues, unless:

- It is in the best interests of the child to do so before reporting/speaking with the safeguarding team e.g., any delay in sharing concerns with other staff working with the child may result in the immediate significant harm of that child
- You are instructed to do so by the DSL

You may of course let your line manager or other colleagues know that you need to make a safeguarding report, but details of the report should remain confidential. If you are uncertain if your concern is of a safeguarding nature, you should report using the safeguarding reporting form and the safeguarding team will review your concern. It is not your responsibility to determine if something is a safeguarding concern or not – if in doubt, report.

## **7. How to record your concerns**

All recorded safeguarding information should be factual and not based on opinions; record what the person tells you or what you have seen, and include any witnesses if appropriate. This should always be completed by the person reporting the concern and done within 12 hours of the incident to support accurate recall. It is recommended when completing the form to write in the third person, i.e., use of initials to identify self and individuals concerned. This often helps to remove personal emotion and opinions from reporting.



**The safeguarding concern form is available electronically by scanning this QR code or via this [link](#). Guidance for completion is available in the form's introduction.**

The information that is recorded will be kept secure and held within encrypted files, compliant to General Data Protection Regulations (GDPR).

## **8. Who to contact if you need to speak to someone about a concern**

The Trust has appointed individuals who are responsible for leading safeguarding across the organisation. Within the Blaggrave Safeguarding Team, the DSL will hold overall responsibility for safeguarding processes and procedures and should be contacted directly for more serious, or whistleblowing, concerns (when concerns are not about the DSL's behaviour). All other safeguarding concerns may be reported to either a DSO or the DSL.

All DSOs within Blaggrave will share safeguarding concerns with the DSL for central storage of information and oversight.

- **DSL** – Valeria Tavares [valeria@blagravetrust.org](mailto:valeria@blagravetrust.org) (07713 643209)
- **DDSL** – Rochell Rowe [rochell.rowe@blagravetrust.org](mailto:rochell.rowe@blagravetrust.org) (07565228517)

In the unlikely event that the safeguarding team are uncontactable, or a concern raised is regarding the DSL or the CEO, then the TSL should be the first point of contact:

- **TSL** – Becca Weighell - [tsl@blagravetrust.org](mailto:tsl@blagravetrust.org)

A summarised list of the roles and responsibilities of the DSL/DSO are available within the relevant DSO/DSL job description, which can be requested at any time from a Blaggrave staff member.

The contact details below should be used by the safeguarding team for reporting concerns to child services. Please note each local authority has its own processes and procedures for reporting concerns and so may all look and feel slightly different. When sharing information externally, we will only share what is necessary, fair and proportionate, and will follow the [seven golden rules for sharing information](#).



**Details for how to report a concern to your local authorities child services can be found by scanning this QR code, or by clicking [here](#). In the event any delay might cause additional significant harm to a child, you should call immediately 999.**

In the instance that you feel that either the DSO or DSL are not carrying out their responsibilities in externally reporting concerns raised regarding children, you are encouraged to speak to the TSL directly, or alternatively can call the **'NSPCC**

### **Whistleblowing Advice Line:**



The NSPCC also operates a 'Reporting Concerns Hotline' (and email address) which anyone can use to receive advice or guidance about a safeguarding concern.



Blaggrave's [Whistleblowing Policy](#) must always be followed when the abuse or harm was allegedly perpetrated by a Blaggrave staff member or a staff member of a project funded by Blaggrave, even in the absence of a police report.

## **9. Reporting flow diagram**

All sections in bold indicate your role within the reporting process, those on the right-hand side relate to the actions of the safeguarding team at Blaggrave.



## Dealing with a safeguarding concern – the 4 R’s

When noticing or dealing with a safeguarding concern, you should>

**Step 1: Recognise & Respond** – if someone’s life is at risk, call 999.

**Step 2: Report** – if urgent, call a member of the safeguarding team. You may choose to skip this step and go straight to step 3.

**Step 3: Record** – Fill out Blaggrave’s [online safeguarding form](#).

### Step 4: Closure of Incident

- The safeguarding team will provide an **update** to you and ensure the safeguarding log is complete – note: this **may be reopened** at any stage.
- The safeguarding team may provide advice and guidance for next steps supporting the adult.
- **Closure of incident.**

## 10. Making an allegation against a colleague, a trustee, or a partner organisation

If you are reading this section because your safeguarding concern is regarding the conduct towards an adult by a member of staff, volunteer, or member of non-constituted group or collective that sit under Blaggrave’s safeguarding arrangements, you should refer to Blaggrave’s **[‘Whistleblowing Policy’](#)** which will give you a clear understanding of what to do next. In brief, the below outlines examples of conduct and roles held by individuals that may result in a safeguarding whistleblowing allegation. This list, however, is not exhaustive.

### **Circumstances in which staff may 'Whistleblow':**

- Behaviour or conduct in their personal life that might indicate unsuitability to work with adults at risk (e.g., accused of domestic abuse or assault against another adult).
- Behaviour that has harmed or may have harmed a child or adult at risk.
- Possibly committed a criminal offence against, or related to, a child or adult at risk.

### **These whistleblowing concerns may relate to colleagues who:**

- Work directly with children.
- Work in a setting children regard them as safe and trustworthy.
- Have access to sensitive information regarding children.
- Have responsibility for appointing people to work with children or adults at risk

If you were involved in an incident that could give rise to a concern, including the potential for misinterpretation by others, you are strongly advised to self-report the incident directly to the DSL, either via email or in person / telephone. The DSL will then handle the matter in a fair, neutral, and timely manner.

Concerns related to the conduct towards adults at risk by staff members of grant partner organisations who do not sit under our safeguarding arrangements should be raised directly with the partner according to their policies but may be escalated to Blaggrave using the '[Whistleblowing Policy](#)' if you believe inadequate action has been taken.

## **11. Supporting staff following a safeguarding incident**

We recognise how personally distressing it can be following an observation or disclosure of potential abuse. We encourage you, where you may feel comfortable and able to do so, to speak with your line manager who will be best placed to explore with you what emotional support may be available, for example, via the Employee Assistance Programme.

## **12. Document control**

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