

Gloucester Welcomes Refugees Safeguarding Policy, Procedures & Guidance

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	Date	Ratified or approved by
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INTRODUCTION

THE COMMUNITY SPONSORSHIP GROUP

Gloucester Welcomes Refugees is in a partnership with Sponsor Refugees as Lead Sponsor, set up for the purpose of being a Community Sponsor under the UK Government's *UK Resettlement Scheme* (UKRS). Community Sponsorship allows community groups made up of volunteer members to resettle refugee families in their neighbourhood.

PURPOSE

This document outlines our policy, procedures and guidance on safeguarding. It explains our commitment to, and the procedures we have in place for, safeguarding the refugee family, our volunteers and our community.

We are committed to providing safe and supportive environments for the refugee family and all group members involved in our Community Sponsorship. We believe that everyone, and especially those who are in vulnerable circumstances and less able to protect themselves, has the right to be kept safe from harm, exploitation, radicalisation, abuse and neglect.

WHO THIS POLICY APPLIES TO?

This policy applies to all group members of Gloucester Welcomes Refugees. This includes volunteers, staff from partner organisations and anyone working with or on behalf of the group.

Any breach of this policy, or guidance associated with it, will result in a person being subject to a review of their membership. Serious breaches may lead to termination of their group membership, as well as reporting to any partner organisations (if they are staff members working on the behalf of the group) and referral to Local Authority Safeguarding Teams or the Police.

DEFINITIONS

In this document, the following definitions will be used.

The term '**child**' will be used to describe anyone under the age of 18. This is the definition established by United Nations Convention of the rights of a Child 1989 and the Children Act 1989.

The term '**adult**' will therefore be used to describe anyone aged 18 years or over.

The term '**adult at risk**' will be used to describe an adult who has needs for care and support, who is experiencing, or at risk of, abuse or neglect and as a result of their care needs - is unable to protect themselves. This is the definition established by The Care Act 2014.

The term '**the family**' will be used to describe the refugee family supported by the Gloucester Welcomes Refugees.

The term '**Group Members**' will be used to describe all volunteers or staff working with or on behalf of the group and should have group ID.

The term '**Leadership Team**' will be used to describe all members of the in a Lead role, including the Lead Sponsor, Project Manager, Finance Lead, Designated Safeguarding Lead, Family Welfare Lead, Education and ESOL Lead, Benefits and Employment Lead and Accommodation Lead.]

COMMUNICATING THIS POLICY

All members are made aware of this policy during their recruitment, induction and training and a summary is given to the family in their native language.

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A copy of this policy is sent to Gloucester City Council Safeguarding Team, Gloucestershire County Council Safeguarding Team and the Home Office.

Any other people or partners we work with are made aware of this policy and a copy available on request for them or any other members of the public.

Any changes to this policy will be communicated with all volunteers, and training provided if necessary.

SAFEGUARDING LEGISLATION AND STATUTORY GUIDANCE

The UK's four nations – England, Northern Ireland, Scotland and Wales – have a framework of legislation, guidance and practice to identify children and adults who are at risk of harm, and act to protect them and prevent further abuse occurring.

This policy reflects the requirements set out in this key legislation and guidance in England and Wales including:

- Children Act of 1989 and 2004
- The Children and Social Work Act 2017 (England)
- The Care Act 2014 (England)
- The Social Services and Well-Being Act 2014(Wales)
- Safeguarding Vulnerable Groups Act 2006
- The Protection of Freedoms Act 2012
- Working Together to Safeguard Children 2018 (England)
- Working Together to Safeguard People 2014 (Wales)
- General Data Protection Regulations 2018/Data Protection Act 2018
- Keeping Children safe in education 2022 (From 1st September)

MONITORING AND REVIEW

Gloucester Welcomes Refugees will monitor and review this policy every 4 months for the duration of the formal 12-month Sponsorship period. After this the policy will be reviewed on an annual basis, or at an earlier opportunity should the need arise. For example, following feedback from relevant external bodies or any updates to legislation.

FURTHER INFORMATION

Any queries or comments about this policy should be addressed to Gloucester Welcomes Refugees Designated Safeguarding Lead Drew Humphreys.

THE SAFEGUARDING POLICY STATEMENT

WHO WE ARE

Gloucester Welcomes Refugees is a Community Sponsorship Group set up to support the resettlement of a refugee family by welcoming them into our local community and supporting them as they rebuild their lives in safety. We provide housing for the family, as well as helping them to integrate into life in the UK. We help to arrange access to medical, financial and social services, English language tuition and support them towards employment and self-sufficiency.

THE REFUGEE FAMILY

The family we support will have been prioritised for resettlement because of their vulnerability. They will have fled their home country due to the presence or threat of danger, such as that posed by war, conflict and persecution. Their whole lives will have been uprooted, they will have left behind close friends and family members, and they will have experienced traumatic situations and events.

As well as the vulnerability that resettlement brings, there may be other individual characteristics or circumstances which we are not aware of, which may put them at risk of harm. This may include language and communication needs, or mental or physical ill-health, as a result of the trauma they have experienced.

OUR RESPONSIBILITY

Gloucester Welcomes Refugees recognises our unique position of power and trust, and our responsibility to promote the welfare of the family we are sponsoring, so they feel safe and supported. Our group members can both cause and prevent harm, as well as spot and respond to potential harm, exploitation, radicalisation, abuse and neglect caused by others. We are therefore committed to work in a way that protects the family and ourselves.

OUR SAFEGUARDING COMMITMENT

Gloucester Welcomes Refugees **is committed to equality, diversity and inclusion and to acting against all forms of discrimination, including racism, anti-semitism, islamophobia, sexism, classism, heterosexism, gender and ableism.**

We are committed to providing safe and supportive environments for the refugee family and all volunteers involved in Community Sponsorship. We believe that everyone, and specifically those who are in vulnerable circumstances and less able to protect themselves, has the right to be kept safe from harm, exploitation, radicalisation, abuse and neglect.

We will:

- promote the general health, safety and well-being of all.
- take steps to minimise the possibility that harm, exploitation, radicalisation, abuse and neglect occur.
- develop trusting and respectful relationships with our family, recognising that they have rights and should be treated with dignity and respect, and in doing so, provide them with a safe and supportive environment.
- encourage the active participation of the family in keeping themselves and others safe, encouraging them to voice their concerns and knowing where and how to seek help if needed.
- always act in the best interests of the family, respecting and involving them, providing them with safe and appropriate information that meets their needs and supports their rights.
- act quickly and appropriately where there are safeguarding concerns.

To meet this commitment, we will ensure:

- all group members read the Safeguarding Policy and the Handbook for Volunteers
- all group members receive safeguarding training to help them understand and feel confident about their role and responsibilities.
- there are appropriate risk assessments in place for all our activities, in order to remove, minimise or manage the potential risk of harm to the family or ourselves.
- there are effective procedures in place for responding to safeguarding concerns and a Designated Safeguarding Lead to respond to them, as set out in the Guide for Designated Safeguarding Leads.
- The Designated Safeguarding Lead meets at least once every 3 months with the family for the duration of the formal sponsorship period, to discuss their health, safety and wellbeing and any concerns they have about group members and ways of working with them.
- we practice safer selection, checking the suitability of our group members, as outlined in our Safer Selection guidelines.
- we monitor the implementation of our Safeguarding Policy, by including safeguarding as an agenda item in Leadership team meetings once a month, and take any measures required to strengthen and improve existing practice.
- responding to safeguarding concerns.

WHAT IS A SAFEGUARDING CONCERN?

A safeguarding concern is any worry or concern about the safety or well-being of a person because of something seen or heard, or information which has been received. This includes any concerns about the behaviour of group members which is harmful or puts others at risk.

A concern may arise in several ways, for example:

- Someone's behaviour gives cause for concern.
- Someone says they are being harmed, exploited, or abused.
- Someone indicates they want to harm themselves.
- Signs of harm, exploitation, radicalisation, abuse or neglect are seen
- Someone witnesses a person being harmed.
- An adult survivor discloses their experience of harm, exploitation, radicalisation, abuse or neglect (often called 'historical abuse'). The perpetrator may still be alive, and others may be at risk.

WHAT WILL WE DO WHEN WE HAVE A SAFEGUARDING CONCERN?

Our group members will:

- Treat all safeguarding concerns seriously.
- If appropriate try to speak to the person, to explain their concerns and seek further information.
- Always act in the best interests of the person, respecting and involving them, giving them a choice over decision making which impacts them, unless they lack the capacity to do so or it would put them at serious risk of harm, exploitation, radicalisation, abuse and neglect.
- Report concerns to the Designated Safeguarding Lead as soon as possible, but within 24 hours, for advice on what to do next.
- The Designated Safeguarding Lead will follow the procedures as laid out in Section 5.
- Provide people with safe and appropriate advice, signposting and referring them to services that meet their needs.
- Work in partnership with other organisations, including statutory services like the police and social care to make sure they get the help they need.
- Refer concerns where a child or adult at risk has been or is at significant risk of harm, exploitation, radicalisation, abuse and neglect to the local authority, social care or the police.

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- Protect confidential information except where the wider duty of care or the public interest might justify making it known.

In any medical emergency or when there is a risk of imminent, significant harm, we will contact the appropriate emergency services, and report directly to the Designated Safeguarding Lead immediately.

HOW TO REPORT A SAFEGUARDING CONCERN

Anyone can report a safeguarding concern. More detailed procedures can be found in the Handbook for Volunteers.

You can:

- In the first instance Email the safeguarding inbox or complete a concern form and send to safeguardingwr@gmail.com
- Contact the Designated Safeguarding Lead Drew Humphreys 07450258284 In their absence contact the Deputy Designated Safeguarding Lead Joanne Puckett – 07715807546
- Will then respond with the appropriate advice and information
- If you are worried about the immediate safety or welfare of a person you can call the police or contact the DSL. If there were concerns involving a child this can be reported to the children's helpdesk Telephone. 01452 42 65 65 Email: childrenshelpdesk@gloucestershire.gov.uk. If you have a concern for the safety or welfare for an adult with care & support needs, please contact Gloucestershire County Council's Adult Helpdesk on 01452 42 6868.
- If there were concerns around a member or volunteer, report into the safeguarding inbox. This can then be followed up with a referral into the LADO: Nigel Hatten, LADO (Local Authority Designated Officer), nigel.hatten@gloucestershire.gov.uk 01452 42 6994

SAFEGUARDING ROLES AND RESPONSIBILITIES

ALL GROUP MEMBERS

All group members have the following responsibilities, to:

- Read and follow this policy and the Handbook for Volunteers.
- Attend safeguarding training (if working directly with the family).
- Be aware of, and alert to signs and indicators that all might not be well with a member the family.
- Treat all safeguarding concerns seriously, reporting immediately to the DSL and taking advice when needed.
- If for any reason the DSL cannot be contacted, it is not appropriate to do so, or the need is immediate, report any safeguarding concerns directly to the appropriate agencies (Local Authority Safeguarding Team, Police, Home Office and/or Lead Sponsor).

The Handbook for Volunteers covers the following:

- The volunteer relationship
- Good practice guidelines, including the Code of Conduct
- Volunteer self care, mental health and lone working
- Identifying and reporting safeguarding concerns
- Whistleblowing and complaints

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- Safeguarding introduction

DESIGNATED SAFEGUARDING LEAD

The Designated Safeguarding Lead is a member of the Leadership Team. The Designated Safeguarding Lead (henceforth “DSL”) acts as the main source of support and advice for safeguarding.

The DSL is primarily responsible for:

- supporting staff and volunteers with advice and guidance on safeguarding issues.
- managing safeguarding concerns raised by group members or the family.
- referring concerns to external agencies including the police and local authority social care when required.
- keeping up to date with relevant safeguarding legislation and good practice (attending relevant safeguarding training if necessary)
- ensuring all group members who work directly with the family attend safeguarding training

LEADERSHIP TEAM

The Leadership Team are responsible for the implementation of the policy across their areas of responsibility. They also ensure any safeguarding concerns, allegations or incidents have been reported, and that any adults or children involved in Gloucester Welcomes Refugees work are ultimately safeguarded.

This includes:

- writing and approving the safeguarding policy
- reviewing the policy every 4 months for the duration of the formal 12-month Sponsorship period, and annually thereafter.
- Ensuring this policy meets the requirements of Gloucester City Council, Gloucestershire County Council and the Home Office
 - ensuring group members are recruited safely (as outlined in the Safer Selection guidelines below)
 - At least one member of the group acts as a DSL, with other members stepping in to deputise in their absence.
 - Arrangements are put in place in the event of a complaint against any group member by the refugee family or vice versa (see Complaints Policy)
 - Prior to undertaking any work directly with the family, ensure all volunteers attend safeguarding training and read the Handbook for Volunteers.
 - Check the volunteers’ understanding of these procedures and clarify where necessary.

SAFER SELECTION

OUR RESPONSIBILITY FOR SAFER SELECTION

Safer selection means thinking about and including issues to do with safeguarding at every stage of the recruitment process. We know people who seek to harm others may look for an organisation or project where they can have access to children or adults at risk and where good recruitment practices are not in place.

[Gloucester Welcomes Refugees](#) is committed to minimising the risk of harm to the family from group members. We will select, train and support all staff and volunteers in line with our Safer Selection guidelines.

This means that we will:

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- Take all reasonable steps to prevent those who might harm the family from working with the group
- Adhere to safer selection guidance responding positively to changing understanding of good safer recruitment practice.

SAFER SELECTION PROCESS

Before Group Members can work directly with the family they must:

- Complete the **Volunteer Registration Form**, which includes their contact details, emergency contact details, and relevant experience
- Meet with a member of the Leadership team, who will assess suitability and capability to carry out the role.
- Provide **two references**. The references will be contacted by a member of the Leadership Team or the Lead Sponsor. These references must confirm that they consider the volunteer to be a suitable person to support a vulnerable refugee family. A record of these references will be kept in a secure file until 6 months after the volunteer has ended their service.
- Complete an appropriate level of **DBS Check**.
- Complete **Safeguarding Training**
- Confirm that they have read this policy and the Handbook for Volunteers, and understand the procedures
- **Sign a code of conduct.**

KEEPING THE FAMILY INFORMED

In their welcome pack, the family will be provided with a list of names and photographs of all people who have completed the safer selection process and are group members.

In addition:

- Any new group members will be formally introduced to the family by an existing group member.
- Only group members who have completed the safer selection process will be allowed to take part in activities of Gloucester Welcomes Refugees.
- The family will be advised to contact the DSL if they have any concerns about group members

THE RECRUITMENT OF EX-OFFENDERS

We are committed to equality of opportunity for all volunteer roles and aim to select people based on their skills, abilities, experience and knowledge. This assessment will take place before any assessment of a person's criminal record.

Having a criminal record will not automatically bar someone from volunteering with Gloucester Welcomes Refugees. Any person with a criminal record will be assessed for risk to children and adults, which will depend on the circumstances and background of their offences.

As an organisation using criminal records checks to assess a person's suitability, we will:

- treat all applicants for positions fairly
- only ask a person to provide details of convictions and cautions we are legally entitled to know about.
- not discriminate unfairly against any subject of a criminal record check based on a conviction or other information revealed.

- have an open and measured discussion about any offences or other matter that might be revealed with the person as part of the approval process.

CRIMINAL RECORD CHECKS - ASSESSING SUITABILITY.

Where information is disclosed on the Criminal Record Check, the Project Manager, Designated Safeguarding Lead and a representative of the Lead Sponsor will meet to assess suitability. Any assessment of suitability will take into consideration the nature of the offence, the number of offences, the age of the person at the time of the offence and the time period since the offence.

Particular attention will be given to all offences against children or adults at risk, or of a sexual, violent or threatening nature. Any unspent convictions involving sexual, violent or threatening offences will automatically result in a decision not to approve a person for a role.

Where there is no risk to children, adults at risk or other group members we are committed to the active rehabilitation and integration of previous offenders and would seek to offer support and guidance for anyone with a non-violent criminal record.

WHERE A VOLUNTEER CANNOT COMPLETE A DBS CHECK

Gloucester Welcomes Refugees recognises that in some circumstances a group member does not have the required documents to complete a DBS Check. This is often true where the group member is a migrant or refugee. If a group member cannot complete a DBS Check for this reason, they must always be accompanied by a group member who has a cleared DBS check when working directly the sponsored family. They must still complete all other steps of the safer selection process.

RESPONDING TO SAFEGUARDING CONCERNS

WHEN A SAFEGUARDING CONCERN IS REPORTED

Once the Designated Safeguarding Lead has received a concern, they assess and decide what action needs to be taken. Any action will always be discussed with the leadership team and the Lead Sponsor.

Once the DSL (or Deputy DSL in their absence) has received a concern, they will:

1. Acknowledge receipt immediately
2. Undertake an initial assessment (see 5.2), and decide what action needs to be taken.
3. Where necessary, seek advice from external agencies.

INITIAL ASSESSMENT OF A CONCERN

Together they will decide:

1. Is it a safeguarding concern? What type of safeguarding concern is it or should it be dealt with by other means, for example, as a complaint. For potential Safeguarding matters, consider whether it is a concern for welfare or if the adult is experiencing abuse and/or neglect.”

2. Immediate actions. What Immediate actions needed to reduce any risk to:

- any person directly involved;
- the welfare and reputation of Gloucester Welcomes Refugees and any group member subject to a complaint or allegation;
- the Lead Sponsor or partner organisation

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2-3. Further support. What further support (if any) should be offered to the person and those affected.

3-4. Outside agencies. Whether the concern should be reported to outside agencies (for example, Local Authority Children Services, Adult Social Care, LADO, the Police, the Home Office), if this has not already happened.

4-5. Informing family members. Whether to inform parents or carers (if a child or adult at risk is involved). Parents and carers of young people under the age of 18 will always be informed unless doing so would place the child or young person at greater risk of harm, or they are part of the concern, or it may interfere with a criminal investigation. For a person over the age of 18, a parent/carer would not automatically be informed of an issue, if the adult at risk has capacity and doesn't want them to be informed. In these scenarios, a judgement on informing parent/carer would be made to best safeguard the individual.

5-6. Policy breach. A decision of whether, if an allegation, it amounts to a potential breach of the Safeguarding or other policy.

6-7. Information management and communication. Any issues related to information sharing and reputational risk management, including any decisions of:

- who needs to know and, importantly, exactly what information can be shared;
- how to manage speculation and gossip and what, if any, information can be reasonably given to the wider community.

At this point they will make a record of the discussions and any actions, including:

- next steps, by whom and by when
- a decision to contact the relevant authorities
- any further information needed, from whom and who will be responsible for gaining this information.
- Where appropriate, how the person subject to a complaint or allegation will be informed and updated.
- Other people who need to be informed about the concern and how information will be kept confidential

INITIAL ACTIONS AND TIMESCALES

When a Safeguarding Concern has been raised, the DSL will follow the procedures and timescales outlined below, with support from the Leadership Team.

Safeguarding Emergency. A life-threatening situation where there is imminent danger and harm to a person.

What we will do – Immediately contact the emergency services directly. Once the emergency service has taken charge of the situation, we will establish how others are coping and determine if there are any immediate support needs. The Home Office Contact Officer and Lead Sponsor DSL will be informed.

Protection concerns. A person is unable to protect themselves and is at current risk of or has experienced harm, abuse, exploitation, radicalisation, or neglect.

What we will do – Within 24 hours contact the Local Authority Children's Services or Adult Social Care as appropriate, or the police directly and make a telephone referral. We will be guided by them on any further actions. This should always be followed up with a written referral. The Home Office Contact Officer and Lead Sponsor DSL will be informed.

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Whilst within 24 hours, timeliness of response is informed by the nature of concern and the immediacy of the response required (eg. where abuse has taken place or the safety of the young person is at immediate risk)

Complex or serious needs. No-one has been harmed in any way, but a person is experiencing a wide range of vulnerable circumstances and personal vulnerabilities and has needs which without intervention, would seriously impair their health or development or put them at risk of harm.

What we will do - Within **three days** we will help the person to access Local Authority services or refer them to another organisation with their consent. If the person refuses consent (but safeguarding concerns remain, then the person will be advised that contact will be made with Children's Services or Adult Helpdesk, and explain why). The Lead Sponsor DSL will be informed.

Vulnerable or emerging needs. No-one has been harmed in any way, but a person shows signs of being in vulnerable circumstances and you have concerns for their health, wellbeing or safety if they do not get help.

What we will do - Within **seven days** we will speak with the person, or their parents or carers if they are a child, to make sure they have the support they need. We may help the person to access services or give them the information they need to access it themselves. If the person already has another lead professional, for example a social worker, we will speak to them about the person's needs.

Allegation involving a group member. Someone has made an allegation of harm, exploitation, radicalisation, or abuse, or alleged there may be a risk of harm from a group member

What we will do - **Within 24 hours** we will contact the LADO. We will be guided by them on any further actions, which may include internal investigation, risk assessing activities involving the individual and/or suspending the group member from any further activity. The Project Manager and Lead Sponsor DSL will be informed.

Allegation involving a family member. Someone has made an allegation of harm, exploitation, radicalisation or abuse, or alleged there may be a risk of harm from a family member towards a group member or member of the public.

What we will do - **Within 24 hours** we will contact the Children's Services, Adult Helpdesk or the police as appropriate to make a referral or report a concern. The Project Manager, Lead Sponsor DSL, and Home Office Contact officer will be informed.

WHEN WE ARE UNSURE WHAT TO DO

We may encounter situations where we are not sure whether to make a referral. In such cases we will contact the relevant team at the Local Authority for advice. No confidential information, including names, will be disclosed at this stage, without the consent of the person concerned.

If the concern involves a child, we will seek advice from Children's Service and/or Gloucestershire MASH Early Help team. We may also call the NSPCC Helpline for confidential advice on 0800 800 5000. If the concern relates to an adult, we will seek advice from Adult Helpdesk.

CONSENT

The person we are concerned about will be involved in any discussions about referrals or professional help. This means explaining they need immediate professional help, or that we are really worried about their safety or wellbeing.

If the person refuses permission, we will explain we may still need to share the information with other professionals, in order to make sure they or their family get the help they need.

We will not need to seek consent to share information if it might:

- Be unsafe to seek (for example, if it might increase the risk to the adult or child).
- Cause an unjustified delay.
- Prejudice the prevention, detection or prosecution of a serious crime
- Put Others at risk

WHEN STATUTORY AGENCIES TAKE A REFERRAL.

If Local Authority Safeguarding Team or police decide to accept a referral or to investigate the concern, we will be informed within one working day of the referral being accepted. (However, there is no specific timescale within Adult Safeguarding, so a response follows proportionate to the details of the referral). We will follow up if we are not informed of the next steps (timescale will be dependent upon the level of concern but up to 48 hours). In some situations, the Local Authority may ask us to work with them to manage the situation. We will always share any information we have permission to share with the person's concerned.

If the appropriate Local Authority Safeguarding Team or the Police take the lead for an investigation, we will confirm what actions are expected of us. This may include providing evidence or removing the person from any further activity while an investigation is carried out.

The **Guide for Designated Safeguarding Leads** contains more information about the steps the DSL will take when managing a safeguarding concern.

RECORDING INFORMATION

The 'Partnership' will record concerns and actions using the Safeguarding Concern reporting form and Case Management Forms (Appendices 1 & 2)

All confidential written records (including Group Member or family information) will be stored securely. Electronic copies will be kept in secure files on the dedicated safeguarding Gmail drive. Safeguarding records will be separate from other project material.

Files will be kept for at least 6 months after the 24-month sponsorship period and beyond that in line with current data legislation and guidance.

CONFIDENTIALITY AND INFORMATION SHARING

Safeguarding information will be dealt with in a confidential manner.

The DSL will consider:

- If acting through an interpreter, making them aware of the need for confidentiality.
- Which group members will be informed. Relevant details will only be given to Group Members when the DSL feels their having knowledge of a situation will improve their ability to deal with an individual and/or family.

The DSL will always:

- Make a written record of what information has been shared with whom, and when.
- Provide information to other statutory agencies, like the Local Authority Safeguarding Team and the Police as deemed relevant and appropriate.
- Inform the family and Group Members when and what information is being shared, unless to do so would be unsafe.

- Parents and carers will be made aware of any information held or shared on their children and be kept up to date regarding any safeguarding concerns unless to do so would be unsafe.

WHEN IS A SAFEGUARDING CONCERN CLOSED?

When deciding whether to close the concern we will consider:

- If the concerns have been addressed and there is no longer a need for support or protection, the concern can be closed.
- Any decision not to escalate, but rather to monitor the situation, means that the concern can be closed.
- What statutory authorities (police, social care) have said about the ongoing concerns. If you are informed there are no further actions required from you, the concern can be closed.
- If the person is still a volunteer or being supported by the group. After six months of a person leaving the group, concerns involving them should be closed.

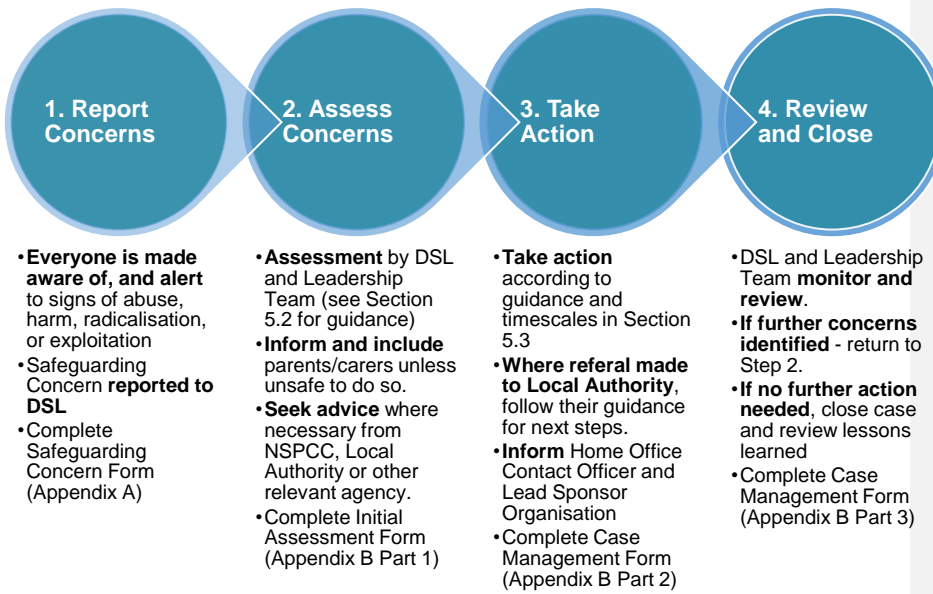
LEARNING LESSONS

As the management of the safeguarding concern is concluded, we will complete a final report. The report will include:

- clear and comprehensive summary of the concern
- details of how the concern was followed up (including any allegation investigation) and resolved
- a note of any action taken, and decisions reached
- a brief report on lessons learnt from this experience
- recommendations on changes to policy or working practices

We will discuss, where relevant, any lessons learned with our Lead Sponsor Organisation.

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APPENDIX A: SAFEGUARDING CONCERN FORM

Reporting a safeguarding concern.

This form should be completed by the volunteer or Designated Safeguarding Lead when someone is reporting any safeguarding concern.

Date and Time of concern:		Date and Time of writing:	
Name of person reporting and role:			
Name of person you are concerned about (and relationship to reporter):			
Has the person given consent for you to share information?	YES	NO	
If a child or young person, does the parent/carer know about concern?	YES	NO	
Brief overview of the concern			
<i>Record the following factually: What were you worried about? Who was involved? What happened? Where? When? Any witnesses?</i>			
Background to the concern			
<i>Is there anything you have observed or know about the situation that might help in understanding the concerns?</i>			
Action taken.			
<i>What action has already been taken? Include names of anyone who has been involved or helped, including emergency services or other organisations.</i>			
Impact on you.			
<i>What is the impact of this situation on you? Do you need any additional support?</i>			

APPENDIX B: CASE MANAGEMENT FORM

PART 1 – ASSESSING AND RESPONDING TO A SAFEGUARDING CONCERN.

This part of the form should be completed by the Designated Safeguarding Lead.

Date concern received:	Date and Time (of writing):
Name of Designated Lead:	

Is this a safeguarding concern?		
Has a person been harmed in any way, or is the person at risk of harm if we don't take any action?	YES	NO
Are there signs or indicators that suggests the person may be being harmed, exploited or abused?	YES	NO
Is there a concern that the person has endangered the safety or wellbeing of others?	YES	NO
Has something happened which makes this person's safety or wellbeing at risk, and in need of professional support or assistance?	YES	NO

INITIAL SAFEGUARDING ASSESSMENT		
Level of Safeguarding Concern		
High risk – Protection concern (<i>Action needed in 24 hours – call the local authority social care team</i>)		
Medium risk – Person in need of help (<i>Risk Assess and refer to agencies - action needed in 3 days</i>)		
Low Risk – Early help and targeted support (<i>Risk Assess, signpost and refer to agencies if necessary - action needed in 7 days</i>)		
Not a safeguarding concern (<i>Complaint, management issue or concern to be dealt with separately</i>)		
If the person concerned has endangered the safety or wellbeing of others -		
Are they a volunteer? <i>If yes, the incident needs to be reported to the LADO immediately.</i>	YES	NO
Are they a family member? <i>If yes, does the incident needs to be reported to Home Office Contact Officer &/or Lead Sponsor for advice and guidance?</i>	YES	NO
If no, which agency or organisation does the information need to be passed to?		
Does the matter need to be reported to external agencies (police, social care, healthcare)?		
<i>If so, who, why and when.</i>		
What immediate actions need to take place to reduce any risks to the person, the family or the group?		

PART 2 – MANAGING A SAFEGUARDING CONCERN.

This part of the form should be completed by the Designated Safeguarding Lead giving brief details of any actions or further information received when managing the concern. This form could be used as a template to an excel spreadsheet or similar, as kept by the Safeguarding Team.

Actions and information Log				
Date	Actions taken or Information received	Names and roles	Additional notes	If action, date of completion

Information Sharing Who has been informed or is aware of the incident?			
Date	Name of person	Organisation/Team	What, why and how they were informed

PART 3: CLOSING THE SAFEGUARDING CONCERN.

This part of the form should be completed by the Designated Safeguarding Lead when any actions have been completed and the safeguarding concern can be closed.

Final Outcomes
Date concern closed on:
Name of person closing concern:
Details of the outcome.
Outstanding issues arising from the concern
Lessons learned from this concern.
Recommendations on changes to policy or practice

Once completed this form should be stored securely. The DSL should discuss any outcomes, where relevant with the Lead Sponsor.

Date of closure:	
Date discussed with Sponsor group	
Date discussed with Lead Sponsor	

APPENDIX D: USEFUL CONTACTS AND WEBSITES

Stanka Shaw, Project Manager	07871 597 219
Drew Humphreys, Designated Safeguarding Lead	07450258284
Joanne Puckett, Deputy Safeguarding Lead	07715 807546
NAME, Lead Sponsor Safeguarding Lead	<i>If Sponsor Refugees:</i> Trina Somerville Trina.somerville@citizensuk.org 07946 118 610
Local Authority Children's Services Early Help / Community Social Work Team Adult Social Care	01452 42 6565 and select option 3 or childrenshelpdesk@gloucestershire.gov.uk https://children.gloucestershire.gov.uk/web/portal/pages/home mashearlyhelp@gloucestershire.gov.uk Gloucestershire County Council Adult Helpdesk 01452b 42 6868, socialcare.enq@gloucestershire.gov.uk
Local Authority Designated Officer <i>(I would suggest further details from LADO office as there are more than Nigel)</i>	Nigel Hatten, LADO (Local Authority Designated Officer) nigel.hatten@gloucestershire.gov.uk Amadmin@gloucestershire.gov.uk 01452 42 6994
NSPCC 24 hour Helpline: NSPCC Text helpline: NSPCC Website:	0800 800 5000 88858 https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/

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Safeguarding at Gloucester Welcomes Refugees

Prevent Referral Team	<p>https://www.gloucestershire.police.uk/advice/advice-and-information/t/prevent/prevent/alpha/prevent-referral/</p> <p>You can also email the Prevent Team.</p> <p>You can also call the national police Prevent advice line 0800 011 3764, in confidence, to share your concerns with our specially trained officers.</p> <p>If it's an emergency, please call 999.</p>
Local Police Safer Neighbourhood Team	
Home Office Contact Officer	You will be provided these details before the family arrive.

• **Radicalisation** –prevent 'individuals' being drawn into terrorism - <https://www.elearning.prevent.homeoffice.gov.uk/>

• **Serious and organised crime** <https://www.gov.uk/government/publications/individuals-at-risk-of-being-drawn-into-serious-and-organised-crime-a-prevent-guide>

• **Female genital mutilation**
<http://www.safeguardingchildren.co.uk/resources/female-genital-mutilation-recognising-preventing-fgm-free-online-training/>

• [Gloucestershire Safeguarding Children Partnership \(GSCP\)](#)

• <https://www.gloucestershire.gov.uk/gscp/>

APPENDIX E: LADO REFERRAL FORM

ALLEGATIONS MANAGEMENT:

ALLEGATIONS OR CONCERN ABOUT A PERSON WORKING WITH CHILDREN

Concern about a member of staff or a volunteer working with children

If a professional receives an allegation or has a concern about the behaviour of a member of staff working or volunteering with children and that concern could amount to:

- a. A member of staff or volunteer has behaved in a way that has harmed a child, or may have harmed a child, or
- b. Possibly committed a criminal offence against or related to a child, or
- c. Behaved towards a child or children in a way that indicates s/he may pose a risk of harm to children.
- d. Behaved or may have behaved in a way that indicates they may not be suitable to work with children.

1. NAME OF REFERER AND AGENCY

Name			
Agency		Job Title/Role:	
Tel No:		Email	

2. NAME OF REFERRED PERSON

Family Name		Given Name		DoB:		
Home Address:			Tel No:			
			Email			
Job Title/Role:		Ethnicity		Gender:	Male	
					Female	
Workplace Address:						

Safeguarding at Gloucester Welcomes Refugees

Employing Agency:			
Own Children:			
Name		DoB:	
Name		DoB:	
Name		DoB:	
Have there been any prior concerns regarding this person/persons:		Yes	
		No	
<i>(If yes please give details, dates and outcome)</i>			

3. DETAILS of CHILD(REN) or YOUNG PERSON

Family Name:		Given Name		DoB:	
Home Address:		Ethnicity		Gender:	Male
				Female	

4. REASON FOR REFERRAL

Date of Incident/Allegation		Time of Incident/Allegation	
Location of Incident/Allegation			
REFERRAL INFORMATION: Include details if any injuries/harm			
Name of Potential Witness(es)		Tel No:	
		Email	
Name of Potential Witness(es)		Tel No:	
		Email	
ADDITIONAL ACTION TAKEN / INFORMATION AFTER THE INCIDENT OR ALLEGATION WAS MADE			

Safeguarding at Gloucester Welcomes Refugees

Have any immediate safeguarding concerns been addressed?	Yes	
	No	
<i>(If Yes please advise)</i>		

Please ensure that you complete this form in full before submitting to Allegations Management Team.

Completed forms should be emailed to: Admin@gloucestershire.gov.uk