

Guide for Designated Safeguarding Leads



Guide for Designated Safeguarding Leads

Contents

Introduction	3
What does a Designated Safeguarding Lead do?	3
Your group responsibilities	3
Identifying and responding to safeguarding concerns (for all volunteers)	4
Responding to safeguarding concerns – DSL.....	6
Safeguarding Emergency.	8
Protection concerns.....	8
Complex or serious needs.....	8
Vulnerable or emerging needs.	8
Allegation involving a group member	8
Allegation involving a family member.	9
Understanding your Local Authority	9
Making a referral to local authority social care.....	9
When statutory agencies take the referral.	10
Stage 2: Ongoing actions	11
Stage 3: Closure	11
Stage 4: Final report.....	12
Process for managing allegations	12
For allegations involving children	12
For allegations involving adults	13
When statutory authorities decide to investigate	13
When statutory authorities do not investigate or the allegation	13
Investigating misconduct.....	13
Safeguarding and record keeping.....	14
Keeping and storing records.....	14
Using a cloud-based computing system	15
Appendix A: Example Safeguarding concern form	16
Appendix B: Example case management form.....	17

Guide for Designated Safeguarding Leads

Introduction

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, exploitation or abuse.

Your group will be working closely with a refugee family. You will be helping them to achieve personal tasks, such as setting up bank accounts, managing their finances, accessing healthcare, and achieving integration goals. Your group will therefore be in a position of power and responsibility, with the potential to both cause and prevent harm. This relationship will also place you in a unique position to be able to spot and respond to potential harm and abuse caused by others.

All groups are required to have a Designated Safeguarding Lead. The role can be shared by more than one person.

This guidance has been created to help Designated Safeguarding Leads understand their roles and responsibilities as part of their Community Sponsorship group, with a focus on responding to safeguarding concerns.

What does a Designated Safeguarding Lead do?

The Designated Safeguarding Lead (DSL) will act as the main source of support, advice and expertise for safeguarding.

You will be responsible for:

- writing a safeguarding policy
- liaising with the safeguarding lead at your Lead Sponsor organisation
- ensuring volunteers are recruited safely
- providing training for volunteers so that they can recognise and respond to safeguarding concerns
- referring cases of suspected harm, exploitation and abuse to the local authority social care as required.
- referring cases where a crime may have been committed to the Police as required.
- ensuring that any safeguarding concerns raised about volunteers are addressed and appropriately resolved with guidance from your Lead Sponsor.
- ensuring there is an appropriate safeguarding monitoring and reporting procedures in place.
- keeping accurate, secure, written records of safeguarding concerns and actions.
- ensuring that all safeguarding concerns are stored securely and accessed only by authorised persons.

Safeguarding duty of care

Your Community Sponsorship group has a duty to keep your family and yourselves safe and well.

But you are not 'professional' safeguarding organisations. You are not expected to be 'experts' in safeguarding - and that includes you as DSL. Therefore, you must work in partnership with other organisations, including statutory services like the police and social care, to signpost to services who are better equipped to provide help and support and to protect those who have been or are at risk of harm, exploitation or abuse.

Your group responsibilities

Everyone is responsible for:

Guide for Designated Safeguarding Leads

- Promoting a proactive response to keeping people safe, encouraging their active participation in keeping themselves and others safe.
- Always acting in the best interests of persons, respecting and involving persons, providing them with safe and appropriate information that meets their needs and supports their rights.
- Treating all safeguarding concerns seriously and take advice when needed
- Working in partnership with other organisations, including statutory services like the police and social care, to signpost and refer to services who provide help and support and to protect those who have been or are at risk of harm, exploitation or abuse.

Identifying safeguarding concerns (for all volunteers)

This information is included in the Handbook for volunteers.

What is a safeguarding concern?

A safeguarding concern is any worry or concern about the safety or well-being of a person. This includes any concerns about the behaviour of a volunteer which is harmful or puts others at risk.

A concern may arise in several ways, for example:

- Someone's behaviour gives you cause for concern.
- Someone says they are being harmed, exploited, abused or neglected.
- Someone indicates they want to harm themselves.
- You spot signs of harm, exploitation, abuse or neglect.
- You directly witness someone being harmed.
- An adult survivor tells you about their experience of harm, exploitation, abuse or neglect (often called 'historical abuse'). The perpetrator may still be alive, and others may be at risk.

Guide for Designated Safeguarding Leads

Identifying safeguarding concerns

Everyone should be alert to the signs of potential harm, exploitation, abuse and neglect.

You must act if you have any concerns about the safety or wellbeing of a child or adult, or if you observe concerning behaviour from others they may be working with.

Follow the 3 'R's – React, Record, Report.

1. React

If something seems unusual, or you are worried about a person's safety or well-being try to speak to the person, if appropriate, to seek further information.

Clarifying questions. It is *not* your responsibility to investigate safeguarding concerns or determine the truth of any disclosure or allegation.

That doesn't mean that you cannot ask any questions. But you should **ONLY** ask enough questions to clarify whether there is a safeguarding concern. If it is necessary to seek further clarification, you should keep to open questions such as

Tell... Explain... Describe... What..? When..? Who..? How..? Where..?

Once you have clarified that a child or adult is being harmed or is at risk of harm (or you are reassured they are safe), no further questions should be required.

Responding to a disclosure. Sometimes, people will share their worries or experiences of abuse with you and it is essential that you listen to them and their voice is heard and taken seriously.

2. Record

Record contemporaneous notes, using the questions below as a guideline.

- **Overview of the concern**
 - *Record the following factually: What were you worried about? Who was involved? What happened? Where? When? Any witnesses?*
- **Background to the concern**
 - *Is there anything you have observed or know about the situation that might help in understanding the concerns?*
- **Action taken.**
 - *What action has already been taken? Include names of anyone who has been involved or helped, including emergency services or other organisations.*
- **Impact on you.**
 - *What is the impact of this situation on you? Do you need any additional support?*

3. Report

Always report any concerns to the Designated Safeguarding Lead (DSL) by telephone as soon as possible, or if they are unavailable, the Deputy DSL.

Guide for Designated Safeguarding Leads

Even if you don't have conclusive evidence, or it seems insignificant, it might be the piece of a puzzle that builds up a larger picture of harm or abuse. It does not hurt to report a concern – but it can be very harmful not to.

Next Steps

Once you have shared your concern the DSL will decide what the next course of action should be. As far as is appropriate, they will keep you informed of any action taken.

Where the concern involves a child, their parents/carers will be informed *unless* this may increase the risk of harm to the person, or they are part of the concern, or it may interfere with a criminal investigation.

Emergency situations

In any medical emergency or when there is a risk of imminent, significant harm, you must contact the appropriate emergency services immediately.

For example:

- there is a life threatening physical or psychological injury or condition.
- the person is assessed to be at high risk of self-harm or suicide.
- there is a significant risk the person will seriously harm another.
- the alleged harm, exploitation or abuse is being carried out at a place they are about to go to.

The **Designated Safeguarding Lead** must be informed as soon as possible.

ACTION POINT

Before your family arrives, make sure you have:

- Created a simple guide for reporting concerns – for your volunteers and the family. (We have a template Volunteer Handbook you can use).
- Run safeguarding awareness training with all volunteers (Where Sponsor Refugees are your Lead Sponsor, we can co-design and co-deliver this training with you).

Responding to safeguarding concerns – DSL

What to do when you receive a safeguarding concern?

Every safeguarding concern will be different, but they will all go through the following four steps:

Stage 1: Initial assessment

Stage 2: Ongoing actions

Stage 3: Closure

Stage 4: Final report.

Guide for Designated Safeguarding Leads

Stage 1: Initial assessment

Once you have received a concern, you will need to assess and decide what action needs to be taken. Any action should always be discussed with someone else, preferably a person who is also part of your leadership team.

From the information you have received you can then decide:

1. What type of concern has been reported to you
2. What actions need to be taken

Initial Assessment of a concern

Together you 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, a complaint or behaviour management.
2. **Immediate actions.** What immediate actions are needed to reduce any risk to:
 - any person directly involved;
 - the welfare of the Community Sponsorship group and any volunteer subject to a complaint or allegation;
 - your Lead Sponsor organisation
3. **Further support.** What further support (if any) should be offered to the person and those affected.
4. **Outside agencies.** Whether the concern should be reported to outside agencies (for example, The Home Office, Local Authority social care or police), if this has not already happened.
5. **Informing family members.** Whether to inform parents or carers (if a child or young person is involved). Parents should always be informed UNLESS you think this may increase the risk of harm to the person, or they are part of the concern, or it may interfere with a criminal investigation.
6. **Policy breach.** A decision of whether, if an allegation, it amounts to a potential breach of the Safeguarding or other policy.
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;
 - whether help is need from the sponsoring organisation's media team.

Start the Safeguarding case file

At this point you 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

Guide for Designated Safeguarding Leads

- 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

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

What you should do – **Immediately** contact the emergency services directly. Once the emergency service has taken charge of the situation you should establish how others are coping and determine if there are any immediate support needs. The Home Office Contact officer and Lead Sponsor organisation must be informed.

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

What you should do – **Within 24 hours** you must contact the Local Authority Safeguarding Team (children or adult) or the police directly and make a telephone referral. You should be guided by them on any further actions required of you. This should always be followed up with a written referral. The Home Office Contact officer and Lead Sponsor organisation must be informed.

Complex or serious needs. No-one has been harmed in any way, but 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 you should do – **Within three days** you will need to help the person to access their Local Authority services or refer them to another organisation with their consent. If the person refuses consent to your referral you should contact the Local Authority Safeguarding Team for advice and inform the person of your actions. You may need to make a written referral.

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 you should do – **Within seven days** you should speak with the person, to make sure they have the support they need. You may need to help the person to access services or give them the information they need to access it themselves. If the person already has a lead professional, you could speak to them about the person's needs

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

What you should do – **Within 24 hours** you should contact the Local Authority Safeguarding Team (children or adult) and seek advice from the Designated Officer. Be guided by them on any further actions, which might include suspending the group member from any further activity. The Project Manager and Lead Sponsor DSL should be informed.

Guide for Designated Safeguarding Leads

Allegation involving a family member. Someone has made an allegation of harm, exploitation 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 you should do – **Within 24 hours** you should contact the Local Authority Safeguarding Team (children or adult) or the police directly and make a telephone referral. The Project Manager and Lead Sponsor DSL should be informed. The Home Office Contact officer must be informed.

If you, as DSL, cannot respond in these timeframes because of work or other commitments, you should bring in the DSL at your Lead Sponsor Organisation to help.
In any safeguarding situation, if in doubt, refer UP and involve professionals.

Understanding your Local Authority

Although the statutory duty is the same across each Local Authority, their structures may vary, and you will need to understand the process in your area. Each Local Authority will have a Safeguarding Children Board and a Safeguarding Adults Board (some may be in combination with other Local Authorities). Most have a website with information about how to report a concern. You should take time to research this before your family arrives.

Some Local Authorities will provide advice and guidance about policies and practices in the local area, the availability of training and have very informative websites.

Making a referral to local authority social care

When making a safeguarding referral, the point of contact may vary according to the type of issue, for example whether the issue concerns a child or an adult. In many areas the Local Authority will have a Multi-Agency Safeguarding Hub (MASH) which will be the first point of contact for any safeguarding issue and will then refer the matter on to the appropriate department. Some may deal only with issues involving children, others may also deal with issues concerning adults.

If you decide to make a referral you should do so as soon as possible and have as much information available as possible. However, do not delay making the referral if you do not have all the information you might need.

- Relevant details of the person you are concerned about.
- Your involvement with the person(s) concerned (volunteer, family member)
- The nature of the concern expressed in a concise way and in a logical sequential order.
- Where the concern names an alleged perpetrator, any identifiable information including name, known location or job.
- Whether anyone has spoken to the person, parents or caregiver or others about the concern.
- Details of other services that are already involved with the person (if known).

Guide for Designated Safeguarding Leads

Consent

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

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

You do not need to seek consent to share information if it might:

- Be unsafe to seek (e.g. if might increase the risk to the adult or child).
- Cause an unjustified delay.
- Prejudice the prevention, detection or prosecution of a serious crime

When statutory agencies take the referral.

If Local Authority Safeguarding Team decide to accept a referral or to investigate the concern, you should be informed within 48 hours.

- You must follow up if you are not informed of the next steps within 48 hours.
- If Local Authority Safeguarding Team or the Police take the lead for investigation, you should confirm what actions they need you to take next. This may include providing evidence or removing the person from any further activity while an investigation is carried out.
- Statutory agencies should inform you of any continuing role, the frequency of communications and the outcome of any investigations.

Your continuing role as DSLs

Remember, your role is not to take the place of the statutory authorities, such as the Local Authority's Children and Families Service, police or medical services. Your role is to assess whether there are concerns about the safety or wellbeing of your family and act to address them where appropriate.

You may encounter situations where you are not sure if you should make a referral. In such cases you should contact the relevant team at the Local Authority for advice, without disclosing confidential information, who can offer guidance on whether it is something that needs to be referred to them and how to proceed.

In some situations, the Local Authority may ask you to work with them to manage the situation. For example, they may ask your group to introduce a social worker and be present at initial meetings to help build trust. They may also set up regular meetings to discuss the situation and ask your group to be present at them.

If suggested, you should not expect to have to take or accept the role of managing a serious safeguarding concern. This can open your group up to significant risk and lead to incorrect support being provided. There may be some low-level issues which your Local Authority or Lead Sponsor can support you to address, but you should be prepared to push back if you feel they are asking your group to exceed your capabilities. There may also be other forms of support which your Local Authority may be able to refer lower level cases to, such as Family Support Services.

Guide for Designated Safeguarding Leads

As a volunteer, it might be difficult for you to handle the work of referral and liaison with your Local Authority, given work and other commitments. This is another situation when you should be bringing in the DSL at your Lead Sponsor Organisation.

Stage 2: Ongoing actions

Whatever the concern, your next task is to monitor and log any new information or actions as they arise. If possible, you should also let people who have reported to you know that you have acted on their concern. You don't need to give them all the details, but when people know action has been taken, they are more likely to report in future.

Actions might include:

- **Liaison with Other Agencies.** If other agencies are involved, you should maintain regular contact with them. Where possible agree when updates will be given and follow up if you do not hear back. Read Safeguarding concerns and working with other agencies to find out what to do if Social Service or the Police are involved.
- **Gather addition information.** Additional, relevant information may need to be gathered. This should be recorded and passed to key safeguarding agencies if requested.
- **'Check in' with those involved.** You may need to contact those involved in the concern to keep them informed of progress or establish how they are coping and if there are any additional support needs.
- **Monitoring.** There may be a need to continue to monitor the situation internally, to make sure actions are being carried out or that a situation does not get worse.
- **Work with the communications team.** If a safeguarding concern is in the public, you will need to talk with the communications team about how you respond.
- **Internal briefing.** Staff and/or volunteers may need a simple briefing about what has happened. This may include whether they can talk to the media or other people about what has happened.
- **Internal investigation.** Internal investigations are only appropriate when an allegation is not investigated by Social Services or the Police. An investigation is a fact-finding exercise to collect all the relevant information on a matter. If there is evidence of a policy breach, action should be taken in line with your organisation's processes.
- **Reporting to regulators.** There are some regulators that you may need to report to if you are managing a safeguarding concern. Who you report to will depend on the concern.

Stage 3: Closure

As DSL, you are responsible for deciding when a safeguarding concern is 'closed'. Each concern will be different. Some may be closed the same day; others may take several months.

Guide for Designated Safeguarding Leads

All safeguarding concerns should be closed once it has been agreed that you, as DSL, no longer have any ongoing role, or any actions left to complete.

If the police or Social Services are involved, they will inform you of the outcome of an investigation or tell you when there are no further actions required from you.

Anyone involved in the safeguarding concern should be informed that it has been closed and you should complete any safeguarding records and file them securely.

Stage 4: Final report

Once you close the safeguarding concern, you should complete a final report. The purpose of the report is to be a historical record of the concern.

The report should include:

- a clear and concise summary of the concern
- details of how the concern was followed up any actions taken and outcomes
- any lessons learnt from the case
- any recommendations for changes to policy or working practices

It's helpful to summarise concerns or share reports regularly with your senior team. If you do share the report with others in your organisation, remember not to include personal details.

ACTION POINT

Before your family arrives, make sure you have:

- Identified the contact details for your local authority social care teams.
- Identified any other organisations, for example, refugees support groups, financial services, who may be useful contacts in case your families need additional help and support.
- Decided who will support you if a safeguarding concern arises.

Process for managing allegations

For allegations involving children

If you receive a safeguarding concern which suggests a volunteer has endangered the safety or wellbeing of a child, you must contact the relevant local authority Designated Officer as soon as possible. This will be the local authority where the child concerned resides.

The purpose of an initial discussion is for the Designated Officer and the Designated Safeguarding Lead to consider the nature, content and context of the allegation and agree a course of action. The Designated Officer may ask you to provide or obtain relevant additional information.

There may be situations when you will want to involve the police immediately, for example if the person is deemed to be an immediate risk to children. Where there is no such evidence, you should

Guide for Designated Safeguarding Leads

discuss the allegations with the Designated Officer to help determine whether police involvement is necessary.

It is good practice to inform the Designated Safeguarding Lead of your group's Lead Sponsor organisation. As well as notifying them of the concern, they should be able to offer you support and guidance.

For allegations involving adults

Local authorities in England and Wales have a duty to make enquires, or ask others to make enquiries, when they think an adult with care and support needs may be at risk of abuse or neglect in their area and to find out what, if any, action may be needed. In instances where you believe an adult is at risk, and they do not have the capacity to protect themselves, you should contact the adult social care team of the local authority where the person resides and seek advice on what to do next.

When statutory authorities decide to investigate

If statutory agencies decide to investigate the allegation you should be informed within 48 hours.

If a criminal investigation is required, you will be asked to stop the volunteer taking part in any further activities until this is concluded. The police are required to complete their work as soon as reasonably possible and to set review dates, so you should either liaise with the police directly or via the Designated Officer to check on the progress of the investigation and criminal process.

When statutory authorities do not investigate or the allegation

If statutory agencies decide not to investigate the allegation, the investigation concludes there is no further action to be taken, or, in the initial assessment you decide it does not meet the threshold for reporting to statutory agencies, you will need to initiate an internal investigation.

It's a good idea to have set of procedures you will follow if you receive a complaint or allegation about the misconduct of a volunteer.

Investigating misconduct

The Designated Safeguarding Lead with another member of the Leadership Team must hold a discussion about the allegation.

At this meeting you should:

- review all written documentation so far
- consider whether on the evidence provided there is substance to the concern
- decide when to inform the person against whom the accusations are made, and if so, who and how this should be made. If you decide to speak to the volunteer, this should be a formal, recorded meeting
- Where appropriate, what support and training may be needed to support them in effectively and safely in the future

The discussion should be focussed on whether the concern is:

Guide for Designated Safeguarding Leads

- **Substantiated:** there is sufficient identifiable evidence to prove the concern
- **False:** there is sufficient evidence to disprove the concern
- **Malicious:** there is clear evidence to prove there has been a deliberate act to deceive and the concern is entirely false
- **Unfounded:** there is no evidence or proper basis which supports the concern being raised. It might also indicate that the person reporting the concern misinterpreted the incident or was mistaken about what they saw. Alternatively, they may not have been aware of all the circumstances;
- **Unsubstantiated:** this is not the same as a false allegation. It means that there is insufficient evidence to prove or disprove the concern. The term, therefore, does not imply guilt or innocence.

You **must** make a note of the actions decided at the meeting.

Safeguarding and record keeping

As DSL you are required to keep records about any safeguarding concerns. You may decide to keep paper records or use electronic means. Whatever method you choose, make sure it is secure, and no-one else outside your organisation has access to it.

Accurate and up to date records of safeguarding concerns are essential for a number of reasons.

- They can enable you to record seemingly minor issues to build a more complete picture of what a person may be experiencing
- They help you to monitor and manage safeguarding practices
- They can provide you with evidence to support actions
- They can provide continuity when staff or volunteers are unavailable or change.

Types of records

Records do not have to be complex; a simple form can be created. As a minimum you should create a reporting form, a case file and a concerns log. See Appendices A & B for examples.

Consider how you will receive the reporting form. If you are using email, or an online form, you must consider the security of the information you receive.

Concerns log

A safeguarding concerns log is a tool for you, as DSL, to keep a track of the safeguarding concerns reported to you. It could be a paper-based form or electronic file, like a spreadsheet.

The concerns log should give you a quick guide to outstanding cases and actions. It should not include any personal details, which should be kept in the safeguarding case file. The concerns log also helps you to report both internally and externally on the number and types of safeguarding concerns you are receiving.

Keeping and storing records

Here are some key points to think about.

Guide for Designated Safeguarding Leads

Storage of safeguarding records.

- Families and volunteers should be aware what records will be made
- All paper records should be stored in a lockable, fireproof cabinet. If your group is not supported by an organisation with its own building, then consider storing your safeguarding records electronically on a cloud-based system with appropriate security arrangements in place.
- You may wish to scan paper records once no further action is needed (for example, where an incident has occurred, any necessary investigation has been completed). If you are scanning records, make sure that you do not shred your paper copy before confirming that your documents are correctly scanned and saved.
- Electronic records should be password protected and backed up regularly. A secure server (for example, a cloud-based server) is preferable. Systems should be virus protected. Data must never be stored on personal computers, USB drives or other removable media unless it is securely encrypted.
- Passwords should be hard to guess and always stored separately.

Access to safeguarding records

- Safeguarding records should only be available to those who need to have access to them, such as the DSL, or member of the Leadership Team.
- There should be clear protocol about who has access to the records, including how records are accessed in an emergency or in the absence of the record holder.

Sharing records

Before you share a record, make sure you've thought through the following:

- Do I have the right to share this information?
- Does the person receiving the information have a real need to know?
- Are there any conditions on sharing this information? For example, only for the named individual.
- How can I protect this information on transit?
- How will I record the fact I've shared this information?

Protecting information

Sending information via e-mail carries the risk that someone other than the intended recipient can intercept it. Take appropriate care both in the content of the email and any attachments. Double-check the address you are sending it to. Only copy people in on a need to know basis.

Emails containing safeguarding-related personal data should ideally be in an approved encrypted format. Most emails allow you to send encrypted information now. If this is not possible, always password protect any attachments. [This article gives advice on how to encrypt emails.](#)

Letters containing confidential information and identifying details should be sent by Special Delivery. Use two envelopes, placing the relevant information in an inner envelope marked confidential, with no classification details on the outer envelope.

Using a cloud-based computing system

Google Drive and Microsoft OneDrive are popular cloud-based systems that many groups use for storage and communication. If you decide to use a cloud-based system, bear these practices in mind:

Guide for Designated Safeguarding Leads

- You must ensure that all members of the group understand how to use these systems securely. It can be very easy to accidentally share access, or permanently delete text and files.
- When sharing a Google Doc, do not copy and “share a link” to access files. Such links are easily shared beyond the intended recipients. Instead, share access through to email address (which is person-specific and password protected).
- Always log out after use, and don’t allow your computer to “remember” your passwords for easy log-in.
- It is not good practice to use personal accounts and emails for storage or communication, so you could consider setting up a new group account in your name.

The NSPCC provides useful guidance for organisations on keeping and storing records.

[Guidance on recording and storing information](#)

ACTION POINT

Before your family arrives, make sure you have:

- Decided how you are going to keep records and ensure this is secure.

Appendix A: Example 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 of concern:	Date and Time (of writing):
Name of person reporting:	Position:
Department/ team/ programme:	
Name of person you are concerned about (if known):	
Date of Birth (if known):	

Guide for Designated Safeguarding Leads

Address or area of residence (if known):		
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
Is the person you are concerned about a group volunteer?	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: Example case management form

Part 1 – Assessing and responding to a safeguarding concern.

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

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

Guide for Designated Safeguarding Leads

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, the incident needs to be reported to Home Office Contact Officer 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.

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

Guide for Designated Safeguarding Leads

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 Sponsoring Organisation and the Sponsor Refugees Foundation team.

Date of closure:	
Date discussed with Sponsor group	
Date discussed with Sponsor Refugees Foundation	