



CREATIVE LIVES SAFEGUARDING REPORTING PROCEDURES

(a) PART A: CHILDREN

(b) PART B: ADULTS

Introduction

Creative Lives is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm. The procedure should be implemented with reference to Creative Lives Safeguarding Adults Policy and supporting information. This procedure details the steps to be taken in responding to any concern that an adult or child involved in Creative Lives, or its activities, is at risk of or is experiencing harm. Creative Lives has a Lead Safeguarding Officer from whom advice and guidance about safeguarding and child protection can be obtained. This person will also take the required actions and decisions in any safeguarding matters.

- Lead Safeguarding Officer – **Lindsey Jackson HR Director**

PART A CHILDREN

If any member of Creative Lives staff has a concern, observes a concern, or has concerns raised for them about a child's wellbeing, they should document this on the reporting form and inform the Lead Safeguarding Officer listed above as soon as possible.

Information can come from different sources, such as a child disclosing to another child or adult; through observations; from a third person raising a concern, from an observed change in a child's behaviour or personality; or from historical information.

Concerns can originate from several sources and be about a range of things. Below are a few examples to give an idea of the types of issues that should be raised:

- Abusive act
- Breach of policy or code of conducts
- Bullying incident including cyber-bullying
- From an event that has taken place involving individuals who are Creative Lives employees
- From an event that has taken place outside of the Creative Lives but disclosed to a Creative Lives Employee
- Behaviour of a child to another child
- Behaviour of an adult or parent to a child
- Observed self-harming.

1.1 Guidance

If a child discloses a safeguarding issue to a member of Creative Lives staff, then they should follow the guidance below:

- Listen to the child.
- Reassure the child that it will be taken seriously.
- Only ask questions to clarify information.
- Avoid assumptions.
- Always take concerns seriously
- Be honest with the child about what you are going to do next.
- Report what you have been told to Creative Lives Lead Safeguarding Officer

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who will take responsibility for the issue.

- Maintain confidentiality.
- Ensure the child receives appropriate medical treatment if required.

Don't

- Confront the alleged abuser.
- Promise to keep anything secret.
- Take any action yourself, report everything to a designated individual who will follow the appropriate procedures.

It is the duty of every Creative Lives employee to report any cases of abuse or poor practice to protect children. It is not your role to determine whether abuse has taken place, this role rests on the professionals. Therefore, please do not hesitate in passing information on or raising concerns, however small.

1.2 Reporting

It is important to be clear when reporting concerns and to ensure that you write down on the report form exactly what you have been told or what you have observed. If you cannot be certain, then make a note on the form to show this. The reporting form can be found in the Creative Lives Drive in policies and procedures/child protection/forms. It is also included in the Safeguarding policy which can be found on the Creative Lives website.

Once completed, you should contact the Lead Safeguarding Officer and once contact has been made, email the report to them so that they can take action.

It is important that you speak to the Lead safeguarding Officer to ensure that they have received the information; it is not acceptable to simply email your report without making contact as it needs to be actioned immediately.

If the child's parents or guardians are not implicated in the concern in any way, then you may be asked to speak with the parents/guardians if you have a good relationship with them; but the Lead Safeguarding Officer will advise you.

For staff operating in the Republic of Ireland who are included in the list of mandated individuals, you have additional reporting responsibilities. These are included below in the Lead Safeguarding Officer section.

IF FOR WHATEVER REASON YOU CANNOT GET HOLD OF THE LEAD SAFEGUARDING OFFICER AND YOU BELIEVE THAT THE CHILD TO BE IN DIRECT DANGER THEN YOU SHOULD PHONE THE POLICE DIRECTLY (999) OR CONTACT THE LOCAL AUTHORITY CHILD SERVICES TEAM (CONTACT NUMBERS ARE ON YOUR LOCAL AUTHORITY WEBSITE, INCLUDING OUT OF HOURS EMERGENCY NUMBERS). THEN EMAIL THE LEAD SAFEGAURDING OFFICER TO INFORM THEM OF YOUR ACTION.

ONCE YOU HAVE RAISED A CONCERN YOU SHOULD NOT DISCUSS THIS WITH ANYONE ELSE AS THIS MAY PLACE THE CHILD OR ANY INVESTIGATION AT RISK.

1.3 Lead Safeguarding Officer

The Lead Safeguarding Officer has received specialist training in child protection issues and will try to distinguish in the first instance whether the concern raised is poor practice or child abuse.

The lead officer has access to support and specialist advice. If the child is in



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immediate danger, then the Safeguarding Officer will call the police (999) and the local child services department where the child lives. The number of local child services departments can be found on the local authority website.

The Lead Safeguarding Officer will follow the reporting requirements as set out in the job description and guidance.

Staff operating in the Republic of Ireland who are mandated individuals have a personal responsibility to report concerns of abuse. They can do this jointly with the Safeguarding Lead or individually, but they must individually report concerns of abuse.

1.4 Poor practice

If the issue is in poor practice within Creative Lives or partner organisations then the CEO will decide how the issue should be dealt with and lead the internal investigation. There are a number of possible outcomes depending upon the severity and circumstances of the poor practice. These can range from disciplinary action and sanctions such as formal warnings or dismissal to words of advice or further training and guidance. Each case will be considered individually, and all factors taken into account.

Examples of poor practice could be inappropriate language, name-calling, bullying tactics, intimidating, or embarrassing the child unnecessarily.

1.5 Child abuse

If the issue is child abuse, then the Lead Safeguarding officer will notify the police and local child services teams as soon as they receive the allegation/concern. The CEO will [work with the senior team] to monitor the situation and will be advised by the Police or Child Services regarding how to manage the situation internally.

1.6 Confidentiality

All safeguarding and child protection information of a confidential nature, including report forms, will be stored by Lead Safeguarding Officer in a secure folder with limited access to Lead Officer and case management group only and in line with data protection legislation and children's social care and will be stored for 6 years.

Useful numbers

Creative Lives Lead Safeguarding Officer – 02920 395 395
NPSCC Child protection helpline – 0808 800 5000
Child Protection in sport unit – 0116 234 7278
ChildLine – 0800 11 11



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PART 2: ADULTS

The procedures have two main sections:

Section 1: Reporting concerns- **For everyone**

Section 2: What happens next – **For Safeguarding Lead and organisational response**

Reporting Concerns About Yourself

If you are experiencing harm within Creative Lives, contact **Lindsey Jackson** the Safeguarding Lead.

- If you are in immediate danger or need immediate medical assistance contact the emergency services 999.
- Please contact the Safeguarding Lead Lindsey Jackson. If you would prefer, please contact another member of staff who will help you raise the issue to the Safeguarding Lead.
- If the Safeguarding Lead or Welfare Officer is implicated or you think has a conflict of interest, then report to the Creative Lives Chief Executive/Officer.
- You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).
- Creative Lives will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Chief Executive/Officer or a member of the Creative Lives Board.
- At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.
- It is of upmost importance to Creative Lives that you can take part in our activities safely and we will take every step to support you to do that.

Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them. You should not keep safeguarding concerns to yourself. If you have concerns and/or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the Creative Lives Safeguarding Lead as soon as you can. [Lindsey Jackson] If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to the Creative Lives Chief Officer.

If you are concerned about harm being caused to someone else, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and

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report concerns they have.

- If someone has a need for **immediate medical attention** call an ambulance on 999.

If you are concerned someone is in **immediate danger** or a **serious crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.

Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Safeguarding Lead. **Do not** contact the adult before talking to your Safeguarding Lead or Welfare Officer if the person allegedly causing the harm is likely to find out.

Remember not to confront the person thought to be causing the harm.

1. Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with Creative Lives Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support -see Appendix 6).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important not to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.

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- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

- Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to the Creative Lives Safeguarding Lead without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

Be mindful of the need to be confidential at all times. This information must only be shared with the safeguarding lead and others on a need to know basis - e.g, keep the person safe whilst waiting for action to be taken.

Taking action

Once a concern has been passed to the Creative Lives Safeguarding Lead, they will coordinate the Creative Lives Safeguarding Adults Procedure.

The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding Lead, where appropriate, in consultation with the Case Management Group, will take the following actions:

Immediate Response

- 1.** Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

- 2.** If you have been sent a **Safeguarding Adults Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the adult themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting, you.

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3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix).

ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. Consult and Decide

If necessary, Creative Lives will consult with the Local Authority/the Police and decide which of the following actions need to be taken.

7. Contact the police (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an **adult at risk**

AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs (including within a sports organisations).
- there are other 'adults at risk' (e.g. another family member, another club member or other people using a service).

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- the adult at risk lives in Wales or Northern Ireland (no consent required).
- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

9. Use policy and procedures to stop harm within the organisation

If the person who may be causing harm is a person involved in Creative Lives in whatever capacity inform the CEO. If the person who may be causing harm is the CEO, inform the Trustee safeguarding lead.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation/activity.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

10. If statutory agencies are involved **work together with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.**

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop Creative Lives taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

11. Decide who in the organisation will **maintain contact with the adult to consult with them, keep them informed and make sure they are receiving the support they need.**

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they

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want to achieve.

12. Convene a Case Management Group meeting/management meeting to coordinate actions internally to your organisation:

- share information about what has happened with those within Creative Lives who have a role in safeguarding the adult.
- share the views of the adult.
- share any actions being taken by the Police/Local Authority.
- agree who will coordinate between Creative Lives and other agencies.
- decide what actions Creative Lives will take.
- Coordinate action by Creative Lives.

These action may include

- Use of internal procedures such as breach of code or conduct/disciplinary procedure to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure of Barring Service
- Communication the adult about the safeguarding process
- Offering support to the adult and making any arrangements for their continued involvement in the activity
- Offering support to staff, volunteers, member affected by the circumstances
- Ensuring senior managers are updated as needed.

13. Any case Management Group meeting (or formal meeting) must be recorded so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

14. Ensure records are complete and stored securely. Collate monitoring information, including feedback from the person who was at risk of harm and **report to senior management team/ the Board as requested.**

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Appendices

Appendix 1 - Safeguarding Report Form

To be completed as fully as possible if you have concerns regarding an adult.

If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action.

Section 1 – Details of adult (you have concerns about)	
Name of adult	
Address	
Date of Birth/ Age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2 – Details of the person completing this form/ Your details	
Name	
Contact phone number(s)	
Email address	
Line manager or alternative contact	
Name of organisation / club	
Your Role in organisation	
Section 3 – Details of concern	
Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)	
Date/ Time	What happened

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Section 5 – Details of the person thought to be causing harm (if known)	
Name	
Address	
Date of Birth/Age	
Relationship/connection to adult	
Role in organisation	
Do they have contact with other adults at risk in another capacity? E.g. in their work/family/as a volunteer	
Section 6 – Have you discussed your concerns with the adult? What are their views, What have they stated about what they want to happen and what outcomes they want?	
Section 6A – Reasons for not discussing with the adult	
Discussion would put the adult or others at risk. Please explain:	
Adult appears to lack mental capacity. Please explain:	

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Adult unable to communicate their views. Please explain:		
Section 7 – Risk to others		
Are any other adults at risk Yes/No/Not known – delete as appropriate If yes please fill in another form answering questions 1-6		
Are any children at risk Yes/No/Not known Delete as appropriate If yes please fill in a safeguarding children referral form and attach to this.		
Section 8 – What action have you taken if any /agreed with the adult to reduce the risks?		
Actions by club: e.g. person causing harm suspended, session times changed.		
Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken	
Police		
Ambulance		
Other – please state who and why:		
Section 10: Contact with Welfare Officer/others within the club		
Who else has been informed of this issue? – and what was the reason for information sharing		
Consultation with Safeguarding Lead	Dates and times	
Completed Form copied to Safeguarding Lead; Date and time		

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Signed:
Date:

OFFICE USE ONLY

Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)

Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of **Creative Lives**.

Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.

Details of any other agencies contacted:

Details of the outcome of this concern:

Appendix 2 – Sources of Information and Support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector.

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org



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Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland	Wales
Tel: 0800 027 1234 Email: helpline@sdaafmh.org.uk Web chat: sdaafmh.org.uk	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.



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Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

The Ann Craft Trust

Centre for Social Work,
University of Nottingham
Nottingham,
Nottinghamshire,
NG7 2RD

Tel. 0115 951 5400