




Landau Ltd
Registered Charity No. 1048645

Safeguarding Children & Vulnerable Adults Policy & Procedure

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POLICY STATEMENT

Landau regards the health, safety and welfare of all young people and vulnerable adults engaged in its programmes, and other activities, as one of its highest priorities. The organisation recognises and fully accepts its moral and statutory duty to safeguard and promote the welfare of children, young people and vulnerable adults and its duty to protect staff from unfounded allegations of abuse.

Landau understands that many of its learners or participants will be vulnerable, either because of special educational needs or long-term unemployment and accepts that this can bring additional risk of harm and abuse.

This Safeguarding Policy should be read in conjunction with the following policies;

- Policy for Preventing Extremism and Radicalisation
- Health and Safety Policy
- Whistleblowing Policy
- Safe Recruitment and Selection Policy
- Staff Code of Conduct
- Managing Allegations Policy
- Learner Code of Conduct

This policy applies to all staff, including senior managers and trustees, paid staff, consultancy staff, agency staff, volunteers or anyone working or volunteering on behalf of Landau.

INTRODUCTION

This policy serves to provide guidance to all staff as they work with colleagues to address any safeguarding concerns and to promote successful multi agency working.

Everyone, including children and vulnerable adults, has the right to be protected from abuse. Landau recognises the need to ensure their welfare when those individuals come into contact with the services we provide.

Children and vulnerable adults are best protected when professionals are clear about what is required of them individually, and how they need to work together.

Effective Safeguarding arrangements in every local area should be underpinned by two key principles:

1. Safeguarding is everyone's responsibility; for services to be effective, each professional and organisation should play their full part.
2. A person-led approach; for services to be effective they should be based on a clear understanding of the needs and views of individuals.

PRINCIPLES OF SAFEGUARDING

Landau will take all reasonable measures to ensure that any risk of harm to learners or participants physical and mental health is minimised and will take all possible action to address concerns about the welfare of any learner in full partnership with other agencies.

We will ensure:

- A safe environment for all learners participants and staff
- Those suffering or at risk of suffering significant harm or abuse are identified and referred to the necessary agencies as appropriate
- All learners are taught about safeguarding, our safeguarding procedures and how to keep themselves and others safe

We will do this by:

- Appointing and training a Designated Safeguarding Lead, (DSL) Deputy Designated Safeguarding Lead, (DDSL) and Designated Safeguarding Officers. (DSOs)
- Ensuring all staff working with learners are trained in Safeguarding.
- Raising awareness of the increased risk to specific groups of learners, for example, those with SEN, looked after children, learners with English as a second or other language, unaccompanied asylum seekers, learners from a travelling background, and those with adverse childhood experiences.
- Ensuring that all staff are recruited safely and in compliance with safer recruitment guidance.
- Ensuring all staff involved in the education programmes read and understand 'Keeping Children Safe in Education. (Part 1)
- Ensuring staff recognise the signs of abuse or that an individual may be at risk of significant harm.
- Promoting a safe learning environment in the workplace and in the classroom.
- Ensuring that all centres are secure and that visitors are required to sign in before entering the buildings. All visitors will be escorted and not left alone with learners.
- Engaging with Landau's partners to ensure their commitment to safeguarding in the workplace and other learning environments.
- Working with other agencies as appropriate (e.g. Safeguarding Partners) where an individual is being, or at risk of being, significantly harmed
- Providing a framework (procedure) for reporting and dealing with concerns and disclosures.
- Ensuring that all disclosures and concerns are securely recorded and acted upon as appropriate.
- Embedding safeguarding in the delivery of learning.
- Establishing clear procedures for the reporting and handling of allegations of abuse against staff.

- Requiring staff to undertake mandatory safeguarding training upon employment.

SCOPE

This policy applies to both children and vulnerable adults as there are similarities in many of the actions needed to safeguard both groups. However, Landau recognises that there are also some distinct differences between these groups and these are reflected in this policy.

This policy applies to all staff working or volunteering for Landau. This includes trustees, senior and middle managers, paid staff, volunteers and consultants.

LEGISLATIVE FRAMEWORK

The legislative frameworks that support our policy are:

Working Together to Safeguard Children 2023 reaffirms safeguarding as everyone's responsibility and the importance of sharing information between agencies.

Keeping Children Safe in Education 2023 requires all staff to read and understand their responsibilities if engaged in 'regulated' activities with young people.

The Prevent Duty 2023 requires specified authorities, including education, in the exercise of their functions to have due regard to the need to prevent people from being drawn into terrorism.

Children's Act 1989/2004, which provides the legislative framework for child protection in England.

Education Act 2002 requires that governing bodies of FE providers have a statutory duty to make arrangements to safeguard and promote the welfare of children and young people.

The Care Act 2014 sets out the six principles of adult safeguarding which encourages caregivers to take a person-centred approach when protecting vulnerable adults.

Safeguarding Vulnerable Groups Act 2006 helps the avoidance of harm or risk of harm by preventing people who are deemed unsuitable to work with children and vulnerable adults from gaining access to them through their work.

Sexual Offences Act 2003 makes it is an offence for a person over 18 (e.g., a teacher or other member of staff) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual.

Special Educational Needs and Disability Act 2001 ensures that schools and colleges make reasonable provisions to ensure people with disabilities or special needs are provided with the same opportunities as those who are not disabled.

Protection of Freedoms Act 2012 which changed the definition of Regulated Activity including who is eligible for a barred list check.

Mental Capacity Act 2005 which is designed to protect and empower people who may lack the mental capacity to make their own decisions about their care and treatment. It applies to people aged 16 and over.

DEFINITIONS

Safeguarding – protecting children, young people, and vulnerable adults from maltreatment, preventing impairment of their physical and mental health or development and ensuring they are growing up in circumstances consistent with the provision of safe and effective care.

Child Protection – any activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Child/Young Person – Children and young people are defined as those aged under 18.

Vulnerable Adult – for the purposes of this policy, an individual under the age of 25, with specific personal or situational needs, which increase their risk of suffering significant harm.

Significant Harm – The Children’s Act introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interest of the children. Some children may need help because they are suffering or likely to suffer significant harm.

TYPES OF ABUSE

The following are all the types of abuse that can occur in children and vulnerable adults

Physical Abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm. Physical harm may also mean when a parent or carer fabricates or induces illness in a child, young person or vulnerable adult.

Emotional Abuse including, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Sexual Abuse ‘involves forcing or enticing a child, young person or vulnerable adult or vulnerable adults to take part in sexual activities, not necessarily involving a high level of violence whether or not the child is aware of what is happening’. The activities may involve physical contact, including assault by penetration or non-penetration acts such as kissing, rubbing and touching outside clothing. It may also include non-contact activities, such as involving children or young people in looking at, or witnessing the production of, sexual online images, watching sexual activities, or encouraging children or young people to behave in sexually inappropriate ways.

Neglect is the persistent failure to meet a child, young person or vulnerable adult's physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of substance misuse/abuse.

Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. Failure to follow agreed processes.

Sexual violence – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts and sexual assault or sexual acts to which the vulnerable adult has not consented or was coerced.

Financial or material abuse – including coercion to take extortionate loans and threats to recover debt, theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding that causes a risk of harm.

Extremism and Radicalisation – Extremism is defined as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs; and/or calls for the death of members of our armed forces, whether in this country or overseas.” Radicalisation is defined as “the way in which a person comes to support terrorism and encourages other people to believe in views that support terrorism”

Child Sexual Exploitation - Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator.

Child Criminal Exploitation - Criminal exploitation of children is a geographically widespread form of harm that is a typical feature of county lines criminal activity: drug networks or gangs groom and exploit children and young people to carry drugs and money from urban areas to suburban and rural areas, market and seaside towns.

Peer on Peer Abuse (also known as child on child abuse) Children can abuse other children. This is generally referred to as peer on-peer abuse and can take many forms. This can include (but is not limited to) bullying (including cyberbullying); physical abuse such as hitting, kicking, shaking, biting,

hair pulling, or otherwise causing physical harm; asking for and sending youth produced sexual imagery, and initiating/hazing type violence and rituals.

Sexual Violence and Sexual Harassment – sexual violence and harassment can occur between two children of any age and sex and can occur in person or on-line. Landau understands its responsibility to take all reports and concerns seriously, challenge inappropriate behaviour and support both the victim and the perpetrator.

Domestic Abuse - Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. Children who witness domestic violence are victims of emotional abuse.

Drugs and Alcohol – the physical and mental health and wellbeing of a child, young person or vulnerable adult can be seriously affected either by their own dependence on alcohol and illegal substances or the dependence of those supposed to be caring for them.

Forced Marriage – describes a marriage in which one or both of the parties are married without their consent or against their will. This is different to an arranged marriage, in which both parties consent

Female Genital Mutilation - all procedures involving partial or total removal of the external female genitalia for non-medical reasons. FGM is illegal in England and Wales under the FGM

Act 2003

Fabricated or Induced Illness – is a form of child abuse. It happens when a parent or carer exaggerates or deliberately causes symptoms of illness in a child.

Hate Crime – any incident which constitutes a criminal offence, and which is motivated by prejudice.

Mental Health - all staff should also be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem. Staff, however, are well placed to observe and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one. Where children have suffered abuse and neglect, or other potentially traumatic adverse childhood experiences, this can have a lasting impact throughout childhood, adolescence and into adulthood. It is key that staff are aware of how these children's experiences, can impact on their mental health, behaviour, and education.

LEARNERS MISSING FROM EDUCATION

Learners missing from education are at significant risk of being victims of criminal and sexual exploitation or radicalisation. Staff understand that all absences, whether notified or not, may be an indication that the learner is at risk and will follow DfE guidelines for any learner that they are concerned about. This includes vulnerable adult learners who are absent without notification.

The DSL/DDSL will be responsible for liaising with the local authority regarding any learners who are classed as 'missing' or whom they are concerned about.

MENTAL CAPACITY

The consideration of mental capacity is crucial at all stages of safeguarding, as it provides a framework for decision making to balance independence and protection. For example, this could mean determining the ability of a vulnerable adult to make lifestyle choices, such as choosing to remain in a situation where they risk abuse; determining whether a particular act or transaction is abusive, or consensual; or determining how much a vulnerable adult can be involved in making decisions in a given situation. If a vulnerable adult at Landau is unable to make the decision and is deemed to be at risk, action will be taken on their behalf to ensure they are protected and concerns are reported. The legislation underpinning practice in this area is guided by the application of the Mental Capacity Act 2005, which provides a statutory framework to empower and protect vulnerable people who may not be able to make their own decisions. Capacity should not be viewed as a barrier to safeguarding. However, caution must be exercised not to contravene an individual's wishes, feelings and rights.

LOOKED AFTER CHILDREN

Landau understands that looked after children are at greater risk of abuse and will ensure that a member of staff is appointed as the 'Designated Teacher' This member of staff will work closely with the local authority and take part in reviews as requested. Landau understands that if they are made aware of any child who is in a 'private fostering' arrangement, then this must be reported to the local authority immediately.

APPROPRIATE ADULT

Many of Landau's learners are vulnerable and as such will need to be supported during meetings and interviews. Where a parent/carer/family member is not available, we will ensure that an appropriate adult (usually a member of staff) is present to support them. This includes meetings with social workers or the police.

ROLES AND RESPONSIBILITIES

Safeguarding is everyone's responsibility and all staff involved in the delivery and support of our programmes have a role to play. All staff employed by Landau will undergo safeguarding training at induction, advanced training (as appropriate) and will take part in the annual CPD programme where safeguarding updates/refreshers will be programmed.

The CEO and Board of Trustees have the leadership and management responsibility for Landau's safeguarding arrangements and will ensure that;

1. All Trustees are DBS checked in accordance with statutory guidance.
2. Trustees are trained in safeguarding and understand their responsibilities.

3. A suitably qualified and experienced Designated Safeguarding Lead (DSL) and Deputy (DDSL) are appointed and that their responsibilities are explicit in their job description.
4. A Safeguarding Trustee is appointed to support the DSL and DDSL.
5. Safeguarding is an agenda item at all board meetings and the trustees are provided with regular updates in terms of cases, trends, training, safe recruitment etc.
6. The annual local authority safeguarding audit is carried out, approved at board level and submitted by the set deadline. (Local Authority Sec 11 Audit)

The DSL and DDSL have responsibility for:

1. Being the first point of contact for all staff to go to if they are concerned about a learner.
2. Ensuring the organisation's policies reflect prevailing legal and contractual requirements.
3. Managing the referral of cases of suspected abuse or allegations to the relevant agencies.
4. Keeping detailed, accurate, secure written records of concerns and referrals and ensuring that child protection files and information are requested from feeder schools and colleges and shared with destination colleges in accordance with KCSIE.
5. Referring concerns around Prevent to the DfE Prevent Co-Ordinator.
6. Carrying out risk assessment for 'high risk' learners to ensure adequate support is in place.
7. Understanding the 'Early Help' process and how to refer learners.
8. Attending case conferences and review meetings if required and as appropriate.
9. Communication of the policy and arrangements to all relevant parties including but not limited to children, young people and vulnerable adults, their parents and families, staff and volunteers.
10. Engaging with local authorities and other agencies as appropriate.
11. Establishing the contact details of relevant statutory agencies e.g. Children's Social Work Services, Police, Local Safeguarding Boards, and the Local Authority Designated Officer
12. Escalating concerns, where they have not been followed up or managed correctly.
13. Ensuring that staff receive safeguarding training appropriate to their roles and regular updates.
14. The safety of all learners, including when a young person or vulnerable adult is absent or missing, without explanation.
15. Acting as a source of support, advice and expertise for staff

HR are responsible for:

1. Adhering to safe recruitment guidelines at all times and ensuring that all processes associated with recruitment are in line with Landau's Safe Recruitment and Selection Policy.

2. Ensuring that staff responsible for recruitment are trained in 'safer recruitment'
3. Requesting DBS checks in line with national and local guidance.
4. Ensuring safeguarding responsibilities are reflected in all job descriptions.
5. Supporting the CEO and DSL with any staff investigations where a safeguarding complaint/allegation has been made.
6. Ensuring that all new staff follow a robust induction programme which sets out their safeguarding responsibilities, the key policies and the details of the DSL and DDSL.

All other staff are responsible for:

1. Understanding safeguarding and their responsibilities to report concerns and disclosures.
2. Undertaking appropriate training.
3. Understanding risks and the signs to look for.
4. Understanding that some learners will be more vulnerable to abuse.
5. Listening actively to participants and learners and taking their concerns seriously.
6. Reporting and recording any concerns using CPOMS.
7. Reporting any concerns they have about other members of staff using the organisation's Whistleblowing Policy.

SAFE RECRUITMENT OF STAFF

Landau operates safer recruitment and employment practices and has a separate policy to manage this process. Managers responsible for recruitment will undergo 'safer recruitment training' to understand their responsibilities and the legal requirements when employing staff to work with learners.

INFORMATION SHARING & CONFIDENTIALITY

Information sharing is crucial in order to safeguard the welfare of children and vulnerable adults. Information must only be shared with staff that "need to know" and then only the details required to enable the safeguarding team to make an informed decision.

Landau uses a secure safeguarding reporting and recording system, CPOMS, which all staff should use to report concerns and disclosures. In all cases, reports should be clear and concise and staff should understand that their reports may be shared with other agencies and/or required as evidence.

If a member of staff is asked to share safeguarding information, they must first contact the DSL or DDSL first to ask for advice.

MANAGING ALLEGATIONS OF ABUSE AGAINST STAFF & VOLUNTEERS

Landau has a separate policy for managing allegations of abuse. The **Staff Code of Conduct** provides staff with clear guidelines on how to behave and how to avoid unfounded allegations. Breaches of this Code of Conduct may result in disciplinary proceedings.

The primary concern in the event of an allegation is to ensure the safety of the young person or vulnerable adult. In all cases, action will be taken quickly, confidentially, and professionally, with all parties clear that suspension is not an indicator of guilt, but a required part of a process.

In the event that a member of staff suspects any other member of staff of abusing a student, it is their responsibility to report these concerns to the DSL (or Deputy), except when they are the person against whom the allegation is being made. In this instance the report should go to the Local Authority Designated Officer (LADO)

The DSL will contact the Local Authority and seek the advice of the Designated Officer in all situations where a member of staff has been accused of or is suspected of abuse. The DSL will also contact the DBS to advise them of any subsequent dismissals, regardless of prosecution.

TRAINING

It is a statutory requirement under the Children Act 2004 (Section 11) that all individuals who work with vulnerable children and adults, both permanent staff, volunteers and contractors should be trained and competent and to be alert to the risk of child abuse. This requirement is reinforced in Keeping Children Safe in Education. The Care Act 2004 also requires staff working with vulnerable adults to be trained in safeguarding and spotting the signs of abuse. This includes being able to recognise when a child or a vulnerable adult may require safeguarding from abuse and knowing what to do in response to a concern about their welfare.

Landau will ensure that all staff undergo basic safeguarding awareness training including Prevent and that this training is updated every three years. Staff will be given regular updates on prevailing safeguarding concerns and local issues as appropriate. The DSL and DDSL will be trained to the required level and where necessary Designated Safeguarding Officers (DSOs) will also be trained to DSL level.

Landau encourage and support staff to undergo additional safeguarding training as required, for example Child Sexual Exploitation, Trauma Informed Practice.

Training compliance will be monitored regularly and reported on to various stakeholders. Individual personnel compliance will be reviewed at the annual review. Those members of staff who fail to comply with the training requirements will have restrictions imposed on working practices until training requirements are met. Furthermore, disciplinary action may be considered if an individual continues to show non-compliance and there are no mitigating circumstances.

Safeguarding Procedures

Please bear in mind that most young people & vulnerable adults who you have contact with through your work are likely to experience a perfectly safe and happy life. It is recognised however, that a small percentage of the young people & vulnerable adults that you meet will, through the nature of their experiences, demonstrate behaviours that might be indicators of abuse, so it is important that staff take action. Many factors associated with disadvantage can also result in a young person or vulnerable adult's behaviour being affected, and this should be considered alongside any disciplinary action.

Staff are not expected to become expert in the protection of young people & vulnerable adults nor are they expected to investigate abuse. They are, however, expected to do the right thing and report all concerns or disclosures of abuse.

The management of Landau is responsible for ensuring that all staff and volunteers for whom they are responsible, are aware of and understand the importance of implementing these procedures.

Reporting Concerns

1. Staff and volunteers, who for any reason become concerned that a young person or vulnerable adult may be at risk of abuse, is being, or has been, abused must immediately report that concern to a member of the Safeguarding Team. No matter how small the concern is, it is important to report it. This also applies to KS 4 children who take part in practical courses run by Landau as part of an alternative curriculum.
2. The concern should be recording using CPOMS and by 'adding a concern' Staff should be careful that the correct category of abuse or suspected abuse is selected. The entry will send an alert to the Safeguarding Team who will follow the matter up and complete a referral if appropriate.
3. If the concern is urgent and you need assistance or a response immediately, contact the deputy DSL or the DSL.
4. The Safeguarding Team will discuss your concerns with you to clarify their cause and obtain all the known relevant information. They will then decide on further action. They may refer the matter straight to Children's Svs or Adult Svs or liaise with other agencies, e.g., School DSL, DfE Prevent Coordinator. The DSL/DSO will record the incident/concern on the Safeguarding Concerns Log. This information is held securely and will be passed on to the relevant authorities if required.
5. If the concern is about the DSL, then the matter should be reported to the CEO.
6. Staff must make sure that any written notes are handed to the DSL/DSO as they may be required in evidence if the matter leads to a prosecution.

7. **If the child, young person, or vulnerable adult is at immediate risk of harm, call the police on 999**

Dealing with Disclosures

1. Children, young people, and vulnerable adults will occasionally disclose abuse to an individual they have come to feel they can trust. This happens for many reasons but the important thing to remember is that if they do tell you, they are doing so in the hope that you will act to stop it happening, even if they ask you not to do anything with the information.
2. It is important to remember too, that it can be more difficult for some to disclose than for others. Children, young people & vulnerable adults who have experienced prejudice and discrimination through racism may well believe that people from other ethnic groups or backgrounds don't really understand or care about them. They may have little reason to trust those they see as authority figures and may wonder whether you will be any different.
3. Children, young people & vulnerable adults with a disability will have to overcome barriers before disclosing abuse. They may well rely on the abuser for their daily care and have no knowledge of alternative sources. Sadly, some may have come to believe they are of little worth and simply comply with the instructions of adults.
4. If a young person or vulnerable adult discloses abuse to you in the course of your work, it is important to react appropriately.

DO:

- ✓ Remain calm and listen without interrupting
- ✓ Only ask questions to seek clarification and use open, non-leading questions
- ✓ Reassure the child, young person or vulnerable adult that they have done the right thing and that it is not their fault
- ✓ Make notes if you can do so without worrying the child, young person or vulnerable adult
- ✓ Thank them for telling you and reassure them that you will report it so that they start to get help.
- ✓ Remember that the child may be frightened or embarrassed and they may be worried about getting someone they care for into trouble.

DON'T:

- ✗ Interrogate or ask leading questions
- ✗ Panic or show your emotion in any way
- ✗ Make assumptions about what might have happened or speculate
- ✗ Promise to keep it a secret – you must pass the information on
- ✗ Make negative comments about the alleged abuser

Following a disclosure, staff must immediately report the matter to any of the Safeguarding Team. This also applies to disclosures made by KS 4 children who take part in practical courses run by Landau

as part of an alternative curriculum. Staff must make sure that any written notes are handed to the DSO as they may be required in evidence if the matter leads to a prosecution.

If the child, young person, or vulnerable adult is at immediate risk of harm, call the police on 999

Local Safeguarding Boards in areas we deliver

Telford Adult Safeguarding Board: www.telfordsafeguardingadultsboard.org/

Shropshire Adult Safeguarding Board:

www.keepingadultssafeinshropshire.org.uk

Shropshire Child Safeguarding Board: www.safeguardingshropshireschildren.org.uk

Shropshire

Adult safeguarding referrals are made through emailing the completed RiO referral form to: firstpointofcontact@shropshire.gov.uk

Telford

Adult safeguarding referrals are made through emailing the completed RiO referral form to: vulnerableadults@telfordgcsx.gov.uk

Child safeguarding referrals are made through an initial telephone call to Family Connect and emailing the completed RiO referral form to: Family Connect - 01952 385 385
familyconnect@telford.gov.uk

Shropshire (Initial Contact Team) Tel: 0345 6789021

Emergency Duty Service 01952 676500 after 5pm

Worcestershire and Herefordshire

Worcestershire Adult Safeguarding Board:

<https://www.safeguardingworcestershire.org.uk/wsab/>

Worcestershire Child Safeguarding Board:

<https://www.safeguardingworcestershire.org.uk/home/wscb/>

Key contacts

Adult Safeguarding Team

Telephone 01905 843189

Adult Contact Team

Telephone 01905 768053

Visit: www.worcestershire.gov.uk

Herefordshire Adult Safeguarding Board:

<https://herefordshiresafeguardingboards.org.uk/herefordshire-safeguarding-adults-board/>

Herefordshire Child Safeguarding Board:

<https://herefordshiresafeguardingboards.org.uk/herefordshire-safeguardingchildrenpartnership/>

Staffordshire and Stoke

Staffordshire and Stoke on Trent Adult Safeguarding Board: www.ssaspb.org.uk

Staffordshire Child Safeguarding Board: www.staffsscb.org.uk

Stoke-on-Trent Child Safeguarding Board www.safeguardingchildren.stoke.gov.uk

Stoke on Trent Safeguarding Board

Stoke on Trent Safeguarding Referral Team 01782 235100

Emergency Duty Team 01782 234234

Staffordshire

Adult safeguarding referrals are made by emailing the completed RiO referral form to: vastaffordshire@staffordshire.gov.uk

Child safeguarding referrals are made through an initial telephone call to First Response and uploading the completed RiO referral form to the local authority website: First Response - 0800 13 13 126 (free from a landline)

Out of Hours: 0345 604 2886 (for emergencies only)

Text: 07773 792016

Minicom: 01785 277309

A trained member of staff will be available between 8:30am - 5:00pm, Monday-Thursday and 8:30am - 4:30pm on Fridays (excluding Bank Holidays).

To report a concern outside of these hours, please contact the Emergency Duty Service. If you are a children's service professional and want to find more about safeguarding children visit the [Staffordshire Safeguarding Children Board](#) web site.

<https://www.staffordshire.gov.uk/health/childrenandfamilycare/childprotection/firstResponse/Report-online/What-do-you-want-to-do/Who-are-you/Professional/Formtoupload-documents-following-a-telephone-enquiry.aspx>

Reporting abuse of an adult

To report concerns about an adult please:

Phone: 0345 604 2719

Monday - Thursday* 8:30am - 5pm Friday: 8:30am
- 4:30pm

*Excludes Bank Holidays

Out of hours: 0345 604 2886 (for emergencies only)

A trained member of staff will be available between 8:30am - 5:00pm, Monday-Thursday and 08:30am - 4:30pm on Fridays (excluding Bank Holidays).

To report a concern outside of these hours, please contact the [Emergency Duty Service](#).

For further guidance on reporting abuse of an adult please see the [Staffordshire and Stoke on Trent Partnership Adult Safeguarding Board](#) website.

Out of hours - the Emergency Duty Service

If you have a concern about the safety of a child or vulnerable adult and need to report it overnight, over a weekend or on a Bank Holiday, contact the Emergency Duty Service:

Phone: 0345 604 2886

Fax: 01785 277321

Text: 07815 492613