

Safeguarding process

Version control:

Version	Date	Change(s)	By
1	25/02/2021	Initial release	PK
1.1	26/02/2021	<i>Safeguarding concern with no immediate risk to life</i> paragraph updated. <i>Safeguarding concern with immediate risk to life</i> paragraph updated.	PK
1.2	22/03/2021	<i>Contact Safeguarding Assurance Team</i> section updated.	PK
2.1	21/04/2021	<i>Recognise safeguarding issues</i> section: the subheadings of the safeguarding concerns updated to Urgent and Non-urgent. Wording of these paragraphs updated.	PK
2.2	21/04/2021	<i>Contact Safeguarding Assurance Team</i> section updated: added Tuesday as a day when operators can contact Ataa.	PK
2.3	21/04/2021	<i>Entering a case to the database</i> section updated: included the recent Dynamics update for recording Safeguarding Concerns.	PK
2.4	29/10/2021	<i>Contact Safeguarding Assurance Team</i> section updated: Friday removed from the days when operators can contact Ataa.	PK

Recognise safeguarding issues

The people we support have the right to live in safety, free from abuse or harm. Responding to safeguarding concerns is our responsibility and a team of specialist Safeguarding Assurance Advisers are available to advise operators with any safeguarding concern regarding both adults and children.

If you're not sure if the case you're handling is a safeguarding case, you can:

- Check resources available in the [Safeguarding Section of the Operator Manual](#) (click to open). *Decide what to do about a safeguarding concern* might be a useful tool to identify the next step to take.
- Consult your supervisor.
- Call the Safeguarding Assurance Team number. Even if it will turn out that, it's not a safeguarding issue, the advisors can provide useful guidance.

Non urgent Safeguarding concern

If you are certain that there is a safeguarding concern, but the case is not urgent and there is no immediate risk to life, please make this clear in the case notes and let the shift Supervisor know about the case. The Operational Support Team (OST) will pass the case to the Safeguarding Team. On the next working day, the Safeguarding advisor will then pick up the case and take all the appropriate action.

Examples of these types of cases might be: someone who is struggling to live independently due to unsafe living conditions and may need carers or a housing assessment, someone who is self-harming, someone who may be experiencing financial abuse etc.

Urgent Safeguarding concern

If a caller discloses urgent safeguarding concern to you, you should call the Safeguarding Assurance Team and discuss your concerns with one of the team. They will advise you the next steps you should take, for example, calling 999* if the caller is in immediate risk.

*To call 999 via Mitel you need to follow the outbound call procedure and type 9999 (one additional 9).

For both scenarios above, please make the caller aware that someone from British Red Cross may need to call them back (on the next working day if the call comes in at a weekend) to discuss further support options with them and where possible to seek their consent for any onward referrals.

Contact Safeguarding Assurance Team

Before calling the Safeguarding Assurance Team, let your supervisor know that you are about to do so, so they are aware that there is a safeguarding case, and you will not be available to take inbound calls for a while.

On **Mondays and Tuesdays** contact Ataa Amo (the NSL dedicated Safeguarding Officer) directly on **07803 018357**.

Call 0300 004 0377

The line is open 24 hrs a day, 7 days a week.

Please note, these are internal numbers - **not to be shared with the callers**.

When you connect to the line, explain to the handler that you are a Support Line operator. Safeguarding team have a dedicated officer for the NSL cases, so they might be able to put you through to this advisor. If not, speak to available advisor and explain your concerns.

The advisor will provide advice on how to deal with a case. For example, they might ask you to contact the Service User back and provide additional signposting, or to call 999. Follow their advice and make sure that you communicate this to your supervisor, so they will know why you're making outbound calls and that you will not be available for taking inbound calls on the line.

Entering a case to the database

Create a contact and case record for this Service User as normal. Explain the nature of the call, reason for your concern (remember to state facts, rather than personal opinion) and that you consulted the Safeguarding Assurance Team. Include information on advice given by the SAT advisor, as this might be useful for the future reference. List all the actions that you took under the SAT advice, like calling the SU back and providing additional signposting or calling 999.

Activate the Safeguarding button in the 'Support' section of the case, as on the picture below, and in the Safeguarding Reason field type the category for the safeguarding concern. You can find a list of them in the [Safeguarding section](#) of the Operator Manual (click to open).



5. Support

Psychosocial Support Given*

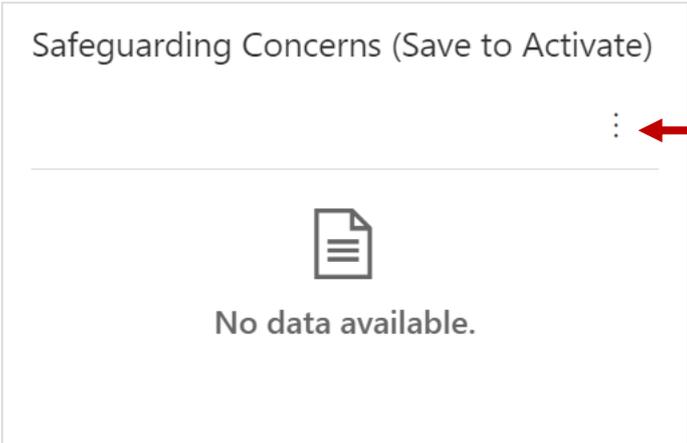
No

Safeguarding Activated

Yes

Safeguarding Reason*

When you activate the Safeguarding button, the Safeguarding Concerns box will appear (as on the picture below). Click on the three dots (indicated by an arrow on the picture) and choose '+ New Safeguarding Concern'.



Safeguarding Concerns (Save to Activate)

⋮



No data available.

This will open the Quick Create menu for Safeguarding concern (as on the picture below). Please choose a safeguarding concern from the list – the same one as you put in the Safeguarding Reason field. Add date and time of the call and click on 'save and close'.

Quick Create: Safeguarding Concern ×

Email a

CAS-001027
Case Number

Safeguarding

Safeguarding Type	*	---
Date and Time		--- 
Datix Reference Number		---

N.B. The 'Datix Reference Number' field will be populated by the SAT advisor, so please do not worry about it.

Continue filling the case as normal: include all the relevant signposts and/or local referrals, mark case as 'ready to review'.

Raising a Datix

The SAT officer will complete Datix form for the case. It is not the NSL operator's or supervisor's responsibility to raise a Datix.

Even if you have access to Citrix and know how to do it, please leave it to the SAT advisor. Share all the important information and your concerns about the caller/ case and the NSL dedicated SAT advisor will take it from there. They will carry out all the necessary follow ups on the case, so you don't have to worry about it, as it will be in the SAT's hands then.

After a call

Calls that raise safeguarding concerns might be long, emotional, and difficult to handle. This might affect you, so make sure that after handling this call you take a comfort break and seek appropriate support if needed.

Please refer to the [Wellbeing for operators page](#) in the Operator Manual (click to open).