

UKTD Safeguarding Procedure		
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Safeguarding Procedure

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SCOPE AND PURPOSE

This Safeguarding Procedure, together with UKTD's accompanying Safeguarding and Prevent Policies, apply to all employed staff, freelance contractors, volunteers and others who work in or on behalf of UKTD. The Policies and Procedure need to be read together as they all contain important information and guidance.

The purpose of this procedure is to provide a framework that will support and guide staff to know what to do if they have a safeguarding concern and how to report it.

REPORTING A SAFEGUARDING OR PREVENT CONCERN

If a staff member has a Safeguarding or Prevent concern about a learner, or if a learner has disclosed a concern about themselves, this must be reported to a Designated Safeguarding Officer (DSO) or Lead DSO as soon as possible, so that advice and support can be given or prompt action taken if required. It is essential that all concerns are reported even if you have only heard rumours about abuse, harm or neglect, or you have your own suspicions but do not have any evidence.

Reporting methods

Reporting a concern can be done in person; by telephone to a DSO or Lead DSO; or if non-urgent via the Safe Learner email address: safelearner@uktd.co.uk and one of the safeguarding team will contact you. If your local DSO or the Lead DSO are not available, you should contact UKTD's Managing Director.

In an emergency situation or out of hours, you can report an incident to the Police (if immediate action is needed) or contact your local area MASH (Multi Agency Safeguarding Hub) for advice and guidance. The **Hertfordshire MASH number is 0300 123 4043** and please refer to the full list of Safeguarding Reporting Services at Appendix 5.

Staff must complete a report as soon as possible after the incident on a SIR form and submit to the safelearner@uktd.co.uk email address for referral to the Lead Safeguarding Officer and Managing Director.

UKTD DESIGNATED SAFEGUARDING TEAM

Designation	Name	Contact Details
Lead Safeguarding Officer (LDSO)	Helen Blackburn	07875 665934 helen.blackbourn@uktd.co.uk
Local Safeguarding Officers (DSOs)	Helen Blackburn (East & West Midlands)	07875 665934 helen.blackbourn@uktd.co.uk
	Tracey Holden (North West)	07392 873584 tracey.holden@uktd.co.uk
	Debby Cramphorn-Arnold (East of England)	07875 665781 debby.arnold@uktd.co.uk
Safeguarding Email Address	safelearner@uktd.co.uk	

Stages of the '5 Rs' Process - steps to take if a learner discloses information

A helpful way to remember our responsibilities and steps to take is to follow the '5 Rs'.

- 1) 'Recognise' – be alert to the signs of abuse
- 2) 'Respond' – listen, accept, reassure, explain, follow procedure
- 3) 'Report' – as soon as possible to your DSO or Lead DSO
- 4) 'Record' – make a written record of what has been alleged/suspected
- 5) 'Refer' – do not try and investigate yourself. DSOs will refer to external agencies, if required.

The "Notice, Check, Share" procedure would also apply for a Prevent concern.

The Lead Designated Safeguarding Officer will discuss concerns with the Managing Director and a decision is made as to whether an issue needs to be escalated to an external agency or Safeguarding Partner. In the case of a Prevent Duty concern, this may include contacting our local Police Prevent Officer or DfE Regional Prevent Co-ordinator for advice, guidance and access to the Channel process, if required.

1) 'Recognise'

- Being able to recognise the signs of possible abuse is a fundamental part of safeguarding and protecting children, young people or at risk/vulnerable adults.
- Concerns about indicators of possible abuse include any area where the health, physical, sexual or emotional wellbeing of a child, young person or at risk/vulnerable adult is being harmed. This also includes radicalisation concerns.
- It may include a direct disclosure from someone, that they have been harmed or has self-harmed, or be a suspicion that possible abuse is taking or has taken place, due to signs or indicators that are being displayed.
- It may also include a disclosure from a person who has harmed or abused others.
- The most important thing to do is to pass on any concerns to a member of the Designated Safeguarding Team, so that it can be followed up and investigated promptly and effectively.

2) 'Respond'

- Knowing how to respond appropriately is vital and no concern should ever be ignored.
- A key part of our role in this situation is to listen to what is alleged and ascertain what we are dealing with.

If a learner makes a disclosure to a member of staff, the staff member or other person working at UKTD should:

- Listen to what is being said and stay calm without displaying shock or disbelief.
- Accept what the learner is saying and take it seriously.
- Allow the learner to talk freely and do not use leading or probing questions, or put words into the person's mouth (Note: If a case goes to court, using leading or probing questions will invalidate the case).

- Do not promise to keep it to yourself and be clear that you will need to pass it on to an appropriate person (Lead DSO or DSO).
- Do not try to investigate the matter. It is not your role to get a detailed account.
- Do not criticise the alleged perpetrator.
- Reassure the learner that what has happened is not their fault and that they have done the right thing by telling you.
- Do not make any promises about what will happen next, as you do not know.
- Explain that you will need to tell a Designated Safeguarding Officer and we will do what we can to help.

3) 'Report'

- Report all concerns as soon as possible to your local Designated Safeguarding Officer (DSO) or Lead DSO, even if you have only heard rumours about abuse, harm or neglect, or if you have your own suspicions but do not have evidence.
- If the DSO / Lead DSO are not available, you should report a concern to the MD.
- In situations where you are just seeking advice and there is no immediate concern, you may contact a DSO via safelearner@uktd.co.uk.
- Once you have reported your concern, it is for the DSO / Lead DSO to take forward and discuss with the Managing Director as appropriate.

4) 'Record'

- Make sure your written record is precisely what has been alleged including the key phrases and words that the individual has used.
- You are not expected to remember every detail of the conversation or to have made full notes during the conversation. However, it is extremely important that you write up your record of the conversation immediately afterwards.
- Any notes should be typed up as soon as possible, using a SIR form wherever possible, and passed to your DSO or the Lead DSO. If you are unable to pass on your SIR form in person, you can send it to safelearner@uktd.co.uk.
- Safeguarding reports and information will be stored securely and separate to a learner's file, and only be accessible to those with safeguarding responsibilities.

5) 'Refer'

- It is not the responsibility of individual members of staff to investigate or make judgements on suspected instances of risks of harm or abuse.
- The Lead DSO will discuss with the Managing Director and make a decision about whether a referral is required to an external agency or Safeguarding Partner.
- Local DSOs and staff will then be given advice and guidance, as appropriate.
- If the allegation is regarding a member of staff, the Local Authority Designated Officer (LADO) will be notified and HR Manager involved.

- UKTD's Lead DSO (or DSO if deputising) is the main central contact for referrals to outside agencies. However, in an emergency situation where urgent assistance is required to protect someone, the Police must be contacted immediately and Lead DSO / Managing Director informed.
- Where there are concerns for an individual regarding radicalisation and extremism, the DSO Community Prevent Co-ordinator or local Police Prevent Officer should be contacted immediately to action a referral to Channel.

UKTD recognises that reporting a safeguarding incident or whistleblowing concern can be both stressful and challenging; however, all staff are required to report any concerns to a Designated Safeguarding Officer for follow up.

INFORMATION SHARING

Information sharing is essential for effective safeguarding and to ensure that a child, young person or at risk adult receives the right services at the right time. Any fears of GDPR and Data Protection Act 2018 should not stand in the way or be a barrier to sharing information appropriately.

The following non-statutory advice has been published by HM Government to support practitioners and senior managers in making information sharing decisions. **'Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers'** includes *'The seven golden rules to sharing information'*, which can be found at Appendix 4.

The **Principles** below are also provided to help organisations share information appropriately. When sharing information it must be:

- Necessary and proportionate
- Relevant
- Adequate
- Accurate
- Timely
- Secure
- Record

ALLEGATIONS AGAINST A MEMBER OF STAFF

UKTD recognises that an allegation of child abuse against a member of staff may be made for a variety of reasons and the facts of the allegation may or may not be true. Any allegations received will be taken seriously; treated with sensitivity and care; dealt with quickly in a fair and consistent way and investigated promptly and thoroughly.

Possible reasons for an allegation to be made

Such an allegation may be made against a member of staff, volunteer, employer or anyone working with learners, identifying that he or she has:

- Behaved in a way that has/may have harmed a child, young person, at risk adult.
- Possibly committed a criminal offence against/related to a child, young person or at risk adult.

- Behaved towards a child, young person, or at risk adult in a way that indicates he/she is not suitable to work with these groups.

Procedure for dealing with an allegation against a staff member

- The person learning of the allegation should record the nature of the disclosure using the SIR form and report it to the Lead DSO, who will escalate it to UKTD's Managing Director immediately.
- The Lead DSO and Managing Director will have an initial discussion to consider the nature, content and context of the allegation and agree a course of action. The HR Manager may be called upon, to provide support and advice as required.
- Depending on the outcome of this initial discussion, the member of staff may be suspended (without prejudice) pending the outcome of an investigation.
- The decision whether to suspend the staff member is not automatic and rests with the Managing Director, Lead DSO and HR Manager to discuss and decide.
- If an allegation is serious it may require immediate intervention from the Police or Children's Services and UKTD's Lead DSO will make contact with them as appropriate. The Local Authority Designated Officer (LADO) will also be notified.
- The member of staff concerned will be informed about the allegation as soon as possible and be given as much information as possible about the procedure.
- Following the findings of an internal investigation, UKTD's Disciplinary Procedure may be commenced or, if serious, external agencies or the Police involved.
- UKTD's Lead Designated Officer will be the main point of contact for communications with the local Safeguarding Partner.
- Every effort will be made to maintain confidentiality during an investigation and to conduct it on a need to know basis. This will also include how to manage speculation, leaks and gossip, and also what information can be shared.

In accordance with the guidance given in KCSIE 2019, the following definitions will be used when determining the outcome of allegation investigations:

- **Substantiated:** there is sufficient evidence to prove the allegation;
- **Malicious:** there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive;
- **False:** there is sufficient evidence to disprove the allegation;
- **Unsubstantiated:** there is insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence;
- **Unfounded:** to reflect cases where there is no evidence or proper basis which supports the allegation being made.

Support for staff member

Support will be given to any member of staff who is facing an allegation and they will be informed about the concern or allegation as soon as possible, with an explanation of the likely course of action (unless asked not to by the Police or Children's Services).

If an employee is suspended, they will be provided with a named contact for throughout the process. The individual will also be advised to contact their trade union representative (if they have one) or approach a colleague for support, and be given access to welfare counselling.

If the allegation involves an employer - In this situation, the Lead DSO would discuss the allegation with UKTD's Managing Director and agree a course of action. This may include a meeting being arranged between the employer and a Designated Safeguarding Officer to discuss and try to resolve the issue. If it is a more serious matter, the Lead DSO may consult with a local Safeguarding Partner. In all cases, the best interests of the learner must be the highest priority when handling these situations.

If a staff member is contacted by an external agency in relation to an investigation being undertaken, the following procedure must apply:

- UKTD staff members must refer the agency to UKTD's Lead Designated Safeguarding Officer or Managing Director, who will determine whether the requested information can be disclosed with or without consent.

OTHER SITUATIONS OF CONCERN

- If you are concerned that a learner of UKTD is harming or abusing a child or adult at risk, you must report your concerns immediately to your local DSO or the Lead DSO. Where appropriate, a local Safeguarding Partner may be contacted.
- If you are concerned that a company that has any association with UKTD, such as a work placement / employer, is harming or abusing a child or adult at risk, you must report your concern to your local Designated Safeguarding Officer.
- If you suspect any other person not related to UKTD, is harming or abusing a child or adult at risk, you may contact your Designated Local Safeguarding Officer. However, you can also contact the Police, Children's Services or Social Services, as relevant to the age of the individual considered at risk.
- In all of the above situations, you will be asked to provide a report in writing detailing your concerns and this may include a formal statement, if required, for subsequent external investigations.

WHISTLEBLOWING PROCEDURE

UKTD staff should feel able to raise concerns about any poor or unsafe safeguarding practice(s) or arrangements and know that they will be taken seriously.

The first step to take would be for the employee to raise the concern with their line manager or, if that is not possible, with a more senior manager. An example of this might be if the whistleblower believes that their manager is involved, in which case it would be inappropriate to raise the matter directly with them.

Once the line manager or senior manager has discussed the concern with the employee, the whistleblower may wish to proceed with the allegation and the manager who received the allegation will inform one of the Reporting Officers.

If the whistleblower feels unable to speak with any managers about the concern, they can make their allegation directly to any one of UKTD's two Reporting Officers, following the Whistleblowing Policy and Procedure.

UKTD Reporting Officers are:

- Managing Director, Theresa Wisniewski
- Human Resources (HR) Manager, Janice Dutton

Contact details for the Reporting Officers are:

Managing Director**Theresa Wisniewski****Postal Address:** iMEX House, Hemel Hempstead, Herts, HP2 7DX**Telephone:** 01442 230130**E-mail:** theresa.wisniewski@uktd.co.uk**Human Resources (HR) Manager****Janice Dutton****Postal Address:** iMEX House, Hemel Hempstead, Herts, HP2 7DX**Telephone:** 01442 230130**E-mail:** Janice.Dutton@uktd.co.uk

Please refer to the UKTD Whistleblowing Policy for full details.

The NSPCC also provides a free **Whistleblowing Advice Line** which offers advice and support to professionals who are concerned about how child protection is being handled within their organisation. The Advice Line can be contacted on **0800 028 0285** 8am to 8pm, Monday to Friday or by email: help@nspcc.org.uk

RELATED POLICIES AND PROCEDURES

HS0004	UKTD Safeguarding Policy
HS0007	UKTD Prevent Policy
HS0001	UKTD Health & Safety Policy
HS0002	UKTD Safer Recruitment Policy
PP0047a	UKTD Whistleblowing Procedure
HS0005	UKTD SIR Report Form

APPENDIX 1

The '5 Rs'

UKTD Reporting Process for Safeguarding & Prevent

	<p>1</p> <p>Recognise</p> <p>A Cause For Concern</p> <p>Tutor/staff member becomes aware</p>	
Immediate Risk	↓	No Immediate Risk
<p>Learner at risk of immediate harm to self or others.</p> <p>Contact Emergency Services or Police immediately.</p> <p>Inform the Lead DSO and MD immediately.</p> <p>You must complete a report as soon as possible after the incident on a SIR Report form and submit to the safelearner email for referral to UKTD Lead DSO and MD - safelearner@uktd.co.uk</p>	<p>2</p> <p>Respond</p> <ul style="list-style-type: none"> • Listen to what is being said and stay calm. • Accept what the learner is saying. • Allow the learner to talk freely and do not use leading or probing questions, or put words into the person's mouth • Reassure the learner but do not make promises you may not be able to keep. • Do not promise confidentiality • Reassure the person that what has happened is not their fault and that they did the right thing to tell. • Do not criticise the alleged perpetrator. • Explain what has to be done next and who has to be told. • Follow the full procedure as set out in this document and UKTD Safeguarding Policy. • Make notes of what was said, in the learner's words, as soon as possible after the disclosure has been made. 	<p>UKTD Tutor or staff member or someone at the learner's workplace refers to either a UKTD Tutor or directly to dedicated DSO or Lead DSO for further support.</p>
Immediate Risk	↓	No Immediate Risk
<p>Learner at risk of immediate harm to self or others.</p> <p>Contact Emergency Services or Police immediately.</p> <p>Inform the Lead DSO and MD immediately.</p> <p>You must complete a SIR report form as soon as possible after the incident and submit to the safelearner email for referral to UKTD Lead DSO and MD - safelearner@uktd.co.uk</p>	<p>3</p> <p>Report</p> <ul style="list-style-type: none"> • Report all concerns to a Designated Safeguarding Person (DSO) immediately (in person or by telephone) to discuss your concerns, even if you have only heard rumours about abuse, harm or neglect or you have your own suspicions but do not have any evidence. 	<p>UKTD Tutor, staff member or someone at the learner's workplace refers to either a UKTD Tutor or directly to dedicated DSO or Lead DSO for further support.</p>

APPENDIX 1

Immediate Risk	↓	No Immediate Risk
Act immediately and ensure the Lead DSO and MD have been spoken to, then record and submit SIR report to safelearner email.	<p>4</p> <p>Record</p> <ul style="list-style-type: none"> • Make a record of what has been alleged (or own concerns) and do not discuss with anyone other than a Designated Safeguarding Officer/Lead DSO or MD. • Make sure your written record is precisely what has been alleged, including the key phrases and words that the individual has used. • Incidents to be reported using the UKTD SIR (Safeguarding Incident Report) Form and emailed to Safelearner@uktd.co.uk as soon as possible. • Keep a copy of the incident report for your records and store confidentially for your records and future interviews if required. 	Ensure notes are written up as soon as possible on a SIR report form and sent to the safelearner email address.
Immediate Risk	↓	No Immediate Risk
<p>Safeguarding Lead and MD will decide on a plan of action, depending on the nature of the Prevent / Safeguarding or other concern and support required.</p> <p>Contact may be made to a Safeguarding Partner, the Police or other appropriate bodies such as Channel, local MASH Team or LADO, as appropriate.</p>	<p>5</p> <p>Refer</p> <ul style="list-style-type: none"> • It is not the tutor's responsibility to investigate or make judgements on suspected instances of risks of harm to the welfare of the learner. This is a matter for the Lead DSO and MD to follow up either directly or with the relevant external agencies. • Safeguarding Lead and MD will review and decide if case needs ongoing support or can be closed with periodic monitoring, in consultation with the tutor and employer /designated staff support. • Lead DSO and DSO team will continue to monitor, review and feedback through to resolution, as appropriate. 	<p>E.g. If the incident is a barrier to learning or work issues, or requires support of a different nature such as additional learning support.</p> <p>Consultation will take place with tutor and the DSO team. Will feedback with advice, guidance and support, and learner progression will be monitored.</p>
	<p>Final Stage</p> <p>Ongoing Support or Closure</p>	

The "Notice, Check, Share" procedure would also apply for a Prevent concern.

APPENDIX 2

What is and What is Not a Safeguarding Issue?

Ask yourself. Is the learner at immediate risk of harm or abuse? Would you report the incident/situation under your safeguarding procedures? If the answer is 'No' it may not be a safeguarding concern.

The following examples are intended as a guide only, and we would recommend that you discuss any of the following issues with your local UKTD Designated Safeguarding Officer, if you have a concern about your learner.

Issue	Safeguarding	Not safeguarding	Not sure
Forced Marriage	✓		
Falling down the stairs		✓	
Rape including historical rape	✓		
Illness		✓	
Losing money		✓	
Female Genital Mutilation (FGM)	✓		
Accidents or accidental injury		✓	
Sexual activity under 16 years	✓		
Neglect - including parental issues (drugs, alcohol, violence)	✓		
E safety/on line bullying/Facebook/Twitter threats	✓		
Emotional reactions to everyday occurrences		✓	
Assault including sexual assault	✓		
Grooming	✓		
Taking medication (in line with medical advice)		✓	
Violence and threats of violence	✓		
Missing person	✓		
Arguing with parents		✓	
Self-harming	✓		
Needing support for non-threatening issues		✓	
Sexting under 18	✓		
Breaking up with boyfriend/girlfriend		✓	
Homelessness	✓		
Trafficking	✓		
Not getting on with staff		✓	
Bullying	✓		
Unkind comments with no implied threat		✓	
Discovery of disclosure of involvement with the Police or YOT regarding a violent or sexual offence	✓		
Drug/alcohol abuse in college/training provider	✓		
Theft		✓	
Hate crimes (gender, sexuality, race, faith, disability, background)	✓		
Depressed / feeling down		✓	
Psychological abuse	✓		
Hungry		✓	
Physical abuse	✓		
Having counselling / therapy		✓	
Emotional abuse	✓		
Involvement with the Youth Offending Team or police for a non-violent, or non- sexual offence or allegation		✓	
Suicidal	✓		
Forced prostitution	✓		

APPENDIX 3

SIR Report: (Safeguarding /Wellbeing or Prevent Incident Report)

Raising a concern for the 1st time

Name of UKTD Tutor / Employer:

Name of Learner:

Learner ULN:

Name of Placement:

Learner Age:

Start Date:

Completion Date:

Is learner on target:

Who raised the concern - this may not be the learner and could be yourself:

Name:

Date:

Time:

Your Designated Safety Officer:

Has the matter been reported to them?

1. Please indicate below in detail the concern raised by the learner or the cause for concern you have observed that could impact on the learner's wellbeing or safety:

APPENDIX 3

SIR (Safeguarding / Wellbeing or Prevent Incident Report)

If the learner is in immediate danger of harming themselves or others around them please contact the police immediately.

If the situation you are reporting requires support and advice please contact your DSO or the Lead DSO for immediate support and advice, and after you have taken action complete the remainder of this report recording your actions.

Print Name:

Signature:

Position:

Date

Information Sharing – HM Government Advice

The seven golden rules to sharing information

1. Remember that the General Data Protection Regulation (GDPR), Data Protection Act 2018 and human rights law are not barriers to justified information sharing, but provide a framework to ensure that personal information about living individuals is shared appropriately.
2. Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. Seek advice from other practitioners, or your information governance lead, if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
4. Where possible, share information with consent, and where possible, respect the wishes of those who do not consent to having their information shared. Under the GDPR and Data Protection Act 2018 you may share information without consent if, in your judgement, there is a lawful basis to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be clear of the basis upon which you are doing so. Where you do not have consent, be mindful that an individual might not expect information to be shared.
5. Consider safety and well-being: base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
6. Necessary, proportionate, relevant, adequate, accurate, timely and secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely (see principles).
7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Taken from:

Information sharing

**Advice for practitioners providing
Safeguarding services to children, young
people, parents and carers**

July 2018

APPENDIX 5



Safeguarding Reporting Services

If the learner is in immediate danger of harming themselves or others please contact 999 immediately.

Safeguarding Children

County	Day Contact Number	Out of Hours / Emergency Contact	Email Address
BEDFORDSHIRE			
Bedford area: Multi-Agency Support Hub	01234 718700	0300 300 8123	multiagency@bedford.gov.uk
Central Bedfordshire: Access and Referral Team	0300 300 85 85	0300 300 8123	AccessReferral@centralbedfordshire.gov.uk
Luton Area: Multi-Agency Safeguarding Hub	01582 547653	0300 300 8124	mash@luton.gov.uk
BERKSHIRE			
Bracknell Forest Area: Multi-Agency Safeguarding Hub	01344 352005	01344 786543	mash@bracknell-forest.gov.uk
Reading Area: Children's Single Point of Access	0118 937 3641	01344 786543	cspoa@brighterfuturesforchildren.org
West Berkshire: Contact Advice Assessment Service	01635 503090	01344 786543	child@westberks.gov.uk
Windsor & Maidenhead: Multi-Agency Safeguarding Hub	01628 683150	01344 786543	mash@rbwm.gov.uk
BUCKINGHAMSHIRE			
Buckinghamshire: Safeguarding Children Partnership	01296 383962	0800 999 7677	secure-cypfirstresponse@buckscc.gov.uk
Milton Keynes: Multi-Agency Safeguarding Hub	01908 253169	01908 265545	children@milton-keynes.gov.uk
CHESHIRE			
West & Chester: Integrated Access and Referral Team	0300 123 7047	01244 977277	i-ART@cheshirewestandchester.gcsx.gov.uk
East: Safeguarding Children Partnership	0300 123 5012 (opt 3)	0300 123 5022	CESCP@cheshireeast.gov.uk
Halton: Integrated Contact and Referral Team	0151 907 8305	0345 050 0148	contactandreferralteam@halton.gov.uk
Warrington: Children's Safeguarding Team	01925 443322	01925 444400	safeguardingpartnerships@warrington.gov.uk
ESSEX			
Essex: Children & Families Hub	0345 603 7627	0345 606 1212	initialresponseteam@essex.gcsx.gov.uk
GLOUCESTERSHIRE			
Gloucestershire: Children & Families Helpdesk	01452 426565	01452 614194	childrenshelpdesk@gloucestershire.gov.uk
HAMPSHIRE			
Hampshire: Children's Services	0300 555 1384	0300 555 1373	childrens.services@hants.gov.uk
HERTFORDSHIRE			
Hertfordshire: Safeguarding Children Partnership	0300 123 4043 (24 hr)	0300 123 4043 (24 hr)	protectedreferrals.cs@hertfordshire.gov.uk

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LIVERPOOL			
Liverpool: Safeguarding Children Partnership	0151 233 3700 (24 hr)	152 233 3700 (24 hr)	carelinechildrenservices@liverpool.gscx.gov.uk
LONDON			
Kensington & Chelsea: Multi-Agency Safeguarding Hub	020 7361 3013 (24 hr)	21 7361 3013 (24 hr)	socialservices@rbkc.gov.uk
Kingston & Richmond: Single Point of Access Team	0208 547 5008	0208 770 5000	Referral form - www.kingston.gov.uk/spa
MIDDLESEX			
Harrow: Children's Access Team	0208 901 2690	0208 424 0999	duty&assess@harrow.gov.uk
Hillingdon & Uxbridge: Multi-Agency Safeguarding Hub	01895 556633	01895 250111	lbhmash@hillingdon.gov.uk
NORTHAMPTONSHIRE			
Northamptonshire: Multi-Agency Safeguarding Hub	0300 126 1000	01604 626938	MASH@northamptonshire.gcsx.gov.uk
OXFORDSHIRE			
Oxfordshire: Multi-Agency Safeguarding Hub	0345 050 7666	0800 833 408	mash-children@oxfordshire.gov.uk
SURREY			
Surrey: Multi Agency Safeguarding Hub	0300 470 9100	01483 517898	csmash@surreycc.gov.uk
WARWICKSHIRE			
Warwickshire: Multi-Agency Safeguarding Hub	01926 414144	01926 886922	mash@warwickshire.gov.uk
WEST MIDLANDS			
Birmingham: Children's Advice & Support Service	0121 303 1888	0121 675 4806	cass@birminghamchildrenstrust.co.uk
Wolverhampton: Multi-Agency Safeguarding Hub	01902 555392	01902 552999	MASH@wolverhampton.gov.uk

Safeguarding Adults

County	Day Contact Number	Out of Hours / Emergency Contact	Email Address
BEDFORDSHIRE			
Bedford area: Safeguarding Adults Team	01234 276222	0300 300 8123	adult.protection@bedford.gov.uk
Central Bedfordshire: Adult Protection Team	0300 300 8122	0300 300 8123	adult.protection@centralbedfordshire.gov.uk
Luton: Safeguarding Adults Team	01582 547730	0300 300 8123	adultsafeguarding@luton.gov.uk
BERKSHIRE			
Bracknell Forest Area: Safeguarding Adults Team	01344 351500	01344 786543	safeguarding.adults@bracknell-forest.gov.uk
Reading Area: Safeguarding Adults Team	0118 937 3747	01344 786543	safeguarding.adults@reading.gov.uk
West Berkshire: Safeguarding Adults Team	01635 519056	01344 786543	safeguardingadults@westberks.gov.uk
Windsor & Maidenhead: Safeguarding Adults Team	01628 683744	01344 786543	access.services@rbwm.gov.uk

APPENDIX 5

BUCKINGHAMSHIRE			
Buckinghamshire: Safeguarding Adults Access Team	0800 137 915	0800 999 7677	safeguardingadults@buckscc.gov.uk
Milton Keynes: Safeguarding Adults Access Team	01908 253772	01908 725005	Access.Team@Milton-Keynes.gov.uk
CHESHIRE			
West & Chester: Safeguarding Adults Access Team	0300 123 7034	01244 977277.	accesswest@cheshirewestandchester.gov.uk
East: Adults Social Care Services	0300 123 5010	0300 123 5022	LSAB@cheshireeast.gov.uk
Halton: Adults Social Care Services	0151 907 8306	0345 050 0148	EDT@halton.gov.uk
Warrington: Adult Social Care First Response Team	01925 443322	01925 444400	asc@warrington.gov.uk
ESSEX			
Essex: Essex Social Care Direct	0345 603 7630	0345 606 1212	Socialcaredirect@essex.gov.uk
GLOUCESTERSHIRE			
Gloucestershire: Adult Help Desk	01452 426868	01452 614194	socialcare.enq@gloucestershire.gov.uk
HAMPSHIRE			
Hampshire: Hampshire Adult Services	0300 555 1386	0300 555 1373	adult.services@hants.gov.uk
HERTFORDSHIRE			
Hertfordshire: Adult Safeguarding Team	0300 123 4042	0300 123 4042	adult.safeguarding@hertfordshire.gov.uk
LIVERPOOL			
Liverpool: Careline Adult Services	0151 233 3800	0151 233 3800	merseysidesab1@wirral.gov.uk
LONDON			
Kensington & Chelsea: Social Services Team	020 7361 3013	020 7373 2227	socialservices@rbkc.gov.uk
Kingston & Richmond: Adult Services Team	020 8547 5005	020 8770 5000	adult.safeguarding@kingston.gov.uk
MIDDLESEX			
Harrow: Adult Social Care Services	020 8420 9453	020 8424 0999	safeguardingadults@harrow.gov.uk
Hillingdon & Uxbridge: Adult Social Care Services	01895 556633	01895 250111	socialcaredirect@hillingdon.gov.uk
NORTHAMPTONSHIRE			
Northamptonshire: Adult Social Care Services	0300 126 1000	01604 626938	adultcarenc@northamptonshire.gov.uk
OXFORDSHIRE			
Oxfordshire: Adult Social Care Services	0345 0507 666	0800 833408	OSAB@Oxfordshire.gov.uk
SURREY			
Surrey: Adult Social Care Services	0300 470 9100	01483 517 898	ascmash@surreycc.gov.uk
WARWICKSHIRE			
Warwickshire: Adult Social Care Services	01926 412080	01926 886922.	mash@warwickshire.gov.uk
WEST MIDLANDS			
Birmingham: Adult Care Access Point	0121 303 1234	0121 675 4806	ACAP@birmingham.gov.uk
Wolverhampton: Adult Care Access Point	01902 551199	01902 552999	adultcaresecure@secure.wolverhampton.gov.uk