



Pernicious Anaemia Society **Safeguarding Lead Policy** **and Procedures**

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This document should be read in conjunction with the Safeguarding Policy.

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Report safeguarding concerns to Safeguarding Lead: email safeguardinglead@pasoc.org.uk

Introduction

The designated Safeguarding Lead (SL) acts as the main source of support, advice and expertise for safeguarding in PAS.

The Safeguarding Lead will:

- Advise and support the Management Team and Trustees in developing and establishing PAS's approach to safeguarding.
- Play a lead role in maintaining and reviewing PAS's plan for safeguarding.
- Coordinate the distribution of policies, procedures and safeguarding resources throughout PAS.
- Advise on training needs and development, providing training where appropriate.
- Provide safeguarding advice and support to trustees, staff and volunteers.
- Manage safeguarding concerns, allegations or incidents reported to PAS
- Manage referrals to key safeguarding agencies (eg social services or police) of any incidents or allegations of abuse and harm.
- Undergo training on safeguarding and update their training every two years.

Be knowledgeable about:

- The role voluntary organisations have in safeguarding.
- Types of abuse and harm.
- Legislation, government guidance and national frameworks for safeguarding children and adults at risk.
- Role and responsibilities of local key safeguarding agencies, including social services and the police.
- Local social services processes for the assessment and referral of safeguarding concerns.
- Local and national agencies that provide support for children, adults and their families.

In PAS the CEO will provide supervision or arrange for an appropriate independent individual to work with the SL. This means providing an opportunity for the SL to reflect upon safeguarding practice.

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Safeguarding Plan

In consultation with the CEO, trustees, staff and volunteers the SL will develop a safeguarding plan for PAS and review the plan regularly

The plan will include:

- Awareness training for staff and volunteers
- Designated Safeguarding Lead training
- Safer recruitment training for staff, volunteers and trustees
- Training for trustees
- Training on specific issues relevant to PAS
- Reporting and response procedures

Reporting on Safeguarding to PAS

- The SL will provide an annual safeguarding report to the AGM
- The SL will report on safeguarding issues to the trustees at each meeting as necessary
- The SL will report on concerns to the CEO as necessary

The annual report will include:

- Summary of the actions completed from the safeguarding plan, including the key achievements and any issues encountered.
- Summary of safeguarding concerns for the year, and any lessons learned.
- Any new issues or risks identified and how these will be mitigated.
- Training record of trustees, staff and volunteers at all levels
- Recommendations and action for the next year.
- Draw attention to the safeguarding policy and procedure and whether they were reviewed within the year.
- What measures the SL has in place or needs to make to meet legal or regulatory requirements. e.g. commitment to follow the DBS code of practice.
- Identify the designated safeguarding lead and how to contact them on safeguarding issues
- What PAS has done to build a safer culture that year e.g the number of people who have attended safeguarding training, any evaluation results of the training or any findings from annual staff or volunteer surveys on safeguarding
- Whether PAS has taken part in multi-agency forums or efforts to share practice in safeguarding.
- What governance arrangements PAS uses to make sure trustees know how effective safeguarding is within PAS e.g. training for trustees or, how often safeguarding was discussed in trustee meetings or reports received.

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- A summary of safeguarding concerns ensuring that there is no potential to identify any individual affected by a concern.
- Lessons learned from the safeguarding concerns managed and any plans to further strengthen safeguarding in the year ahead.
- A statement of how anyone connected to the charity can raise a concern.

The reports at trustees meeting will include:

- number of concerns raised
- number of referrals made to statutory services
- nature of concerns raised (categories of abuse)
- number of allegations against staff and volunteers
- number and progress of investigations of staff and volunteers
- safer recruitment updates relating to staff and volunteers.

During the meeting Trustees should discuss:

- recommendations made following investigations (within PAS or other cases from the news or local partnerships)
- implications for PAS and its aims, strategic plans of those recommendations
- plans for updates to any relevant policies
- impact of any new legislation or guidance on PAS
- where there are few or no incidents that have been regarded as safeguarding incidents, any general complaints should be reviewed thoroughly to see if any of them point at potential safeguarding issues.

Responding to safeguarding concerns

Assessing complaints and concerns

The SL's first step is to make an initial assessment of the concern as soon as information is shared with them. If possible, talk to the person reporting the concern, and gather as much information from them as possible.

Key questions to ask:

- What action has already been taken?
- Is anyone else in PAS affected by this situation e.g. other volunteers, trustees or staff? Are there any attitudes or emotions that the SL may have to be aware of?
- How might this concern affect what PAS delivers in the short term? Who else might need to be informed?

What the SL must decide when the information is received:

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- What type of concern has been reported to the SL.
- What actions need to be taken.

For emergency concerns follow the flowchart in the Policy and Procedures document Child or Adult protection concerns.

This is when a child, the young person or adult (who the SL believe is unable to protect themselves) is at current risk of, or has experienced, abuse or harm.

What the SL should do:

- If the person is in immediate danger, or the abuse has happened where they live, immediately call the local authority safeguarding team or the police.
- If they're not in immediate danger, the SL must call the local authority safeguarding team within 24 hours and make a telephone referral.
- Be guided by the safeguarding team or police on any further actions required of the SL.
- Always follow up the call with a written referral.

Where there is an allegation that a child or the young person is at risk of harm from another child or young person, read NSPCC Learning's guide to [managing allegations of abuse made against a child](#).

Allegations Concerning Staff or Volunteers

Someone has alleged that staff or volunteers from your organisation have harmed or abused another person.

What you should do if the allegation involves a child or adult at risk:

- You must contact the relevant local authority safeguarding team as soon as possible within 24 hours.
- Be guided by them on any further actions required of you.
- If your allegation involves harm to a child read NSPCC Learning's guide to [managing allegations of abuse](#).
- What you should do if the allegation doesn't involve a child or an adult at risk:
- Follow your organisational disciplinary procedures.
- Contact the PAS CEO as soon as possible within 24 hours to discuss the concern.
- Decide the next steps together, which might include an internal investigation.

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Welfare Concerns

This is when no one has been harmed in any way, but a child, young person or adult shows signs of being in need. It's when there are concerns for their health, well-being or safety if they don't get help.

Within seven days the SL or someone in PAS e.g. the CEO, should speak with the person. When it is appropriate the SL should also speak with their family or carer. The SL must explain PAS concerns and make sure they have been referred to support agencies where appropriate

Other things the SL may need to do

- Help the person or their family access services or give them the information they need to do this themselves.
- If the concern is about a child or young person, the SL may need to refer them to social services as a 'child in need'. They can then assess what help they may need.

Learn more about [reporting concerns](#) on NSPCC Learning.

Concerns about other organisations

This is a situation where the safeguarding concern is about another organisation, their staff, volunteers or the people they work with.

What the SL should do:

- As soon as possible within 24 hours contact the Designated Safeguarding Lead (DSL) of the organisation in question and pass on concerns, if this has not already happened.
- In some circumstances the SL may decide to follow up with the organisation to confirm they have acted on the issue.
- If at any point the SL thinks the organisation has not acted and someone is at risk, the SL should contact the local safeguarding team.
- If the concern relates to a child the SL can call the [NSPCC Helpline](#) on 0808 800 5000 for support.
- If the concern relates to an older person the SL can call the [Hourglass helpline](#) on 0808 808 8141 (available 09.00 – 17.00, Monday to Friday) for support.

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Responding to historic or non-recent concerns

The SL may become aware or be told about a concern from an adult relating to an incident which took place in the past, including when they were a child. Historical allegations of abuse should be taken as seriously as contemporary allegations.

Some additional actions to consider:

- Remember that it's never too late to report abuse. An individual can make a formal complaint to the police about non-recent abuse, ideally in the geographic area in which the abuse is reported to have taken place.
- Establish if the person alleged to have caused the harm works with children or adults at risk. Try to find out their recent or current whereabouts and any contact they have with children or adults at risk. A referral should be made to social services, with the consent of the person who experienced the abuse if possible.
- Consider what consent the person has given for information to be shared. How, when and to whom they share this information should usually be with their consent.
- Signpost the person who experienced the abuse to relevant support groups that can help them.

To learn more about non-recent abuse, how to report and support available visit the [NSPCC website](#).

Supporting those who share a concern with you

The primary concern of the SL should be the best interests of the person who is at risk of harm. However, the person sharing this concern may also be distressed by the situation, even if they are reporting on behalf of someone else. Everyone can respond to worries about another differently. If someone has previously experienced trauma they can find it especially upsetting.

The SL should:

- Thank them for bringing this concern to your attention and that they have fulfilled their key responsibility.
- Explain that you will now take responsibility in leading management of this concern and any contact with statutory agencies.
- Highlight that there may be limited updates that you have or can give them on the situation; that does not mean that it was not important for them to share this.
- Remind them of the importance of confidentiality and not sharing this information further.
- Ensure they have your contact details in case they think of anything else they have not yet shared that they think may be relevant.
- Discuss with them what additional support they may require. This may include informing their supervisor that they have dealt with a difficult situation, contacting any employee assistance programme or, if necessary, supporting them to access additional support.
- Consider contacting them later to check in on how they are doing.

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Five things for the SL to consider when assessing a safeguarding concern

1. Gather as much information as they can from the person reporting the concern, but don't delay in assessing or referring the concern if anything is missing. The SL can always go back and gather additional information later.
2. If you think a child or adult at risk has been harmed or abused in any way, you must always go to social services or the police.
3. Wherever possible, tell the person concerned what you are going to do, unless you think it unsafe to do so.
4. If at any point you are not sure what to do, always call your local safeguarding team helpline for advice.
5. Record everything. You must record all the information you have, any decisions made, or information shared.

Helpful links

[things to remember when assessing concerns.](#)

[managing safeguarding concerns](#) page for an overview of the steps all concerns need to go through.

[page about reporting to regulators](#) to understand the roles of different agencies.

Report safeguarding concerns to Safeguarding Lead: email safeguardinglead@pasoc.org.uk

Safeguarding and Record Keeping

As the SL, you are required to keep records about any safeguarding concerns. You may decide to keep paper records or use electronic storage. Whatever method you choose, make sure it's secure, and no-one else outside your organisation has access to it. Accurate and up-to-date records of safeguarding concerns are essential.

Records will be kept on the PAS's Zoho file system; access is limited to the SL and the CEO.

Reporting

Reports should be made via email to safeguardinglead@pasoc.org.uk

The report must include the following details:

- Who is making the report.
- When the report was made.
- What the concern is (using the 'who, what, where, when' method).
- Why they were concerned.

Safeguarding case file

A safeguarding case file is your record, as SL, of any decision making, actions or information related to the concern. This could be a paper-based file or an electronic file.

What to include:

- Name of the SL.
- Date concern received.
- Who else the concern is discussed with.
- Action taken.
- Any rationale for decision making.
- External organisations reported or referred to.
- Information sharing (who, when and why).

Concerns log

A safeguarding concerns log is a tool for the SL to keep a track of the safeguarding concerns reported to them.

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

Keeping and storing records

These are key things that should be in place.

- They should be started as soon as you become aware of any concern.
- Use clear and straightforward language.
- Be concise and accurate, so they can be understood by anyone not familiar with the case.
- Clearly differentiate between facts, opinions and judgements.
- Make sure they're up to date and preferably in chronological order.

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Storage of safeguarding records

- Keep them secure and separate from any general records
- Records will be kept on the PAS's Zoho file system; access is limited to the SL and the CEO.
- Separate each person
- Only keep them for as long as necessary.

See the IOC for up to date information [Retention and destruction of information | ICO](#)

- Make sure they're only accessible to the SL
- If the report is about children use NSPCC Learning's [guidance for organisations on keeping and storing records](#).

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Safeguarding and Information Sharing

To keep children and adults safe, information needs to be shared so that decisions can be made about how to protect them.

The law recognises that sharing information is a part of day-to-day safeguarding practice. It's covered in a range of laws including:

- The common law duty of confidentiality
- [Data Protection Act 2018](#)
- [Human Rights Act 1998](#)
- [Crime and Disorder Act 1998](#)
- [Care Act 2014](#).

Sharing information is an important part of safeguarding. If the information is confidential but there is a safeguarding concern, sharing information is allowed both within and between organisations.

Do you need consent?

Wherever possible, always seek consent from the person involved in the concern. Be open and honest with the person about why, what, how and with whom, their information will be shared. For example, are you making a referral because you think they are at risk of harm or are you letting people know for information only?

If you decide to share information after the person refuses permission, you must explain to them why you have made the decision to share without their permission.

Five safeguarding reasons you may share information without consent

1. If you think a person is at serious risk of harm or abuse, including harming themselves.
2. If you receive information which indicates that a serious crime has been or is going to be committed.
3. If you are required to by law, for example, for some professions, any suspicion of forced marriage or female genital mutilation.
4. If you think the person lacks the mental capacity to decide and have agreed with a member of the Management Team or a Trustee it would be in the individual's best interest.
5. If an individual gives information which indicates a possible terrorist threat.

How to share information

- **Use the official form.** If you are referring to another organisation or social services, they may have a form to use. Try to use this as it helps the organisation to process information quickly.
- **Use specific language and describe the situation in factual detail.** Different teams and agencies may use different terminology, so make sure you use clear language.
- **Keep it secure.** If you are sending personal or sensitive information, keep it secure. If you don't have an encrypted email, password protect any documents or consider other methods of keeping information safe.
- **Record what you have shared.** Any information shared, whether verbally or by writing must be recorded.

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- Further information

Working with children and young people, Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers (pdf).

Securing records how to plan data protection and safeguarding

Data protection general guide to data protection and GDPR.

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Ongoing actions for the SL

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

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

Keeping others informed

As SL, you may be asked to provide updates to the senior leadership and/or Board about a safeguarding concern. You will need to consider what information you are able to share without risking any investigations that may be ongoing or breaching confidentiality.

Management Committee and the Trustees should be seeking assurances that the organisation's policy and procedures for managing concerns are being followed, that risk of harm to the organisation is being managed and that when and where appropriate the relevant regulatory bodies are informed. They will rarely require details of specific incidents or people.

Summary information with non-identifiable details may include:

- the nature (category of abuse) of the allegation or serious incident,
- who is leading the process

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- any immediate arrangements have been put in place to prevent further abuse or neglect
- which agencies have been notified and are involved
- any referral or reporting requirements considered.

Likely outcomes

There are a range of outcomes from a concern depending on the circumstances. Where you are managing an allegation about the behaviour of a member of staff or volunteer the three likely outcomes are:

- **Misunderstanding.** The person reporting didn't have the full information and when this was investigated, there was no wrongdoing found. In this situation, it is important to give the volunteer full feedback to reassure them an investigation has taken place.
- **Malpractice.** The person was justified in their concerns. Where possible, any action taken (including learning from the incident) should be fed back to the volunteer so they are reassured the organisation has managed the situation.
- **Malicious.** Occasionally, people may raise false concerns. This may be especially true for anonymous allegations. If you believe this is the case after investigation, you should refer to your organisation's problem-solving procedures for volunteers or disciplinary procedures for employees.

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Helpful information

[making a safeguarding referral](#) helps prepare for raising a safeguarding concern with a local authority

[reporting to regulators page](#) shows the different organisations you may need to report to if you have an incident where harm or risk is caused by PAS staff, volunteers, trustees or participants

[recording and sharing safeguarding information page](#) helps you understand what to do in relation to privacy and security when you are making reports

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Making a safeguarding referral

If you decide to make a referral you should do so as soon as possible with as much information as you can safely gather. Do not delay making a referral if you do not have all the information you might need.

Information you can gather:

- Relevant details of the person you're concerned about.
- Your involvement with the person(s) you're concerned about.
- The nature of the concern, expressed in a factual, clear and concise way.
- If there is an alleged perpetrator, any identifiable information including their name, known location or employment details.
- Whether anyone has spoken to the person, family members or others about the concern.
- Details of other services that are already involved with the person (if known).

Once you have reported the concern, they will decide if the referral meets their criteria to act. You should be informed within 48 hours. You must follow up if you are not informed within 48 hours.

Where the concern is about a child and someone in connection with your organisation is accused of causing the harm or abuse, reporting will involve speaking to the relevant local authority designated officer (LADO). Every local authority has either one person or a whole team in this role. They are expected to give advice and guidance to employers and voluntary organisation, liaise with the police and other agencies, and monitor the progress of cases to ensure that they are dealt with as quickly as possible. They also have responsibilities to make sure the process is thorough and fair.

- Not sure where to report concerns about a child? Visit the [gov.uk postcode finder](#) to find a local authority safeguarding team.
- Concerned that a crime has been committed? Follow the Charity Commission's [guidance on criminal incidents](#) (PDF) on how charities can report crimes to the police.

Who may get involved?

- **Social services.** Local authorities are the lead organisation for safeguarding children and adults. They have a legal duty to follow up any complaint or concern about harm or abuse.
- **Police.** The police will take the lead for investigations where criminal offences are suspected. In serious cases, the police can take a child away for 72 hours to keep the child safe. This is called police protection.
- **NHS bodies, mental health services or private hospitals.** Health organisations take the lead when a person needs help or support connected to their physical or mental health, or if a person was harmed in a health setting.
- **Multi-Agency Safeguarding Hub (MASH).** A local authority led organisation which brings these organisations together to manage concerns.

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Responding to online harm

You may be managing a concern which has occurred online. This may be where you have become aware of harm through a digital service PAS runs, where a member of your team sees harm online or it has been shared with you online. It may also be a situation where a member of your team has used your IT systems to perpetrate harm.

You may consider:

- **Where the concern is on a social media platform:** you should flag and report the concern on the third party platforms own community reporting systems (e.g. [Twitter](#), [Facebook](#), [LinkedIn](#), [Instagram](#)). These vary by platform and may depend on your administrator rights.
- **Where the concern is about child sexual abuse pictures and videos (including non-photographic images):** report to the [Internet Watch Foundation](#).
- **Where you are concerned a child is being sexually abused or groomed online (including an unknown person communicating with a child for sexual purposes):** report to [National Crime Agency's \(NCA\) Child Exploitation Online Protection \(CEOP\) Command](#). If you have already reported your concern to your local statutory service, including the local Children's Social Care or the Police, you do not need to make a report to CEOP.
- **Where intimate images or videos have been shared:** sometimes called "Revenge Porn", this includes sharing intimate images, either on or offline, without their consent with the intention of causing distress. This can also include threats to share intimate images; webcam blackmail ("sextortion") and upskirting. Report to the [Revenge Porn Helpline](#).
- **Online material promoting terrorism or extremism:** includes articles, images, speeches or videos that promote terrorism or encourage violence; websites made by terrorist or extremist organisations and videos of terrorist attacks. Report to the [Home Office](#).
- **Other forms of online harm:** you may become aware of a wide range of harmful and distressing activity online including abuse, bullying or harassment or content which is violent, features self-harm or suicide or is pornographic. Report to the [Report Harmful Content](#) website.

Your continuing role as SL

You must check you understand what your continuing role will be. This may include providing evidence or removing the person from any further activity while an investigation is carried out. Agree your continuing role and the frequency of any updates and communication.

In some situations, you may be asked to work with the agencies to manage the situation. For example, they may ask you to introduce person with whom there is a concern to a social worker and be present at initial meetings to help build trust.

Depending on the nature of your work and relationship with the person with whom there is a concern, you may be asked to attend a multi-agency Initial Action/Strategy Meeting. This brings together information and evidence to plan any further investigation. You should seek Report safeguarding concerns to Safeguarding Lead: email safeguardinglead@pasoc.org.uk

advice from the statutory agencies as to what level of involvement they may want your organisation to have.

Your role is not to take the place of Social Services or the police. Say no, if you are asked to manage a situation beyond what you feel uncomfortable with. You should not be investigating or talking to people you don't have a current relationship with. This can open your organisation up to significant risk and lead to further harm.

Challenging decisions

If you think Social Services or the police have made the wrong decision, it's important you discuss this together with them. If an agreement cannot be reached, your organisation and that of other agencies must follow the escalation procedure.

Escalation procedures normally ask you to involve the next senior person. In any escalation process, you must be specific as to what the disagreement is about and be clear on what you want to achieve.

If you find you are constantly worried about whether or not social services will make enquiries to protect a person who is being harmed, you should raise this with your organisation's senior leadership. This can be a question of how they have set their "threshold" for investigation, or it can be a question of staff time. It may be necessary for your organisation to raise the issue in the local safeguarding arrangements or boards or to raise this with senior staff or Councillors of the local authority. You may consider whether the level of concern requires you to raise this with independent regulators such as Ofsted or the Care Quality Commission.

If your worries relate to a situation involving a young person, you can turn to the NSPCC (The National Society for the Prevention of Cruelty to Children) for advice. NSPCC doesn't have the same legal responsibilities as the key safeguarding agencies, but it does have the same statutory power to make legal applications to protect children. They can give advice you if you feel Social Services or the police have made the wrong decision, and you don't know what to do.

If you'd like advice from the NSPCC you can call their helpline on [0808 800 5000](tel:08088005000) or find out more about it on [the NSPCC helpline page](#).

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Closing a case

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

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

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

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

If anyone is leaving the organisation as a result of the concern, there are additional things you must consider as you end their employment or volunteering relationship.

- Referrals.** Remember that, depending on your organisation and the severity of the case, you may need to make a referral to statutory agencies. You must do this even if an employee resigns and disappears or a volunteer leaves before you can notify them.
- Notification.** You should always confirm to someone in writing that role has come to an end and provide reasons why.
- Internal communications.** You should inform the CEO, trustees, staff, volunteers and others in contact with your organisation as necessary. You must think about confidentiality for the person and make a careful judgement about what information you share
- Partners.** You should check whether there are other organisations that the person was involved with on behalf of your organisation, which should be informed.
- Closure.** You must stress that they should not seek to represent you as an employee or volunteer or have access to staff/volunteer only spaces
- External communication.** You should prepare for media interest and particularly, notify the CEO in case the person decides to criticise the organisation
- Insurance.** Depending on your policy and the reason for ending the relationship the CEO may need to inform insurers.
- Future references.** Plan ahead how you will deal with a request so that you are not put on the spot.
- Ongoing duty of care.** You still have a duty to the person even when you end the role.

Final report

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

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The report should include:

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

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

USEFUL GUIDES:

[An overview of child protection legislation in England - House of Commons Library](#)

[Acts – Children's social care law in Wales - Cardiff University](#)

[8 steps to safeguarding and child protection | NSPCC Learning](#)

[Working together to safeguard children - GOV.UK](#)

[Safeguarding order people from abuse and neglect](#)

[Domestic abuse: guidance for people professionals on supporting employees | CIPD](#)

[Equality Act 2010: guidance - GOV.UK](#)

[Domestic Abuse Act 2021: overarching factsheet - GOV.UK](#)

[Signs of a child safeguarding risk](#)

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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](tel:02087657000)

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust

A national organisation providing information and advice about adult safeguarding. The Ann Craft Trust has a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: [0115 951 5400](tel:01159515400)

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

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: [0808 801 0327](tel:08088010327)

National LGBT+ Domestic Abuse Helpline

Tel: [0800 999 5428](tel:08009995428)

National 24Hour Freephone Domestic Abuse Helplines

England Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Northern Ireland Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland Tel: 0800 027 1234 Email: helpline@sdaafmh.org.uk Web chat: sdaafmh.org.uk	Wales 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

Report safeguarding concerns to Safeguarding Lead: email safeguardinglead@pasoc.org.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.

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

Report safeguarding concerns to Safeguarding Lead: email safeguardinglead@pasoc.org.uk