

SAFEGUARDING PROCEDURES AND GUIDELINES

March 2024 Update

Sue Lambert Trust believes that everyone should be able to live free from any form of abuse, neglect or exploitation. The safety of everyone involved with Sue Lambert Trust is of paramount consideration when delivering our services and safety is central to our ethos.

Sue Lambert Trust works tirelessly to prevent abuse and will not condone the silence that surrounds any form of abuse. We will work continuously against the abuse of anyone and continue to support those who have experienced sexual or domestic abuse.

These Safeguarding Procedures and Guidelines must be read in conjunction with the Safeguarding Children's Policy and Safeguarding Adults at Risk Policy.

1. Within Sue Lambert Trust the following roles have responsibilities to ensure and report on safeguarding issues:

Role	Responsibility	Contact
CEO	Overall responsibility for safeguarding	Clive Evans 01603 622406 07702538430 Clive@suelambertrust.org
Head of Counselling	Lead Designated Safeguarding Officer: overseeing the implementation of the policy, liaise with relevant authorities and oversee individual cases	Warren Cathrine 01603 622406 07534219175 Warren@suelambertrust.org
Deputy Head of Counselling	Designated Safeguarding Officer: first point of contact for any disclosures	Claire Cullum 01493 806259 Claire@suelambertrust.org

Where the Lead Designated Safeguarding Officer is not available because of leave or sickness this responsibility will be taken over by the Deputy Head of Counselling or the CEO.

2. Procedures for Reporting any Safeguarding Concerns

Level of Concern	Report to	Advise Internally	Safeguarding Officer to contact: (Contact and Procedures Detailed Below)	Document (SLT Link Below)
Immediate risk to a child or adult at risk	Police on 999	Designated Safeguarding Officer (immediately) Lead Safeguarding Officer CEO	Child: CADS Adult at Risk: Norfolk Adult Social Services Allegation with regards to someone working with a child: LADO	Immediately log and report concern. All communication with all parties to be documented clearly stating date time/name(s) and nature of communication.
Disclosure with perpetrator identified but no perceived imminent risk	Designated Safeguarding Officer	Lead Safeguarding Officer	Child: CADS Adult at Risk: Norfolk Adult Social Services Allegation with regards to someone working with a child: LADO	Immediately log and report concern. All communication with all parties to be documented clearly stating date time/name(s) and nature of communication.
Disclosure but no perpetrator identified and no perceived imminent risk	Designated Safeguarding Officer	Lead Safeguarding Officer	Child: CADS must be conferred with Adult at Risk: Norfolk Adult Social Services if guidance required	Log and report concern within 24 hours.
No disclosure but professional curiosity leads/supports a concern	Counsellors: Deputy Clinical Lead for discussion All others: Designated Safeguarding Officer	Lead Safeguarding Officer	Child: CADS must be conferred with	Log and report concern within 24 hours.

3. **Where there is an immediate risk to a child or an adult at risk and that this may be resulting in their harm then please call the police on 999**
4. **CADS (Children's Advice and Duty Service):** For children and young people under 18: **0344 800 8021.**

Norfolk Adult Social Services: For adults at risk: **0344 800 8020** or if not an immediate perceived risk then you may choose the online Safeguarding Report - <https://www.norfolk.gov.uk/care-support-and-health/protecting-someone-from-harm/help-an-adult-at-risk-of-harm/report-a-concern>

LADO (Local Authority Designated Officer): For a concern about an adult working with a child under the age of 18 (including staff, counsellors, contractors and volunteers at Sue Lambert Trust must be reported using the online referral form within 24 hours - <https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.norfolkscb.org%2Fwp-content%2Fuploads%2F2022%2F10%2FLADO-Referral-Form-agency-Oct-2022.doc&wdOrigin=BROWSELINK>

5. All staff, counsellors, contractors and volunteers must record all safeguarding concerns or issues using the following internal link -

https://SueLambertTrust.formstack.com/forms/safeguarding_concerns

6. Client's (adult or children including any responsible adult) consent should always be sought where possible – the exception will be where it is not possible because of the potential urgency of the situation or where sharing with the adult at risk, child or responsible adult may escalate the risk. If consent is not possible then the reason and decisions must be recorded.
7. Remember that the need to protect children and adults at risk overrides other principles such as data protection and confidentiality. Therefore, should you have any concerns about current or future risks to clients or others related to them then it is crucial that you raise the issues with the Designated Safeguarding Officer immediately.
8. Regardless of the outcome of any referral to an authority in regard to an allegation against a member of staff, counsellor, contractor or volunteer at Sue Lambert Trust an internal investigation will be conducted which could result in a disciplinary process including possible dismissal.
9. All individual workers have a responsibility to raise concerns about the safety of others – confidentiality will be maintained as far as possible with information shared only on a 'need to know' basis. Note that the SLT Whistleblowing Policy protects all staff who make allegations against colleagues – provided the allegation is made in good faith (see below)
10. Records of all conversations, actions taken, any further information and outcomes of any concern must be recorded with name(s), date(s), time(s), nature of conversation, actions agreed, updated further information and outcome marked clearly on the record. It is the duty of the Designated Safeguarding Officer to ensure that this is completed.

11. All documentation of safeguarding concerns will be held securely in password protected files on our Sharepoint cloud storage and/or kept in sealed envelopes in a locked cabinet. In addition details of the referral made will be fully documented using the standard SLT form and a copy kept on the individual client's file which will be stored on our CRM/Database (Oasis – IT Works).
12. Safeguarding cases will be reviewed by the Senior Management Team monthly to ensure appropriate practice and highlight any management actions required.

Safe working practices

13. SLT has a policy to maintain safe working practices whenever possible, this will include:
 - Having a clear Professional Boundaries Policy and providing training and guidance on appropriate professional boundaries and monitoring compliance with these boundaries
 - Any 1:1 support to children or adults at risk will be advised and recorded (time and place).
 - Any 1:1 support meetings with children must have an appropriate adult escorting the child. The child must make their own choice whether they wish the adult to be present during the support session.

Whistleblowing

14. SLT recognises that it must support staff or volunteers who raise concerns about the organisation's policy and practices or the conduct of staff and/or volunteers. SLT is committed to:
 - Promoting their approach to whistle blowing throughout the organisation
 - Investigating any concerns raised
 - Reporting any issues of potential abuse to the Local Authority Designated Officer (LADO)
 - Dealing with the matter sensitively – taking care to maintain confidentiality and supporting individuals affected by the investigation
 - Supporting the whistle blower – taking care to maintain confidentiality and not taking any action against the whistle blower unless there is clear evidence of a malicious allegation being made

Counsellors

15. All counsellors will be guided by the British Association Counselling and Psychotherapy (BACP) guidelines when carrying out their work, and they will apply these guidelines when working with clients. However all counsellors are required to comply with SLT policy and guidelines when they have safeguarding concerns.
16. In certain circumstances there may be a conflict between the key BACP principles – in these circumstances counsellors must discuss the concerns with the Clinical Supervisor and the Designated Safeguarding Lead. If you feel that someone may be being abused then it is important to tell someone.

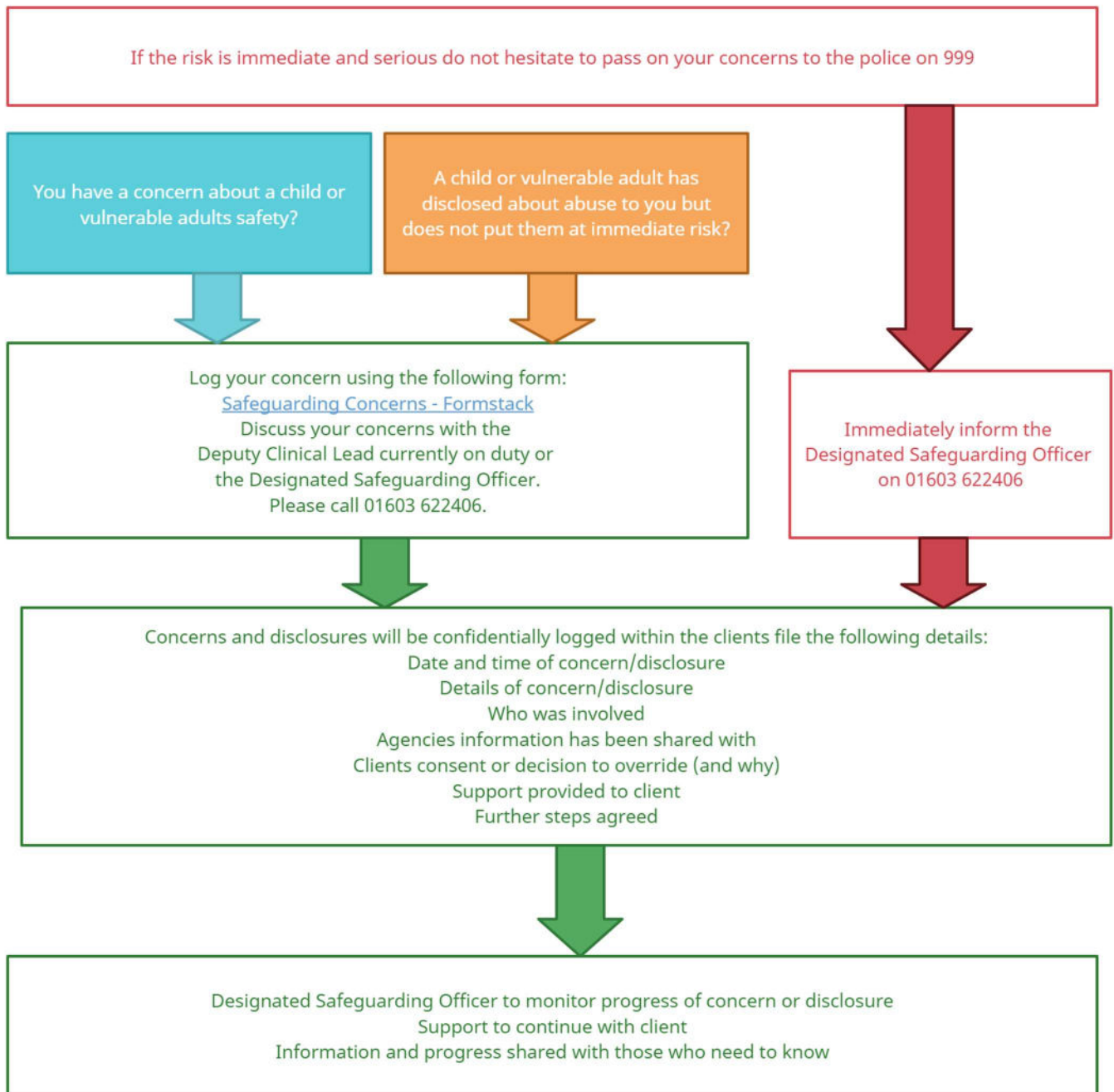
Complaints

17. Should anyone wish to raise a complaint or concern about the application of this policy or the management of an individual case they should refer the matter to the Chief Executive

Officer. If the complaint is regarding the conduct of the Chief Executive Officer then the matter should be raised with the Chair of the Trustees.

18. The investigation will be delegated to an appropriate individual with the skills and knowledge required.
19. Such matters will be investigated within 5 working days and a written response given to the complainant within 20 working days.
20. The matter will be investigated in confidence and any information shared will be on a 'need to know' basis.
21. The investigation will be documented and details will be held confidentially on the client or staff/volunteer/trustee file as appropriate.
22. Any remedial action required will become the responsibility of the person managing the complaint.

Sue Lambert Trust Safeguarding Flow Chart



For information (Children’s Advice and Duty Service Flowchart)

