

## **SAFEGUARDING PROCEDURES AND GUIDELINES**

### **May 2026 Update V2**

#### **1. Purpose**

Sue Lambert Trust (SLT) believes that everyone has the right to live free from abuse, neglect, exploitation, coercion and harm.

The safety, wellbeing, dignity and human rights of all people accessing or engaging with SLT services are central to our trauma-informed ethos and practice.

These procedures provide operational guidance for staff, volunteers, counsellors, trainees, associates, trustees and contractors in relation to:

- recognising safeguarding concerns;
- responding appropriately to disclosures;
- reporting and escalating concerns;
- information sharing;
- recording safeguarding concerns;
- working with statutory agencies;
- safeguarding governance and accountability.

These procedures must be read alongside:

- Safeguarding Adults at Risk Policy;
- Safeguarding Children Policy;
- Prevent Policy;
- Mental Capacity Act and DoLS Policy;
- Information Sharing Policy;
- Whistleblowing Policy;
- Equality, Diversity and Inclusion Policy;
- Lone Working Policy;
- Professional Boundaries Policy.

#### **2. Safeguarding Principles**

SLT adopts the six safeguarding principles outlined within the Care Act 2014:

##### **Empowerment**

Supporting people to make informed decisions and maintain autonomy wherever possible.

##### **Prevention**

Taking action before harm occurs.

##### **Proportionality**

Responding proportionately to the level of risk presented.

## **Protection**

Providing support and representation for those at greatest risk.

## **Partnership**

Working collaboratively with safeguarding partners and agencies.

## **Accountability**

Ensuring safeguarding decisions are transparent, defensible and appropriately recorded.

SLT safeguarding practice is additionally:

- trauma-informed;
- anti-discriminatory;
- person-centred;
- rights-based;
- culturally informed;
- strengths-based.

## **3. Key Definitions**

### **Child**

Any person under the age of 18 years.

### **Adult at Risk**

An adult aged 18 or over who:

- has needs for care and support;
- is experiencing or at risk of abuse or neglect;
- and is unable to protect themselves because of those needs.

### **Safeguarding**

Protecting people from abuse, neglect, exploitation and harm while promoting safety, wellbeing and human rights.

### **Child Protection**

Activity undertaken to protect specific children suffering or likely to suffer significant harm.

### **Significant Harm**

The threshold that justifies statutory intervention to protect a child.

### **Contextual Safeguarding**

Recognition that abuse and harm may occur outside the family home, including:

- peer groups;
- schools;
- online spaces;
- exploitation networks;
- communities.

### **Transitional Safeguarding**

Recognition that older adolescents and young adults may continue to experience safeguarding vulnerabilities during transition into adulthood.

#### 4. Designated Safeguarding Leads

Role	Responsibility	Contact
<b>CEO</b>	Overall responsibility for safeguarding	Clive Evans 01603 622406 07702538430 <a href="mailto:Clive@suelambertrust.org">Clive@suelambertrust.org</a>
<b>Head of Counselling</b>	Lead Designated Safeguarding Officer: overseeing the implementation of the policy, liaise with relevant authorities and oversee individual cases	Warren Cathrine 01603 622406 07534219175 <a href="mailto:Warren@suelambertrust.org">Warren@suelambertrust.org</a>
<b>Counselling Support and Development Manager</b>	Designated Safeguarding Officer: first point of contact for any disclosures	John Jackson 07500461785 <a href="mailto:John@suelambertrust.org">John@suelambertrust.org</a>
<b>Senior Counsellor</b>	Designated Safeguarding Officer: first point of contact for any disclosures	Kim Graham 07495 388057 <a href="mailto:kim@suelambertrust.org">kim@suelambertrust.org</a>
<b>Groundwork Manager</b>	Designated Safeguarding Officer: first point of contact for any disclosures	Helen Kennedy 07557183507 <a href="mailto:helen@suelambertrust.org">helen@suelambertrust.org</a>

#### 5. Immediate Response Procedures

##### Immediate Risk

Where there is immediate risk of serious harm:

- Contact emergency services on **999** immediately.
- Inform a DSL immediately.
- Record all actions taken.

Immediate risks may include:

- suicidal intent with immediate means;
- serious violence;
- immediate child protection concerns;
- immediate domestic abuse risk;
- serious exploitation;
- immediate sexual assault risk;
- immediate danger to others.

Staff must not:

- investigate concerns themselves;
- delay action;
- promise confidentiality.

## 6. Responding to Disclosures

When somebody discloses abuse or harm:

Staff should:

- listen calmly;
- take the disclosure seriously;
- remain non-judgemental;
- reassure the person they have done the right thing;
- explain safeguarding responsibilities honestly;
- clarify only where necessary;
- record factual information.

Staff must not:

- ask leading questions;
- investigate;
- promise secrecy;
- express shock or disbelief;
- make assumptions.

All concerns must be reported to a DSL immediately or as soon as practicable.

## 7. Safeguarding Reporting and Escalation

### Internal Reporting

All safeguarding concerns must:

- be reported to a DSL;
- be accurately recorded;
- include dates, times and factual observations;
- be uploaded securely onto OASIS (where it is in relation to clients)
- or for anyone other than clients to be recorded using the following form <https://forms.office.com/e/gz7TJaDy0B>

### Escalation Thresholds

#### Immediate Risk

- Police: 999
- Immediate DSL escalation
- Referral to statutory services

#### Significant Safeguarding Concern

- DSL consultation immediately
- Referral to CADS or Adult Social Care where there is ongoing reasonable concern

#### Allegation Against Staff or Volunteer

- DSL and CEO informed immediately
- LADO referral within one working day

## Prevent / Radicalisation Concern

- DSL discussion
- Prevent referral where appropriate

## 8. Adult Safeguarding Procedures

Adult safeguarding referrals may be required where an adult:

- is experiencing abuse or neglect;
- is at risk of exploitation;
- lacks capacity in relation to risk;
- is unable to protect themselves.

Concerns may include:

- domestic abuse;
- coercive control;
- sexual exploitation;
- financial abuse;
- self-neglect;
- trafficking;
- online abuse;
- radicalisation.

Referrals should normally be made via:

- Norfolk Adult Safeguarding Portal (<https://www.norfolk.gov.uk/article/77730/Report-a-safeguarding-concern---professionals>);
- Adult Social Care;
- Police where crime suspected.

## 9. Child Safeguarding Procedures

All child safeguarding concerns must be treated seriously.

Where a child discloses sexual abuse or violence that has not been reported to Police, DSLs must consult with CADS.

Concerns may include:

- neglect;
- physical abuse;
- emotional abuse;
- sexual abuse;
- peer-on-peer abuse;
- harmful sexual behaviour;
- exploitation;
- online abuse;
- county lines;
- FGM;
- forced marriage;
- domestic abuse exposure.

Referrals should be made to:

- **CADS (Children's Advice and Duty Service):** For children and young people under 18: **0344 800 8021.**
- **Police:** 999

- **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 - [lado-referral-form-agency-oct-2022.doc](#)

## 10. Managing Allegations Against Staff, Volunteers or Counsellors

Any concern regarding a staff member, volunteer, counsellor, trustee or contractor must be reported immediately to:

- a DSL;
- and/or the CEO.

All reported concerns:

- a LADO referral must be made within one working day.

SLT will:

- cooperate fully with investigations;
- protect children and adults from immediate risk;
- maintain confidentiality appropriately;
- support all parties involved;
- ensure fair and proportionate processes.

Suspension may be considered as a neutral act pending investigation.

## 11. Prevent and Radicalisation

SLT recognises its safeguarding duties under the Counter-Terrorism and Security Act 2015.

Staff should remain alert to:

- extremist grooming;
- isolation and vulnerability;
- concerning behavioural changes;
- fixation on violence;
- online radicalisation.

Concerns must:

- be discussed with a DSL;
- be factually recorded;
- avoid discriminatory assumptions;
- follow Prevent referral pathways where appropriate - If you have concerns someone is being radicalised, [fill in the referral form \(PDF, 171 KB\)](#) and email it to [preventreferrals-NC@Norfolk.police.uk](mailto:preventreferrals-NC@Norfolk.police.uk)

## 12. Mental Capacity and Consent

All staff must work in accordance with the Mental Capacity Act 2005.

The five statutory principles apply:

1. Presumption of capacity
2. Support to make decisions
3. Respect for unwise decisions
4. Best interests
5. Least restrictive option

Consent should normally be sought before information sharing unless:

- immediate risk exists;
- seeking consent increases risk;
- crime prevention requires sharing;
- safeguarding duties override consent.

Family members do not automatically hold legal decision-making authority.

### 13. Information Sharing and Confidentiality

Information sharing must be:

- lawful;
- proportionate;
- necessary;
- relevant;
- secure;
- recorded.

Safeguarding concerns may override confidentiality obligations where:

- there is risk of harm;
- a child is at risk;
- an adult at risk cannot protect themselves;
- serious crime may occur.

All information sharing decisions must be recorded clearly.

### 14. Safe working practices

SLT has a policy to maintain safe working practices whenever possible, this will include:

- If a child under 18 who we support has not reported the incidences of sexual abuse or violence to the police the Designated Safeguarding Officer **must** consult with CADS. **This is a legal requirement.**
- 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.

## 15. Whistleblowing

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

## 16. Recording Safeguarding Concerns

Safeguarding records must:

- be factual;
- contemporaneous;
- securely stored;
- objective;
- proportionate.

Records should include:

- date and time;
- who was involved;
- exact words where possible;
- actions taken;
- rationale for decisions;
- referrals made;
- outcomes.

All client safeguarding concerns must be recorded on OASIS.

## 17. Safer Recruitment and Workforce Safeguards

SLT is committed to safer recruitment practices.

This includes:

- DBS checks;
- barred list checks where applicable;
- references;
- identity checks;
- qualification verification;
- safeguarding interview questions;
- safeguarding induction;
- probation monitoring.

The organisation will not knowingly employ anyone barred from regulated activity.

## 18. Safeguarding Supervision and Reflective Practice

Safeguarding supervision supports:

- safe decision making;
- reflective practice;
- professional curiosity;
- trauma-informed responses;
- staff wellbeing;
- management oversight.

Safeguarding concerns may be discussed within:

- clinical supervision;
- safeguarding consultation;
- management supervision;
- reflective practice sessions.

## 19. Multi-Agency Working

SLT recognises safeguarding as a shared responsibility.

The organisation will work collaboratively with:

- Norfolk Safeguarding Children Partnership;
- Norfolk Safeguarding Adults Board;
- Police;
- voluntary sector organisations.
- CADS;
- Adult Social Care;
- NHS services;
- domestic abuse services;

SLT will participate appropriately in:

- safeguarding audits;
- Child Safeguarding Practice Reviews;
- Local Child Safeguarding Practice Reviews;
- safeguarding meetings;
- strategy discussions.

## 20. Quality Assurance and Governance

Safeguarding governance will include:

- safeguarding audits;
- training compliance monitoring;
- safeguarding supervision monitoring;
- safeguarding reviews;
- Board safeguarding reporting;
- thematic learning reviews;
- policy review cycles.

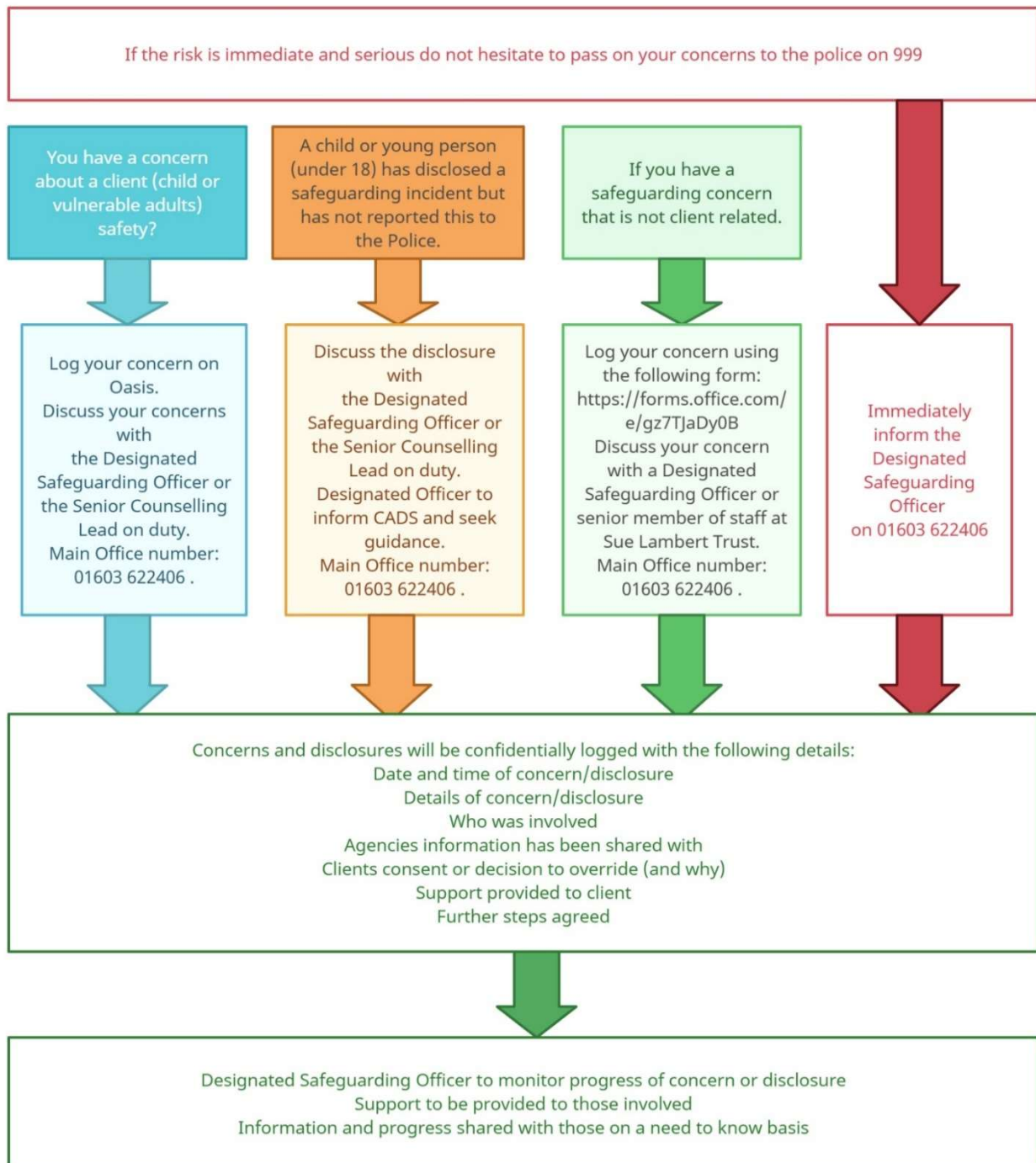
Safeguarding learning will inform:

- service improvement;
- training;
- workforce development;
- governance oversight.

## 21. Appendices

### Appendix 1 — Safeguarding Flowcharts

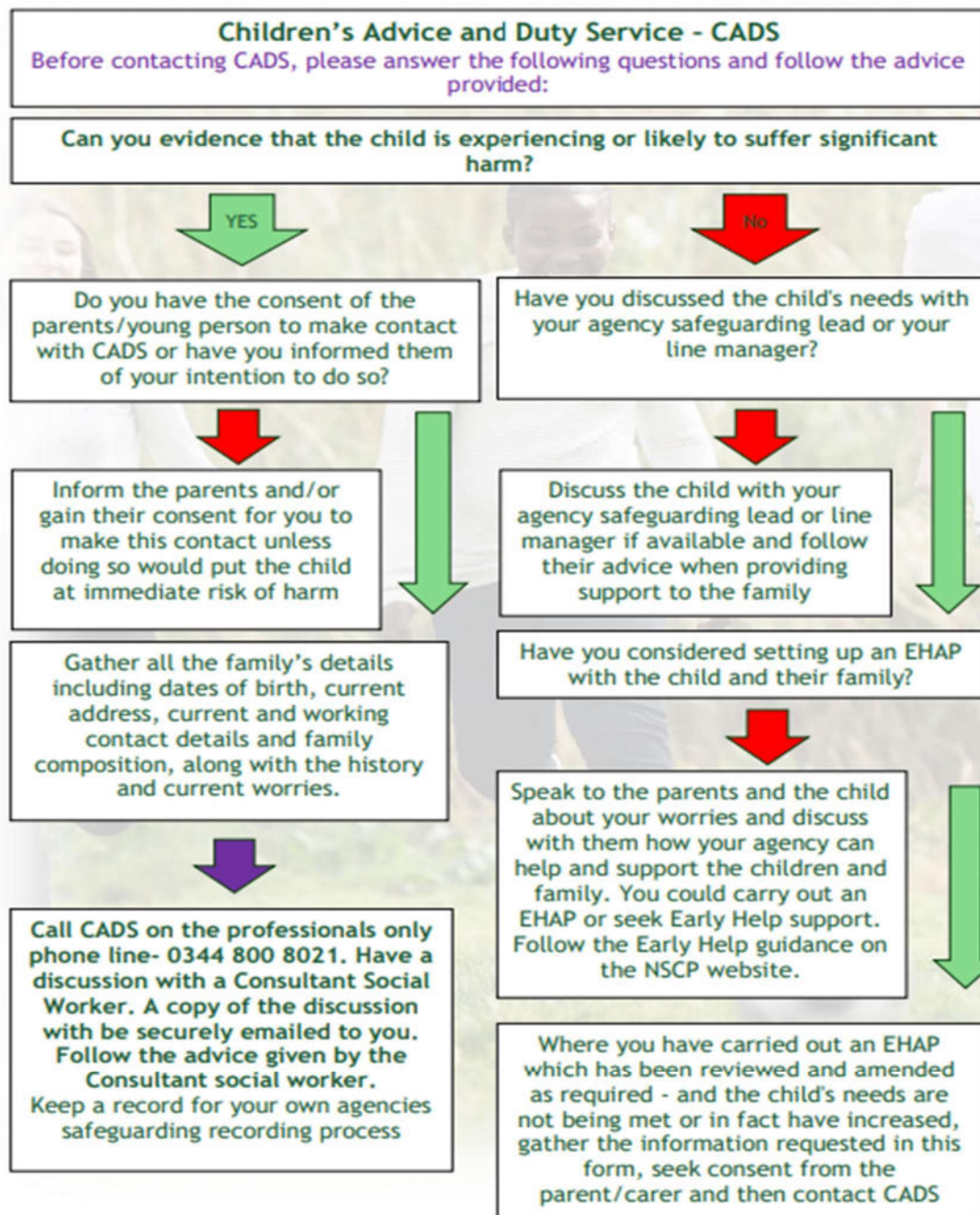
#### Sue Lambert Trust Safeguarding Flowchart



## Appendix 2 — Referral Links

### CADS Practice Process Flowchart (June 22)

Children's Advice and Duty Service (CADS)  
Practice Process - Flowchart - June22 V1



- **Norfolk Adult Safeguarding Portal (Professionals):**  
<https://www.norfolk.gov.uk/article/77730/Report-a-safeguarding-concern---professionals>

- **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 – [LADO Referral Form](#)

- **Prevent:** If you have concerns someone is being radicalised, [fill in the referral form \(PDF, 171 KB\)](#) and email it to [preventreferrals-NC@Norfolk.police.uk](mailto:preventreferrals-NC@Norfolk.police.uk)

- **OASIS safeguarding process:**

All clients will be risk screened at the initial assessment, and subsequently when there may be times of concern whilst undertaking therapy including in the lead up to or at the time of a safeguarding concern. The Risk Screen form can be found here:

<https://forms.office.com/e/g4ZF2mwmHU>

Please report a concern via OASIS. Instructions on how to do this are detailed in a Standard Operating Procedure (SOP) named OA1.13 Safeguarding Functionality which can be found in the Standard Operating Procedures file located here: [S:\1. SLT Service Support 2023\1. SERVICE SUPPORT\5. Standard Operating Procedures](#)

### Appendix 3 — Escalation arrangements

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	<b>Child:</b> CADS  <b>Adult at Risk:</b> Norfolk Adult Social Services  <b>Allegation with regards to someone working with a child:</b> 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	<b>Child:</b> CADS  <b>Adult at Risk:</b> Norfolk Adult Social Services	Immediately log and report concern.  All communication with all parties

			<b>Allegation with regards to someone working with a child:</b> LADO	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	<b>Child:</b> CADS must be conferred with  <b>Adult at Risk:</b> Norfolk Adult Social Services if guidance required	Log and report concern within 24 hours.
No disclosure but professional curiosity leads/supports a concern	Counsellors: Senior Counselling Lead for discussion  All others: Designated Safeguarding Officer	Lead Safeguarding Officer	<b>Child:</b> CADS must be conferred with	Log and report concern within 24 hours.