

Warwickshire Vision Support Safeguarding Adults Procedures (Reporting concerns – for Volunteers)

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Introduction

Warwickshire Vision Support is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm.

The procedure should be implemented with reference to Warwickshire Vision Support's Safeguarding Adults Policy and supporting information.

This procedure details the steps to be taken in responding to any concern that an adult involved in Warwickshire Vision Support or its activities, is at risk of or is experiencing harm.

The procedure focuses on Section 1 of the main policy. We have omitted Section 2 which focuses on What Happens Next – for the safeguarding lead and organisational response:

Section 1: Reporting concerns- **For everyone**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

Glossary

For more details please see the additional information sections of Warwickshire Vision Support's Safeguarding Adults Policy.

Adult	A person over the age of 18
Adult at risk	Definition used in legislation for adults who the Local Authority has a responsibility to support to prevent them from experiencing (further) harm caused by abuse and neglect.
Abuse	A violation of a person's physical, emotional or mental integrity by any other person.
Harm	Damage done to a person's well-being.
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
Safeguarding	Work to prevent and to stop abuse and neglect.
Safeguarding Adult Team	A team set up to manage the safeguarding of adults at risk within an organisation or more commonly across a Local Authority district.
Safeguarding Adults Board (SAB) (England and Wales)	A statutory body set up in line with national legislation. Statutory membership includes the Local Authority, Police and NHS. Representatives from the voluntary sector and of 'citizens' e.g. a representative from a disabled people's forum are often also included. Their role is to coordinate safeguarding work across the Local Authority district.

Section 1: Reporting Concerns (For everyone)

Reporting Concerns About Yourself

**If you are experiencing harm within Warwickshire Vision Support
contact Rebecca Bourton, 07458 305886**

If you are in immediate danger or need immediate medical assistance contact the emergency services 999.

Please contact the Safeguarding Lead [Rebecca Bourton]. If you would prefer, please contact another member of staff who will help you raise the issue to the Safeguarding Lead.

If the Safeguarding Lead or Welfare Officer is implicated or you think has a conflict of interest, then report to the Warwickshire Vision Support's Chief Executive/Officer.

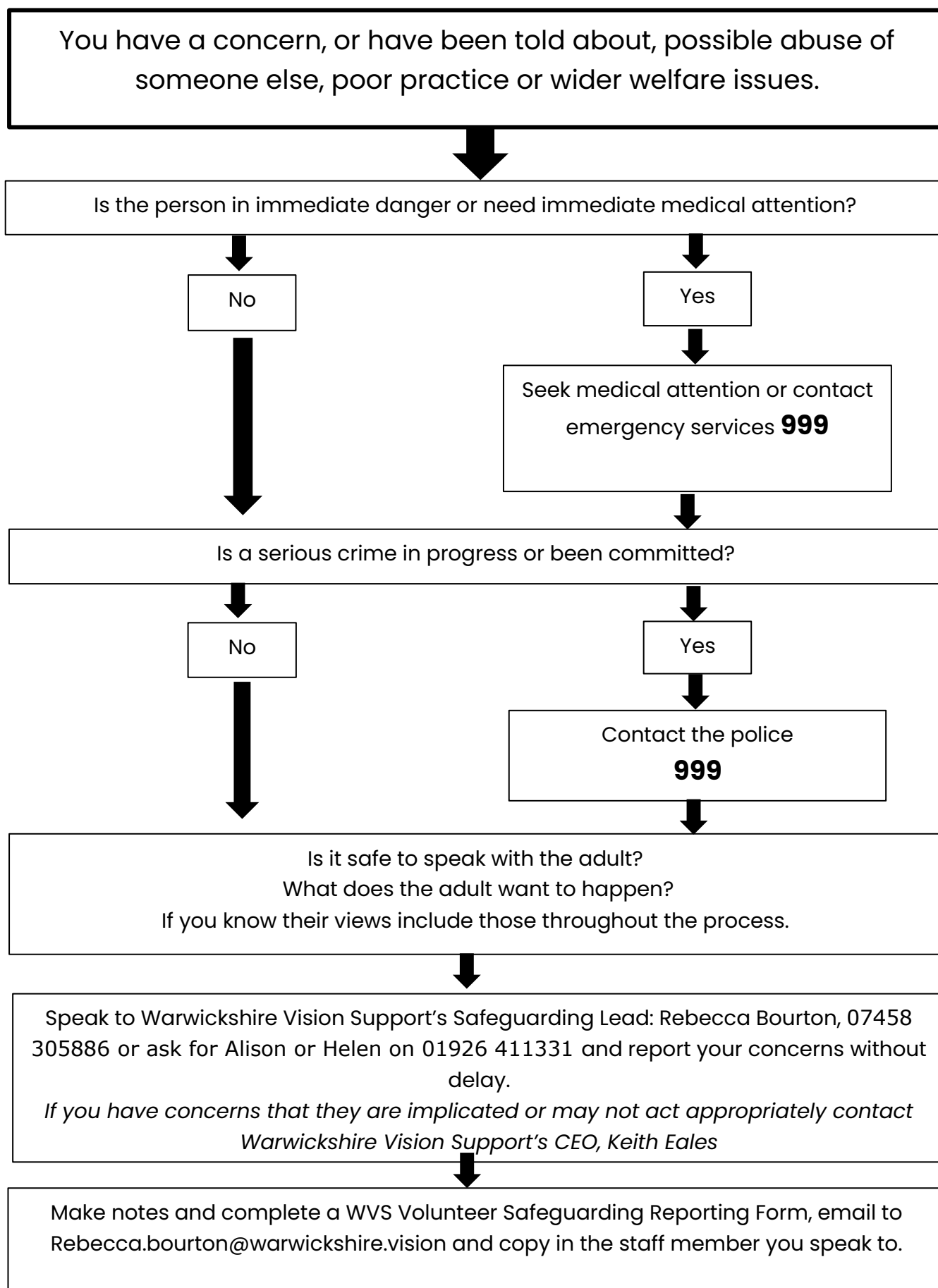
You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).

Warwickshire Vision Support will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Chief Executive/Officer or a member of the Warwickshire Vision Support Board of Trustees.

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of upmost importance to Warwickshire Vision Support that you can take part in accessing our support safely and we will take every step to support you to do that.

Reporting Concerns About Others (Flowchart 1)



Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the WVS Safeguarding Lead as soon as you can. [Rebecca Bourton]

If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to the Warwickshire Vision Support Chief Executive Officer [Keith Eales].

If you are concerned about harm being caused to **someone else**, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Safeguarding Lead. **Do not** contact the adult before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with Warwickshire Vision Support Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support –see Appendix 2).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

- Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to the Warwickshire Vision Support Safeguarding Lead without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

Be mindful of the need to be confidential at all times.

This information must only be shared with your Designated Safeguarding Lead and others that have a need to know –e.g. to keep the person safe whilst waiting for action to be taken.

Further Information and Useful Contacts

Policies, procedures and supporting information are available on the Warwickshire Vision Support website: [<http://www.warwickshire.vision>]

Safeguarding Lead :

Rebecca Bourton, Community Services Manager

Deputy Safeguarding Leads:

Helen Jones and Alison Jones

CEO	Keith Eales	Tel: 07817929798
Designated Safeguarding Lead (DSL)	Rebecca Bourton	Tel: 07458 305886
Deputy DSL	Alison Jones, Helen Jones	01926 411331
Chair of Trustees	Louise Wallis	Tel: 01926 411331
Warwickshire CC Social Care and Support		Tel:01926 412080
Police Emergency		Tell: 999
Police non Emergency		Tel: 101

Appendix 1 – Safeguarding Reporting Form

Volunteer Safeguarding Reporting Form – SGV

Reporting Volunteer:	
Time:	
Date:	
Person this safeguarding concern is regarding:	

Safeguarding Concern:

Passed to:

Date & Time:

Signature:

To be completed by receiving staff member and detailing action taken:

Signed:- **Date:-**

Appendix 2 – 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

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector.

Tel: 0115 951 5400

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

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
<p>Tel: 0808 2000 247</p> <p>www.nationaldahelpline.org.uk/Contact-us</p>	<p>Tel: 0808 802 1414</p> <p>www.dsahelpline.org</p> <p>Twitter: www.twitter.com/dsahelpline</p> <p>Facebook: www.facebook.com/dsahelpline</p>
Scotland	Wales
<p>Tel: 0800 027 1234</p> <p>Email: helpline@sdaafmh.org.uk</p> <p>Web chat: sdaafmh.org.uk</p>	<p>Llinell Gymorth Byw HebOfn/ Live free from fear helpline</p> <p>Tel: 0808 8010 800</p> <p>Type Talk: 18001 0808 801 0800</p> <p>Text: 078600 77 333</p>

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

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