

I am worried about a child/adult at risk what do I do?

Are you a Volunteer with a safeguarding concern? See below:

- i. When a volunteer has a Safeguarding concern, and unless the volunteer is worried that by so doing, they may cause the situation to deteriorate or a child or adult is in immediate danger as per ii, the volunteer should advise the client that they have a concern and that they will be taking internal advice in respect of the issue raised.
- ii. If a volunteer has a concern about a child or adult's immediate safety, then they must immediately contact the with the police or Local Authority in line with local procedures. They should then notify the Principal Safeguarding Officer that they have done so at the earliest opportunity via email/SPOC.
- iii. The volunteer is to discuss any safeguarding concerns using the Central Office Single Point of Contact (SPOC) **0800 032 5612 option 4** which will be directed to The Principal Safeguarding Officer. The SPOC is available between 0900 – 1700 Monday to Friday. If appropriate, volunteers should inform their manager of their concern. All parties consulted as to the concerns must respect SSAFA's rules on confidentiality and in line with GDPR. Safeguarding is everyone's responsibility, and although we should be aware of confidentiality and GDPR regulations this should not stop us from sharing information if there is a safeguarding concern.

For those volunteering overseas: if you have an immediate concern for an adult or child's safety you must call the emergency services in your area.

- i. For volunteers working overseas UK laws apply on the sovereign base. Contact British Forces Social Work Service (BFSWS) if you are concerned about a child or adult at risk call 0044 (0) 808 168 3111 -08.30-17.00 (the same number for out of hours service) Inform your line manager and the Principle Safeguarding Officer at the earliest opportunity that you have contacted BFSWS regarding a safeguarding concern. **See diagram in Appendix 3.1**
- ii. If a volunteer has a safeguarding concern within a prison establishment, the volunteer must inform a member of the Safer Custody Team immediately. Where a volunteer has a safeguarding concern regarding an offender who is on a community sentence, the offender's Supervisor/Offender Manager/ Responsible Officer must be informed immediately. They should then inform the Principal Safeguarding Officer via SPOC of their concern and the action taken at the earliest opportunity.
- iii. Out of hours, the volunteer should call their Local Authority (or local or national

equivalent) Out of Hours team to report their concern. They should then inform their Chairman/Chair or Head of Service and the SSAFA Principle Safeguarding officer using the SPOC line of their concern and the action taken at the earliest opportunity.

Making a call to the Principal Safeguarding Officer and what to expect- (If you are worried let us talk about it.)

- iv. The Principle Safeguarding officer will respond to your call within 24 hours if the concern is immediate and has been reported to the police or local authority. If seeking advice your call will be responded to within 48 hours. (If it is an emergency call 999) The Principal Safeguarding officer and Volunteer will discuss the concerns together and consider:

any immediate/potential risks to the child/adult and others in the family/community plus any potential risks to you in your role, understand the protective factors and any support networks in place including any potential reputational risks to SSAFA.

The Principal Safeguarding Officer will agree with the Volunteer next steps or immediate action to be taken and will record this discussion and decisions made on an internal safeguarding proforma/email. The volunteer will receive this within 24 hours of the call. This should then be saved within a secure O365 file.

- v. The volunteer **will** be expected to carry forward the actions agreed with support from the Principal Safeguarding Officer if needed/requested. Where an agreement of next steps cannot be reached between the Volunteer and Principal Safeguarding Officer, it is the responsibility of the Principal Safeguarding Officer to ensure that a decision is made based on the information given at the time, in the best interest of the child/adult at risk.
- vi. If a situation occurs where an agreement cannot be reached between the Volunteer and Principal Safeguarding Officer, the matter will be escalated by the Principal Safeguarding Officer to the Designated Safeguarding Director and the Volunteers Line Manager for a further discussion between all parties and address any lessons to be learnt. **(The child/adult in question will be safeguarded prior to this discussion taking place.)**
- vii. The volunteer should inform the Principle Safeguarding Officer via SPOC/email when the advised action has been taken. The Principal Safeguarding Officer also has a responsibility to ensure that the agreed actions have been fulfilled. This will require a

APPENDIX 3

follow up discussion that ensures the safeguarding of the client, volunteer and outcome or any further action.

- viii. The Principal Safeguarding Officer will share all referrals that require intervention or referral to the Local Authority with the Director of Volunteer Operations and the Designated Safeguarding Director for oversight, no matter at what level the issue is resolved once each quarter.
- ix. If there is a view that concerns could escalate and be a reputational risk, the Principal Safeguarding Officer will consult with the PR team at the earliest opportunity.