

Safeguarding Policy



Contents

idDerby policy intent and responsibilities	
Intent and Responsibilities	2
Our Policy	2
idDerby Principles and commitment to safeguard	3
Safeguarding Children and Adults:	4
idDerby Responsibilities	5
idDerby Staff Responsibilities:	6
Definition of a Vulnerable Adult/at risk adult	6
Definition of a Vulnerable Child/at risk child	7
Indicators of Abuse and Neglect	7
Emotional Abuse	7
Institutional Abuse	8
Physical Abuse	8
Sexual Abuse	8
Neglect	8
Financial Abuse	9
Domestic Abuse	9
Online Safety / Filtering and Monitoring	10
Important Terms	10
How to deal with a safeguarding concern	13
Accusations/Concerns involving idDerby Staff	13
Documents to refer to:	13
Useful contacts	14

**IN CASE OF IMMEDIATE SAFEGUARDING CONCERN PLEASE CONTACT THE
DESIGNATED SAFEGUARDING COVER FOR THAT DAY AS INDICATED ON
THE 'SAFEGUARDING DUTY' CALENDAR.**

DESIGNATED SAFEGUARDING LEAD:

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Safeguarding Policy



Intent and Responsibilities

idDerby fully recognises that in providing services to vulnerable adults and children we have responsibilities for child protection and safeguarding. This policy will set out how the company will deliver these responsibilities.

The purpose of the Safeguarding Policy is to make explicit the responsibilities of all professionals, volunteers and agencies working to protect adults and who may be vulnerable to abuse and to ensure all staff are aware of what procedures to take if they become aware of a safeguarding concern.

The Safeguarding Policy and Procedures take precedence over any internal policies and procedures within all agencies whether statutory, independent or voluntary. However, it is recognised that there may be occasions where other processes are more appropriate e.g., using the complaints procedure or compliance and contracting involvement, but this should be agreed through the safeguarding procedures and recorded appropriately.

Our Policy

There are 7 main elements to our Policy, which are described in the following sections:

1. Roles and responsibilities for safeguarding.
2. Expectations of all staff / anyone who has contact with a child or vulnerable adult with regard to safeguarding, and the procedures and processes that should be followed.
3. How the company will ensure that all staff who has contact with vulnerable children and adults *are* appropriately trained; this includes, receiving regular updates and undertaking annual training in safeguarding and are checked for their suitability to work within the company.
4. The types of abuse that are covered by the policy.
5. The signs of abuse that all staff in contact with a child or vulnerable adult should look out for.
6. Reporting a safeguarding concern procedure.
7. How the policy will be managed and have its delivery overseen.

idDerby Duty

Although there are no specific mandatory regulations in the UK requiring professionals to report suspicions to the authorities, there are expectations that are clearly set out in legislation and guidance for each of the UK's 4 nations.

For England, sections 11 and 12 of the "Children Act 2004" place a statutory duty on agencies to co-operate to safeguard and promote the welfare of children.

Paragraphs 15 and 16 of the "introduction to the government guidance Working Together To Safeguard Children" states:

"Everyone who works with children - including teachers, GPs, nurses, midwives, health

Safeguarding Policy



visitors, early year's professionals, youth workers, police, Accident and Emergency staff, paediatricians, voluntary and community workers and social workers - **has a responsibility for keeping them safe.**"

"No single professional can have a full picture of a child's needs and circumstances and, if children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action."

Professionals who fail to report cases of abuse or neglect do not currently face criminal penalties for non-reporting; however they may be subject to professional disciplinary proceedings or held to account through Serious Case Review reports or professional negligence cases.

We hold the same duty of care to be true for vulnerable adults.

The overriding principle should be that all professionals (including idDerby staff) listen to and act in the best interests of the person.

idDerby principles and commitment to safeguard

Safeguarding arrangements at idDerby CIC are underpinned by these key principles and take these measures to ensure that we meet our responsibility to safeguard:

- Safeguarding is everyone's responsibility: all staff / anyone who has contact with a child or vulnerable adult, should play their full part in keeping children and vulnerable adults safe.
- idDerby will meet its social, moral and legal responsibilities to protect and safeguard the welfare of vulnerable adults and children whom they support.
- All reasonable measures will be taken to ensure that the risks of harm to the customer is minimised.
- idDerby will have a culture of zero tolerance to all forms of abuse.
- All staff members are subjected to an enhanced DBS check and probationary period.
- Staff members in direct contact with vulnerable adults and children receive monthly clinical supervision to ensure their work is safe and ethical.
- All staff of idDerby must be familiar with our safeguarding policy and feel competent to manage the safeguarding procedure. Safeguarding training is provided to staff members as part of their induction.
- idDerby complies with the policies and procedures set out by its local safeguarding boards.
- Where there are concerns about someone's welfare, all the appropriate actions to address the concerns will be taken, working in partnership with other agencies.
- We will aim to protect children and vulnerable adults using child protection procedures and the local councils safeguarding policies and 'the Care Act 2014'.
- We aim to work in partnership and have an important role in multi-agency safeguarding arrangements as set out by 'Working Together 2023'.
- That all Staff/anyone who has contact with a child, or vulnerable adult *have a clear understanding regarding abuse and neglect in all forms; including how to identify,*

Safeguarding Policy



respond and report. This also includes knowledge in the process for allegations against professionals. Staff should feel confident that they can report all matters of Safeguarding in the company where the information will be dealt with swiftly and securely, following the correct procedures with the safety and wellbeing of the children in mind at all times.

- That we operate a child-centred and person-centred approach: a clear understanding of the needs, wishes, views and voices of children and vulnerable adults.

Safeguarding Children and Adults:

idDerby works with both adults and children. Therefore this policy is including information and procedures relevant to safeguarding both adults and children. If a process or guidance is different it will be stipulated.

Procedures and information on **safeguarding children applies to any individual under the age of 18 years old**. If an individual is over 18 then matters are to be dealt with through Adult safeguarding arrangements. Where someone is 18 or over but is still receiving children's services and a safeguarding issue is raised, the matter should be dealt with through adult safeguarding arrangements.

As most idDerby work is carried out in the area of Derby and Derbyshire we will make reference to some of their local policies and procedures. It is important to remember that on rare occasions we may also need to seek advice from other councils, where off site, out of county work is delivered.

Derbyshire County Council has two separate safeguarding contacts, one for adults and one for children. More information on reporting a safeguarding concern and the Derbyshire County Council safeguarding policy can be accessed through these links. idDerby will follow the Procedures set out by the Derbyshire Safeguarding Children's and Adults board.

<https://www.derbyshirescb.org.uk/home.aspx> - Derbyshire Safeguarding Children

<https://www.derbyshiresab.org.uk/home.aspx> - Derbyshire Safeguarding Adults

Safeguarding Children Additional Documents:

idDerby Safeguarding children policy is written in conjunction with:

'Working Together to Safeguard Children' (2023) which is statutory guidance to be read and followed by all those providing services for children and families. All staff working directly with children are required to read and familiarise themselves with these documents which will be kept within the safeguarding policy folder:

'Working Together to Safeguard Children' (2023)

"What to do if worried a child is being abused" (March 2015)

"Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers (July 2018)

Safeguarding Policy



“Keeping Children Safe In Education (2024)” - statutory guidance for schools and colleges on safeguarding children and safer recruitment.

Safeguarding Adults Additional Documents:

idDerby Safeguarding Adults Policy is written in conjunction with: the Care Act, 2014 and its updated statutory Safeguarding Guidance (Chapter 14). Some of the contents of this policy are taken directly from the statutory Safeguarding Guidance. All staff working directly with children are required to read and familiarise themselves with these documents which will be kept within the safeguarding policy folder:

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

idDerby Responsibilities

idDerby duty to safeguard involves ensuring that we are providing a safe environment for clients to work in. It is also essential that all staff of idDerby are working to a high ethical and professional manner to ensure we are safeguarding individuals within our care. These are the procedures, methods and responsibilities that we ensure all employees must comply with.

- Ensuring satisfactory references for hiring staff are obtained.
- Checking Identification of sight visitors.
- Ensuring that an enhanced DBS disclosure is carried out, and renewed every 3 years
- Providing adequate training in Equality and Safeguarding
- Ensuring staff are aware of and have access to the companies policies and procedures
- Alerting ISA (independent safeguarding authority) of any relevant safeguarding concerns
- As a final procedure during safeguarding investigations, contracts of employment, where staff have been reported/convicted by legal agencies in relation to working with vulnerable groups, will be terminated.
- Employ staff that care about vulnerable adults and children and who share idDerby's beliefs in changing care culture for the better.
- idDerby's Safeguarding policy is able to override all other policies relating to the sharing of information, if this decision is made in the best interest of the client. This will only be the case if deemed necessary to meet our responsibilities and duty of care.
- To ensure all staff are trained in level 2 safeguarding . The lead and deputy designated safeguarding officers are trained to level 3 safeguarding.
- To ensure all staff working on external contractor provisions are provided with the relevant training for the delivery of this work. This may include Child Protection, Online Safety (including filtering and monitoring expectations), Food Safety and Hygiene, amongst others.

idDerby Staff Responsibilities:

- Treat all customers with respect and dignity.
- Not purposely having contact with clients or their circle of support outside of professional capacity at idDerby. Including socialising and social media contact.

Safeguarding Policy



- Staff to work with appropriate professional boundaries and not to disclose personal information about themselves.
- To attend monthly clinical Supervision and managerial one to one's.
- To attend regular continued professional development training.
- Ensure that if any form of physical touching is required, it is provided openly (except for those involved in providing personal care)
- Be an excellent role model for all customers
- Never allow or engage in any form of inappropriate touching.
- Challenge the use of inappropriate language or behaviour, by customers or others
- Avoid making comments, even jokingly, that could be construed as sexually provocative
- Decline gifts from customers if they are given for no apparent reason and a 'Gifting Agreement' has not been signed during the client initial meeting. Staff will declare all gifts received to the managers. Customers can always make a donation to the organisation instead of buying staff gifts.
- Ensure that online safety measures are implemented by staff and clients at the organisation.

Safeguarding Policy



Definition of a vulnerable adult/at risk adult

A person is vulnerable if for any reason unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

Every human may be vulnerable at one time or another, however common examples may be:

- Receives care or support to live independently in their own home or a care home.
- Receives assistance from Social Services.
- Has a substantial learning, sensory or physical disability.
- Has physical or mental health problems, including addiction to alcohol or drugs.
- Has a substantial reduction in physical or mental capacity due to advanced age or illness.

Definition of a vulnerable child/at risk child

A vulnerable child is defined as being under the age of 18 years and currently at high risk of lacking adequate care and protection. Accordingly, all children are vulnerable by nature compared to adults, but some are more critically vulnerable than others.

Indicators of abuse, neglect and exploitation

The following pages are intended to give you some ideas about when and why a person may be vulnerable to harm. This is not a definitive list, and you may find other instances which give you cause for concern. If you have any concerns about someone you meet through idDerby, whether they be a colleague, a client or a carer it is vital that you share these concerns with a member of our management team. This also includes being aware of individuals who may benefit from Early Help. Staff should refer to Keeping Children Safe in Education (2024, paragraph 6, paragraph 18 and paragraph 497) for a definition of Early Help and list of indicators.

Safeguarding Policy



Emotional Abuse	Signs and Symptoms
The persistent emotional maltreatment of a child such as to cause severe and adverse effects on the individual's emotional development. It may involve conveying they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. Including: not giving opportunities to express views, deliberately silencing them or 'making fun' of them. Age inappropriate expectations being imposed, overprotection and limitation of exploration and learning, bullying, witness of harm to others, provoking fear, exploitation and corruption.	Withdrawal, depression. Cowering and fearfulness. Change in sleep Patterns. Agitation, confusion, change in behaviour. Change in appetite/weight. Low self-esteem, isolation, copying of abusive behaviour, developmental delays, responsibilities above their maturity.

Institutional Abuse	Signs & Symptoms
Poor care standards, lack of positive Responses to complex needs. Rigid Routines. Inadequate staffing. Insufficient knowledge base within Service.	Inability to make choices or decisions. Agitation if routine is broken. Disorientation. Patterns of challenging behaviour-

Physical Abuse	Signs & Symptoms
Causing intentional physical harm to others; this may include but is not limited to: Hitting. Slapping. Pushing. Kicking. Misuse of medication. Restraint. Use of excessive force and deliberately inducing and fabricating an illness of a cared for individual	Series of unexplained falls or major injuries. Injuries/bruises at different stages of healing. Bruising in unusual sites e.g. inner arms, thighs. Abrasions. Teeth indentations. Injuries to head or face. Client very Passive. Hypervigilance.

Safeguarding Policy



Sexual Abuse	Signs & Symptoms
Forcing or enticing someone into sexual activities, not necessarily involving a high level of violence, including whether or not the individual is aware of what is happening. Sexual abuse also includes non-penetrative and non-physical contact.	Change in behaviour. Overt sexualised Behaviour or language. High sexual knowledge their age. Difficulty in walking, sitting. Injuries to genital and/or anal area.

Neglect	Signs & Symptoms
The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health and development. Neglect includes a parent or carer failing to: providing adequate food, clothing, medical attention, shelter, protect child from physical and emotional harm or danger and unresponsiveness to basic emotional needs.	Absence of food, heat, hygiene, clothing, comfort. Preventing individuals from having access to services. Isolation. Absence of prescribed medication or medical support. Developmental delays.

Financial Abuse	Signs & Symptoms
Theft, fraud, exploitation. Pressure in connection with wills, property, Inheritance or financial transactions. Misuse or misappropriation of Property, possessions or benefits.	Unpaid bills. Basic needs not being met. lack of money on day to day basis.

Domestic Abuse	Signs & Symptoms
Physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional or other abuse, between individuals that are 16 or over and are	Domestic abuse can encapsulate all of the above signs and symptoms listed for other types of abuse, as it refers to the relational aspect of the abuse taking place.

Safeguarding Policy



personally connected (i.e. are, have been, or have agreed to be; married, civil partners, intimate personal relations or share a parental relationship).

Domestic Abuse also applies to a child who; sees, hears, or experiences the effects of abuse, and is related to perpetrator or victim (i.e. the person has parental responsibility or is a relative of the child), or experiences abuse within their own intimate relationships (child-on-child).

Additionally, clients may appear overly anxious, nervous or fearful in relation to the person they are personally connected to, or describe them as 'moody', 'bad tempered' or similar. This may also present in being overly keen to please or appease the individual, or in self-blame in relation to the individual's behaviours.

Online Safety / Filtering and Monitoring

idDerby has a duty of care to protect children and vulnerable adults from accessing inappropriate online content. the Keeping Children Safe in Education (KCSIE) 2024 outlines areas of risk as follows;

Content: Being exposed to illegal, inappropriate or harmful material, e.g. pornography, fake news, and racist or radical and extremist views.

Contact: Being subjected to harmful online interaction with other users, e.g. commercial advertising and adults posing as children or young adults.

Conduct: Personal online behaviour that increases the likelihood of, or causes, harm, e.g. sending and receiving explicit messages, and cyberbullying.

Commerce: Being exposed to harmful or illegal financial risks, such as online gambling, phishing and/or financial scams, or inappropriate advertising.

idDerby takes the following measures to implement online safety within our organisation;

- DSL's undertake training in online safety
- Facilitators - where relevant to their role - undertake training in online safety
- Clients are not permitted to use personal digital technology devices within sessions.
- Staff (including placement students and volunteers) are not permitted to use personal devices whilst working, and are provided with work laptops and phones for professional use.
- Should the internet need to be accessed during sessions, this should only be relevant to the session (e.g. finding a reference image for artmaking), and should be searched for and screened by the practitioner for appropriateness,

Safeguarding Policy



prior to the client viewing the content. This should only be done on the practitioner's work device.

- Clients should never have unsupervised access to any staff member's devices.
- Staff members are responsible for the security of their devices, including locking when not in use, not sharing passwords, and ensuring safe search functions remain on at all times.
- All online safety concerns should be treated as any other safeguarding concern, and reported as such, following the procedure outlined in this policy.

Important terms:

Female Genital Mutilation (FGM) -

FGM is illegal. FGM is carried out for a number of cultural, religious and social reasons. Some families and communities believe that FGM will benefit the girl in some way, such as preparing them for marriage or childbirth. But FGM is a harmful practice that isn't required by any religion and there are no health benefits of FGM.

Signs FGM might happen:

- A relative or someone known as a 'cutter' visiting from abroad.
- A special occasion or ceremony takes place where a girl 'becomes a woman' or is 'prepared for marriage'.
- A female relative, like a mother, sister or aunt has undergone FGM.
- A family arranges a long holiday overseas or visits a family abroad during the summer holidays.
- A girl has an unexpected or long absence from school.
- A girl struggles to keep up in school.
- A girl runs away – or plans to run away - from home.

Signs FGM might have taken place:

- Having difficulty walking, standing or sitting.
- Spending longer in the bathroom or toilet.
- Appearing quiet, anxious or depressed.
- Acting differently after an absence from school or college.
- Reluctance to go to the doctors or have routine medical examinations.
- Asking for help – though they might not be explicit about the problem because they're scared or embarrassed.

Safeguarding Policy



<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/female-genital-mutilation-fgm/>

Modern Day Slavery:

Modern slavery is a complex crime that covers all forms of slavery, trafficking and exploitation. Trafficking includes transporting, recruiting or harbouring an individual with a view to them being exploited. Modern slavery crimes may involve, or take place alongside, a wide range of abuses and other criminal offences such as grievous bodily harm, assault, rape or child sexual abuse.

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/modernslaveryintheuk/march2020>

Signs that Modern Day Slavery could be taking place:

- Shows signs of physical or psychological abuse, look malnourished or unkempt, anxious/agitated or appear withdrawn and neglected. They may have untreated injuries
- Rarely be allowed to travel on their own, seem under the control, influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work
- Relationships which don't seem right – for example a young teenager appearing to be the boyfriend/ girlfriend of a much older adult.
- Be living in dirty, cramped or overcrowded accommodation, and / or living and working at the same address
- Have no identification documents, have few personal possessions and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work
- Have little opportunity to move freely and may have had their travel documents retained, e.g. passports
- Be dropped off / collected for work on a regular basis either very early or late at night
- Unusual travel arrangements- children being dropped off/ picked up in private cars/ taxis at unusual times and in places where it isn't clear why they'd be there
- Avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.

<https://www.modernslaveryhelpline.org/about/spot-the-signs>

Honour Based Violence (HBV):

Safeguarding Policy



The concept of 'honour' is for some communities deemed to be extremely important. To compromise a family's 'honour' is to bring dishonour and shame and this can have severe consequences. The punishment for bringing dishonour can be emotional abuse, physical abuse, family disownment and in some cases even murder.

In most honour-based abuse cases there are multiple perpetrators from the immediate family, sometimes the extended family and occasionally the community at large. Mothers, sisters, aunts and even grandmothers have been known to be involved in the conspiring of honour crimes.

<https://karmanirvana.org.uk/about/honour-based-abuse/>

Forced Marriage

It is important to understand the difference between:

Arranged Marriage: Both participants give their full consent and enter the marriage willingly.

Forced Marriage: One or both participants enter the marriage without giving their consent. They go through with the wedding under duress from their families.

Forcing someone into marriage is a criminal offence in the UK.

County Lines:

The 2018 Home Office Serious Crime Strategy states the NPCC definition of a County Line is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas [within the UK], using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move [and store] the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Some signs to look out for include:

- An increase in visitors and cars to a house or flat
- New faces appearing at the house or flat
- New and regularly changing residents (e.g different accents compared to local accent)
- Change in resident's mood and/or demeanour (e.g. secretive/ withdrawn/ aggressive/ emotional)
- Substance misuse and/or drug paraphernalia
- Changes in the way young people you might know dress
- Unexplained, sometimes unaffordable new things (e.g clothes, jewellery, cars etc)
- Going missing from school or home and are subsequently found in areas away from their home

Safeguarding Policy



- Young people seen in different cars/taxis driven by unknown adults
- Young people seeming unfamiliar with your community or where they are
- Truancy, exclusion, disengagement from school
- Have been the perpetrator or alleged perpetrator of serious violence (e.g. knife crime), as well as the victim
- An increase in anti-social behaviour in the community
- Unexplained injuries

<https://www.nationalcrimeagency.gov.uk/what-we-do/crime-threats/drug-trafficking/county-lines>

Hate crime:

A **hate crime** is any criminal offence which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice towards someone's:

- race
- religion
- sexual orientation
- gender questioning
- disability

These aspects are known as 'protected characteristics'. A hate crime can include verbal abuse, intimidation, threats, harassment, assault and damage to property. It is not always easy to tell the difference between a hate crime or hate incident, but if you feel you have been the victim of, or witnessed, hatred based on one of the 5 characteristics you should report it to the police.

Child-on-child abuse / teenage relationship abuse:

Domestic abuse between young people. This may not be legally recognised under the term domestic abuse if one or both parties are under 16. However, the same psychological, physical and emotional harm applies, so all concerns identified in relation to any individuals under 18 must follow child safeguarding procedures.

Information on both Domestic Abuse and Child-on-Child abuse can be found at the following;

Safeguarding Policy



<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/domestic-abuse/>

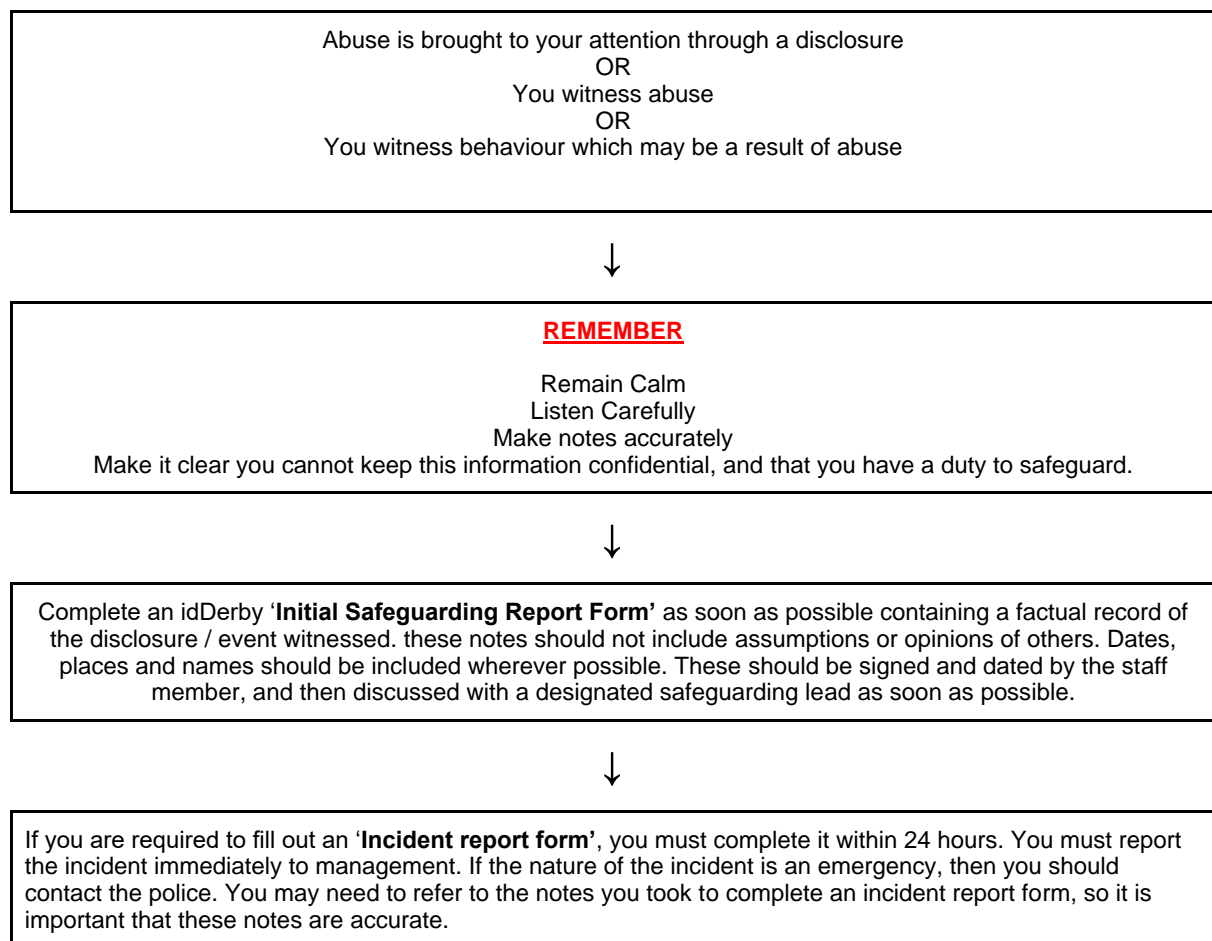
<https://www.gov.uk/government/publications/domestic-abuse-get-help-for-specific-needs-or-situations/domestic-abuse-specialist-sources-of-support>

<https://www.operationencompass.org/>

<https://www.gov.uk/government/publications/domestic-abuse-get-help-for-specific-needs-or-situations/domestic-abuse-specialist-sources-of-support>

How to deal with a safeguarding concern

Please refer to the following flow chart as guidance around reporting a safeguarding concern. For the purpose of this policy the word 'abuse' refers to the definition's outlined above.



Safeguarding Policy



It is the designated safeguarding leads responsibility to complete this step.

A Safeguarding report form must then be sent to the relevant council's Safeguarding Board. **REMEMBER** – the council contact will depend on the county/city the client lives. Submit an online or telephone safeguarding referral form to Adult Social Care or Children's social care if under 18. If you receive no contact from the safeguarding board after 48 hours then telephone to confirm receipt and provide further information, in accordance with local councils Safeguarding Policy and Procedures.

PLEASE NOTE: Safeguarding reports may be held by the clients lead worker (providing the staff member has received full training in this procedure). Otherwise, these procedures will always be dealt with by one of the designated safeguarding leads.

Alternative Provision Safeguarding Processes

As an Alternative Provision provider, idDerby acknowledges that for pupils attending our provision, their referring school continues to be responsible for the safeguarding of the pupil. In the event of a safeguarding concern relating to alternative provision pupils, the processes outlined in the Provider Handbook must be followed.

Accusations / Concerns involving idDerby Staff

If you have a safeguarding concern that involves a member of our Team, Please directly contact our Designated Safeguarding Lead immediately. If the concern involves this individual, you should contact our Deputy Safeguarding Lead. In the event that both Individuals are involved, you should contact the relevant Independent Safeguarding Authority immediately.

Should any allegations directly involve a staff member or volunteer, the Independent Safeguarding Authority and / or police will be immediately contacted. Contact information needed for this you can find in the 'useful contacts' section of this policy.

Useful contacts

REMEMBER: When making email contact with supporting professionals to always use secure emailing software, 'Egress Switch'.

Derby City

- Derby City Adult's social care – 01332 640777 (office hours 9am-5pm)
- Derby City Children's social care - 01332 641172 (office hours 9am – 5pm)
- Careline (Derby City's out of hours emergency social care service) on 01332 786968 with concerns about either adults or children.

Safeguarding Policy



- Link to online referral form: <https://secure.derby.gov.uk/forms/?formid=345>

Derbyshire

- Starting point – 01629 533 190 – www.derbyshire.gov.uk/startingpoint
- Call Derbyshire – 01629 532 600 (Out of hours)
- Derby Safeguarding Adults Board - <http://www.derbysab.org.uk/>
- Derby Safeguarding Childrens Board - <http://www.derbyscb.org.uk/>

Other

- Police Emergency – 999 Police Non-emergency - 101
- Acas Helpline:
Telephone: 0300 123 1100
Textphone: 18001 0300 123 1100
Opening hours: Mon-Fri 8am-8pm, Sat 9am-1pm
- Equality and Human Rights Commission
www.equalityhumanrights.com
- Acas Guide: 'Bullying and Harassment at work: a guide for managers and employers'
http://www.acas.org.uk/media/pdf/l/r/Bullying_and_harassment_employer_2010-accessible-version-July-2011.pdf

Useful contacts- Social Services Enquiries

If you are working with a client who you feel is in need of accessing social care services you can refer them via one of the following pathways:

- Safeguarding through online referral or advice via Professionals line
- Early Help via an Early Help Assessment completed by a professional sent to the relevant Locality VCM all instructions can be found on the Safeguarding Board Website

If there are no immediate safeguarding concerns we are advised to complete an EHA. The Early Help Advisor can support.

Safeguarding Policy



Cath Brannan – Senior Early Help Advisor City Wide Support/Co-ordination
Tuesday/Wednesday am/Thursday
Tel: 641074 or 07391414135
cath.brannan@derby.gov.uk

Additionally, you can contact the first contact team
Firstcontact.FirstContact@derby.gov.uk or 01332 641172.

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