



Safeguarding Reporting Process

London metropolitan College

2023-2026

Introduction

LMC is committed to providing a safe environment for everyone to participate in our organisation and its activities. The following process and supporting procedures must be followed in any circumstances where a child or adult is at risk of harm.

This process and supporting procedures detail the steps to be taken in responding to any concern that a child or adult involved in LMC, or its activities, is at risk of or is experiencing harm and should be implemented with reference to the College's Safeguarding Children and Adults at Risk Policy and supporting information.

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

For ease of reference the process and supporting procedures have been divided into the following two sections:

Section 1: Reporting Concerns	For everyone
Section 2: What Happens Next	For Designated Safeguarding Lead and College Response

Key Contacts

Designated Safeguarding Lead (DSL):

Tony Simpson

tony@londonmetropolitan.college

Deputy Designated Safeguarding Lead (DDSL):

Marina Etherden

marina@londonmetropolitan.college

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SECTION 1: REPORTING CONCERNS

Reporting Concerns About Yourself

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

If you are experiencing harm within the College, please contact Tony Simpson, the Designated Safeguarding Lead (DSL) at tony@londonmetropolitan.college. If you would prefer, you may contact another member of staff who will help you raise the issue to the DSL.

If the DSL is implicated or you think has a conflict of interest, then report to the Head of Operations, Marina Etherden at marina@londonmetropolitan.college.

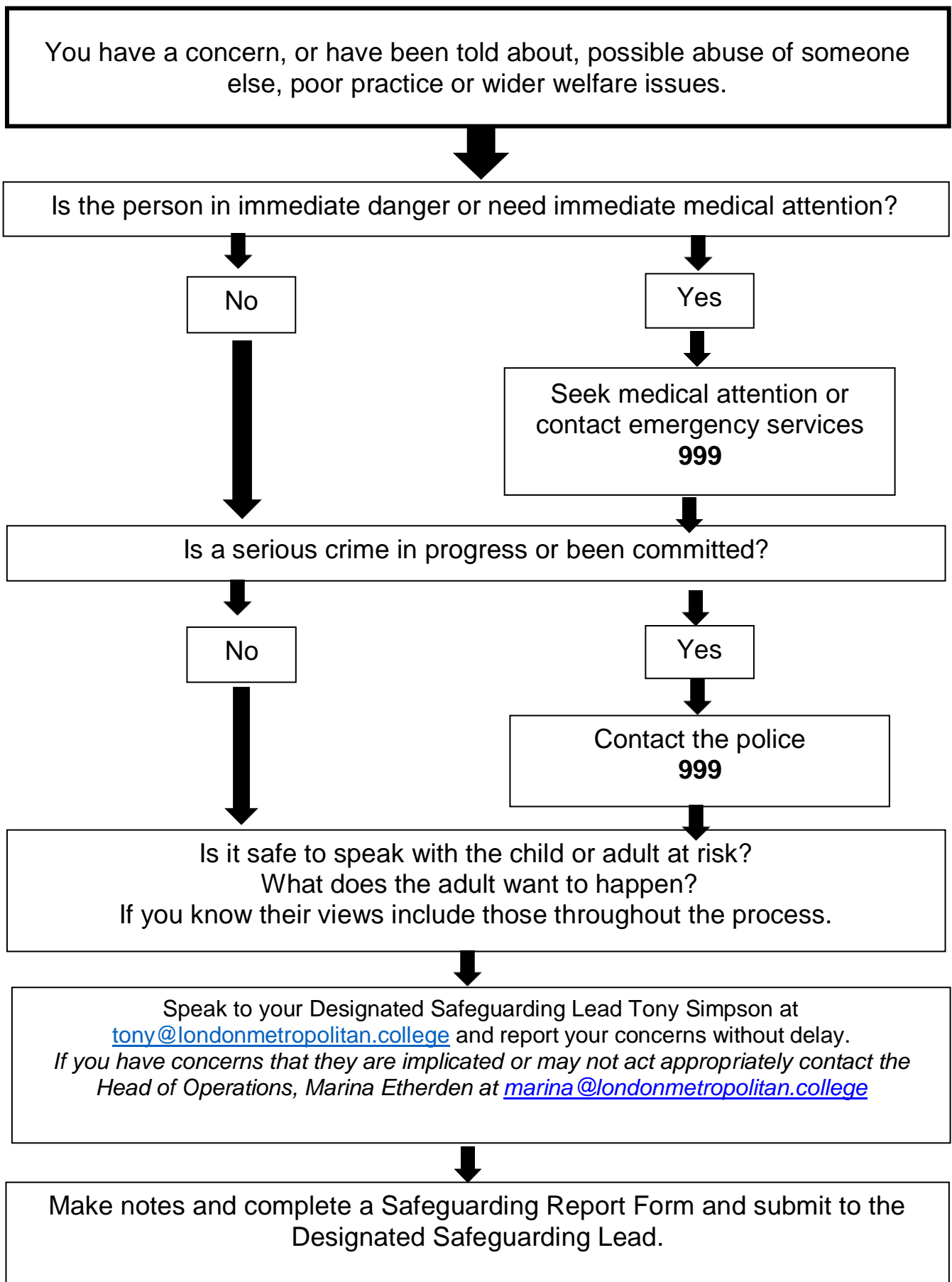
You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support. For a list of other sources of support please see Supporting Information.

The College will follow the process and supporting procedures in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Head of Operations, Marina Etherden at marina@londonmetropolitan.college.

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 the utmost importance to the College that you can take part in our activities safely and we will take every step to support you to do that.

Reporting Concerns About Others: Process Diagram



Reporting Concerns About Others: Supporting Procedures

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 DSL as soon as you can.

If the DSL is implicated or you think has a conflict of interest, then report to the Director of Operations.

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 a child or adult at risk 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 child or adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your DSL. **Do not** contact the child or adult before talking to your DSL 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 a person 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 person 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 the DSL
- Ask for their consent for the information to be shared outside the College
- Make an arrangement as to how you/the DSL can contact them safely

- If the person is an adult at risk you may want to help them to contact other organisations for advice and support (e.g., Police, Domestic Abuse helpline, Victim Support).
- Act swiftly to report and carry out any relevant actions
- Record in writing what was said using the persons 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 Report Form and submit to the DSL 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, 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

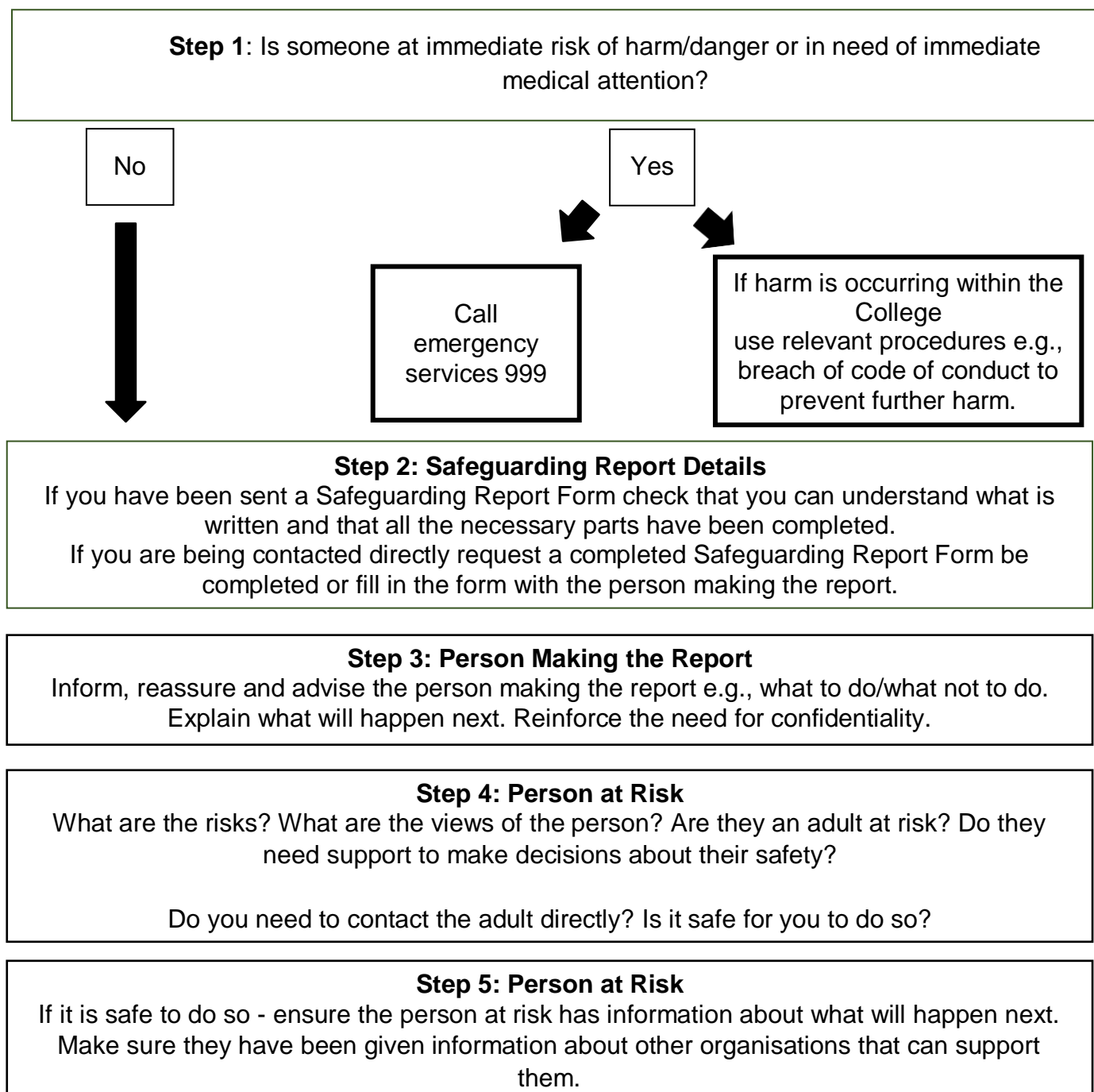
Be mindful of the need to be confidential at all times. This information must only be shared with your DSL and others that have a need to know – e.g., to keep the person safe whilst waiting for action to be taken.

SECTION 2: WHAT HAPPENS NEXT?

Designated Safeguarding Lead (DSL): Process Diagram

Once a concern has been passed to the DSL, they will coordinate the College's Safeguarding Process below. They will keep clear records of decision making, actions taken, and the outcomes achieved.

Steps 1 - 5: Initial response



Steps 6 - 14: Taking Action

Step 6: Consult and Decide

As needed, consult the Senior Management & Leadership Team (SMLT), Local Authority/the Police and decide which one or more of the following actions need to be taken.

Step 7

If a serious crime is suspected contact the police

Criminal enquiry, investigation, proceedings

Step 8

If you believe there is a person at risk make a safeguarding adults/child report to the Local Authority

Safeguarding adult/child process led by Local Authority

Step 9

If harm is suspected of being caused within LMC

e.g., by an employee, contracted worker or volunteer report to relevant manager(s)

College takes **short term steps** within relevant policy to **prevent harm** e.g. suspend employee, contracted worker or volunteer

Step 10

Consult with and inform the adult

College decides who will maintain regular contact with the adult(s) who have been at risk of harm

Step 11

Take advice from and **coordinate actions** taken by the College with those of **other agencies**.

Step 12

Convene SMLT Meeting to coordinate actions by the College.

Possible outcomes: e.g.

- Criminal Caution or Conviction
- Police referral back to College
- Referral to Independent Barring Board
- Unsubstantiated – no further action

Possible outcomes e.g.

- LA enquiries triggered
- Adult supported to 'make safeguarding personal'
- Other adults at risk identified
- Multi-agency meetings to coordinate actions
- New/changed care and support and protection plan for any adult at risk
- NOT an adult at risk – information and advice provided

Possible outcomes: e.g.

- Informal resolution
- Education and training
- Formal warning
- Dismissal
- Role conditions applied
- Contract ended
- Referred to Independent Barring Board
- Unsubstantiated – no further action

Possible Outcomes: e.g.

- Adult receives information about the process
- Adult supported to have their views and experience heard
- Adult supported to gain support from other agencies
- Adult continues to participate in College

Steps 13 and 14: Recording and reporting

Ensure decisions made, actions taken, and outcomes logged and reported

Steps 1 – 5 Initial Response: Supporting Procedures

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in the College use the relevant procedures (e.g., breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person contacting the adult being harmed.

2. If you have been sent a Safeguarding Report Form check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Report Form if they have not already done so as soon as possible.

If the report is being made by the adult themselves or a member of the public, fill in the Safeguarding Report Form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g., what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

4. Consider what is known about the situation, what the risks are, what is known of **the views of the person**, whether they have given their consent to the report being made and whether they might be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the person** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **person has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them.

ONLY do this if you have a known safe way of contacting them.

Steps 6 – 14 Taking Action: Supporting Procedures

In all situations you should ensure those in your College who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. Consult and Decide

If necessary, consult with SMLT and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. Contact the police (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the person has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the person lives) if you believe they may be an **adult at risk**

AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being
- the risk is from a person employed or volunteering in work with adults with care and support needs
- there are other 'adults at risk' (e.g. another family member, another club member or other people using a service)
- the adult at risk lives in Wales or Northern Ireland (no consent required).
- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it

If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/MASH and discuss the situation with them without disclosing the identity of the adult/child or the person who may be causing harm

9. Use policy and procedures to stop harm within the College

If the person who may be causing harm is a person involved in the College in whatever capacity inform the Director of Operations. Decide what policy and procedures the College will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the person, who may be being harmed, to be able to continue participating in the College.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

- 10.** If statutory agencies are involved **work together** with them to agree the next steps. E.g., the Police may need to interview an employee before a disciplinary investigation is conducted.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop the College taking internal steps to safeguard the person. E.g., the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the College should still follow its disciplinary procedure.

- 11.** Decide who in the College will **maintain contact with the person** to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the person to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

- 12.** Convene **SMLT** to coordinate actions internally:

- Share information about what has happened with those within the College who have a role in safeguarding
- Share the views of the person
- Share any actions being taken by the Police/Local Authority
- Agree who will coordinate between the College and other agencies
- Decide what actions the College will take
- Coordinate action by the College

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the College
- Offering support to staff and volunteers affected by the circumstances

- 13.** Extraordinary meeting of SMLT must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

- 14.** Ensure **records are complete and stored securely**. Collate monitoring information, including feedback from the person who was at risk of harm and **report to SMLT**.