Safeguarding Reporting Procedure: Flow-Chart

A child is concerned with how an adult has treated them

A child is concerned with how an adult has treated another child

You are concerned with how you treated or behaved towards a child

You are concerned with how a colleague treated or behaved towards a child

You are concerned with how a person external to The Lioncare Group treated or behaved towards a child

Someone external to The Lioncare Group is concerned with how a child has been treated

Is The Child Safe, and OK?

Yes

No

Take Whatever Action Is Necessary to Make Certain The Child Safe, and OK

Does The Child Want or Need Medical Attention?

Yes

Arrange For The Child To Receive Appropriate and/or Necessary Medical Attention

No

Does The Child or Adult Want To Make A Complaint?

Yes

Hear the Complaint and Record It. (If Adult, Ask Them To Put This In Writing. If Complaint or Allegation Involves You, Ask Colleague to Take Over and You Step Away.

No

Does The Child Wish To Speak With An Advocate?

Yes

Arrange For The Child To Speak With An Advocate or Social Worker or Independent Visitor (i.e. Their Preference)

No

Get A Clear and Accurate Account From The Child or Adult re; What Actually Happened That Left Them Feeling Concerned

Take Clear and Accurate Written Notes of Exactly What Is Being Said As It Is Being Said.
Don't Ask Any Leading Questions, Don't Assume, Don't Interpret, Don't Suggest. Do Pay Attention, Do Listen, Do Support, And Do Be Patient

Reassure The Child Or Adult That You Have Listened To Them And Heard What They Have Said;
Offer To Read Back To Them The Notes You Have Written So They Know You Have Heard Correctly
Explain That You Will Now Inform The Registered Manager Or Head Teacher / The Designated Safeguarding Lead [DSL] Or Deputy DSL In Their Absence).
Ask If They Would Like To Inform The Relevant Person Themselves, or Be Present When The Relevant Person Is Informed

Immediately and without delay contact (speak to or phone) the Registered Manager or Head Teacher or in their absence the Deputy Manager or School Operating Officer (i.e. the DSL or Deputy DSL in their absence) and pass on all the information, UNLESS **A** or **B** is true:

A

The Concern Or Allegation Is Against The Chief Executive Officer

Email (beverley.collins@lioncare.co.uk) The Founding Director And **No One Else**
Wait For Further Instruction From The Founding Director

B

The Concern Or Allegation Is Against A Registered Manager, Head Teacher, Chief Operating Officer, or Founding Director

Contact (Speak To Or Phone: 07810 645934) The Chief Executive Officer And **No One Else**
Wait For Further Instruction From The Chief Executive Officer

(In The Homes): Immediately And Without Delay Make An Entry In The Daily Record Sheet And The Relevant Log Sheet(S).
Record All Details On An Incident Form.
Include Times, Dates, Exact Wording Used, Clear Descriptions Of Facts, Names Of All Witnesses Etc.
Ensure Your Recording Is Accurate, Clear, Objective, And Factual.
You Are Not Permitted Or Authorised To Leave Duty Until All Entries And Logging And Recording And Reporting Is Complete.

Before You Leave Duty, And Where Possible And Appropriate, Check In With The Child And Let Them Know What You Have Done. If This Is Not Possible (E.G. The Child Is Asleep Or Has Left The School For The Day) Check In At The Next Available Time Or Ask A Colleague To Check In With The Child On Your Behalf (I.E. If You Are Not On Duty Again For A While).
If The Concern Or Allegation Is Against You And Is Deemed To Be Of A Serious Safeguarding Nature, It Is NOT Appropriate For You To Check In With The Child Until And Unless The Matter Has Been Properly Investigated And Resolved.

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