Procedure for any member of staff raising a concern (the alerter)

Member of staff has a **Concern** or there has been an **allegation made** involving a learner /trainee /volunteer this person will be known as **'The alerter'**.





- 1. Stay calm and listen carefully
- 2. Let a DSL know immediately if you feel its needed
- 3. **Reassure them** that they have done the right thing in telling you
- 4. **<u>Do not</u> investigate** or ask leading questions
- 5. Use the TED questions

Tell Explain Describe

- 6. Let them know that you will need to tell someone else
- 7. Do not promise to keep what they have told you a secret

Immediate risk

to themselves or others

Please alert a DSL immediately and do not let the learner leave

If it is a life threatening

Call 999



Create a log on Smoothwall SafeGuard/ Databridge

AS SOON AS POSSIBLE (and within 2 hours)

ONCE COMPLETED AN AUTOMATIC MESSAGE GOES OUT TO NOTIFY THE DSL (Designated Safeguarding Lead)

Note: - If an allegation involves a member of staff, you can contact the Head of Education & Learning or CEO directly and if it should involve both of them contact Frida Norman, Chair of Trustees (<u>frida@varb.org</u>).

They will alert the local authority Adult Safeguarding Team, immediately.

Procedure Owner: Head of Education & Learning Approval Committee: Educational Advisory Panel

Stage of Approval: Approved Date of Approval: 29th March 2023

CareTrade's DSL information and how to contact them

CARETRADE Designated Safeguarding Leads (DSLs)			
Staff Name:	DSL role	Contact info:	
Karen Edwards	CareTrade - Lead DSL	Tel: 07525164850	
		Email: <u>karen.edwards@caretradeuk.org</u>	
Jemma Dear	CareTrade - Lead DSL	Tel: 07432570350	
		Email: <u>jemma.dear@caretradeuk.org</u>	
Mark Finch	The Autism Project - Lead	Tel: 07377388389	
	DSL	Email: mark.finch@caretradeuk.org	
Zoë Peel	The Autism Project - Lead	Tel: 07376671803	
	DSL	Email: <u>zoe.peel@caretradeuk.org</u>	
Sandra Fergus	The Autism Project -	Tel: 07568169262	
	Deputy DSL	Email: sandra.fergus@caretradeuk.org	
Judith Kerem	Development Team - DSL	Tel: 07958610864	
		Email: judith.kerem@caretradeuk.org	
Aga Keeling	Working Kitchen & Café - DSL	Tel: 07960127318	
		Email: aga.keeling@caretradeuk.org	

DSL will follow the procedure on the next page. This is actioned as soon as possible (within 2 hours) or immediately where an emergency call is made to them.

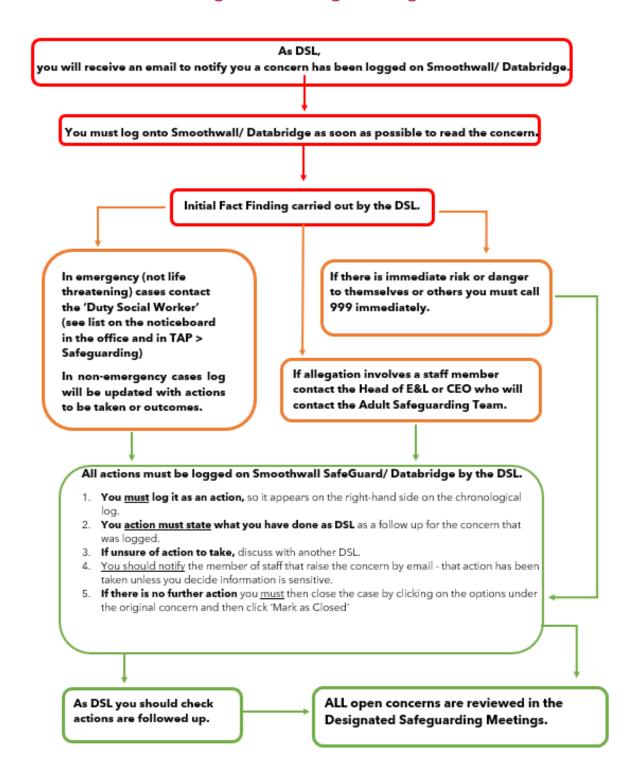
In addition, DSL meetings are held to ensure best practice is adhered to:

- TAP DSL Safeguarding meetings occur every 6 weeks and are chaired by Head of Education & Learning, Mark Finch.
- Development Safeguarding meetings occur once a month and are chaired by Development Director, Judith Kerem.
- Kitchen and Café Safeguarding for none TAP learners are discussed as arise with CEO, Karen Edwards.
- Across teams DSL meetings chaired by Jemma Dear, Head of Quality & Training

Procedure Owner: Head of Education & Learning Approval Committee: Educational Advisory Panel

Stage of Approval: Approved
Date of Approval: 29th March 2023

Procedure for the Designated Safeguarding Lead officers



Procedure Owner: Head of Education & Learning Approval Committee: Educational Advisory Panel

Stage of Approval: Approved
Date of Approval: 29th March 2023

Procedure for reporting a Prevent concern

Prevent concerns are most likely to be noticed by individuals in contact with those who appear to be at risk of being drawn into terrorism.

These should consider the 'Notice, Check, Share' procedure:

- Notice initial concerns
- Report any concerns on Smoothwall
- Check with colleagues and your Designated Safeguarding Lead.
- The DSL will share with your local authority Prevent Education team
- The DSL will then gather evidence if instructed to do so by the external team

The Prevent Education Officer can then provide the following to the DSL:

- Advice on concerns.
- Advice on extremist ideologies/groups, or oversea conflicts and their potential impact in the UK.
- Signposting to local services/groups that subjects could be referred to, focusing on youth work and mentoring support.

The Prevent team may then request the DSL dealing with the concern to complete a formal Prevent referral, this referral will be shared with police partners. The Prevent Education Officer will instruct the DSL if this is needed.

Prevent Education Officers details below:

Borough	Prevent Education officer	Contact details
Southwark		prevent@southwark.gov.uk
Lambeth	Lydia Nixon	LNixon@lambeth.gov.uk
Greenwich	Heather Hutchings	prevent@royalgreenwich.gov.uk
Westminster	Kiran Malik	kmalik@westminster.gov.uk
Haringey	Olga Nasiridou	Olga.Nasiridou@haringey.gov.uk
Lewisham	Sabera Ahsan	prevent@lewisham.gov.uk
Sutton		prevent.@sutton.gov.uk
Kingston		adult.education@kingston.gov.uk

Procedure Owner: Head of Education & Learning Approval Committee: Educational Advisory Panel

Stage of Approval: Approved Date of Approval: 29th March 2023

What to do if London has a 'terrorist attack'

Lead DSL to initially find out where the attack has happened by looking at the news

If the attack is near by one of CareTrade locations or partnership host employer, then the Lead DSL must ensure the following is done:

- Contact staff (as needed) at the location to check on welfare
- 2. Check learner database to see which learners are expected to be on site that day
- 3. Contact learners/ participants/ clients to check on welfare
- 4. Contact managers that have learners on placement
- 5. Contact parents/ carers if applicable

If staff are informed that a member of staff or a learner/ participant/ client has already finished/ or left the location - Lead DSL must ensure the following is done:

- Call the learner/ participant/ client in the event of an attack and check welfare
- 2. Instruct them to remain safe and walk away from the danger
- 3. Stay on the phone with them until they're in a safe place
- 4. Call parents/ carers or next of kin if applicable

If the attack is not near one of the locations or partnership host then the Lead DSLs should ensure all staff and learners/ participants/ clients are aware of the attack and the location

If all staff and learners/ participants/ clients are safe – then the Lead DSL should ensure:

- 1. That everyone communications once they're home safe
- 2. CareTrade leadership team are informed and updated

If staff are not able to get through to a member of staff or a learner/ participant/ client to check, they are ok and safe – Lead DSL should:

- 1. Check with manager or staff what time they left
- 2. Alert a NOK (Next of Kin)
- 3. Keep checking in with NOK for further updates
- 4. Alert the police if needed
- 5. Lead DSL to inform CareTrade Leadership team and keep them updated

Lockdown Procedure for Blackwells (CareTrade office/classrooms)

If there was Immediate risk outside Blackwells building and it was too unsafe for staff, learners/ participants/ clients, and any visitors to leave the building.

The DSL will inform everyone in the office/ classroom that we are in a 'Lockdown' situation.

EVERYONE must remain in the building.

Senior staff on site will support the DSL in managing the risk.

Support staff (job coaches and teaching assistants) on site will remain with and support learners/ participants/ clients and any visitors.

The **DLS/ senior staff** onsite will instruct all support staff, learners/ participants/ clients, and any visitors to move out of any rooms in the building that are unsafe at the time of the threat.

The **DLS/ senior staff** will call 999 to report and get further instructions.

Safe spaces at Blackwells will be the main foyer, BW06 and the chillout space as these rooms are located in the middle of the building.

Support staff will remain in the 'safe space' with all learners/ participants/ clients and any visitors. Until instructed otherwise by DSL/ senior staff

No one can access any other rooms located in Blackwells until the DSL/ senior staff and on site as carried out a risk assessment, these rooms being:

Development office, BW04, Female/ male toilets, kitchen, wellbeing room, multipurpose room, SkillUp classroom, Functional skills classroom, and the main office

Once the DSL/senior staff has received communication from the police that it is safe outside - then the **DSL will inform everyone.** Staff will then take next steps to support each individual learners as needed (to resume lessons, to travel to placement or to get home)

Local Authorities Contact Details for Safeguarding

Borough	Phone Number	Email
Barking and Dagenham	020 8227 2915	intaketeam@lbbd.gov.uk
Barnet	0208 359 5000 or 020 8359 4066 Out of hours: 020 8359 2000	mash@barnet.gov.uk socialcaredirect@barnet.gov.uk
Bexley	0208 303 7777	screeners@bexley.gov.uk
Brent	0208 937 4098 or 0208 937 4099 Out of hours: 0208 863 5250	safeguarding adults@brent.gov.uk
Bromley	020 8461 7777 Out of hours: 0300 303 8671	mash@bromley.gov.uk adult.early.intervention@bromley.gov.uk
Camden	020 7974 4000	adultsocialcare@camden.gov.uk
Croydon	020 8726 6500	Croydon.AdultSupport@croydon.gov.uk.
Ealing	020 8825 8000	sscallcentre@ealing.gov.uk
Enfield	020 8379 3196 Out of hours: 020 8379 5212	
Greenwich	020 8921 2304 Out of hours call 020 8854 8888	AOPS.Contact.Officers@royalgreenwich.gov.uk.
Hackney	020 8356 5782 Out of hours: 020 8356 2300	adultprotection@hackney.gov.uk
Hammersmith and Fulham	0800 145 6095	safeguarding adults@lbhf.gov.uk

	Out of hours: 020 8748 8588	
Haringey	020 8489 1400 Out of hours: 020 848 9000	Firstresponseteam@haringey.gov.uk
Harrow	020 8420 9453 Out of hours: 020 8424 0999	safeguarding adults@harrow.gov.uk
Havering	01708 433 550	safeguarding adults team@havering.gov.uk
Hillingdon	01895 556 633	safeguardingpartnership@hillingdon.gov.uk
Hounslow	020 8583 3100 Out of hours: 020 8583 2222	safeguardingadults@hounslow.gov.uk
Islington	020 7527 2299	
Kingston	0208 5475005	adult.safeguarding@kingston.gov.uk
Lambeth	0207 926 3100 Out of hours: 0207 926 5555	dutymanager@lambeth.gov.uk
Lewisham	0208 314 3117 or 020 8314 7777	LSAB@lewisham.gov.uk
Merton	020 8545 4226 Out of hours: 020 8770 5000	mash@merton.gov.uk safeguarding.adults@merton.gov.uk
Newham	020 3373 0440	Accessto.AdultsSocialCareTeam@newham.gov.uk
Redbridge	020 8708 7333 Out of hours: 020 8554 5000	adults.alert@redbridge.gov.uk
Richmond upon Thames	0208 547 5008 Out of hours: 0208 770 5000	

Royal Borough of Kensington and Chelsea	020 7361 3013 Out of hours: 020 7361 3013	socialservices@rbkc.gov.uk
Southwark	020 7525 1921	<u>mash@southwark.gov.uk</u>
	Out of hours: 020 7525 5000	CASC@southwark.gov.uk
Sutton	020 8770 6770	referralpoint@sutton.gov.uk
Tower Hamlets	020 7364 6085 or 020 3276 3501	towerhamletsMASH@met.police.uk
Waltham Forest	020 8496 3000	MASHrequests@walthamforest.gov.uk
Wandsworth	020 8871 6622	mash@wandsworth.gov.uk
	Out of hours: 020 8871 6000	safeguarding adults@wandsworth.gov.uk
Westminster	020 7641 2176	adultsocialcare@westminster.gov.uk
	Out of hours: 020 7641 6000	