



# **YMCA Derbyshire Safeguarding Policy (Children and Adults)**

## Document control

Policy title	Safeguarding Policy (Children and Adults)	
Applies to	All YMCA Derbyshire services and functions, except where excluded below,	
Exclusions / overrides	The YMCA Stepping Stones Nursery – have their own Safeguarding and Child Protection Policy YMCA Key College/Ykidz Provision – have their own Safeguarding and Child Protection Policy (these separate policies override this policy for those services).	
Policy owner	Designated Safeguarding Lead (DSL)	
Lead committee / forum	Safeguarding Forum; Senior Leadership Team; Board Safeguarding Lead / Trustee	
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# 1. Policy statement

YMCA Derbyshire is committed to safeguarding and promoting the welfare of children and adults, and to creating a culture of vigilance, professional curiosity and respectful challenge in which abuse, neglect and exploitation are recognised early and acted upon promptly. Safeguarding is everyone's responsibility.

We believe everyone has the right to live free from abuse and neglect, to be treated with dignity and respect, and to be supported to achieve the best outcomes. We are committed to working in partnership with statutory and voluntary agencies across Derby City and Derbyshire County to prevent harm, protect those at risk, and support recovery and wellbeing.

## 1.1 Aims

- To set clear expectations for all YMCA Derbyshire employees and volunteers about safeguarding practice.
- To ensure concerns about children, adults at risk and unborn babies are identified, recorded and acted upon without delay.
- To provide a consistent reporting pathway through MyConcern and clear escalation routes where immediate action is required.
- To ensure we work effectively with local safeguarding arrangements (Derby City and Derbyshire County) and other partners.
- To promote safe recruitment, training, supervision and a culture where concerns are raised and addressed.
- To define how allegations and concerns about staff are managed fairly, transparently and in line with local processes.
- To embed learning and continuous improvement through audits, deep dives, reflective practice and external review.

## 2. Scope

### 2.1 This policy applies to

- Housing services (including supported housing and, when introduced, social rented housing), and any future floating support provision.
- Community services (including services accessed by children, young people and adults).
- Corporate and enabling functions (e.g., finance, marketing, HR/People Services, catering, community garden, estates/repairs, reception and facilities).
- Lifelong Learning adult services (where services are delivered to adults).

### 2.2 Exclusions and overrides

- YSS Nursery out of scope. YSS safeguarding and child protection policy and allegations procedures apply.
- Key college and Y-Kidz education-based services out of scope. The Key college and Y-Kidz safeguarding and child protection policy and allegations procedures apply.

Where a service has its own safeguarding/child protection policy, that policy takes precedence for that service. Lifelong Learning adult provision remains in scope of this organisational safeguarding policy; where Key College delivers education-based services that are governed by a dedicated child protection/safeguarding policy, that policy overrides this policy for those activities.

### 2.3 Who this policy is for

This policy is written primarily for employees and volunteers. Contractors and suppliers must follow the safeguarding instructions given for their role and must report any safeguarding concern without delay to YMCA Derbyshire staff (see section 11.7).

### 2.4 Adults-only accommodation and children encountered in services

YMCA Derbyshire housing accommodation is for adults aged 18+. However, children may be affected or present in our services in a range of ways, including (for example) children in properties (against community guidelines), children of residents, children within family networks, and children or young people accessing community services. Staff must be alert to safeguarding children concerns in adult-focused services and must act in line with this policy.

### 2.5 Unborn babies

Safeguarding includes action to protect unborn babies. This includes where there are concerns that a baby may be at risk of significant harm after birth. Where staff become aware of pregnancy and safeguarding concerns, the concern must be recorded and escalated so that appropriate pre-birth safeguarding actions can be considered.

## 3. Safeguarding principles and values

### 3.1 Children

- The welfare of the child is paramount.
- Safeguarding is everyone's responsibility.
- Early help and timely sharing of information can prevent escalation.
- We work with families and partner agencies to achieve the best outcomes.

### 3.2 Adults (Care Act principles)

- Empowerment: people are supported and encouraged to make their own decisions and give informed consent.
- Prevention: it is better to take action before harm occurs.
- Proportionality: the least intrusive response appropriate to the risk.
- Protection: support and representation for those in greatest need.
- Partnership: local solutions through services working with communities.
- Accountability: transparency in safeguarding practice.

### 3.3 Trauma-informed and strengths-based practice

We recognise that many people we support have experienced trauma, adversity and exclusion. We aim to respond with compassion, respect and professional curiosity, while maintaining clear boundaries and acting decisively to reduce risk.

### 3.4 Equality and inclusion

Safeguarding applies to everyone. We will not tolerate discrimination, hate crime or harassment. We recognise that barriers such as language, disability, neurodiversity, immigration status, stigma and mistrust can increase vulnerability and reduce access to help. We will make reasonable adjustments and use interpreters/communication support where needed.

## 4. Legal and statutory framework

This policy is informed by (non-exhaustive):

- Children Act 1989 and Children Act 2004
- Working Together to Safeguard Children (statutory guidance)
- Care Act 2014 and Care and Support Statutory Guidance (adult safeguarding)

- Mental Capacity Act 2005 and associated Code of Practice
- Safeguarding Vulnerable Groups Act 2006 and the Disclosure and Barring Service framework
- Data Protection Act 2018 and UK GDPR (information sharing)
- Domestic Abuse Act 2021
- Modern Slavery Act 2015
- Counter-Terrorism and Security Act 2015 (Prevent duty) and relevant guidance
- Equality Act 2010 and Human Rights Act 1998

Local multi-agency safeguarding arrangements (Derby City and Derbyshire County) and local policies/procedures also apply. Staff must follow the correct local pathway for the area in which the person is located and where the risk is occurring.

#### 4.1 Key safeguarding legislation at a glance

This short summary explains how key legislation affects day-to-day safeguarding practice. It is not legal advice. Where you are unsure, seek advice from a safeguarding lead.

- Care Act 2014: sets adult safeguarding duties and principles; informs Section 42 enquiries and the approach of Making Safeguarding Personal.
- Mental Capacity Act 2005: presume capacity, support decision-making, and act in best interests where capacity is lacking for a specific decision.
- Children Act 1989/2004 and Working Together: underpins early help, referrals and child protection processes; the child's welfare is paramount.
- Domestic Abuse Act 2021: recognises domestic abuse as a safeguarding issue for adults and children (including children who witness abuse).
- Modern Slavery Act 2015: covers trafficking/forced labour; concerns may require police involvement and specialist referral pathways.
- Prevent duty (Counter-Terrorism and Security Act 2015): concerns about radicalisation must be recorded and escalated to the DSL as Prevent lead.
- Data Protection Act 2018 / UK GDPR: information must be handled lawfully and securely; safeguarding information can be shared where necessary to prevent harm, with decisions recorded.
- DBS / safeguarding workforce legislation: supports safer recruitment and barring; in some cases YMCA Derbyshire may need to refer to the DBS.

## 5. Roles and responsibilities

### 5.1 Everyone

- Read, understand and follow this policy and related procedures.
- Complete required safeguarding and Prevent training and refreshers.
- Act on concerns without delay; do not assume someone else will.
- Record safeguarding concerns promptly and accurately in line with section 11.
- Cooperate with safeguarding enquiries, plans and multi-agency actions.

## 5.2 Managers

- Create a culture where safeguarding is discussed, normalised and prioritised.
- Ensure staff know how to report concerns and access advice.
- Provide supervision, reflective practice and wellbeing support where needed.
- Ensure that safeguarding is on the agenda for all team meetings.
- Where allocated as caseholder, oversee safeguarding actions, ensure recording is up to date, and close cases appropriately.
- Ensure the DSL, or Deputy DSL's in their absence are aware of all concerns before they are referred externally.

## 5.3 Designated Safeguarding Lead (DSL) and Deputy Safeguarding Leads

- Receive and triage safeguarding concerns; categorise risk/theme and allocate caseholders.
- Provide advice and guidance to staff and managers, including thresholds, referrals and information sharing.
- Coordinate and quality assure external referrals and ensure outcomes are recorded.
- Lead safeguarding learning and improvement, including audits, deep dives and training updates.
- Act as Prevent lead (single point of contact) and oversee Channel referral considerations.

## 5.4 People Services

- Advise on employment law and HR processes where safeguarding intersects with staffing matters.
- Support management of allegations, low-level concerns, transferable risk and disciplinary processes in partnership with the safeguarding team.

## 5.5 Board and Trustee Safeguarding Lead

- Provide oversight and assurance that safeguarding is embedded, resourced and effective.
- Receive regular reporting and provide challenge/assurance through governance structures.
- Ensure appropriate reporting to regulators and the Charity Commission where required (see section 19.3).

## 5.6 Safeguarding Forum and assurance

YMCA Derbyshire operates a Safeguarding Forum that meets bimonthly with safeguarding leads and departmental leads to review themes, risks and learning. The safeguarding forum will complete safeguarding deep dives quarterly and commission external safeguarding reviews periodically to test compliance and strengthen practice.

## **6. Key definitions and thresholds**

### **6.1 Child**

A child is anyone under the age of 18.

### **6.2 Adult at risk**

An adult at risk is a person aged 18+ who has needs for care and support (whether or not the local authority is meeting those needs), is experiencing or at risk of abuse or neglect, and because of those needs is unable to protect themselves from the risk or experience of abuse or neglect.

### **6.3 Safeguarding in adults services when children are affected ('Think family')**

Adult-focused services often reveal risks to children (e.g., domestic abuse, parental substance use, mental ill-health, exploitation, unsafe associates, unsafe home environments). Where a child may be at risk, staff must follow children's safeguarding procedures regardless of whether the child is a service user.

### **6.4 Unborn babies**

If there is reason to believe a baby may be at risk of significant harm prior to or after birth, the safeguarding team may liaise with children's social care and health services to consider a pre-birth assessment and plan.

## **7. Types of abuse, neglect and exploitation**

Abuse and neglect can occur in any setting and may be perpetrated by adults, peers, family members, professionals, or strangers (including online). This section summarises common categories. The safeguarding team can provide advice where you are unsure.

### **7.1 Children – categories of abuse and safeguarding themes**

- Physical abuse (including fabricated or induced illness).
- Emotional abuse.
- Sexual abuse (including online sexual abuse and grooming).
- Neglect (including inadequate supervision, nutrition, shelter, medical care or protection).
- Child sexual exploitation (CSE) and child criminal exploitation (CCE), including county lines.

- Peer-on-peer/child-on-child abuse (including harmful sexual behaviour, bullying, coercion and online abuse).
- Domestic abuse affecting children (including children who witness abuse).
- Online harms (grooming, sextortion, coercion, abuse, exposure to harmful content).

## 7.2 Adults – categories of abuse (Care Act)

- Physical abuse.
- Domestic abuse (including coercive control).
- Sexual abuse.
- Psychological or emotional abuse.
- Financial or material abuse.
- Modern slavery (including human trafficking, forced labour and domestic servitude).
- Discriminatory abuse (including hate crime).
- Organisational abuse (including neglect and poor practice within a service setting).
- Neglect and acts of omission.
- Self-neglect (including hoarding and failure to care for personal health, hygiene or surroundings).

## 7.3 Exploitation and contextual safeguarding (particularly relevant in housing)

Examples include:

- ‘Cuckooing’ (where someone’s accommodation is taken over for criminal activity).
- County lines / drug supply networks, coercion and debt bondage.
- Sexual exploitation linked to homelessness, substance use or survival strategies.
- Financial exploitation (including benefits, scams and coercion).
- Modern slavery indicators (control, restriction, threats, withheld documents, forced labour).
- Violence and intimidation by associates, gangs or partners.
- Online exploitation and harassment.

- 

## **8. Recognising concerns and professional curiosity**

Safeguarding concerns may arise from observation, a disclosure, a third-party report, information from partner agencies, or patterns over time. Staff should be alert to indicators and use professional curiosity (respectful questions, checking assumptions, and triangulating information) to understand risk.

### **8.1 Indicators and warning signs**

- Unexplained injuries, frequent injuries, or injuries inconsistent with explanation.
- Changes in behaviour or mood; withdrawal; fearfulness; hypervigilance.
- Signs of controlling or coercive relationships; isolation; restricted access to money/phone.
- Fear of certain individuals, or being accompanied by someone who dominates conversation.
- Evidence of exploitation: multiple phones, unexplained money, hotel keys, new 'friends', missing episodes.
- Poor self-care, unsafe living conditions, hoarding, malnutrition, untreated medical issues.
- Children: poor attendance, unexplained absences, disclosure of violence/abuse at home, inappropriate sexualised behaviour.
- Indicators of radicalisation: sudden changes in ideology/behaviour, fixation on extremist content, isolation from usual networks (seek safeguarding team advice).

### **8.2 Housing-specific contexts**

- Visitors frequently present, unknown adults/young people staying, or residents appearing frightened to challenge visitors.

- Increased anti-social behaviour or complaints suggesting intimidation, exploitation or drug activity.
- Doors/windows damaged, unusual security measures, or restrictions on staff access.
- Residents having unexplained whereabouts, missing from accommodation, or reporting threats/debts.

## 9. Responding to disclosures and immediate safety actions

If someone discloses abuse, neglect or risk to you, follow this good practice:

- Listen and stay calm; give the person time to speak.
- Take them seriously and thank them for telling you.
- Use open questions only if needed to clarify immediate safety (e.g., 'Are you safe right now?'). Do not ask leading questions.
- Do not promise confidentiality. Explain you will need to share the information with the safeguarding team to keep them or others safe.
- Avoid making judgements, criticising alleged perpetrators, or expressing shock.
- Check immediate safety needs (including emergency services) and consider whether the person needs medical help or a safe space.
- Explain what will happen next and who will be told (safeguarding lead/caseholder).
- Make an accurate factual record as soon as possible (include exact words where you can).
- Report promptly via MyConcern and to the safeguarding team (section 11).

### 9.2 What to record after a disclosure

- Date/time and location of the disclosure.
- Who was present.
- What was said (use the person's words where possible).
- What questions you asked (if any) and why.
- Your observations (appearance, behaviour, injuries) – factually described.

- Immediate actions taken (including who you contacted).
- Any ongoing risks (e.g., threats, access to the person, weapons, exploitation, children involved).

### **9.3 Preserve evidence**

If a crime may have occurred, preserve evidence where possible (without putting yourself or others at risk). For example, do not clean areas, delete messages, or handle potential evidence unnecessarily. Seek safeguarding team/police advice.

## **10. Information sharing, consent, capacity and confidentiality**

Safeguarding information is handled sensitively and shared on a need-to-know basis. Information sharing should be timely, proportionate and recorded.

### **10.1 Adults – consent and the Mental Capacity Act**

Where possible and safe, we will seek informed consent from adults to share information. If an adult may lack capacity to make a specific decision, we must follow the Mental Capacity Act principles and seek appropriate advice.

### **10.2 Advocacy and supporting participation (Making Safeguarding Personal)**

Safeguarding aims to achieve outcomes that matter to the person. Where an adult has substantial difficulty being involved in safeguarding processes and has no appropriate person to support them, the safeguarding team may ask the local authority about statutory advocacy (e.g., an Independent Mental Capacity Advocate (IMCA) for relevant decisions, or Care Act advocacy).

### **10.3 When we may share without consent**

- Where there is an immediate risk of serious harm to the person or others.
- Where a child is at risk (children's welfare is paramount).
- Where a serious crime may have been committed or is likely to be committed.
- Where a statutory duty applies (e.g., Care Act safeguarding, MAPPA/Channel processes) or a court order requires disclosure.

### **10.4 Recording information-sharing decisions**

All information-sharing decisions must be recorded on MyConcern, including what was shared, with whom, when, and the rationale.

## 11. Reporting and recording concerns

### 11.1 Immediate danger or emergency

If you believe someone is in immediate danger, a crime is in progress, or urgent medical help is required, call 999. Then inform the safeguarding team as soon as possible and record the concern in line with the requirements below.

### 11.2 MyConcern – organisational expectations

YMCA Derbyshire uses MyConcern as the organisation's system for recording and managing safeguarding and wellbeing concerns. All employees are expected to record safeguarding concerns on MyConcern as soon as possible and, wherever possible, within the same working day.

You do not need permission to raise a concern on MyConcern. Staff may also seek advice from a DSL or their line manager, but delays must be avoided.

### 11.3 Departmental records and case notes

In addition to recording on MyConcern, teams must also follow their own service/department recording requirements (for example, housing case-management notes, support plans, risk assessments, incident logs, or customer relationship management systems).

Good practice is to ensure records are consistent and do not undermine safeguarding or confidentiality. As a minimum:

- MyConcern is the primary safeguarding record. Record safeguarding facts, risks, decisions and referrals there.
- Departmental systems should record relevant service actions (e.g., contact, appointments, support work) and may cross-reference the MyConcern entry number/date where appropriate.
- Ensure language is factual, professional and non-judgemental. Separate facts from opinion and clearly label professional judgement.
- Keep records secure and only share on a need-to-know basis in line with GDPR and internal policies.

## **11.4 Triage, categorisation and caseholding**

Safeguarding leads receive MyConcern notifications and will triage and categorise each concern (e.g., adult safeguarding, children safeguarding, domestic abuse, exploitation, Prevent). A caseholder will be allocated (typically the relevant team manager).

- The caseholder is responsible for coordinating actions, ensuring MyConcern updates are made, and bringing the case to closure when risk is reduced/managed.
- Actions can be allocated within MyConcern to named staff with timescales, and must be completed and updated promptly.

## **11.5 Out of hours and on-call**

Out-of-hours arrangements are service-specific. Housing services operate an emergency on-call arrangement. If you cannot contact a safeguarding lead and you believe action is required to prevent harm, you must contact the appropriate statutory service without delay (including police or emergency services) and then inform the safeguarding team as soon as possible.

## **11.6 Escalation where you disagree or are unsure**

If you are unsure about what to do, or you disagree with a proposed course of action, discuss this promptly with a safeguarding lead. If you still have concerns and believe a person remains at risk, you should use escalation routes (including line management, People Services, or whistleblowing) and/or contact statutory agencies where necessary.

## **11.7 Volunteers, contractors and visitors**

Volunteers, contractors and visitors do not have access to MyConcern. Any safeguarding concern observed or received must be reported immediately to YMCA Derbyshire staff (e.g., reception, a manager, or the safeguarding team). Contractors must comply with site rules and safeguarding expectations and may be required to provide written safeguarding assurances. All contractors or service providers who have staff entering our buildings must complete a Letter of Comfort. (See Appendix I)

## **11.8 Staff wellbeing and debrief**

Safeguarding work can be distressing. Staff can request a debrief and reflective practice after safeguarding incidents or difficult disclosures. Managers should proactively offer support, including supervision, wellbeing resources and adjustments where needed.

## **11.9 Cause for Concern vs MyConcern: which should I use?**

YMCA Derbyshire uses MyConcern to record and manage safeguarding and Prevent concerns. We also use the Cause for Concern form for early, lower-level wellbeing/support concerns that do not meet safeguarding thresholds.

Use MyConcern when:

- There is actual or suspected abuse, neglect or exploitation (including financial abuse, cuckooing/county lines, trafficking/modern slavery).

- There is domestic abuse, coercive control, stalking/harassment, or violence/threats (including peer violence).
- A child may be at risk (including children linked to adult services/accommodation), or there is any safeguarding children concern.
- There is a Prevent/radicalisation concern.
- You believe a statutory referral may be needed now or later (children’s social care, adult safeguarding, police, MARAC, Channel, etc.), or the risk could escalate.

Use the Cause for Concern form when:

- You have an early, lower-level concern about wellbeing/support needs, and after discussion with your line manager and/or a safeguarding lead it is agreed it is not a safeguarding issue and does not require a MyConcern record at that time.

If new information emerges or risk escalates, record on MyConcern immediately and follow safeguarding procedures.

#### **11.10 Cause for Concern (lower-level wellbeing concerns)**

Not every worry meets the threshold for safeguarding or requires a MyConcern entry. Where you have a lower-level concern about a person using a service (for example, emerging risks, wellbeing concerns, or behaviour suggesting additional support is needed) and, after discussion, it is agreed that it is not a safeguarding issue, staff must use the Cause for Concern process.

- Discuss the concern with your line manager and/or a safeguarding lead as soon as possible.
- If agreed it is not safeguarding, complete the Cause for Concern form and send it to your line manager and a safeguarding lead (Appendix H).
- Record relevant service actions in your department’s usual case note / recording system (confidentially and in line with GDPR).
- If new information emerges or risk escalates, record on MyConcern immediately and follow safeguarding procedures.

#### **11.11 Child-on-child abuse, harmful sexual behaviour and online harms**

Children and young people can experience abuse from other children/young people (often described as ‘child-on-child’ or ‘peer-on-peer’ abuse). This can happen in our community services, visitor settings, and through online contact linked to our services. It includes bullying (including discriminatory bullying), sexual harassment and sexual violence, relationship abuse, coercion, exploitation, pressured or non-consensual sharing of nude/semi-nude images, and initiating/hazing behaviours.

- Take all reports seriously. Do not dismiss behaviour as ‘banter’, ‘just having a laugh’ or ‘part of growing up’.
- Reassure the child/young person, listen, and follow the ‘good practice for disclosures’ section of this policy (open questions, no investigation).
- Record on MyConcern the same day and inform a safeguarding lead. The safeguarding lead will advise on external referrals and risk management.

- Where there is immediate danger or a crime is suspected, call the Police (999/101) and/or emergency services.

### 11.12 Private fostering

Staff may become aware that a child is living with an adult who is not their parent and not a close relative. If this arrangement is intended to last, or has lasted, 28 days or more, it may be a private fostering arrangement. Private fostering applies to a child under 16, or under 18 if they have a disability.

Where this comes to our attention, we will notify the relevant local authority so they can complete the required checks.

Discuss immediately with a safeguarding lead and record on MyConcern.

Do not attempt to verify arrangements by investigating; record and share what you have been told and what you know.

The safeguarding lead will make/advise on notification to the appropriate local authority children's social care.

- Discuss immediately with a safeguarding lead and record on MyConcern.
- Do not attempt to 'verify' arrangements by investigating; share what you know and what you have been told.
- The safeguarding lead will make/advise on notification to the appropriate local authority children's social care.

### 11.13 Information sharing and recording for child safeguarding

Effective safeguarding relies on timely information sharing. UK GDPR and the Data Protection Act 2018 do not prevent sharing information where it is necessary to safeguard a child. Where practicable and safe, we will be transparent with the child and/or carers about what will be shared and why, unless doing so would increase risk.

- Do not assume someone else will share information: early sharing can be critical to keeping a child safe.
- Share on a 'need to know' basis, with the right people, at the right time, and record what you shared, with whom, and the rationale.
- If you are unsure, seek advice promptly from a safeguarding lead (and, where needed, the Data Protection Officer). Do not delay action because of uncertainty.
- Keep records factual, using the child's own words where relevant, and avoid opinion or speculation.

Where a safeguarding record relates to a child/young person and transfer of relevant information is needed (e.g., to a receiving education setting or service), the safeguarding lead will ensure information is shared securely and promptly, and will seek confirmation of receipt where appropriate.

## 12. External referrals, partnership working and signposting

### 12.1 General approach

External safeguarding referrals should be discussed with the DSL (or deputy) before submission. In urgent situations, or where a safeguarding lead is not available and delay would increase risk, staff must contact statutory services directly and then inform the safeguarding team as soon as possible.

### 12.2 Working preventatively and using specialist support

YMCA Derbyshire aims to work preventatively to reduce risk and avoid crises. Where appropriate, staff should consider early help, safety planning and the timely involvement of specialist services (for example, domestic abuse support, substance use services, women's services, mental health support, welfare/benefits/legal advice such as Citizens Advice, and youth support services). Any signposting or referral action should be recorded and, where relevant, coordinated through the safeguarding team/caseholder.

### 12.3 Multi-agency meetings

Where appropriate, YMCA Derbyshire may request or participate in multi-agency meetings with professionals to coordinate risk management and support (e.g., strategy meetings, safeguarding adults meetings, MARAC, exploitation panels, Channel, and other relevant forums).

### 12.4 How people who use our services can raise safeguarding concerns

People who use our services can raise concerns in person with any member of staff. Staff must take concerns seriously and follow the procedures in this policy. People who use our services can also be supported to access external help where needed. Information about raising concerns is displayed in service-user facing areas and is available in accessible formats.

- In an emergency or where someone is in immediate danger: call 999.
- Non-emergency police: 101.
- Where the concern relates to a child or adult at risk and is not an emergency: staff should support the person to contact the relevant local authority safeguarding route (see Appendix F local contacts), or the safeguarding team can advise.
- People who use our services may also use YMCA Derbyshire's complaints process and will be supported to do so without fear of reprisal.

## 13. Internal safeguarding enquiries and investigations

Some concerns require internal safeguarding enquiries to establish facts, assess risk, and agree proportionate actions. Where statutory services lead (police/local authority), YMCA Derbyshire will cooperate fully and will not take actions that could compromise external investigations.

### 13.1 Investigation framework (typical stages and timescales)

The table below summarises the typical approach (timescales may vary where statutory services direct otherwise):

Stage	Purpose	Lead	Typical timescale
1. Initial concern	Identify and report a potential safeguarding concern; ensure immediate safety.	Any staff member	Immediate action where risk exists; record and notify DSL promptly.
2. Screening and threshold decision	Assess whether thresholds are met (e.g., Care Act s42) and decide next steps.	Caseholder / DSL	Completed within 1 working day of notification.
3. Planning & evidence gathering	Plan and carry out proportionate fact-finding (without 'investigating' as police).	Caseholder / lead investigator	Plan within 2 working days of threshold decision; fact-gathering typically within 10 working days (unless directed otherwise).
4. Findings & decision-making	Analyse evidence, decide outcomes and agree actions to reduce risk.	DSL / senior manager	Finalise within 5 working days of completing fact-gathering.
5. Review & learning	Reflect, document learning and improve practice.	DSL / SLT	Learning discussion within 10 working days of case closure.

### 13.2 Recording and defensible decision-making

- Record threshold decisions and rationales clearly in MyConcern and, where required, in service case notes.
- Maintain a clear chronology of actions, decisions and communications.
- Use factual, neutral language; avoid speculation; label professional judgement clearly.
- Where police/local authority are involved, avoid contaminating evidence and follow direction.

## 14. Safeguarding in housing and community environments

This section sets out housing- and community-specific safeguarding practice, including how we manage visitors, boundaries, and risk in supported housing and dispersed accommodation.

### 14.1 Visitors, associates and access to accommodation

Staff must be alert to safeguarding risks linked to visitors and associates (e.g., exploitation, intimidation, coercive control, drug activity, cuckooing, illegal activity, or unsafe adults seeking access). Where concerns arise, staff must take proportionate immediate safety actions, record and escalate via MyConcern, and follow housing service procedures (including tenancy/licence conditions and on-site rules).

Where appropriate, YMCA Derbyshire may apply guest restrictions/guest bans to reduce risk and protect residents, staff and other visitors.

Do not place yourself at risk to enforce rules: seek manager/on-call support and contact police where necessary.

Record all decisions and actions (including any guest restrictions) on MyConcern and relevant housing systems.

### 14.2 Children in supported housing accommodation

YMCA Derbyshire supported housing accommodation is for adults aged 18+ and children are not permitted to stay in supported housing properties. Staff should maintain a 'Think Family' approach: residents may have contact with children off-site, may disclose parenting responsibilities, or children may be affected by adults' behaviour even if they are not present.

If a child is present at, or attempting to stay in, a supported housing property: prioritise immediate safety, seek management/on-call support (housing), and record on MyConcern.

Where staff observe or become aware of concerns about a child's welfare (including exposure to domestic abuse, unsafe adults, substances, exploitation, or unsafe environments), staff must record the concern and seek safeguarding advice without delay.

If a child is at immediate risk of harm or a crime is suspected: call 999, then inform the safeguarding team and record actions taken.

### 14.3 Safeguarding between residents and peers

Safeguarding concerns may involve harm between residents or people who use our services (e.g., violence, sexual violence, coercion, harassment, financial exploitation, intimidation, or exploitation linked to visitors/associates). Staff must take immediate steps to protect people from harm, including contacting police where required, and report via MyConcern.

In some situations, YMCA Derbyshire may move individuals to alternative accommodation or properties to reduce safeguarding risk and improve safety.

In serious cases, tenancy/licence enforcement action (including eviction) may be considered where necessary to protect others—for example, where there is violence, serious threats, or drug dealing within or connected to the accommodation.

Guest restrictions/guest bans may be used as part of a safeguarding plan to reduce risk to the resident, other residents and staff.

Any move, restriction or enforcement decision must be coordinated with safeguarding actions, be proportionate, and be recorded with a clear rationale on MyConcern and housing systems.

#### **14.4 Safeguarding, tenancy management and community safety**

In housing services, safeguarding often overlaps with tenancy/licence management and community safety work (e.g., anti-social behaviour, domestic abuse, hate incidents, exploitation, illegal activity, cuckooing, and unsafe visitors). Operational enforcement (warnings, visitor restrictions, property moves, tenancy action) may be needed alongside safeguarding actions.

Operational decisions must consider the safety of everyone involved and unintended consequences (e.g., retaliation, increased homelessness risk).

Safeguarding actions should be coordinated with ASB/community safety processes where relevant; record decisions and rationale on MyConcern.

Where there is a pattern of harm or criminal exploitation, seek multi-agency options and police/local authority advice.

Housing services complete a weekly Housing Alerts process to highlight properties or residents assessed as higher risk; this is circulated to relevant staff to support safe, consistent risk management.

#### **14.5 MAPPAs and high-risk public protection arrangements**

Some people who use our services may be managed under Multi-Agency Public Protection Arrangements (MAPPAs). Where YMCA Derbyshire is asked to contribute to risk management arrangements, the safeguarding team/appropriate senior manager will coordinate engagement on a need-to-know basis, balancing confidentiality with public protection.

Do not share MAPPA information widely; record who has information and why.

Follow any information-handling restrictions given by statutory partners.

Where staff have concerns about risk, escalate promptly to the DSL/caseholder.

## **15. Safer workforce: recruitment, training, conduct and boundaries**

### **15.1 Safer recruitment and DBS**

YMCA Derbyshire follows safer recruitment practices for all roles, including role-appropriate DBS checks, identity and right-to-work checks, references, and suitability assessments. Managers must not permit staff to begin unsupervised in a safeguarding role until required checks are completed, unless a documented risk assessment has been completed and appropriate safeguards are in place.

### **15.2 Induction and training**

- Safeguarding induction on commencement of employment.
- Level 1 safeguarding training within 2 weeks of starting a role; refresher at least every 2 years.
- Front-facing staff: Level 3 safeguarding training within 6 months; refresher at least every 2 years.
- Senior leaders/DSLs: training appropriate to role and responsibilities, including regular updates.
- Prevent/Channel awareness training at least every 2 years (and sooner if required).

### **15.3 Professional boundaries**

Professional boundaries protect people who use our services and staff by ensuring relationships remain supportive, respectful and free from conflicts of interest. Staff must maintain clear boundaries in all interactions, including digital communication.

- Do not form personal relationships with people who use our services; avoid dependency and 'rescuer' dynamics.
- No financial transactions, gifts, lending/borrowing, buying/selling, or bartering with people who use our services.
- Do not connect with people who use our services on personal social media or message them from personal accounts/devices.
- Maintain confidentiality except where there is a legal or safeguarding requirement to share information.
- If accidental contact occurs outside work, keep it brief and report it.
- Seek advice in supervision/check-ins when boundary decisions feel unclear or pressured.
- Staff must not form, pursue, or engage in romantic or sexual relationships with current residents/people who use our services. Relationships with former residents/people who use our services are not permitted where the staff member had direct professional involvement or a position of trust/influence over them, and must be declared in all other circumstances for safeguarding review and risk assessment.

## **16. Allegations against staff, low-level concerns and transferable risk**

YMCA Derbyshire is committed to a culture of openness and accountability. Concerns about adults working for or on behalf of YMCA Derbyshire will be taken seriously, recorded and managed promptly.

### **16.1 Reporting a concern about a colleague (employees)**

1. If anyone is at immediate risk, call 999 and take immediate safety actions.
2. Report the concern without delay to the DSL and People Services. Use MyConcern to record the concern as soon as possible.
3. Do not confront the colleague or attempt to investigate.
4. Maintain confidentiality and do not discuss the matter inappropriately.
5. Follow safeguarding/People Services instructions.

### **16.2 Decision-making and external notification**

The decision about whether a concern meets the threshold for LADO/police/adult safeguarding referral will be made by the DSL and Deputy DSL, along with the relevant service manager. People Services will advise on employment processes. The organisation will also consider whether a referral to the DBS and/or a professional body is required.

### 16.3 Transferable risk

Transferable risk refers to behaviour outside work that indicates a person may pose a risk to children or adults at risk. Such information must be reported promptly to a manager and to the safeguarding team/People Services.

### 16.4 Low-level concerns about staff conduct

A low-level concern is any concern—no matter how small—that an adult working for, with, or on behalf of YMCA Derbyshire may have acted in a way that is inconsistent with our Code of Conduct and Professional Boundaries, but which does not meet the threshold for a LADO referral or formal safeguarding allegation. Low-level concerns can arise from conduct in or outside work.

- Share the concern in confidence with a safeguarding lead as soon as possible and record it via MyConcern (using the staff/colleague concern option where available).
- Staff are encouraged to self-report if they believe their actions could be misinterpreted or fall below expected standards.
- The safeguarding lead (with People Services as needed) will decide the appropriate response, record outcomes, and identify any learning or support needs.

Stage	What to do	Key do / don't	Who leads	Record / notify
1. Immediate safety	If anyone is at immediate risk, make safe and call emergency services.	<b>Do:</b> call GGG if immediate danger / serious injury / crime in progress. <b>Don't:</b> delay to seek permission.	Any staff member / manager on duty	Record actions and outcomes on <b>MyConcern</b> as soon as possible.
2. Receive the concern	Take the allegation/concern seriously and respond calmly.	<b>Do:</b> listen, clarify immediate safety only with open questions. <b>Don't:</b> promise confidentiality.	Any staff member / line manager	Create a <b>MyConcern</b> entry (staff concern) and alert <b>DSL + People Services</b> .
3. Preserve evidence	Take steps to avoid compromising potential evidence.	<b>Do:</b> preserve messages/emails/CCTV; note dates/times; keep originals secure. <b>Don't:</b> delete messages, clean scenes, or conduct "interviews."	DSL / service manager (with HR)	Note evidence considerations in MyConcern; secure any documents per GDPR.

<p><b>4. Do not investigate / manage information</b></p>	<p>Prevent contamination of evidence or unfairness.</p>	<p><b>Do:</b> limit discussion to “need to know.” <b>Don’t:</b> question witnesses in detail or attempt to prove/disprove the allegation.</p>	<p>DSL + People Services</p>	<p>MyConcern: record <i>facts</i>, not opinion; log who has been informed.</p>
<p><b>5. Do not inform the subject without advice</b></p>	<p>Decide what (if anything) is shared with the staff member at this stage.</p>	<p><b>Do:</b> take DSL/HR advice first. <b>Don’t:</b> alert the subject if that could increase risk, lead to intimidation, or compromise police/LADO enquiries.</p>	<p>DSL + People Services</p>	<p>Decision and rationale recorded on MyConcern.</p>
<p><b>6. Immediate risk management for the service</b></p>	<p>Put proportionate interim safeguards in place.</p>	<p><b>Do:</b> consider redeployment, increased supervision, change of duties/rota, or restricted access. <b>Don’t:</b> use “informal arrangements” with no record.</p>	<p>Service manager + People Services + DSL</p>	<p>Record interim measures and review date on MyConcern (and HR system where required).</p>
<p><b>7. Threshold decision G external notification</b></p>	<p>Decide if this meets threshold for LADO/police/children’s social care/adult safeguarding and act promptly.</p>	<p><b>Do:</b> consult and refer without delay where threshold met. <b>Don’t:</b> wait for “more proof.”</p>	<p>DSL + Deputy DSL + service manager (HR involved)</p>	<p>Record referral decision, who contacted, and outcome on MyConcern.</p>
<p><b>8. Support for those affected</b></p>	<p>Ensure support for the person harmed/at risk and for staff involved.</p>	<p><b>Do:</b> offer welfare support, safety planning, advocacy, and debrief/reflective support. <b>Don’t:</b> pressure anyone to “keep it quiet.”</p>	<p>Manager + DSL</p>	<p>Record support offered (appropriately) on MyConcern and service notes.</p>

<p><b>G. Investigation coordination</b></p>	<p>Determine whether YMCA can run an internal process and how it aligns with statutory enquiries.</p>	<p><b>Do:</b> follow police/LADO direction; pause internal fact-finding if required. <b>Don't:</b> run parallel interviews that conflict with statutory enquiries.</p>	<p>DSL + People Services</p>	<p>Investigation plan, remit and boundaries recorded.</p>
<p><b>10. Outcomes, learning and closure</b></p>	<p>Conclude processes, record outcomes, and capture learning.</p>	<p><b>Do:</b> consider DBS/professional body referral where appropriate; share learning through governance. <b>Don't:</b> close without documenting rationale and actions completed.</p>	<p>People Services + DSL + SLT</p>	<p>MyConcern closure rationale; governance reporting via Safeguarding Forum.</p>

## 17. Whistleblowing

YMCA Derbyshire is committed to a culture of openness, trust and transparency. We want everyone to feel able to speak up about poor or unsafe practice, wrongdoing, or failures in our safeguarding arrangements, and to know those concerns will be taken seriously and acted upon.

### 17.1 What is whistleblowing and when to use it

Whistleblowing is the disclosure of information about wrongdoing that is in the public interest. It is different from a grievance (which relates mainly to your own employment).

Examples relevant to safeguarding include:

- A serious failure to follow this Safeguarding Policy, local safeguarding procedures, or the Prevent Policy.
- A failure to respond appropriately to safeguarding concerns, patterns of neglect/abuse, or repeated unsafe practice.
- An attempt to conceal, minimise, intimidate, or discourage reporting of safeguarding concerns.
- Unsafe practice by a colleague, manager, volunteer, contractor or partner organisation that could place children or adults at risk.
- Criminal activity, serious misconduct, or systemic weaknesses that create a risk to health and safety.

If you have a safeguarding concern about a child, adult at risk, or an immediate safety issue, you must follow this Safeguarding Policy (including MyConcern reporting and emergency action) rather than relying on whistleblowing routes.

### 17.2 Principles

- Safeguarding comes first: if someone is at immediate risk call 999 and act to make safe.
- Do not delay reporting because you are unsure: seek advice from a safeguarding lead.
- Concerns will be handled sensitively and information will be shared only on a 'need to know' basis.
- YMCA Derbyshire will not tolerate victimisation or retaliation against anyone raising a concern in good faith.

- Malicious or knowingly false concerns may be treated as a disciplinary matter.

### **17.3 How to raise a whistleblowing concern related to safeguarding**

Where possible, and unless you believe this would increase risk or compromise safety, you should raise concerns internally first so we can act quickly. You can raise a concern verbally or in writing; written is preferred.

1. If there is an immediate risk to a person or a crime in progress: call 999. Then inform a safeguarding lead and record on MyConcern.
2. Record safeguarding concerns on MyConcern without delay. If your concern relates to unsafe practice or the handling of safeguarding, explain this clearly in the record.
3. Where the concern is about organisational practice, failures, or wrongdoing (not a specific safeguarding incident), follow the Whistleblowing Policy reporting lines (below).
4. If the concern is about a member of the safeguarding team, your line manager, or you feel unable to report internally, use the alternative routes set out in 17.4.

As a minimum, your report should include:

- The nature of the concern and why you believe it is true.
- Key dates/times/locations (where known).
- Names/roles of people involved (where known).
- Any immediate risk issues and actions already taken.
- Any evidence you are aware of (do not gather evidence by 'investigating').

### **17.4 Reporting lines and alternative internal routes**

YMCA Derbyshire's Whistleblowing Policy sets out the primary reporting routes. For whistleblowing disclosures, staff should report in confidence to the Assistant Director of Corporate Services & Governance. Where the disclosure relates to that post, staff should report to the Chief Executive. If the concern is so serious that you feel unable to use these routes, you can contact YMCA England & Wales or Protect (independent whistleblowing charity).

Safeguarding-related practice concerns can also be discussed with a Designated Safeguarding Lead or Deputy Safeguarding Lead for advice, without delaying emergency action or MyConcern reporting.

### **17.5 External disclosures (when internal routes are not appropriate or have not addressed the concern)**

In most cases it should not be necessary to alert anyone externally. However, the law recognises that in some circumstances it may be appropriate to report concerns to an external body (for example, a

regulator or safeguarding authority). We strongly encourage you to seek advice before making an external disclosure, including from Protect.

External routes that may be relevant to safeguarding include:

- Local Authority safeguarding routes (children's social care / adult safeguarding) in the area where the person is located.
- The Local Authority Designated Officer (LADO) where the concern is about an adult working with children.
- The Police (999 emergency / 101 non-emergency) where a crime is suspected.
- NSPCC Whistleblowing Advice Line for advice about child protection practice (where relevant).
- Regulators or prescribed bodies relevant to the concern (e.g., Information Commissioner's Office for data handling; Health and Safety Executive for serious H&S risks).

It will very rarely (if ever) be appropriate to alert the media.

### **17.6 Confidentiality, protection and support**

- We do not encourage anonymous whistleblowing, as it can limit our ability to investigate, but concerns will still be considered.
- If you request confidentiality, we will make every effort to protect your identity and will discuss with you if it becomes necessary for your identity to be known.
- Under the Public Interest Disclosure Act 1998 (PIDA), workers are protected from dismissal or detriment for making a protected disclosure in the public interest.
- Support is available to the reporter (e.g., supervision, wellbeing support, and the option to be accompanied at meetings by a colleague or union representative).
- Support is also provided to staff subject to concerns, including welfare support and a fair process; information will be shared appropriately and proportionately.

### **17.7 Recording, investigation and feedback**

- Whistleblowing concerns relating to safeguarding will be logged and managed in line with the Whistleblowing Policy and, where relevant, this Safeguarding Policy (including MyConcern records).
- YMCA Derbyshire will carry out an initial assessment to determine what action is required and whether an investigation is needed. Investigations may be internal and/or led by statutory partners.

- Where possible and appropriate, the person raising the concern will be informed that the concern has been received and the outcome of the initial assessment. Detailed feedback may be limited by confidentiality and data protection requirements.
- Learning will be captured and shared through governance routes (e.g., Safeguarding Forum) to improve practice.

### **17.8 Related policies**

- Whistleblowing Policy (core services)
- Safeguarding Policy (this document)
- Code of Conduct and Professional Boundaries Policy
- Safer Recruitment Policy
- Prevent Policy and Procedure
- Grievance Policy (for personal employment matters)

## **18. Prevent and radicalisation**

YMCA Derbyshire recognises its responsibilities under the Prevent duty. Any Prevent concern must be recorded on MyConcern and escalated immediately to the safeguarding team (DSL as Prevent lead). The safeguarding team will consider consultation and referral pathways including Channel where appropriate.

## **19. Governance, quality assurance and continuous improvement**

### **19.1 Case review cadence and oversight**

To maintain momentum and ensure risks are actively managed, safeguarding leads and caseholders should review open safeguarding concerns regularly. Minimum expectations:

- Initial triage and caseholder allocation without delay (same working day where possible).
- Open cases reviewed at least monthly by the safeguarding team (or more frequently for high-risk cases).
- The Safeguarding Forum reviews themes, repeat concerns, learning and action plans bimonthly.
- Deep dives and audits include sampling of MyConcern records and service case notes to test quality and defensible decision-making.

### **19.2 Benchmarking and good practice**

YMCA Derbyshire will benchmark its safeguarding arrangements against sector good practice (for example, housing safeguarding checklists and 'Making Safeguarding Personal' principles) and will incorporate learning from local and national reviews into practice and training.

### **19.3 Serious incident reporting and escalation to trustees**

Where a safeguarding incident may be serious, the DSL will escalate promptly to the CEO/Senior Leadership Team and the Trustee Safeguarding Lead. The organisation will consider whether reporting is required to external bodies (e.g., the Charity Commission and/or other regulators) and will ensure defensible records of decisions.

## **20. Review**

This policy will be reviewed at least annually and sooner if required due to changes in law/guidance, organisational change, learning from incidents or audits, or updates to local safeguarding arrangements.

## Appendix A: Safeguarding concern flowchart (MyConcern)

This flowchart summarises the typical pathway. Always prioritise immediate safety and follow service-specific procedures alongside this policy.

Step	What to do / what happens
1. Observe / disclosure / information received	Take it seriously. Use professional curiosity. Do not investigate.
2. Immediate safety	If immediate danger, crime in progress, or urgent medical need: call 999. Then notify safeguarding lead and record.
3. Record on MyConcern (employees)	Log the concern as soon as possible (same day wherever possible). Include facts, observations, exact words, and actions taken.
4. DSL/deputy triage and categorise	Safeguarding lead categorises risk/theme and allocates a caseholder (typically the relevant manager).
5. Caseholder coordinates actions	Caseholder adds/allocates actions within MyConcern (with timescales). Staff complete actions and update the record.
6. External referral / specialist support (if needed)	Safeguarding team advises/co-ordinates referral(s) and specialist support. Role-based liaison can continue where appropriate, but safeguarding team must be informed.
7. Multi-agency working (as needed)	Request/attend meetings and coordinate plans with partners (e.g., MARAC, safeguarding meetings, exploitation panels, Channel).
8. Ongoing monitoring	Update MyConcern when new information arises, risks change, or actions are completed. Ensure departmental records are updated appropriately.
9. Closure	Close when risk is reduced/managed and there is no ongoing safeguarding monitoring required. Record rationale and outcomes.

## Appendix B: Safeguarding procedures (step-by-step)

Use this appendix as a practical guide. In all cases, follow the principle: Safety first, then record, then escalate.

### B1. If you have a safeguarding concern

- Assess immediate risk: if urgent, call 999. Consider immediate medical needs and safety of others on site.
- If safe to do so, reassure the person and explain you cannot keep information secret because you may need to share it to keep people safe.
- Do not investigate. Do not confront alleged perpetrators. Ask only open questions needed for immediate safety.
- Record the concern on MyConcern as soon as possible (same day wherever possible).
- Also follow your service/department recording requirements (e.g., housing case notes), keeping records consistent and confidential.
- Speak to a safeguarding lead (or your manager) for advice on thresholds, referrals and next steps.
- Complete any actions assigned to you in MyConcern within the required timescale and update the record with progress/outcomes.
- Consider preventative actions and appropriate specialist support and discuss with the caseholder.
- Where appropriate, request/participate in multi-agency meetings to coordinate risk management and support.
- Close the MyConcern record when risk is reduced/managed and ongoing monitoring is no longer needed; record the rationale and outcomes.

Where you are concerned but, after discussion with your line manager and/or a safeguarding lead, it is agreed the issue is not safeguarding and does not require a MyConcern record, use the Cause for Concern form (Appendix H).

### B2. Good practice when someone discloses a concern

- Give the person time; listen and remain calm.
- Use simple, non-judgemental language. Avoid 'why' questions.
- Thank them for telling you and acknowledge it may be difficult to talk about.
- Be clear about next steps and who will be told (safeguarding lead/caseholder) and why.
- Consider whether the person needs immediate support: a safe space, medical help, or someone trusted present.
- Make a clear record promptly (their words, your observations, what you did next).

### B3. Staff wellbeing

Managers should offer staff debrief and reflective practice after safeguarding situations. Staff can request a debrief at any time.

## Appendix C: Safeguarding investigations framework (housing and similar services)

This appendix provides an auditable framework for internal safeguarding enquiries and investigations, aligned to Care Act principles and Making Safeguarding Personal. Timescales are indicative and may be adapted where statutory partners direct otherwise.

- Stage 1: Initial concern – make safe, record, notify DSL promptly.
- Stage 2: Screening/threshold decision – caseholder/DSL decision and rationale recorded (typically within 1 working day).
- Stage 3: Planning & evidence gathering – proportionate fact-finding and chronology (typically within 10 working days unless directed otherwise).
- Stage 4: Findings & actions – evidence-based outcome and action plan.
- Stage 5: Review & learning – post-case learning and improvements.

Competency tiers (summary):

- Frontline (Respond): recognise indicators; ensure safety; record; escalate.
- Operational (Coordinate): apply thresholds; plan and conduct proportionate enquiries; produce defensible findings/actions.
- Strategic (Assure): quality assure; liaise with statutory partners; oversee learning and governance.

## **Appendix D: Safeguarding awareness for people who use our services**

YMCA Derbyshire aims to raise safeguarding awareness with people who use our services and residents so they understand what abuse is, how to seek help, and how to raise concerns.

- Display clear information in service-user facing areas about how to get help in an emergency (999) and how to access support services.
- Provide accessible information about how to raise concerns or complaints and how YMCA Derbyshire will respond.
- Explain confidentiality and information sharing in accessible formats.
- Use keywork sessions / support planning to discuss safety, healthy relationships, exploitation risks and online safety where relevant.
- Signpost to specialist support services as appropriate.

## Appendix E: Internal safeguarding contacts

Safeguarding lead contact details are displayed in staff-facing areas across YMCA Derbyshire buildings and are available in the Safeguarding Workspace (Cezanne Workspaces). These contacts are for YMCA Derbyshire staff. People who use our services should be supported to access appropriate external support routes.

Housing services also operate an out-of-hours on-call arrangement for emergency advice and support.

For non-urgent advice, staff can email [safeguarding@ymcaderbyshire.org.uk](mailto:safeguarding@ymcaderbyshire.org.uk). Please use MyConcern for all safeguarding and Prevent reports.

- Senior Designated Safeguarding and Prevent Lead: Wayne Exton – 07566 792575
- Deputy Designated Safeguarding and Prevent Lead: Tamara Maguire – 07715 243468
- Deputy Designated Safeguarding and Prevent Lead: Rebecca Lauder – 07590 452826
- Deputy Designated Safeguarding and Prevent Lead: Kim Newton – 07851 252068
- Designated Safeguarding and Prevent Lead: Kelly Spooner – 07523 906980
- Housing out-of-hours on-call (emergency advice/support ): rota and numbers available in service.

## Appendix F: Local safeguarding contacts and ‘who does what’

### F1. Local safeguarding contact routes (verify periodically)

Children:

- Derby City Children’s Social Care First Contact (Mon–Fri 9am–5pm): 01332 641172; out of hours Careline: 01332 956606.
- Derbyshire County Starting Point / Call Derbyshire (child protection concerns): 01629 533190.
- Derbyshire professional advice/consultation line (not for urgent concerns): 01629 535353.
- Police: 101 non-emergency; 999 emergency.

Adults:

- Derby City Adults MASH: 01332 642855; out of hours: 01332 786968; email: [AdultsMASH@derby.gov.uk](mailto:AdultsMASH@derby.gov.uk).
- Derbyshire County: Call Derbyshire: 01629 533190.

LADO / professional allegations (children):

- Derby City LADO: [cpmduty@derby.gov.uk](mailto:cpmduty@derby.gov.uk) / 01332 642376.
- Derbyshire County Professional Allegations Team: [professional.allegations@derbyshire.gov.uk](mailto:professional.allegations@derbyshire.gov.uk) / [Insert phone if used by YMCA Derbyshire].

## Appendix G: Serious safeguarding incidents – internal escalation and external reporting

This appendix supports consistent governance decisions. Not all safeguarding incidents are ‘serious incidents’ for external reporting purposes. Where unsure, the DSL should escalate to the CEO and Trustee Safeguarding Lead for a decision.

- DSL notifies CEO/Senior Leadership Team and Trustee Safeguarding Lead promptly where there is serious harm, significant risk, high media/reputational risk, or potential organisational learning.
- Consider whether reporting is required to the Charity Commission (serious incident) and/or other regulators/insurers/funders as relevant.
- Record decision-making clearly (what happened, impact, actions taken, why reporting was/was not made).
- Complete learning review and track actions through Safeguarding Forum and governance routes.

## Appendix H: Cause for Concern Form (non-safeguarding concerns)

Use this form when you have a concern about a person using a YMCA Derbyshire service that does not meet the threshold for safeguarding/MyConcern, and after discussion with your line manager and/or a safeguarding lead it is agreed that it is not a safeguarding issue. Complete the form and send it to your line manager and a safeguarding lead.

Your name:	
Job title and department:	
Date of concern:	
Date of report:	
Client/Resident name:	
Date of birth:	
Age:	
Address:	
Please describe, in as much detail as possible, the cause for concern and actions you have taken:	
Name(s) of worker(s) involved:	
Contact information:	
If you have shared this information with an internal colleague and/or external agency, please give details:	

Note: This form is used after discussion with your line manager and/or a safeguarding lead where it has been agreed that the issue is not a safeguarding concern.

## F2. Who does what (quick guide)

- Police: respond to crimes and immediate protection; investigate criminal offences; can use protective powers.
- Children's Social Care: assess children in need and child protection concerns; coordinate child protection plans and conferences.
- Adult Social Care (Safeguarding): leads Care Act safeguarding enquiries (s42) and coordinates safeguarding plans for adults at risk.
- Health: may lead on clinical safeguarding, information sharing and risk assessment; maternity safeguarding in pre-birth cases.
- Housing provider/ service provider (YMCA Derbyshire): identifies concerns early, records and refers; manages tenancy/license and community safety actions alongside safeguarding; contributes to multi-agency plans.
- MARAC / exploitation panels / Channel: multi-agency forums for high-risk domestic abuse, exploitation and radicalisation risk management.

## Appendix I: Letter of Comfort

### [Contractor/Supplier Letterhead]

YMCA Derbyshire  
770 London Road,  
Wilmorton,  
Derby  
DE24 8UT

### [Date]

Subject: Letter of Comfort – Confirmation of DBS and Safeguarding Compliance

To whom this may concern,

This letter serves as a formal Letter of Comfort concerning the personnel we, [Contractor/Supplier Company Name] (the “Contractor”), assign to perform works and/or services under our contract(s) with YMCA Derbyshire (the “Client”).

We understand and acknowledge the Client's absolute commitment to safeguarding and the critical importance of ensuring that all personnel accessing any of the Client's premises, engaging with any persons present (inclusive of YMCA team members, residents, learners, children, service users, and the general public) or working in close proximity to sensitive areas, operate in a manner that safeguards and promotes the welfare of all, and have been thoroughly vetted in accordance with relevant legislation and best practices.

In this regard, we hereby confirm and certify the following:

### **1. Vetting and DBS Compliance**

#### **Compliance with Vetting Requirements**

The Contractor maintains and adheres to robust vetting procedures for all employees and sub-contractors who may be assigned to the Client's contract(s).

#### **DBS Registration and Suitability**

We confirm that all employees, workers, agents, and sub-contractors (collectively, “Personnel”) assigned to deliver services for YMCA Derbyshire, where the role requires or where Client policy mandates, have been subject to a Disclosure and Barring Service (DBS) check at the appropriate level (Basic, Standard, or Enhanced).

Where Personnel are engaged in regulated activity relating to children, we confirm that an Enhanced DBS check including a check against the children's barred list has been completed prior to deployment.

We confirm that all DBS outcomes are assessed in line with our internal suitability standards and contractual requirements, and that no individual with an unsatisfactory disclosure that would prohibit them from undertaking the assigned duties is knowingly deployed on the Client's contract(s).

## **2. Safeguarding Awareness and Conduct**

The Contractor confirms that all Personnel assigned to YMCA Derbyshire sites:

- Are made aware that YMCA premises may operate as mixed-use environments where children and young people may be present
- Are instructed on the importance of safeguarding and promoting the welfare of children and young people
- Understand expected standards of professional conduct while working on YMCA sites
- Are aware that any safeguarding concern, disclosure, or observation of risk or harm must be reported without delay

The Contractor confirms that Personnel are provided with information on how to report safeguarding concerns, including escalation to YMCA Derbyshire's Designated Safeguarding Lead (or nominated safeguarding contact), or via YMCA Derbyshire's safeguarding procedures while on site.

## **3. Access, Supervision and Site Controls**

The Contractor confirms that appropriate access controls are applied for Personnel attending YMCA Derbyshire's mixed-use sites. This includes ensuring that:

- Personnel do not have unsupervised access to children or young people unless their role specifically requires this and appropriate vetting has been completed
- Personnel who are not subject to an Enhanced DBS check with children's barred list information are appropriately supervised at all times when working in areas where children or young people may be present
- Personnel comply with all YMCA Derbyshire site rules, including signing-in procedures, identification requirements, and restrictions on access to designated areas

## **4. Record Keeping and Ongoing Suitability**

### **Record Keeping**

The Contractor shall maintain complete and up-to-date records of DBS certificates and associated suitability assessments for all relevant Personnel for the duration of the contract term. These records shall be made available for inspection by the Client upon reasonable request and with appropriate notice, subject to applicable data protection legislation.

### **Ongoing Suitability and Reporting Obligations**

The Contractor undertakes to immediately notify the Client in writing if any Personnel currently assigned to the contract:

- Receives a relevant conviction, caution, or other information that would affect their suitability, or
- Receives a DBS disclosure that would render them unsuitable to continue performing services for the Client

The Contractor further undertakes to promptly remove from site any Personnel at the Client’s request where safeguarding concerns arise and to cooperate fully with any safeguarding enquiries or investigations, in line with data protection requirements.

We confirm that we are fully compliant with the obligations set out above and recognise our shared responsibility with YMCA Derbyshire to safeguard children and young people across all mixed-use environments.

Please sign below to acknowledge receipt of this confirmation.

Yours faithfully,



For the Contractor: Contractor/Supplier Company Name	For the Client: YMCA Derbyshire (For Receipt Only)
Signature:	Signature:
Name (Printed):	Name (Printed):
Title:	Title:
Date:	Date: