

RECOGNISE

Is the client an adult at risk who is experiencing abuse or is in a harmful situation?

Do they have a need for care or support?

Are they able to protect themselves from harm?

Are they currently experiencing abuse, neglect or are in a harmful situation?

Are they able to make their own decisions?

Additional Consideration

Is a child or anyone else at risk?

The BV will always err on the side of life and call the emergency services in the event that the client is threatening to harm themselves (or is in the process of harming themselves) but has refused a safeguarding intervention.

RESPOND

Urgent Harm Situation

A risk of imminent severe harm if action is not taken immediately (such as life-threatening or serious injury)

ACTION BY BV

Dial 999 immediately to request police or ambulance

Call Supervisor and update them on the current situation

Stay with the client until emergency assistance arrives – if unable to do so, arrange appropriate cover in consultation with the client and/or Supervisor

Non-Urgent Harm Situation

A concern regarding abuse, neglect, or poor practice where the individual faces no immediate, life-threatening danger

ACTION BY BV

Call the Supervisor when there is a safe opportunity to do so, ideally straight after the session if possible (or during if appropriate) and if not within 24 hours

If your Supervisor is not available, contact any other Supervisor on the WBS Contact List

REPORT

Urgent Harm Situation

ACTION BY SUPERVISOR

Supervisor assesses the safeguarding concern based on the details supplied by the BV

Supervisor contacts the Designated Safeguarding Lead (DSL) to recommend an urgent safeguarding referral

ACTION BY DSL

Completes the Safeguarding Concern Report and refers concern to relevant organisation (eg: Hampshire Safeguarding Board, GP etc)

DSL informs BV and Supervisor that a referral has been made and liaises with Supervisor or BV if more information is required

Non-Urgent Harm Situation

ACTION BY SUPERVISOR

Supervisor assesses the safeguarding concern based on the details supplied by the BV

Supervisor contacts the Designated Safeguarding Lead (DSL) to record a non-urgent safeguarding concern

ACTION BY DSL

Completes a Safeguarding Concern Report and flags as non-urgent and no referral needs to be made

DSL informs BV and Supervisor that the concern has been recorded but no further action has been taken

The referral organisation may take no action or may redirect or signpost the client. WBS will not be informed about this, due to client confidentiality. If the BV has further concern, they should record these and again follow the process regarding safeguarding referrals.