



Safeguarding Children Policy and Procedure

Jenny Rohde, Head of Operations

June 2025

Contents	Page no
1.0 Aim of this policy	1
2.0 Scope of this policy	2
3.0 Designated Safeguarding Officer (DSO)	2
4.0 Multi-agency partnership working	3
5.0 Introduction	4
6.0 Definitions	4
7.0 Types of abuse and neglect – defined by the Children’s Act 2004	4
8.0 Signs and Indications of abuse and neglect	7
9.0 Roles and Responsibilities	8
10.0 • Board of Directors	9
11.0 • Chief Executive Officer (CEO)	9
12.0 • Designated Safeguarding Lead (DSO)	9
13.0 • Senior Management Team (SMT)	10
14.0 • Managers of staff and volunteers	10
15.0 • All YVC staff and those working with us and for us (e.g. agency staff and volunteers).	11
16.0 Induction, Supervision and Training	12
17.0 Preventing harm from staff or volunteers	12
18.0 Whistleblowing and Complaints	13
19.0 Equality, Diversity and Inclusion impact	14
20.0 Data protection statement	14
21.0 Procedure for making a child protection referral	15
22.0 Information to include in a referral	16
23.0 Making referrals in local areas	17
24.0 Following up on referrals and escalating concerns	17
25.0 Managing and resolving disputes over agency responses	18

26.0	Legal and Regulatory framework	18
27.0	Related Policies	18
28.0	Monitoring and reviewing	18
29.0	Further information	19

1.0 Aim of this policy

It is the responsibility of every Your Voice Counts (YVC) staff member, volunteer and member of the Board to ensure the principles and duties of safeguarding adults and children are consistently and thoroughly applied, with the wellbeing of adults and children at the heart of our work.

The nature of the services we provide mean it is possible that staff and volunteers will have contact with children at risk of abuse or neglect. This document provides guidance for staff to ensure the principles of safeguarding children are embedded in all aspects of YVC practice.

This policy and procedure helps us to achieve this by:

- Supporting us to safeguard children in practice, by defining abuse and informing us what to do.
- Ensuring we all work to the same policy and procedure.
- Making sure we are accountable for what we do.
- Being clear what roles and responsibilities we all have in safeguarding.
- Saying what staff can expect from YVC to help them work effectively.

2.0 Scope of this policy

This policy and procedure applies to staff employed by YVC directly, Board members and those working with us and for us, for example agency staff members and volunteers, all have a responsibility to work within this policy and associated procedures. Failure to do so could result in disciplinary action.

Children and parent/carers are informed of the policy as appropriate. The policy is available on our [website](http://www.yvc.org.uk) where amongst other adjustments a web accessible language toolbar can translate our web content into one hundred different languages.

Where the policy refers to a 'child' we mean anyone who has not yet reached the age of 18 years.

3.0 Designated Safeguarding Officer (DSO)

The Designated Safeguarding Officer (DSO) for YVC has the correct systems and processes in place to deal effectively with issues relating to safeguarding. The DSO is the main point of contact within the organisation for internal enquiries relating to safeguarding and is responsible for updating this policy.

Designated Safeguarding Officer (DSO):

Jenny Rohde

Head of Operations

Tel: 0191 4786472

Mobile: 07511 026407

Email: jenny.rohde@yvc.org.uk

Call the police on 999 if it is an emergency.

4.0 Multi agency partnership working

The Children and Social Work Act 2017 replaces local safeguarding children boards (LSCBs) with new local safeguarding arrangements led by the three named statutory safeguarding partners; Local Authorities, Chief Officers of Police, and Integrated Care Boards (Health).

Prevention of abuse includes integrated working, appropriate information sharing, community participation, public awareness, as well as awareness raising and skills development with those at risk.

Working within a multi-agency approach we escalate our concerns as necessary to be satisfied that any child at risk has been protected.

Effective child safeguarding arrangements should be underpinned by two key principles:

- Safeguarding is everyone's responsibility - To be effective all staff, volunteers and members of the Board should play their full part. No one person can have a full picture of a child's circumstances and needs and everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

- A child-centred approach - The child's needs are of the greatest importance, and the needs and wishes of each child should be put first, so that every child receives the support they need before the problem escalates.

5.0 Introduction

YVC is committed to devising and implementing policies so that everyone within the organisation understands and accepts their responsibilities for safeguarding children. Our approach to safeguarding is informed by relevant legislation and guidance, and by YVC's values and understanding of best practice.

This policy and procedure helps us to achieve this by:

- Supporting us to safeguard children in practice, by defining abuse and informing us what to do.
- Ensuring we all work to the same policy and procedure.
- Making sure we are accountable for what we do.
- Being clear what roles and responsibilities we all have in relation to safeguarding.
- Saying what staff can expect from YVC to help them work efficiently and effectively.

6.0 Definitions

Safeguarding and the welfare of children, for the purpose of this policy, is taken from Working Together to Safeguard Children (2023):

- Protect children from maltreatment.
- Prevent impairment of children's health or development.
- Ensure that children grow up in circumstances consistent with the provision of safe and effective care.
- Take action to enable all children to have the best outcomes.

This policy is in respect of all children. A child includes babies, children and young people from birth up to 18 years.

7.0 Types of abuse and neglect – defined in the Children's Act 2004

This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour or issue which could give rise to a safeguarding concern.

- Physical abuse – including hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing

physical harm to a child. This may also be where a care giver fabricates the symptoms of, or deliberately induces or causes ill health to a child.

- Emotional abuse – including persistent emotional maltreatment of a child to cause severe and persistent adverse effects on the child's emotional development. It may involve giving the child the impression that they are worthless or unloved, inadequate, or valued only if they meet the needs of the other person. It may involve causing children to feel frightened or in danger, or the exploitation or corruption of children. Witnessing the harm of another person, such as in domestic violence, is a form of emotional abuse.
- Sexual abuse and Sexual Exploitation – including forcing or enticing a child or young person to take part in sexual activities, the activities may involve physical contact and penetrative contact or non-penetrative act/s. They may involve non-contact activities, such as involving children in seeing or receiving or sending sexually suggestive emails or text messages, or inappropriate behaviour over social media, involving children looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.
- Neglect – including the persistent failure to meet a child's basic physical and/or psychological needs. Neglect may occur as a result of maternal substance abuse during pregnancy. Once born, neglect may involve the care giver failing to provide adequate food, shelter and clothing, failing to protect the child from physical harm or danger, failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Also to be aware of behaviour and issues such as:

- Female genital mutilation (FGM) – including the removal of part or all of the external female genitalia for culture or other non-therapeutic reasons. FGM is a reportable criminal offence (Prohibition of Female Circumcision Act 2003). It is also a criminal offence to allow the procedure to be undertaken in another country.
- Domestic Violence as abuse – this includes incidents of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been

intimate partners or family members, regardless of gender or sexuality. This includes issues of concern to black and minority ethnic (BME) communities such as so called 'honour killings'.

- Bullying – including physical harm such as kicking, hitting, theft, verbal such as racist or homophobic remarks, threats, name calling, and emotional harm such as isolating an individual from activities and social contact with a peer group.
- Cyber bullying / Internet harm – including when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.
- Mate Crime – a 'mate crime' is when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has negative effect on the individual. Mate Crime is carried out by someone the person knows and often happens in private. In recent years there have been a number of Serious Care Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.
- Forced marriage – including marriage without the full consent of both parties and where duress is a factor.
- Trafficking – including children being trafficked into, within and out of the UK for many reason such as sexual exploitation, domestic servitude, labour, benefit fraud, forced marriage, begging and involvement in criminal activity. They are likely to be subjected to other forms of abuse, as a means of coercing and controlling them.
- Radicalisation & Extremism - the government has established a Prevent Duty (under s.26 of the Counter-Terrorism and Security Act 2015) to reduce the numbers of people supporting extremism or becoming radicalised and to prevent them from being drawn into terrorism. All organisations that work with children and vulnerable

people have a responsibility to protect them from harm and becoming radicalised and/or being exposed to extreme views.

Disabled children

This group of children may be particularly vulnerable to abuse for a number of reasons including:

- Having fewer social contacts.
- Receiving intimate personal care from a larger number of carers.
- Having impaired capacity to understand what they are experiencing is abuse or to challenge the abuser.
- Having communication difficulties resulting in difficulties telling people what is happening.
- Being reluctant to complain due to fear of losing services.
- Being particularly vulnerable to bullying or intimidation.
- Being more vulnerable to abuse by peers.

8.0 Signs and indicators of abuse and neglect

The NSPCC outlines the common signs of child abuse as:

- Unexplained changes in behaviour or personality.
- Becoming withdrawn.
- Seeming anxious.
- Becoming uncharacteristically aggressive.
- Lacks social skills and has few friends, if any.
- Poor bond or relationship with parent.
- Knowledge of adult issues inappropriate for their age.
- Running away or going missing.
- Always choosing to wear clothes which cover their body.

Radicalisation & Extremism

- Isolating self and spending time alone via social media.
- Feeling that they have no purpose, don't belong, low self-esteem
- Change in emotions and behaviour.
- Change of routines, in appearance of ideology, belief or cause.
- Intolerant of difference such as race, faith, culture, gender or sexuality.
- Justifying violence to others.
- Change of language or use of words; closed to new ideas; 'scripted speech'.
- Have materials or symbols associated with the cause.
- Attending events, rallies etc of an extremist nature.

- Sense of grievance (e.g. anti-West, anti-capitalist, anti-Muslim); sense of 'them and us'.
- Conflict with family/friends or lose interest in people who do not have the same beliefs.
- Try to recruit others to join the 'cause'.

9.0 Roles and responsibilities

In the broadest terms, safeguarding is the responsibility of everyone because abuse can happen to anyone, anywhere, and responsibility for dealing with it lies with us all as members of the public, volunteers and professionals.

YVC is responsible for maintaining a competent and confident workforce. We provide mandatory safeguarding and refresher training and role-specific training. We ensure staff, volunteers and members of the Board have the skills they require, and we support everyone in YVC to trust their judgement and act on safeguarding concerns.

All staff, volunteers and members of the Board have a responsibility to safeguard and promote the wellbeing of children by being responsible for the quality and effectiveness of their work.

Child protection is overseen by YVC Board of Directors, the Chief Executive Officer (CEO) and the Senior Management Team (SMT).

Here we describe the general roles and responsibilities held by different positions in the organisation with regard specifically to safeguarding. It does not describe 'what to do' in a particular situation, which will be found in the procedures section. Nor does it describe all their roles and responsibilities, which are set out in job descriptions.

10.0 Board of Directors

- Upholds the safeguarding ethos and purpose of YVC.
- Agree safeguarding policies and procedures and review these annually (and when changed).
- Satisfies themselves that policies and procedures are carried out.
- Includes safeguarding as a standing item at full Board meetings.
- Actively involves the Designated Safeguarding Officer (DSO) to set the safeguarding procedure in motion when becoming personally aware of a safeguarding issue in the course of their work for YVC.

11.0 Chief Executive Officer (CEO)

- Ensures this policy and procedures is in place, is communicated to staff and volunteers, reviewed and practiced.
- Puts in place arrangements to recruit, train and manage staff and volunteers to practice safely.
- Receives and responds to requests for procedural advice or guidance from staff and volunteers in the absence of the DSO.
- Agrees when any formal action is needed to ensure that another agency is carrying out its safeguarding procedure with respect to children and adults at risk known to YVC.
- Acts upon any concern raised about staff practices in relation to safeguarding.

12.0 Designated Safeguarding Officer (DSO)

- Acts as the YVC DSO for all safeguarding actions and decisions which come from:
 - Making referrals
 - Supporting a safeguarding investigation or plans.
- Is familiar with the requirements of local safeguarding children procedures and policies for the areas we work into.
- Monitors all safeguarding activity including the number of concerns being recorded and where/whether concerns are being reported to the relevant local authority.
- Monitors the uptake of safeguarding training as part of the continual monitoring of mandatory training. Compliance of this will be reported to the SMT for action as required.
- Reviews any incidents relating to safeguarding and reports / requests reports of concerns / investigations / lessons learned and provides to the SMT, CEO, Commissioners and Heads of Health and Social Care as required.
- Is responsible for adding any specific safeguarding risks to the Operational Risk Register as they arise, the Risk Register will be monitored by the SMT.
- Undertakes spot check audits of cases with safeguarding concerns to ensure that the records show that all relevant procedures have been followed. If the audit raises concerns, the DSO will make recommendations to the SMT, and an action plan will be developed and followed.

13.0 Senior Management Team (comprised of the Head of Communities, Head of Finance, Operations Managers, Advocacy Managers, and the CEO).

- Be familiar with the requirements of local safeguarding children procedures and policies for the areas we work into.

- Develop and maintain effective working relationships with the Local Authority Children's Services and other agencies involved in the delivery of services to children.
- Develop and maintain YVC 3 year training plan.
- Report to YVC Board on any matters requiring action under this policy and procedure, taking care to ensure the anonymity of those involved so the Board remains able to objectively hear appeals under YVC Complaints, Grievance or Disciplinary procedures.
- Report any allegations or concern about the safeguarding practice of any staff, volunteer or member of the Board to the CEO. In the absence of the CEO, or if the CEO is implicated, report to the DSO.
- Respond to submitted Incident Reports and set in motion the procedure for having a case opened within the Incident Report project in Charity Log. Carry out and/or contribute to investigations into reported incidents.

14. Managers of staff and volunteers

- Be familiar with this policy and procedure, and associated policies and procedures as stated.
- Establish and maintain effective working relationships with the Local Authority Children's Services.
- Ensure staff and volunteers understand and work in accordance with this policy and procedure at all times.
- Supervise staff and volunteers allocated to them and agree and implement individual training plans and contribute to YVC 3 year training plan.
- Make all staff and volunteers aware of who to contact and how, with any concerns regarding safeguarding and child protection.
- Ensure staff and volunteers have the telephone numbers for YVC DSO and line manager.
- Ensure staff know where to locate the relevant safeguarding referral form (One Drive).
- Supervise and review work carried out by their reports (staff and volunteers) and agree and review the assessments of levels of risk to children and young people. Follow procedures if any concern or allegation arises as a result and support good practice with regard to this policy and procedure and associated policies.
- Ensure that any referral is followed up and ensure concerns have been addressed.
- Report any allegations or concern about the safeguarding practice of any staff, volunteer or member of the Board to the DSO. In the

absence of the DSO, or where they are the subject of concern, report to the CEO.

- Ensure that any staff and those working with us and for us, who may have caused harm are not in contact with the person who has made the disclosure / alleged abuse or any other person who may be at risk.
- Adhere to and operate within YVC Whistle Blowing Policy and support staff who raise concerns.

15.0 All YVC staff, and those working with us and for us, e.g. agency staff and volunteers

- Act upon concerns and allegations involving service users and safeguarding.
- Act in a timely manner, taking account of the perceived level of risk.
- Report concerns and allegations according to this policy and procedure to the DSO and agree what YVC will do.
- In the absence of the DSO, report to a member of the SMT.
- Complete a YVC Incident Report and return to the DSO (or to the same Manager from the SMT in the absence of the DSO).
- Record concerns, analysis of concerns, information, decisions, actions, clearly and promptly to the clients record in Charity Log, maintaining a chronology of work in progress.
- Update the Safeguarding Tab in the client record within Charity Log.
- Update client consent in the Consent area within Charitylog.
- Know who to contact and how, with any concerns regarding safeguarding and child protection. This should include telephone numbers for the DSO and line manager.
- Know where to locate the relevant safeguarding referral form (One Drive).
- Let their manager know if they personally are involved in a safeguarding incident or issue

16.0 Induction, supervision, and training

At induction, all staff and volunteers will be given a copy of this policy and will have it explained to them. Staff and Line managers will update the induction tracker to confirm this has taken place.

Safeguarding, complaints and compliments are standing agenda items for supervision and discussed in team meetings as required and appropriate.

All relevant staff and volunteers will attend safeguarding training including Safeguarding Adults training run by the local authorities they work into. All

staff and volunteers have a training record included in their personal file within Charity Log. This is updated to reflect new training achieved and will prompt the member of staff/volunteer when refresher training is required.

All employees, volunteers and Board members are provided with a digital copy of the policy and any updates, the policy is re-circulated to the whole organisation following the yearly review and recipients must respond to say they have read and understood its contents.

The policy is available in the Policies folder on Teams and via our [website](#)

17.0 Preventing abuse from staff and volunteers

All staff and volunteers recruited by YVC will be required to have a Disclosure and Barring Service (DBS) check.

DBS checks will be carried out every three years for all staff and volunteers including Board of Directors members.

Until a satisfactory DBS disclosure has been shown to a person's line manager, no staff member or volunteer will be allowed to support or work with anyone who uses our services, unless another member of staff is present.

If a DBS check reveals a prior conviction, it will be at the CEO's discretion as to whether or not the person can be employed by (or volunteer with) YVC and in what role.

We will not employ someone, or allow someone to volunteer with us, if we know they have been barred by the DBS to work with children or adults at risk.

If an existing member of staff is found to have undertaken any of the activity outlined in this policy, then their conduct is likely to be viewed as Gross Misconduct. If a volunteer is found to have undertaken any of the activity outlined in this policy then they will no longer be allowed to volunteer with YVC.

If we think that an individual has engaged in abusive or harmful conduct, satisfied the Harm Test, or received a caution or conviction for a relevant offence, we will:

- Withdraw permission for that individual to engage in work with adults at risk (or would have done so had that individual not resigned, retired, been made redundant or been transferred to a

position which does not involve work with vulnerable adults/children).

- Make a referral to the DBS.

A record of the DBS reference number, the name of the employee or volunteer and whether they have been cleared to work with people at risk will be kept on a secure data base maintained by the Programme Administration Team Leader.

The DBS document will be returned to the employee or volunteer for safe keeping.

18.0 Whistleblowing and Complaints

It is the legal duty of every employee who works with vulnerable adults and children to report potential or actual abuse. This does not make the process comfortable or easy. As an employer, YVC actively promotes openness among staff and volunteers. Our clear priority is the protection of adults and children at risk.

YVC has a Whistleblowing statement which can be found in the Staff Handbook.

YVC welcomes any complaint made against staff, its services, or activities, viewing these as an opportunity to learn and develop. When a complaint has been made, the complainant can expect it to be fully investigated and to be informed of the outcome.

YVC has a Complaints Policy which can be found in the Policies folder on Teams and on our [website](#).

19.0 Equality, diversity and inclusion impact

This policy promotes equality, diversity and human rights by recognising that vulnerable people are more likely to be victims of abuse than most other people, and directing all staff, volunteers and members of the Board to:

- Look out for abuse and respond to it appropriately whatever the person at risk's race, age, gender, ethnicity, religion, disability or sexual orientation, and
- Consider discrimination and harassment on grounds of age, gender, ethnicity, religion, disability or sexual orientation, marital status as abuse.

- Proactively consider how race, ethnicity and cultural needs of people may affect their experience of safeguarding
- recognise and challenge systemic racism, discrimination and institutional bias in safeguarding practice
- reflect on the intersections between elements of identity such as race, age, gender, ethnicity, religion, disability or sexual orientation which can create compounded experiences of discrimination, making people more vulnerable to abuse
- Recognise that experiences of racism and other forms of discrimination contribute to trauma, which can profoundly impact mental health and family dynamics

Everyone has an equal right to support and protection, irrespective of their individual differences of circumstances. This policy and associated procedures apply equally to all adults and children at risk from all recognised forms of abuse.

The policy is available on our [website](#) where amongst other adjustments a web accessible language toolbar can translate our web content into one hundred different languages.

20.0 Data protection statement

This policy involves handling personal data. When you carry out any procedure this policy describes you should consider YVC GDPR Policy, this is our promise to handle personal data correctly and balances everyone's rights to data privacy with the work we do.

There are situations where information can be shared legally without obtaining consent from the individual. In this instance, information exchanged under the safeguarding children procedure will only be used for safeguarding children purposes and where it meets these conditions:

- A criminal offence has taken place.
- It may prevent a crime.
- The alleged victim is at risk of harm.
- Staff, other services users, or the general public may be at risk of harm.
- For early intervention and identification of abuse.

21.0 Procedure for making a child protection referral

If a child at risk discloses that they are being abused, if any person who uses our service discloses that they are involved in abuse, or if in any situation a member of staff, volunteer or member of the Board of YVC has any reason to believe that abuse is taking place, the following actions must proceed urgently and without delay:

- Stay calm, listen to the concern or allegation – do not ask detailed questions.
- Reassure them they have done the right thing by telling you what has happened.
- Explain what you will need to do with the information, who you will tell, who you will not tell, when you will tell, what might happen.
- Explain that you will need to do the following:
 - Obtain emergency medical treatment if this is needed.
 - Treat the information seriously
 - Make relevant notes of the information given, noting the full name of the person, date, time and place of the disclosure along with names of other people present
 - Report the disclosure.
- Take any reasonable action needed to address immediate risk to the person, for example contacting emergency services, support staff or speaking to the manager of a setting.
- Establish what the person disclosing wants to happen.
- Discuss the disclosure or suspicion of abuse with the DSO, in the absence of the DSO report to your line-manager or a member of the SMT as soon as possible and on the same day.
- Remember, it is not your responsibility to decide if abuse has happened. It is your responsibility to report it to the DSO, or in the absence of the DSO, report to your line-manager or member of the SMT

DO NOT

- Appear shocked by the disclosure – only make comments that show empathy and a willingness to listen.
- Contaminate or remove possible forensic evidence.
- Give or suggest that the person has a wash, bath, or food/drink until after a medical examination.
- Promise to keep secrets if you believe you may need to pass on information about the concern or allegation.
- Make sweeping reassurances.
- Confront or inform the abuser, as this may place the person making the disclosure at further risk.

After consultation with your line manager, the DSO or member of the SMT, a decision will be made whether to make a safeguarding referral to the appropriate local authority.

If it is agreed that a referral should be made this must be done on the same working day as the disclosure of abuse is made.

The DSO or Manager will then ask you to:

- Write a factual account in the client's record within Charitylog of what you have observed, or the conversation you had with the person making the disclosure, using the person's own words. This account may be used later as part of legal action.
- Complete an Incident Report Form
- Complete the Safeguarding Tab in the person's record within Charity Log.
- If the person does not have a record in Charity Log, for example you observe the abuse happening to someone other than your client when making a visit to a care setting, discuss with the DSO and agree where the information should be recorded to.
- Complete an Incident Form and return to the DSO or Manager.

Either the member of staff, DSO, or Manager must then report to the police or a duty social worker if an imminent risk needs to be addressed. It will be made clear who is responsible for taking forward this action.

The DSO, or Manager must then report the disclosure to the appropriate local authority.

22.0 Information to include when making a referral

All safeguarding referrals should include the following information:

- Full details of the person raising the referral.
- Reason for the concern.
- Date, time, location of the incident.
- Objective, professional description of any act witnessed or detailed by alleged victim.
- Details of any possible witnesses.
- Details of any possible evidence - written records/ chronology of events.
- Details of any possible indicators – injuries could be recorded on a body chart.
- Consent.
- What the person wants to happen.

23.0 Making referrals in local areas

Further information can be found on the [North and South of Tyne Safeguarding Children Partnership Procedures Manual](#) for the following Safeguarding Children Partnerships:

- Gateshead
 - Complete the online [form](#) or call Children's Services on 0191 433 2653 (Emergency duty team on 0191 477 0844 out of hours)
- Newcastle
 - Complete the online [form](#) or call the Initial Response Service on 0191 277 2500 (Emergency Duty Team on 0191 278 7878 out of hours)
- North Tyneside
 - Complete the online [form](#) or call the Safeguarding Professionals Advice Line on 0191 643 5555 or the Front Door Service on 0345 2000 109
- Northumberland
 - Complete online [form](#) or call OneCall on 01670 536 400
- South Tyneside
 - Complete online [form](#) or call Children and Families Social Care 0191 424 5010 (0191 456 2093 out of hours)
- Sunderland
 - Contact Together for Children on 0191 (0191 520 5552 out of hours)
- Durham
 - Call First Contact on 03000 267 979

Call the police on 999 if it is an emergency.

24.0 Following up on referrals and escalating concerns

All referrals made to Safeguarding Teams must be captured as an Incident using YVC's Incident Reporting Form (see YVC's Incident Reporting Policy).

All incidents are reviewed by a manager and further actions identified where necessary.

Managers must ensure they record an action to follow up with the relevant Safeguarding Team and any other relevant agencies to ensure that the Safeguarding referral has been actioned appropriately.

Where concerns remain further actions should be identified and tracked by updating the Incident Reporting Form.

All Incidents are discussed at fortnightly Senior Team meetings and if necessary decisions to escalate concerns further can be made here – the Incident Reporting Form must be updated by the relevant manager to track how concerns were escalated and the outcome of this.

25.0 Managing and resolving disputes over agency responses

If there is disagreement between YVC and social care or another agency as to the appropriateness of a safeguarding referral, always promptly discuss and agree what to do next with the DSO or in their absence with the CEO.

All staff and volunteers should clearly document a disagreement or dispute in the client record in Charity Log including how a safeguarding concern should be dealt with. Where a disputed referral is re-referred, in the belief that this is necessary, the re-referral should always be supported in writing, giving reasons.

26.0 Legal and Regulatory framework

- Safeguarding Vulnerable Groups Act 2006
- Children Act 2004
- Working Together to Safeguard Children 2023
- Mental Health Act 2007
- Mental Capacity Act 2005 and Code of Practice
- Human Rights Act 1998
- Safeguarding / Adult Safeguarding (Local Authorities own policies and procedures)
- The Equality Act 2010
- The Care Act 2014
- Counter-terrorism and Security Act 2015

27.0 Related Policies

This policy should be read in conjunction with the following policies:

- Whistle Blowing
- Social media
- Complaints
- Grievance & Disciplinary
- Confidentiality
- Equality & Diversity
- Non-Instructed Advocacy
-

28.0 Monitoring and review

We will monitor the effectiveness of this policy and the impact on all other relevant policies and practice. This review will happen when necessary and as a minimum every 2 years.

The Head of Operations Jenny Rohde is the owner of this policy document and must ensure that it is periodically reviewed according to the review requirements contained herein.

The latest version of this policy document dated 04/06/2025 is available to all employees of Your Voice Counts on Teams.

This policy document was approved by Your Voice Counts' Board of Directors and is issued by the Chief Executive Officer ("CEO") on a version-controlled basis.

Name of CEO: David Woolley

Date: 16/12/21

29.0 Further information

The Designated Safeguarding Officer (DSO) for Your Voice Counts is:

Jenny Rohde
 Head of Operations
 Tel: 0191 4786472
 Mobile: 07511 026407
 Email: jenny.rohde@yvc.org.uk

A Local Authority Designated Officer ([LADO](#)) should be involved in the management and oversight of allegations against people who work with or volunteers with children. For more information:

[6.6 Person / People in Positions of Trust \(PIPOT\) – Multi-Agency Practice Guidance – South Tyneside Safeguarding Adults Board APPP Resource](#)

Document information

Last updated:	24/07/2025
Review date:	03/06/2027
Document owner:	Jenny Rohde

Version control

Issue	Description of change	Approval	Date of issue
1	15.0 added "Let their manager know if they personally are involved in a safeguarding incident or issue" at request of Board	JR	17/02/2022
2	Changed contact details of DSO, changed references to One Drive file storage to Teams	JR	27/04/2023
3	4.0 CCGs changed to ICBs	JR	12/03/2024
4	4.0 removed section referring to LSCBs	JR	12/03/2024

5	6.0, 26.0 Working Together to Safeguard Children 2018 changed to 2023	JR	12/03/2024
6	29.0 updated details of DSO	JR	12/03/2024
7	7.0 added 'reportable' to FGM section, removed cuckooing	JR	12/03/2024
8	8.0 removed general signs of abuse to emphasise child-specific signs of abuse	JR	12/03/2024
9	21.0 removed reference to consent (not needed from child for referral)	JR	12/03/2024
10	Changed references to safeguarding 'alert' to 'referral'	JR	12/03/2024
11	23.0 Expanded to include links to online forms and more information about how each local authority takes referrals (i.e. form, phone call). Added Durham.	JR	09/04/2024
12	21.0 Added instruction to complete an incident report form	JR	04/06/2025
13	29.0 Included info about PIPOU/LADO	JR	24/07/2025
14	19.0 updated EDI section to include intersectionality, institutional bias and consideration of cultural needs	JR	01/10/2025