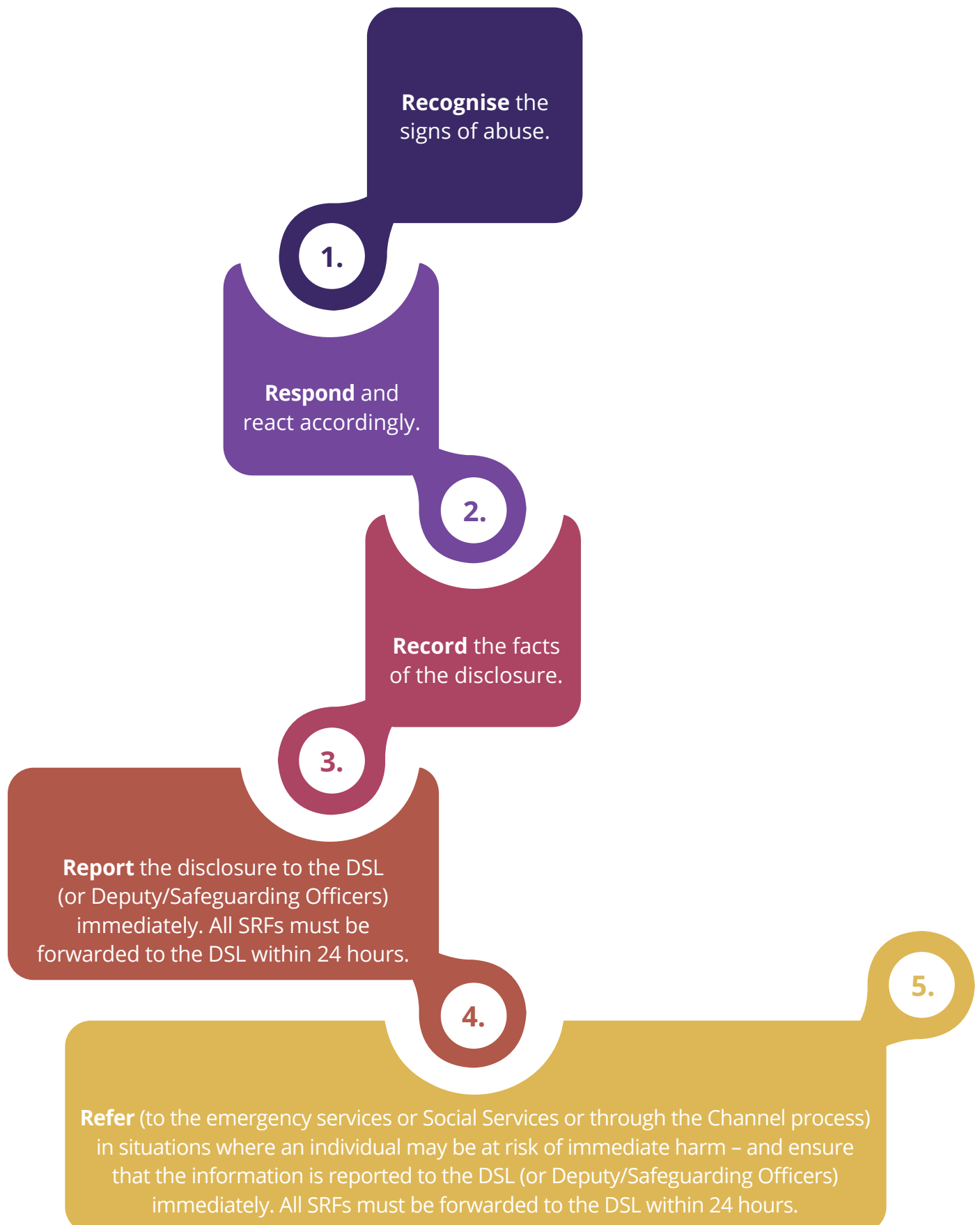


1. The Referral Process

The following '5R' process **MUST** be followed by all TSN staff:



4a. Recognise

Signs of abuse can be recognised as contrast to the individual's usual behaviour or observed from a change in their physical appearance as mentioned below:

- **Physical:** This could include lack of personal hygiene, self-harm, substance or drug abuse, noticeable signs of bruising or flinching when being touched, developed a speech disorder or learning difficulty that cannot be attributed to a physical or psychological cause
- **Behavioural:** This could include sudden changes in a person's character, lack of confidence, low self-esteem, withdrawn or being aggressive or angry for no reason, becoming anxious or tearful.

The information above is by no means exhaustive, and an individual may not wish to disclose something that they perceive as 'normal'.

4b. Respond

People are often reluctant to talk about abuse. Many perpetrators may tell people to keep the abuse a secret and threaten them with unpleasant consequences. Listed below are some ways as to respond to issues or concerns:

- Stay calm and listen carefully to what is being said
- Reassure the person that they have done the right thing by telling you, but not that everything will be okay; sometimes things get worse before they get better
- Find an appropriate early opportunity to explain that it is likely the information will need to be shared with others, but that this will be on a need-to-know basis
- Allow the person to continue at his/her own pace -asking questions for clarification only; try to use 'Tell me', 'Explain to me', 'Describe to me', and avoid 'leading' questions
- Explain what you will do next and with whom the information will be shared
- Do not delay in discussing your concerns with the appropriate staff.

If you feel that is anyone is at immediate risk, please take any reasonable steps **within your role** to protect any person from immediate harm, for example:

- Call an ambulance or a GP if someone needs medical attention
- Call the emergency services/police if a crime is taking place or has taken place
- Inform the DSL immediately
- Separate the alleged perpetrator and victim – but only if it is safe to do so.

Any violence perpetrated by a learner or member of staff (including employer staff) must be reported through TSN's Internal Notification Process.

If you are suspicious but no disclosure has taken place:

- Discuss your concerns with the DSL (or Deputy/Safeguarding Officers).

If a person approaches you to make allegations of inappropriate behaviour or misconduct against a member of staff:

- Contact your Line Manager and DSL (or Deputy/Safeguarding Officers)
- Follow the guidelines in the 'Managing Allegations Against Staff' policy
- Do not question the person making the allegation or investigate the matter yourself.

Information sharing

There may be some circumstances where the welfare or safety of an individual may take precedence over confidentiality.

When sharing information, remember:

- The Data Protection Act (2018) is not a barrier to sharing information
- Be open and honest
- Seek advice
- Share with informed consent where appropriate (There may be some circumstances where seeking consent including parental consent is not required)
- Consider safety and well-being
- Ensure that information sharing is appropriate and secure
- Keep a record.

4c. Record

A Safeguarding Reporting Form (SRF) MUST be completed.

Where an SRF is not readily available, please ensure that the following information is noted:

- Your details
- Name of those involved
- Date of incident(s)/disclosure/suspicion
- Details of incident(s)/disclosure/suspicion
- Background information
- Actions taken.

Whilst you can record observations, do not interpret or give opinion as this may bias the information provided and jeopardise any future investigation into the allegation.

The SRF should be kept securely and forwarded to your DSL (or Deputy/Safeguarding Officers).

4d. Report

Any issues or concerns, allegations or suspicions relating to safeguarding must be taken seriously and reported to the DSL (or Deputy/Safeguarding Officers).

4e. Refer

Where required, the DSL (or Deputy/Safeguarding Officers) will deal with the relevant referrals and liaising with the relevant external agency.

This will include the following:

- Any referrals to social services or through the Channel process
- Where there is disagreement between members of staff about the need to make a referral
- Concerns about a young person subject to a Child Protection Order should be relayed to the keyworker immediately.