



Ixion Group Staff Safeguarding Handbook: How to raise concerns



Introduction

This guidance booklet has been produced to help Ixion staff working directly with Children and Vulnerable Adults to understand how to raise concerns they may have about abuse, neglect or radicalisation. The handbook supplements the **Ixion Safeguarding Children and Vulnerable Adults Policy**.

Remember.....

It is the responsibility of **everyone** to recognise suspected or actual abuse or neglect and/or share concern by taking the appropriate action in line with procedures in this handbook.

Ignoring is not an option.

What is expected of me?

If you come across a situation where you think a person is at risk of abuse, neglect or radicalisation you must not ignore the information. Do not assume that others know what you know. You must tell so that others can help.

You have a duty of care to ensure the rights and needs of the person is your main consideration.

If at any time you feel that the person needs urgent medical assistance do call for an ambulance, or if you believe that the person is in immediate and serious risk of harm or that a crime has been committed call the Police.

If you see something that concerns you or you are given information that causes you to be concerned about a person then

- Keep calm – this will help the person
- Make sure that the person is safe
- Listen carefully to what is said
- Observe what you see around you, if possible
- Reassure and take care of the person

- Get help as soon as possible

Remember you will need to record everything that you saw, heard, did. **Record the facts of what happened.**

Disclosures: If someone opens up to you

- Stay Calm
- Ensure that any immediate needs are addressed
- Remember that this is an important conversation with someone and they will probably be more anxious than you. Keep conversations flowing by use of non verbal prompts, verbal prompts and echoing by repeating the last one or two words spoken
- Show empathy when listening
- Let them speak – do not interrupt
- Reassure the person e.g. tell them that they have done the right thing in speaking to you and that you believe them
- Become an active listener – concentrate, try to comprehend what it is they are saying, sustain the conversation by verbal and non verbal prompts and summarise
- Do not question except to clarify and ensure you understand what is being said
- Ascertain the wishes of the alleged victim/witness about what they would like to happen
- Do not make promises that you cannot keep
- Do not promise confidentiality, as you cannot keep information to yourself
- Explain that you need to pass this information on to your manager.

If it a matter that you must report, inform them that are duty bound to do so. People have the right to expect that information shared with a member of staff should be treated as confidential.

However, it should be made clear that where the staff member has a reason to be concerned for the welfare of a person and/or other they have to share the information with someone who is in a position to take action or responsibility.

The person should be told with whom the information will be shared (the designated safeguarding champion), and their views and wishes will be taken into account. Any views, wishes or concerns expressed by the person should be recorded and reported by the staff member. All concerns should be reported at the earliest possible opportunity.

Ensuring the safety of the person and any other people at risk is the primary responsibility of staff when they become aware of a serious incident

Preserving and recording evidence

In most circumstances when preserving evidence, you may not need to do anything except record the events that have given rise for concern. However, there may be occasions when it is important to follow certain rules.

- Ensure written records are kept in a safe place
- Make a written record of messages to ensure they are not lost, include the date and time and sign them
- In cases of physical or sexual assault encourage the person not to wash, bathe or shower where you think they might need a medical examination
- Don't tidy up, wash clothes, bedding or other items
- Try and ensure that others around do not interfere with any items that maybe important for the Police

It is important that you write down why you are concerned about a person as simply and clearly as you can, and as soon as you can after the event. All original notes must be maintained.

- It is important that your records all relevant information including what you saw, what you heard, and why you acted as you did.
- Sign and date your records and make sure they are kept in a safe place (i.e. a locked draw or filing cabinet).
- Record any physical signs of injury, make sure you sign and date it.
- Write down what is said to you, who said it including their relationship to the person or role and how they can be contacted if appropriate. Include any questions you have asked, make sure you sign and date it.
- Include any details about what the person wants to be done at this stage.

Completing the Alert Form and sharing with Safeguarding Champion

Where abuse is **suspected but not disclosed** by the alleged victim, the member of staff with the concern should complete the Safeguarding Alert Form with their observations and the facts behind their concern e.g. inappropriate behaviour between a member of staff and customer, bruises or suspicious marks on a child.

In some cases it may become apparent that adults with whom we work who are not considered 'vulnerable' in the legal definition, are potentially subject to abuse. The procedures below should be followed to the extent that they are relevant.

When a member of staff **receives a disclosure**, they must immediately report this to their local Safeguarding Champion (SC) by telephone and in all cases within one hour.

The Safeguarding or Prevent Alert Form must be fully completed (ideally the same working day) and where possible handed to the Safeguarding Champion. Where this is not possible it should be securely emailed using Egress (applied as standard to all Ixion Outlook mail accounts) and assigned password protection* to the Word version of the Alert Form. Remember to e-mail your

Safeguarding Champion a separate message to inform them of the password for the Alert Form. Due to the sensitive nature of the information it is essential that the report is transferred securely and does not get picked up by anyone other than the intended recipient.

Once the report has been made, the responsibility will lie with the Safeguarding Champion to take appropriate action. Where the Safeguarding Champion is unavailable staff should report directly to the Designated Safeguarding Manager (DSM). If neither is available they should contact the Group Finance & Corporate Services Director or Head of Service HR for advice.

**How to make a Word Document Password Protected*

Once you have completed the word document

Click 'File', then select 'Protect Document' then 'Encrypt with a Password'

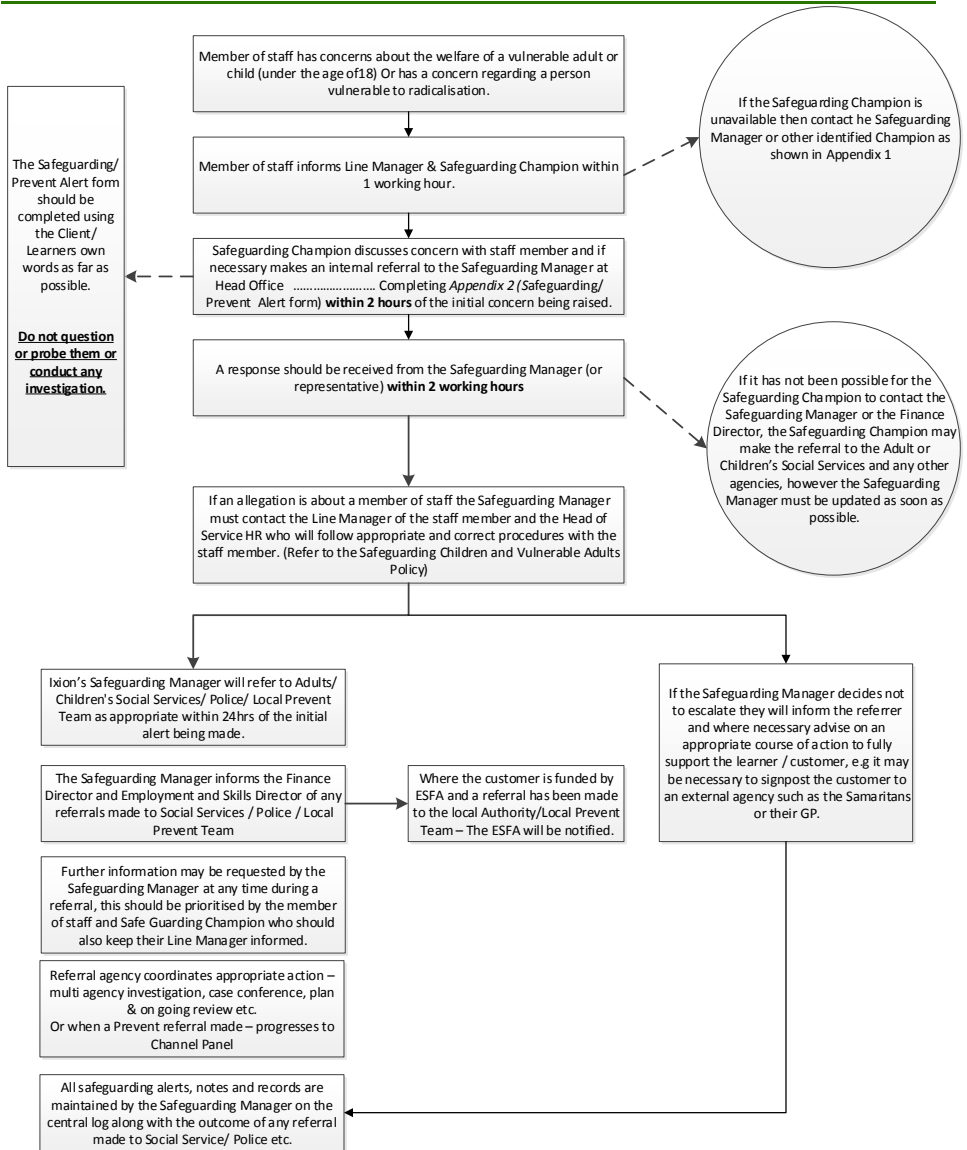
You will then see a pop up window asking you to assign a password, which you will be asked to enter twice.

Your document will now be password protected and cannot be opened without the user entering the password.

Your own personal health and wellbeing

Whilst you may be called to deal with a Safeguarding issue during your role with Ixion, we wish to also safeguard you as a member of our staff as we fully appreciate that some more serious cases may impact on your own mental health and wellbeing. If you feel that any situation is affecting you please do not hesitate to contact the Head of Service for HR who will be able to advise and support you.

Reporting Overview



Designated Safeguarding Staff

	Name	Email Address	Tel. Number
Designated Safeguarding Manager – Head of Group Subcontracting	Jo Sears	Jo.sears@ixionholdings.com	07803 624924
Deputy Safeguarding Manager –Skills: Head of Teaching & Learning	Alison Whatsize	Alison.whatsize@ixionholdings.com	07850 775033
Group Finance & Corporate Services Director	Rachael White	Rachael.white@ixionholdings.com	07816 370152
Head of HR	Janet Young	Janet.young@ixionholdings.com	07919 477543
Chief Operating Officer	Jacqueline Oughton	Jacqueline.oughton@ixionholdings.com	07803 624926
Safeguarding Champions			
Skills - IQAs (AEB, Apps and Tships)	Michelle Wilsdon	Michelle.wilsdon@ixionholdings.com	07891 677893
Skills - IQAs (AEB, Apps and Tships)	Mandi Scopes	Mandi.scopes@ixionholdings.com	07815 709238
Skills - Head of Quality	Louise Pollard	Louise.pollard@ixionholdings.com	07702 867345
Skills - Head of Skills – Classroom/Traineeships	Lucy Wynne	Lucy.wynne@ixionholdings.com	07850775032
Skills - North East (Quality/ Skills Support/ ESF YNER)	Emma Addison	Emma.addison@ixionholdings.com	07908 134066
Skills -Direct Delivery & Supply Chain	Ian Freestone	Ian.freestone@ixionholdings.com	07837320039
Skills - Skills Supply Chain - Loans/ Apps/T-ships	Paul Willis	paul.willis@ixionholdings.com	07837 307951

SAFEGUARDING – STAFF HANDBOOK

HR	Ruth Pearce – HR	Ruth.Pearce@ixionholdings.com	07850 771751
NOMs - West Midlands	VACANCY		
NOMs -South East	Amy Pettifer	Amy.pettifer@ixionholdings.com	07534 801028
Europe & Innovation	Peter Frederick	Peter.frederick@ixionholdings.com	07736 274246
Employability – London Bridge	Beth Kuria	Beth.Kuria@ixionholdings.com	0203 096 2947
Employability - Hounslow	Beth Kuria	Beth.Kuria@ixionholdings.com	0203 096 2947
NEA- Assistant Director CPA 4 & 6	Greg Tello	Greg.tello@ixionholdings.com	07850 775038
NEA – CPA 5	Zaheer Lodhi	Zaheer.Lodhi@ixionholdings.com	07850 774663
NEA -Head of Volunteer Mentors	James Thompson	James.thompson@ixionholdings.com	07525 592272
Connecting Choices - Stoke	Wendy Hallez	Wendy.hallez@ixionholdings.com	07523 518441

In some cases, it may be appropriate to offer advice and guidance to the person whose general welfare is of concern to you but is not at immediate risk of harm or abuse. This may involve signposting to other specialist organisations that will be able to offer specific telephone support or information through their websites. This list is not exhaustive and listed are a number of suggested routes for support organisations that individuals may be referred to. Where referrals are made or you signpost a customer to another organisation, please ensure that you record this on their central file/case notes, so that we can follow up with the customer's welfare going forward.

A to Z Contact and Support Organisations

Local Safeguarding Children and Adults Boards (see Local Safeguarding Boards websites)

Abortion

British Pregnancy Advisory Service

Phone: 03457 304030

Website Address: www.bpas.org.uk

Marie Stopes

Phone: 0345 300 8090

Website Address: www.mariestopes.org.uk

Addiction

UK Narcotics Anonymous

Phone: 0300 999 1212

Website Address: www.ukna.org

Age Concern

Age UK

0800 678 1174

Website Address: www.ageuk.org.uk

Alcohol

Alcoholics Anonymous

Phone: 0800 9177 650

Website Address: www.alcoholics-anonymous.org.uk

Turning Point

Phone: 0207 481 7600

Website Address: www.turning-point.co.uk

Alcohol Concern

Phone: 0300 123 1110

Website Address: www.alcoholconcern.org.uk

AL-Anon Family Groups

Phone: 0207 403 0888

Website Address: www.al-anonuk.org.uk

Anger Management

Anger Management Resource

Website: www.angermanagementresource.com

Antenatal

Ante-Natal Results and Choices

Phone: 0845 077 2290

Website Address: www.arc-uk.org

Bereavement

Carers UK

Phone: 020 7378 4999

Website Address: www.carersuk.org

Cruse Bereavement Care National Helpline

Phone: 0844 477 9400

Website Address: www.crusebereavementcare.org.uk

Stillbirth and Neonatal Death Charity

Phone: 0808 164 3332

Website Address: www.sands.org.uk

Birth Control

Brook Advisory Centres Helpline

Phone: 0808 802 1234

Website Address: www.brook.org.uk

Family Planning Association Helpline

Phone: 0845 122 8690

Breastfeeding

ABM

Phone: 0300 330 5453

Website Address: www.abm.me.uk

Cancer

Cancer Relief Macmillan Fund Helpline

Phone: 0808 808 0000

Website Address: www.macmillan.org.uk

Cancer Research

Phone: 0808 800 4040

Website Address: www.cancerresearch.org.uk

Child Protection

NSPCC

Phone: 0800 800 5000

Website Address: www.nspcc.org.uk

Childline

Phone: 0800 1111

Website Address: www.childline.org.uk

Citizens Advice Bureau

Website Address: www.citizensadvice.org.uk

Counselling

British Association of Counselling

Website Address: www.bcap.co.uk

Relate

Phone: 0300 100 1234

Website Address: www.relate.org.uk

Crime Victims

Victim Support Line

Phone: 08 09 16 89 111

Website Address: www.victimsupport.org.uk

NACRO

Phone: 0300 123 1889

Website Address: www.nacro.org.uk

Debt Advice

National Debt Line

Phone: 0808 808 4000

Website Address: www.nationaldebtline.co.uk

Diabetes

Diabetic UK

Phone: 0345 123 2399

Website Address: www.diabetes.org.uk

Disability Organisations

Employers Forum on Disability

Phone: 0207 403 3020

Website Address: www.efd.org.uk

Down's Syndrome Association

Phone: 0333 1212 300

Website Address: www.downs-syndrome.org.uk

Royal National Institute for the Blind (RNIB)

Phone: 0303 123 9999

Website Address: www.rnib.org.uk

The Equality & Human Rights Commission

Phone: 0808 800 0082

Website Address: www.equalityhumanrights.com

Disability Now

Website Address: www.disabilitynow.org.uk

The National Autistic Society

Phone: 0808 800 4104

Website Address: www.nas.org.uk

The British Dyslexia Association

Phone: 0333 405 4555

Website Address: www.bdadyslexia.org.uk

Drugs

ADFAM

Phone: 020 3817 9410

Website Address: www.adfam.org.uk

Families Anonymous

Phone: 0845 1200 660

Website Address: www.famanon.org.uk

UK Narcotics Anonymous

Phone: 0300 999 1212

Website Address: www.ukna.org

Domestic Violence

Refuge

Phone: 0808 2000 247

Website Address: www.refuge.org.uk

Epilepsy

Epilepsy Action

Phone: 0808 800 5050

Website Address: www.epilepsy.org.uk

The National Society for Epilepsy

Phone: 01494 601 400

Website Address: www.epilepsysociety.org.uk

Family & Single Parents

Gingerbread

Phone: 0808 802 0925

Website Address: www.gingerbread.org.uk

Gambling

Gamblers Anonymous

Website Address: www.gamblersanonymous.org.uk

Hearing Impairment

British Deaf Association (BDA)

Phone: 0207 697 4140

Textphone: 02476 550393

Website Address: www.bda.org.uk

The Royal National Institute for Deaf People

Helpline: 0808 808 0123

Text phone: 0808 808 9000

Website Address: www.rnid.org.uk

Homelessness

Shelterline

Phone: 0808 800 4444

Website Address: www.shelter.org.uk

Salvation Army

Phone: 0207 367 4500

Website Address: www.salvationarmy.org.uk

Mental Health

The Mental Health Foundation

Phone: 0207 803 1101

Website Address: www.mentalhealth.org.uk

Mind

Phone: 0300 123 3393

Website Address: www.mind.org.uk

Rethink

Phone: 0300 5000 927

Website Address: www.rethink.org.uk

Heads Together

Website Address: www.headstogether.org.uk

The Mix (for young people under 25)

Phone :0808 808 4994

Website Address: www.themix.org.uk

Young Minds (for Parents)

Phone: 0808 802 5544

Website Address: www.youngminds.org.uk

CALM (for Men – preventing male suicide)

Phone: 0800 58 58 58

Website Address: www.thecalmzone.net

Help for Heroes Hidden Wounds (for Veterans and Family members)

Phone: 0808 2020 144

Combat Stress

Phone: 0800 138 1619

Samaritans 24 hour Emergency Line

Phone: 0845 909090

Website Address: www.samaritans.org.uk

Missing Persons

National Missing Persons Helpline

Phone: 116 000

Website Address: www.missingpeople.org.uk

The Salvation Army Family Tracing

Phone: 0845 624 4747

Website Address: www.salvationarmy.org.uk/familytracing

Radicalisation & Extremism

Phone: Local Police Prevent Team (available on local Police websites)

Phone: National anti-terrorist reporting line on 0800 789 321

Website Address: <https://www.gov.uk/terrorism-national-emergency/reporting-suspected-terrorism>

'*Let's talk about it*' is a website aimed at informing the public about the issues, and about sources of support and help. <http://www.ltai.info/>

Rape & Sexual Abuse

Rape Crisis Centre

Phone: 0808 802 9999

Website Address: www.rapecrisis.org.uk

Volunteering

Do-It

Website address: www.do-it.org

SOVA

Phone: 0207 7833 6733

Website Address: www.sova.org.uk

Womens Aid

Phone: 0208 679 8848

Website Address: www.womensaid.org.uk

Young People

The Princes Trust

Phone: 0800 842 842

Website Address: www.princes-trust.org.uk