

## Safeguarding Procedure

DOCUMENT CONTROL	
<b>(Policy) author:</b>	Emma Bailey, Head of Housing and Homelessness
<b>(Policy) owner:</b>	Emma Bailey, Head of Housing and Homelessness
<b>Effective date from:</b>	19.06.2026
<b>Approved by:</b>	Customer Experience Committee
<b>Date approved:</b>	9.6.2026
<b>Review cycle:</b>	3 Yearly reviews required
<b>Next review start date:</b>	01.03.2029
<b>This policy applies to:</b>	All
<b>Method of delivery:</b>	Email updates to all staff

### Version Control

Date	Author	Version	Reason for Change
Sept 2024	Athena Programme	1	Introduction of Policy and Procedure following comprehensive review of internal practice
Mar 2026	Emma Bailey	2	Move to Standard Template and Updates where required
June 2026	Emma Bailey	3	Tweaks following feedback from CEC 9.6.26

### Summary of Changes

Section	Change
Table 6	Changed review period from 1 year to 3 yearly
10	Removal of reference from Board from operational roles – Board mentioned in Policy
11	Added in around use of DBS in decision making at initial employment and by review
	Related Policy – changed Confidentiality to GDPR

### Consultations

Consulted with	Version	Date
Customer Experience Committee	2	June 2026
Staff Consultation	2	May 2026

Customers	n/a	n/a
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## **1. Purpose**

- 1.1 The purpose of this procedure is to aid our staff to respond to suspicions or disclosures of harm as effectively and quickly as possible.
- 1.2 Where there are any concerns that someone is being harmed or may be at risk of harm we have a duty to report it.
- 1.3 The safety of the individual at risk must be the most important consideration. Any allegations or concerns must be treated seriously, and the reporting procedure carefully followed.

## **2. Policy owner**

- 2.1 Policy is owned and reviewed by the Head of Housing and Homelessness.

## **3. Context**

- 3.1 The Care Act 2014 places a duty on local authorities to co-operate with a range of organisations including 'registered providers of social housing' in the exercise of their functions which includes safeguarding.
- 3.2 The Social Care Institute for Excellence (SCIE) emphasises that Housing staff are well placed to identify people with care and support needs, safeguarding and people at risk of abuse, share information and work with social care, health, local authorities, partnership agencies and the Police.
- 3.3 This policy is for all safeguarding partners and housing staff's key role in keeping people safe.
- 3.4 This procedure has been developed with due regard to current legislation, statutory guidance and other good practice guidance.
- 3.5 This is intended to be read in conjunction with the Safeguarding Policy

## **4. Exceptions/Exclusions**

- 4.1 There are no exceptions

## **5. Definitions**

- 5.1 Designated Safeguarding Lead is a senior member of staff within Brighter Futures responsible for safeguarding within a organization, ensuring the safety and well-being of children and vulnerable adults.
- 5.2 Deputy Designated Safeguarding Leads are senior member of staff within Brighter Futures responsible for ensuring operational compliance with Safeguarding Policy and Procedure. They are tasked with providing advise/ guidance, auditing for compliance and preparing key performance data.

5.3 Operational Delivery Group comprises all our Team Leaders across Housing and Commissioned Services. They are tasked with ensuring that their front line staff are assessing and referring where appropriate and that record keeping and time closures are proposed for consideration by DSL/DDSL

5.4 Safeguarding Practice Reviews (formerly Serious Case Reviews) are structured evaluations of serious safeguarding incidents aimed at improving professional practice and preventing future harm.

5.5 Local Authority are the local governing bodies known locally as ‘councils’ who have the statutory duty to investigate and safeguard their constituents. This is usually via teams known as Adult Social Care and Children’s Social Care.

**6. Senior Roles within Brighter Futures**

6.1

Safeguarding Operational Groups			
Name	Role	Email	Telephone
Emma Bailey	Head of Housing and DSL	<a href="mailto:Emma.bailey@brighter-futures.org.uk">Emma.bailey@brighter-futures.org.uk</a>	07384828825
Toby Langton	Customer Experience Lead and DDSL	<a href="mailto:Toby.Langton@brighter-futures.org.uk">Toby.Langton@brighter-futures.org.uk</a>	07879423941
TBC	Housing Services Lead and DDSL		

**6.2 Housing Services**

**SAFEGUARDING LEAD\***  
Head of Housing  
Emma Bailey

**Key Duties:** Strategic oversight, compliance with Policy/ Regulations, Data review and reporting to CEC, liaison for partners for any statutory or criminal investigations, responsibility for ensuring policy and procedures are fit for purpose

*Safeguarding Operational Group\**

**DEPUTY SAFEGUARDING LEAD\***  
CUSTOMER EXPERIENCE LEAD and HOUSING SERVICES LEAD  
Toby Langton and TBC

**Key Duties:** Service oversight/Auditing of cases, Data reporting, Implementation of policy and procedure, hearing of disciplinary action against staff, SPOC for partner info requests such as the Domestic Homicide Requests, communication of safeguarding messages, support delivery of training, work with operational delivery group to ensure policy and procedures followed a may include ad hoc case reviews

**OPERATIONAL DELIVERY GROUP**  
ASB and Risk Reduction Team Leader, SOT Pathway Team Leader, NUL Pathway Team Leader  
Communities and Tenancy Team Leader  
TBC

**Key Duties:** Operational oversight/Auditing of cases, review and submit closure requests, resolution of operational blockages with partners, undertake case reviews, completion of serious case report data, initial investigations against staff for safeguarding allegations, MDT/MARAC attendees, work with front line staff to ensure referrals are made and cases managed

**Referrers and Case Management**  
Duty Team and ACT workers (Referrals only) - Housing Sustainment Workers (both)

**Key Duties:** managing customers, clear customer comms, safeguarding referrals (accurately and timely), attending MDTs/case reviews, liaising with operational safeguarding practitioners, case management

## 6.3 Commissioned Services

### **SAFEGUARDING LEAD\***

Head of Housing  
Emma Bailey

**Key Duties:** Strategic oversight, compliance with Policy/ Regulations, Data review and reporting to CEC, liaison for partners for any statutory or criminal investigations, responsibility for ensuring policy and procedures are fit for purpose

*Safeguarding Operational Group\**

### **DEPUTY SAFEGUARDING LEAD\***

CUSTOMER EXPERIENCE LEAD and HOUSING SERVICES LEAD  
Toby Langton and TBC

**Key Duties:** Service oversight/Auditing of cases, Data reporting, Implementation of policy and procedure, hearing of disciplinary action against staff, SPOC for partner info requests such as the Domestic Homicide Requests, communication of safeguarding messages, support delivery of training, work with operational delivery group to ensure policy and procedures followed a may include ad hoc case reviews

### **OPERATIONAL DELIVERY GROUP**

RST and Outreach Manager, Hanley Connect Team Leader, Orchid Women's Team Leader, RST Team Leader  
Assertive Caseworker Team Leader

**Key Duties:** Operational oversight/Auditing of cases, review and submit closure requests, resolution of operational blockages with partners, undertake case reviews, completion of serious case report data, initial investigations against staff for safeguarding allegations, MDT/MARAC attendees, work with front line staff to ensure referrals are made and cases managed

### **Referrers and Case Management**

ACT worker (Women's) - RST Navigators, Enablement Workers, Support Navigators and Complex Needs Workers

**Key Duties:** managing customers, clear customer comms, safeguarding referrals (accurately and timely), attending MDTs/case reviews, liaising with operational safeguarding practitioners, case management

## **7. Safeguarding and Confidentiality**

7.1 Where actual (or potential) abuse is either identified or suspected, disclosing abuse must override any duties of maintaining confidentiality.

7.2 Findings from Safeguarding Practice Reviews (formerly Serious Case Reviews) frequently recognise the lack of information sharing to be a main contributory factor.

7.3 Many Safeguarding Practice Reviews consider that had staff acted upon their concerns or sought more information, death or serious harm may have been prevented.

7.4 The Brighter Futures Confidentiality Policy provides further direction to ensure the right people receive the right information at the right time.

## **8. 4 Stages of Investigation**

8.1 There are 4 Stages of Case investigation this section will now explain the expectation of each section.

### **Stage 1: Understand the process and take incident details**

8.2 See toolkit for How to Guidance including:

- How to Respond to a Safeguarding Disclosure – Guidance sheet
- Managing an initial Safeguarding Risk flow chart
- How to take a disclosure flowchart
- What to do if you witness a safeguarding incident

8.3 This stage could be completed by any staff member and therefore all Services Leads/ Manager and Team Leader should ensure that their staff are aware of these guidance documents in case a disclosure is made or incident witnessed.

8.4 All staff should be reminded that **if it's an emergency, dial 999!**

An emergency is where there is an immediate risk to the life of a child or adult or a likelihood of serious immediate harm; action must be taken to secure the safety of that individual.

### **Stage 2: External Referral**

8.5 All concerns or incidents witnessed by staff should be reported to the Duty Housing Sustainment Worker or escalated to a Team Leader with immediate effect.

8.6 A referral form will be completed by the Housing Sustainment Worker in the first instance and checked before submitting by a Team Leader this referral can be completed online or over the phone with the Local Authority

Adult Safeguarding:

8.7 A safeguarding concern may be raised by anyone, including service users and informal carers when they believe that an adult:

- has needs for care and support (whether or not the Local Authority is meeting any of those needs) and;
- is experiencing, or at risk of abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

8.8 You MUST report your concerns to your DSL as soon as possible to safeguard the individual. Record information on the internal safeguarding form (Appendix 1), these must be accurate, concise, factual, legible, signed and dated.

Local Authority	Form/ Online Link	Telephone
Newcastle-Under-Lyme	N/A	0345 604 2719 8am - 5pm Monday- Thursday 8am – 4pm Friday 0845 604 2886 (OOH)
Staffordshire Moorlands	N/A	0345 604 2719 8.30am – 5pm Monday – Thursday 8.30am – 4.30pm Fridays 0345 604 2886 (OOH)
Stoke-On-Trent	<a href="#">Professional Safeguarding referral</a>	0800 561 0015
Walsall	<a href="#">Adult Safeguarding Referral Form (Professional)</a>	0300 555 2922

### Child Safeguarding

8.8 A safeguarding concern may be raised by anyone, including service users and informal carers when they believe that:

- the child requires immediate protection and urgent action is required
- there is reasonable cause to suspect that the child is suffering or likely to suffer significant harm

8.9 You MUST report your concerns to your DSL as soon as possible to safeguard the individual. Record information on the internal safeguarding form (Appendix 1), these must be accurate, concise, factual, legible, signed and dated.

Local Authority	Form/ Online Link	Telephone
Newcastle-Under-Lyme	<a href="#">Report a concern (child safeguarding)   Staffordshire County Council</a>	0800 1313 126 8am - 5pm Monday- Thursday 8am – 4pm Friday 0845 604 2886 (OOH)
Staffordshire Moorlands	<a href="#">Report a Concern or Request Support for a Child</a>	0800 131 3126 8.30am – 5pm Monday – Thursday 8.30am – 4.30pm Fridays 0345 604 2886 (OOH)
Stoke-On-Trent	<a href="#">Children's referral form</a>	01782 235100 8.30am – 5pm Monday – Thursday 8.30am – 4.30pm Fridays 01782 234234 (OOH)
Walsall	<a href="#">Walsall Safeguarding Partnership - Electronic Multi-Agency Referral Form (eMARF)</a>	300 2866

8.10 Once submitted the referral form will be followed with a call to the duty social worker and the following questions will be asked:

- Who will be reviewing the referral (if there is already an allocated social worker then obtain

their details)

- What is the time scale for a review
- If there is already an open case for investigation then please ensure you ask under what category, flag any escalating concerns and ensure your details are logged to be invited to the next conference or multi-agency meeting

### **Stage 3: Internal Case Management**

- 8.11 Open Database and search the subjects name – if there is already a Safeguarding Case open – please update it
- 8.12 If the subject is not listed, then please open a case and ensure all necessary fields are updated
- 8.13 Once the case has been opened, please ensure that the Internal Safeguarding log is completed; a copy should be saved on the case file and sent to [safeguarding@brighter-futures.org.uk](mailto:safeguarding@brighter-futures.org.uk) and copy in your line manager.
- 8.14 Please note if the referral has been made Out of Hours by Duty Staff or Managers then they should send to their Team Leader in the first instance who will ensure that the relevant HSW is tasked with creating the case/ reviewing the form/ following up the referral and submitting to [safeguarding@brighter-futures.org.uk](mailto:safeguarding@brighter-futures.org.uk)
- 8.15 All pertinent case updates, records of additional referrals/ conferences or MDTs should be recorded on the case in the database whilst the issue or risk remains. It is imperative that accurate chronologies of safeguarding tasks/actions/ updates are recorded in case the information needs to be relied upon in the future.
- 8.16 Housing Sustainment Workers are expected to discuss **every** live Safeguarding case in their caseload during 121s.
- 8.17 Team Leaders are to provide operational direction for their Housing Sustainment Workers; they will discuss trends with other team leaders and escalate to DDSL/DSL where required.
- 8.18 Safeguarding cases and details can be triggering to those involved; team leaders will keep an eye on their Housing Sustainment Workers' ability to manage Safeguarding concerns/cases. This may mean reviewing caseloads or reallocating cases if their staff are struggling for whatever reason.
- 8.19 This case is to remain open until the safeguarding risk has been addressed or the risk has been minimized
- 8.20 Should the Housing Sustainment Worker wish to recommend case closure, this should be discussed with the relevant Team Leader. If the Team Leader agrees, then the Closure Request form (Appendix 2) will be completed and submitted to the DDSL for review and approval.

### **Stage 4: Auditing and Case Closure**

- 8.21 The DSL and DDSL have four areas of responsibility;
- The first as previously discussed is to advise and guide staff.
  - The second is to periodically audit cases to ensure that the relevant paperwork is saved, and that cases make sense with all key fields completed. This work will also contribute to the development of Safeguarding KPIs that are presented to the Customer Experience Committee and onward to Board where required.
  - The third is to review closure requests and either provide operational direction or to approve for closure
  - The fourth is to discuss safeguarding trends with team leaders and tackle any operational delivery issues with their operational delivery counterparts in the relevant Local Authorities.

## **9. Problem Solving with Statutory Agencies**

9.1 Brighter Futures believe in empowering our staff at all levels to have productive and effective conversations with our partners, however these conversations should be targeted to the right levels and escalated within Brighter Futures for effective resolutions to be identified and implemented.

9.2 For example, Housing Sustainment can resolve customer/ front line delivery issues with their allocated Social Workers.

9.3 Whereas fundamental process failure issues are best escalated to DSL/DDSLs to discuss with Service Leads within the Local Authority.

## **10. Safeguarding and Human Resources/Recruitment**

### 10.1 Recruitment:

- Be responsible for the effective recruitment of employees in line with safer recruitment guidelines.
- Ensuring that the appropriate checks are completed for each employee relevant to their job; this includes completion of DBS (Disclosure and Barring Service) checks/ consultation with our insurers and review of any concerns inline with job descriptions and risk assessments
- All staff will be expected to fully engage in DBS reviews periodically during their employ.
- All staff are expected to disclose any offences they have been found guilty of during their employ and between the DBS review periods so that appropriate checks can be made.

### 10.2 Investigations:

- On occasions, allegations of abuse by staff may be made. All staff have a duty to report suspected abuse or neglect. All safeguarding allegations against staff should be treated in the same manner as all safeguarding allegations.
- All such concerns against staff should be reported to the DSL or deputy immediately
- If the allegation concerns the DSL or DDSL, you should report immediately to Director of Operations, and likewise if the allegation is about the Director of Operations, then you must report to your DSL or CEO. If either are not available or the allegation is about more than one of the roles specified, then you should report to a member of the ELT.

10.3 Alongside the DSL wherever appropriate, liaise with the Local Authority Designated Officer (LADO) where there are concerns around the conduct of staff, where the behaviour could pose a risk to the health and wellbeing of adults at risk or a child.

- The HR department will be consulted on all safeguarding concerns which involve Brighter Futures staff.
- During the investigation of alleged abuse by a staff member HR will keep the person who is the subject of the allegation informed of the progress of the case and arrange to provide appropriate support from an impartial member of the management team while the case is on-going.
- When a staff member is suspended during investigation HR will keep the individual informed about developments in the workplace.
- If an individual submits their resignation either before or during an investigation HR will ensure the allegation is followed up, including reporting the individual to relevant bodies such as the Disclosure and Barring Service.
- HR will support efforts to reach a conclusion in all cases of allegations where the person concerned refuses to cooperate with the process; this includes any disciplinary action.

- Brighter Futures will not engage in any form of ‘settlement agreement’ if the person subject to a safeguarding investigation resigns or is dismissed as a result of the safeguarding issues or concerns.
- See Risk Flow Chart: Staff Incident

#### 10.4 Third Party Contractors:

- To ensure systems in place to check credentials of external providers and check their practices will not put our customers at risk of harm.
- Monitoring and reviews will be carried out at least annually as part of the service review process by the Head of Assets and Compliance.

### **11. Record Keeping**

11.1 It is Brighter Futures intention to move all cases into our Electronic Housing Management System by 29<sup>th</sup> June 2026.

11.2 This will remove the need to have cases managed on a spreadsheet log and avoid errors or lack of transparency that comes with attempting to case manage on a spreadsheet.

11.3 There may be need for the DSL/DDSL to keep a Audit Log/ Closure Log which will keep summary information on cases as a record of review and directions; this log will be kept in a restricted area and the document password protected.

### **12. Legislative and Regulatory Requirements**

- Human Rights Act 1998
- Mental Capacity Act 2005
- The Children’s Act 1989 and 2004
- United Nations Convention on the Rights of a Child (UNCRC)
- Safeguarding Vulnerable Groups Act 2006
- Equality Act 2010
- Care Act 2014 and the Care Act Statutory Guidance 2014
- Counter Terrorism and Security Act 2015 and Prevent Duty Guidance 2023
- Data Protection Act 2018 and General Data Protection Regulation 2018
- Working Together to Safeguard Children 2023
- Social Housing Regulation Act 2023 (coming into force 2024)
- Information Sharing Advice for Safeguarding Practitioners 2024
- The Prevent Duty 2015 (revised 2016)
- Information sharing: advice for practitioners providing safeguarding services 2024
- Terrorism Act 2006
- What to do if you’re worried a child is being abused: advice for practitioners 2015

### **13. Related policies, procedures and documents**

<b>Policies</b>	Safeguarding Policy Domestic Abuse Policy Anti-Social Behaviour Policy Data Protection Policy Data Retention Policy
<b>Procedures</b>	Anti-Social Behaviour Procedure
<b>Forms / Guidelines</b>	Staff Handbook/ Code of Conduct (Staff) How to Respond to a Safeguarding Disclosure – Guidance sheet

	Managing an initial Safeguarding Risk flow chart How to take a disclosure flowchart What to do if you witness a safeguarding incident Information Sharing Protocol  <a href="#">Safeguarding Form - Internal Only v1 (1).docx</a>
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#### **14. Other useful documents/websites**

#### **X.X Subheading**

#### **15. Monitoring and review**

15.1 This Procedure (alongside the Safeguarding Policy) will be reviewed yearly or in line with any local or national regulatory or legislative change.

15.2 Any changes to Policy or Procedure will be drafted and recommendation presented to Customer Experience Committee for review and sign off.

## Appendix 1

### Internal Safeguarding Log

This log is to be used to record all safeguarding referrals made by Brighter Futures employees.

**You must speak to a DSL regarding this safeguarding concern, before sending the form to**

- [safeguarding@brighter-futures.org.uk](mailto:safeguarding@brighter-futures.org.uk).
- [You are also required to ensure that the relevant manager is notified and briefed.](#)

*(Completing and submitting this form does not constitute management of immediate risks)*

Details of person completing this form			
Name:		Scheme:	
Job title:		Date/time of call to DSL	
Phone number:		Date/time of completing referral form:	
Details of the adult or child at risk			
Name:		Date of Birth:	
Telephone:		Age:	
Gender:		If unborn, state length of pregnancy if known:	
Ethnicity and first language:			
Any disability?			
Is an interpreter/signer required?			
Address:			
Primary parent/carer (if relevant) - name, relationship, contact details			
Significant others e.g. other parent/carers – name, relationship, contact			
What is the adult/child's primary reason for needing care and support?			
Any other details about the adult/child at risk:			
Views, wishes and desired outcomes of the adult/representative:			
Details of the person alleged to have caused harm <i>(where relevant)</i>			
Name:		Date of Birth:	
Phone number:		Ethnicity:	

Address:	Relationship to adult/child at risk:
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If the alleged abuser is a staff or volunteer provide details (*include employer, job role, work address*):

### Description of the alleged incident/harm

Please give a detailed description of the incident (including times), all people involved, witnesses and any other comments you feel are relevant. Use verbatim where possible, and if you include opinions or hearsay please state.

Category of abuse	Please tick ✓ or cross ☒ all that apply				
Physical		Sexual		Psychological/emotional	
Financial/material		Neglect/omission		Discriminatory	
Organisation/institutional		Self-neglect		Domestic abuse/violence	
Modern slavery		Radicalisation/extremism		Other	
If other, please specify:					

	UNKNOWN	YES	NO
<p style="text-align: right;">Please tick ✓ or cross ☒</p> <b>Is the adult/child at risk of further abuse/neglect?</b>			
<b>What has been done to ensure the immediate safety of the adult/child at risk and others?</b> <i>(Completing and submitting this form does not constitute management of immediate risks)</i>			

	YES	NO
<p style="text-align: right;">Please tick ✓ or cross ☒</p> <b>Were the police or any other emergency service called?</b>		
<b>Please provide details such as the outcome of the police action (if known) and police log number:</b>		

	UNKNOWN	YES
<p style="text-align: right;">Please tick ✓ or cross ☒</p> <b>Are you aware of any risks to others (other adults, children)?</b>		
<b>Please provide details (also include who this information has been shared with – e.g., Police, Children’s social service, Adult social services, etc.). If there are risks to children (including an unborn child) you must notify Children’s Social Services.</b>		

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Involvement of the parents/ carers and the child:			
Please tick ✓ or cross ☒		YES	NO
Is the child aware of the referral?			
If no, please confirm why.			
Please tick ✓ or cross ☒		YES	NO
Is the parent/carer aware of the referral?			
If no, please confirm why.			
Details of the child's primary parent/carer (name, relationship to child, contact details and DOB if known):			
Details of other parents/carers/significant others:			

Involvement of the adult(s) at risk				
Please tick ✓ or cross ☒		YES	NO	
Has the adult at risk given consent for the safeguarding referral?				
If no, please confirm why you have not sought consent or are overriding consent				
Please tick ✓ or cross ☒				
Public interest (risks to others)		Risk of serious harm		Suspected serious crime
Adult at risk lacks mental capacity to provide consent (best interest decision made)		Ability to consent is affected by threatening or coercive behaviour		Seeking consent would increase risks to the adult or others
Other i.e., I would suggest adding 'A staff member/volunteer was involved' and 'A crime was likely to happen' (please specify)				
Please tick ✓ or cross ☒		YES	NO	UNKNOWN
Do you think the adult at risk has mental capacity in relation to making decisions about their safety?				
If no, has a mental capacity assessment been undertaken?				
Do you think the adult at risk would have substantial difficulty in participating in the safeguarding enquiry process?				

**If you think the adult at risk may need support to participate in the Safeguarding Adults process, please provide details of what support may be required:**

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**What does the adult at risk (or their representative/supporter) say that they want to happen as a result of the safeguarding adults' enquiry?**

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**To be completed by the designated safeguarding lead:**

**Details of the DSL:**

Name:		Date and time received referral:	
Job title:			
Phone number:		How referral received (phone/email follow up etc)	

Please tick ✓ or cross ☒	YES	NO
<b>If the incident relates to domestic abuse/violence, has a referral to MARAC been considered?</b>		
<b>Please provide details, including conversations, times, dates, decisions, names, roles.</b>		

Please tick ✓ or cross ☒	YES	NO
<b>If the incident relates to risk to a child or unborn child, has a referral to children social services been made?</b>		
<b>Please provide details, including conversations, times, dates, decisions, names, roles.</b>		

Please tick ✓ or cross ☒	YES	NO
<b>If the incident relates to risk to an adult at risk, has a referral to adult social services been made?</b>		
<b>Please provide details, including conversations, times, dates, decisions, names, roles.</b>		

<b>Please provide details of other agencies involved who may be able to help with the safeguarding adults/child's enquiry:</b>

Please tick ✓ or cross ☒	YES	NO
<b>Are you aware if there has been any previous referrals made in relation to this adult/child at risk or alleged perpetrator?</b>		
<b>If yes, please provide details (e.g., dates, type of abuse, action taken):</b>		

Please tick ✓ or cross ☒	UNKNOWN	YES
<b>Are there any risks to others (other adults, children)?</b>		
<b>Please provide details (also include who this information has been shared with – e.g., Police, Children's social service, Adult social services, etc.). If there are risks to children (including an unborn child) you must notify Children's Social Services.</b>		

<b>Once referral submitted to Local Authority: Please state how the referral was submitted e.g., email, telephone, etc. and to whom. e.g., person's name, department, contact details.</b>

<b>Returning this completed document</b>
<p>This form is for internal use only and it is intended that you complete the form electronically. <a href="#">You are also required to ensure that the relevant manager is notified and briefed.</a></p> <p>Safeguarding referrals made by Brighter Futures staff are monitored through the Safeguarding Operational Group who meet quarterly. The Group will use the information in this form to make an assessment of the level of safeguarding activity across the organisation. In this way, outputs from the Group includes:</p> <ol style="list-style-type: none"> <li>(1) To ensure that our safeguarding referrals are of sufficient quality and timeliness to deliver the best customer and stakeholder experience possible</li> <li>(2) To ensure that our safeguarding referrals demonstrate that we work using the principles of safeguarding.</li> </ol>

(3) To provide a useful resource for learning, continuous improvement, and a contemporaneous record of significant events for any necessary inquiries or investigations that relates to Brighter Futures customers.