Quick guide for volunteers: how to raise and record a safeguarding concern using eLog

General information:

- There is one dedicated phone number to contact Safeguarding Officers which can be used by Leaders to seek advice and guidance when made aware of a safeguarding concern by a volunteer
- Safeguarding Officers are <u>available 24/7</u> for advice and guidance as needed regarding safeguarding concerns, both urgent and non-urgent.

Practicalities:

- Two Safeguarding Officers will provide on-call support to volunteers 24 hours a day
- Safeguarding Officers on-call are supported by one Lead Safeguarding Officer on-call
- Safeguarding Officers report to two Lead Safeguarding Officers, who then report to Functional Lead for Caller Support.

Safeguarding concerns may present as a current urgent situation or as a non-urgent situation.

Volunteers can seek support and guidance from Leaders when dealing with Safeguarding concerns.

As needed, Leaders can seek further support and guidance from Safeguarding Officers who are available 24 hours a day via an on-call number. Leaders can access the phone number.

Safeguarding concerns where further action is required by Samaritans

<u>Urgent concerns</u>

1. Volunteers will contact Leaders seeking immediate support and guidance in situations requiring an emergency response i.e. an ambulance callout or contacting police. Leaders are responsible and authorised to make these decisions.
2. Volunteers will record this as a safeguarding concern on eLog including selecting that 'further action' was required. This will generate an electronic 'safeguarding concern form' asking the volunteer to for some additional details of the concern for the volunteer to complete. NB. If an ambulance call-out has taken place, it would also still be relevant to tick the 'ambulance callout' box on the service provision page.
3. Leaders can liaise with the Safeguarding Officer on-call at the time or the next day as needed for additional support and guidance about any concerns relayed to them by volunteers.
4. As volunteers will have passed information onto the Safeguarding Officer regarding the nature of this concern via eLog and the safeguarding concern form, Leaders do not have to refer this to a Safeguarding Officer on-call at the time.
5. Safeguarding Officer to review the safeguarding concern form for information and offer feed back to the volunteer and Leader if required.

* A call may originate from mental health facility or prison, in which case call appropriate facility if details available.

**In difficult circumstances, Safeguarding Officers may need to seek consultation with the Lead Safeguarding Officer on-call, the Safeguarding Panel or Emergency Phone Holder at Central Office.

NB. If guidance is sought from the Safeguarding Officer, they have the final responsibility for the decision and resulting outcomes.

NB. Safeguarding Officers will share relevant information to the Caller Support Team at Samaritans Central Office who will in turn share with Regional and Branch Caller Support Officers as necessary.

Non-urgent concerns

1. Volunteers will contact Leaders to debrief and for support and guidance in situations where a non-urgent safeguarding situation was identified during their shift. This may happen during or at the end of their shift as normal.
2. Volunteers will record this as a safeguarding concern on eLog including selecting that 'further action' was required. This will generate an electronic 'safeguarding concern form' asking the volunteer to for some additional details of the concern for the Volunteer to complete.
3. Leaders can liaise with the Safeguarding Officer on-call at the time or the next day as needed for additional support and guidance about any concerns relayed to them by volunteers.
4. As volunteers will have passed information onto the Safeguarding Officer regarding the nature of this concern automatically via the safeguarding concern form, Leaders do not have to refer this to a Safeguarding Officer on-call at the time.
5. Once the Safeguarding Officer has reviewed the safeguarding concern form, they will consider the best possible Samaritans response for the caller at that time and they will be responsible for following up with the caller regarding any action to be taken.

Safeguarding concerns where no further action is required by Samaritans

1. Volunteers will contact Leaders to debrief and for support and guidance in situations where a safeguarding situation was identified during their shift. This may happen during or at the end of their shift as normal.
2. Volunteers will record this as a safeguarding concern on eLog including selecting that 'no further action' was required. The volunteer will then be able to complete eLog as normal and no further information is required.

Remember:

- With no identifiable information Samaritans, cannot and will not trace calls.
- When a caller, with the ability to make decisions for themselves, is in a harm situation, but does not want to any action to be taken, Samaritans will respect that decision.
- When a child under 13 or a teenager or vulnerable adult unable to make decisions for themselves (per 4 criteria check), is in a harm situation and Samaritans have identifiable information, then we may share that information to access help for them.

Recording a Safeguarding Concern using eLog

Reporting is a key aspect of safeguarding. All safeguarding concerns can be recorded via eLog and the safeguarding concern form at the earliest available opportunity by the volunteer who supported the caller.

NB. It is only possible to log a Safeguarding Concern via eLog if emotional support has been provided during the contact and has been selected earlier when logging the call on the 'Type of Contact' page.

Recording a safeguarding concern begins on the existing 'Service Provision Page' in eLog. It can be selected in addition to any other service which would normally be offered to a caller.

1. A new check box on this page will say '**Safeguarding concern identified**'.

   Volunteers should check this box, for every contact where this is relevant:
   - A vulnerable adult AND at risk of serious harm
   - An adult disclosing that they are abusing a vulnerable adult
   - An adult or child reporting a third-party concern regarding a vulnerable adult at risk
   - Child Under 18 AND at risk of harm
   - An adult disclosing that they are abusing a child
   - An adult or child reporting a third-party concern regarding a child at risk
   - A vulnerable adult or child AND at risk of organisational abuse.

Selecting '**Safeguarding Concern Identified'**, means that during the call, it was identified that there was both **a situation of serious harm**, and that the **person affected by that harm was either a child u18 or a vulnerable adult**.

Log Inbound Call (Manual)

Service Provision

In this section you can log details of any additional services or actions undertaken during the contact. Select all that apply

Flag to Branch Caller Support Team ⓘ ☐

This caller has an existing Support Plan ⓘ ☐

Ambulance called out ⓘ ☐

Follow up contact offered ⓘ ☐

Completed follow up contact ⓘ ☐

Completed third party referral contact ⓘ ☐

Completed call back ⓘ ☐

Caller signposted to another organisation ⓘ ☐

Safeguarding Concern Identified ⓘ ☐

None

The caller or someone else (who is a child or vulnerable adult) is at risk of serious harm. This will bring this contact to the attention of a Safeguarding Officer. Remember to debrief the nature of this call with your Leader. Please also check and adhere to safeguarding procedures for passing information about safeguarding onto your Leader in urgent and non-urgent situations.

Next >   Save and come back later

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ⓘ The caller or someone else (who is a child or vulnerable adult) is at risk of serious harm. This will bring this contact to the attention of a Safeguarding Officer. Remember to debrief the nature of this call with your Leader. Please also check and adhere to safeguarding procedures for passing information about safeguarding onto your Leader in urgent and non-urgent situations.

2. Once this box has been checked, volunteers will be asked to select one of two radio buttons to confirm what has happened or needs to happen with the concerns raised during the contact.

Log Inbound Call (Manual)

Service Provision

In this section you can log details of any additional services or actions undertaken during the contact. Select all that apply

Flag to Branch Caller Support Team ⓘ ☐

This caller has an existing Support Plan ⓘ ☐

Ambulance called out ⓘ ☐

Follow up contact offered ⓘ ☐

Completed follow up contact ⓘ ☐

Completed third party referral contact ⓘ ☐

Completed call back ⓘ ☐

Caller signposted to another organisation ⓘ ☐

Safeguarding Concern Identified ⓘ ☑

◯ Further action taken (urgent situation) / or may be required (non-urgent) to protect the caller or another person at risk of harm? ⓘ

◯ No Further Action possible / appropriate ⓘ

[< Back] [Next >] [Save and come back later]

When there is no further action necessary, we do not need to record any further information about the safeguarding concern.

2.1.1 **Select** No Further Action possible / appropriate if;

ⓘ During the contact, the caller demonstrated they are able to make their own decision in relation to the situation of serious harm. The caller may have discussed that they were going to seek further support themselves or that they did not want to seek further support.

Log Inbound Call (Manual)

Service Provision

In this section you can log details of any additional services or actions undertaken during the contact. Select all that apply

Flag to Branch Caller Support Team ⓘ	☐
This caller has an existing Support Plan ⓘ	☐
Ambulance called out ⓘ	☐
Follow up contact offered ⓘ	☐
Completed follow up contact ⓘ	☐
Completed third party referral contact ⓘ	☐
Completed call back ⓘ	☐
Caller signposted to another organisation ⓘ	☐
Safeguarding Concern Identified ⓘ	☑

○ Further action taken (urgent situation) / or may be required (non-urgent) to protect the caller or another person at risk of harm? ⓘ

● No Further Action possible / appropriate ⓘ

> During the contact, the caller demonstrated they are able to make their own decision in relation to the situation of serious harm. The caller may have discussed that they were going to seek further support themselves or that they did not want to seek further support.

[< Back] [Next >] [Sav...]

2.1.2 If No Further Action possible / appropriate is selected, click Next.

2.1.3 Finishing your log

When you have completed all the questions required, you will be taken to a review screen. This will show you an overview of the details you have recorded. If you notice any mistakes, you can click 'Back' until you reach the screen you need to change.

You can also click Finish, and then edit the call when you get the time. It is important to note that calls will only be available to edit for 8 hours. If you don't click 'Finish', the eLog will be saved as 'Part Logged'; exactly the same as if you had clicked 'Save and come back later'.

If you are happy with the details shown, click on the blue 'Finish' button, which will save the log and take you back to screen that thanks you for logging the call. From here, you can click on the 'Home' button in the top right of the screen.

When there is further action necessary, we do need to record some additional information about the safeguarding concern.

This additional information will either demonstrate any action taken to protect the caller or someone else in an urgent situation.

2.2 **Select** Further Action taken (urgent situation) / or may be required (non-urgent) to protect the caller or another person at risk of harm? / appropriate if;
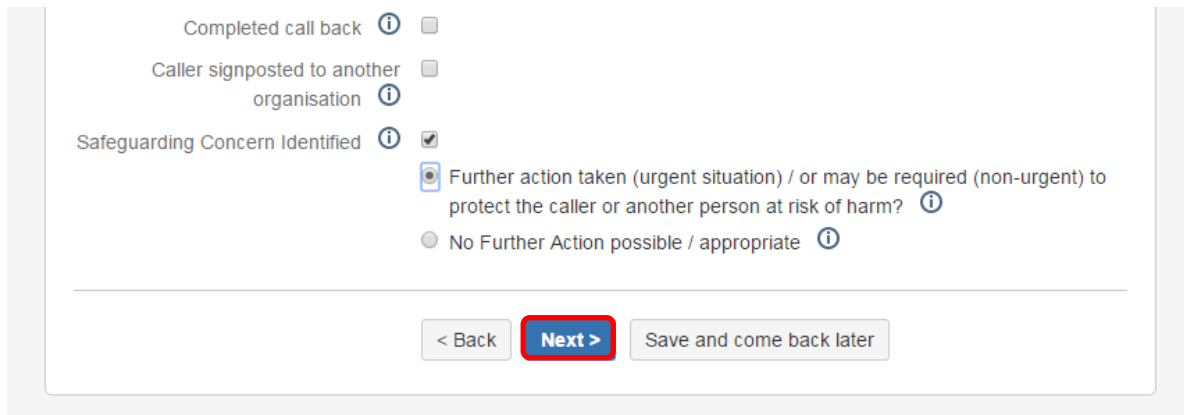
ⓘ Action taken/required means this concern needs to be raised internally to our Safeguarding Officer(s) for information (urgent) or further consideration (non-urgent). This box must also be selected if the caller mentions organisational abuse (where identifying information is provided).

Log Inbound Call (Manual)

Service Provision

In this section you can log details of any additional services or actions undertaken during the contact. Select all that apply

Flag to Branch Caller Support Team ⓘ ☐

This caller has an existing Support Plan ⓘ ☐

Ambulance called out ⓘ ☐

Follow up contact offered ⓘ ☐

Completed follow up contact ⓘ ☐

Completed third party referral contact ⓘ ☐

Completed call back ⓘ ☐

Caller signposted to another organisation ⓘ ☐

Safeguarding Concern Identified ⓘ ☑

⦿ Further action taken (urgent situation) / or may be required (non-urgent) to protect the caller or another person at risk of harm? ⓘ

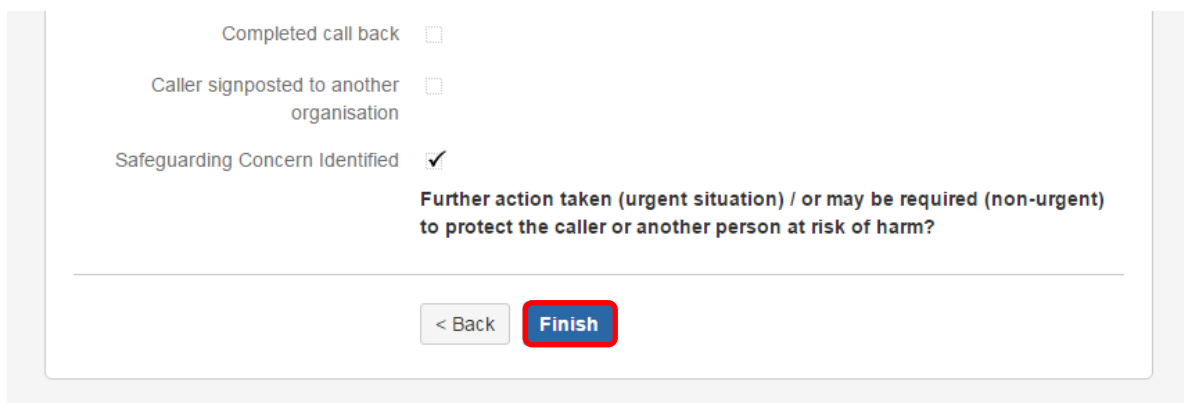◯ No Further Action possible / appropriate

Action taken/required means this concern needs to be raised internally to our Safeguarding Officer(s) for information (urgent) or further consideration (non-urgent). This box must also be selected if the caller mentions organisational abuse (where identifying information is provided).

< Back | Next > | Save and come back later

2.2.1 If Further action taken / appropriate is selected, click Next.

2.2.2 Finishing your log

When you have completed all the questions required in eLog, you will be taken to a review screen. This will show you an overview of the details you have recorded. If you notice any mistakes, you can click 'Back' until you reach the screen you need to change. You can also click Finish, and then edit the call when you get the time.

It is important to note that calls in eLog are only be available to edit for 8 hours. If you don't click 'Finish', the eLog will be saved as 'Part Logged'; exactly the same as if you had clicked 'Save and come back later'.

If you are happy with the details shown, click on the blue 'Finish' button, which will save the log and take you back to screen that thanks you for logging the call. From here, you can click on the 'Home' button in the top right of the screen.

Once you click finish, you will be taken to the Safeguarding concern form where you will be asked to provide details relating to the safeguarding concern.

NB. It is not possible to edit the form once it has been submitted.

3. Nature of Concern.

On this page, you need to provide information relating to your shift Leader and about the type of concern, and who the concern relates to.

It is possible to choose more than one type of concern from both the welfare and abuse lists.

If the concern relates to the welfare of the person/s at risk, you can select the appropriate category from the drop-down list.

If the concern relates to the abuse of the person/s at risk, or abuse caused by a perpetrator, you can select the appropriate category from the drop-down list.

4. Reason for Concern for Caller

If the concerns relates to the caller, you can provide the reasons for the concern here, and what action has been taken or possible future action considered by the caller.

4.1.1 Why were you concerned about them?

When providing information, consider the following if it has been shared with you;

- length/frequency of abuse
- location of abuse
- callers's usual living arrangements
- any additional / individual needs which could increase the risk e.g. physical or learning disability.

It is **very** important to include;

- the callers wishes
- was the caller able to understand your concerns? Use '4 criteria check' to demonstrate this.

4.1.2 Action taken in branch.

This section should reflect any action taken by Samaritans in urgent and non-urgent situations, by volunteers or Leaders in branch including signposting, flag to caller support, referral to safeguarding officer, calling an ambulance etc.

4.1.3 Crime Reference Number (if applicable).

If a report of a crime has been made in relation to this concern, provide the crime reference number here.

Safeguarding

Reason for Concern for Caller

Why were you concerned about them? ⓘ

Action taken in branch ⓘ

Crime Reference Number (if applicable) ⓘ

< Back   Next >

5. Reason for Concern for Other Person

If the concerns relates to the someone other than the caller, you can provide the reasons for the concern here, and what action has been taken or possible future action considered.

5.1.1 Why were you concerned about them?

When providing information, consider the following if it has been shared with you;

- length/frequency of abuse
- location of abuse
- callers's usual living arrangements
- any additional / individual needs which could increase the risk e.g. physical or learning disability.

It is **very** important to include;

- the callers wishes
- was the caller able to understand your concerns? Use '4 criteria check' to demonstrate this.

5.1.2 Action taken in branch.

This section should reflect any action taken by Samaritans in urgent and non-urgent situations, by volunteers or Leaders in branch including signposting, flag to caller support, referral to safeguarding officer, calling an ambulance etc.

6. Identifying Information

Identifying information could relate to more than one person. You will be asked weho the information relates to and then to procide it in the associated firelds

You can only provide the information you have, so it is understood that you may be unable to complete all the fields.

In the screen below, you can see ther information provided relates to the caller.

If you have been given information that relates to more than one person, you can check the relevant box near the top of the screen, and complete the associated fields further down.

7. Consent

This section of the form is asking you to confirm what level of awareness the caller or other person at risk has of the concerns that have been identified is accordance with our safeguarding policy, and whether they consent or agree to any further action or help being sought for them, by Samaritans.

8. Confirmation

This page asks you to confirm the following;

I confirm all information recorded here is correct to the best of my knowledge and represents the facts presented during the call.

9. Finishing your log

When you have completed all the questions required, and click 'finish' If you are happy with the details shown, click on the blue 'Finish' button, which will save the safeguarding concern form and take you to screen that thanks you for logging the details of the concern. From here, you can click on the 'Home' button in the top right of the screen.

Thank you!

Thank you for logging this call.

Use the 'Home' or 'Sign out' links above to continue

NB. It is appreciated that volunteers may not be able to provide all the information asked for if it has not been disclosed during the call.

NB. safeguarding concern forms are subject to subject access requests and so volunteers are advised to write the information as you would be happy for the subject to see it. Use the caller's own words and provide information and fact rather than personal opinion as far as possible.