

Safeguarding 'jigsaw'

There are five pieces to our safeguarding jigsaw.

Each piece is something to listen out for during calls to help you identify if there might be a safeguarding concern. The first thing that would raise the alarm is if a harm situation is identified.

In reality the safeguarding process might not fall neatly into this ordered sequence.

You might, in fact, identify that your caller is a vulnerable adult before you learn it's a serious harm situation.

If you identify the caller or someone they're talking about as vulnerable, you need to be listening out for any mention of harm. If so, be thinking about the rest of the safeguarding jigsaw to help you respond appropriately.

Use our jigsaw as a guide but remember that our Safeguarding Policy shouldn't affect how you usually take your calls.

