

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 available 24/7 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

Urgent concerns

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 provide 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 feedback 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 provide 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 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 should be recorded via eLog and a safeguarding contact form at the earliest available opportunity by the volunteer who supported the caller.

Recording a safeguarding concern will take place on the existing 'Service Provision Page' in eLog.

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

2. Once this box has been checked, volunteers will be asked to select one of two radio buttons to record whether

- **Further action taken/or may be required to protect the caller or another person at risk of harm.**
- **No further action above and beyond Samaritans normal support was needed to protect the caller or another person at risk of harm.**

3. The service provision page should be completed as normal in addition to selecting the safeguarding box.

Example of eLog Service Provision page

Safeguarding concern identified ☒



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

As a result of ticking the box above volunteers will need to select one of the boxes below to confirm what has happened or needs to happen with the concerns raised by caller.

☐ **Further action taken/or may be required to protect the caller or another person at risk of harm?**



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).

☐ **No further action above and beyond Samaritans normal support was needed to protect the caller or another person at risk of harm.**



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 seek further support.

4. If the circumstances of the safeguarding concern required the volunteer to select the 'further action' button, they will be asked to provide more information relating to the situation and the persons involved.

Other information volunteers will be asked to provide on the safeguarding concern form includes:

CALL AND VOLUNTEER DETAILS			
DATE OF CALL:		TIME OF CALL:	
BRANCH:			
NATION:	ENGLAND <input type="radio"/> WALES <input type="radio"/> SCOTLAND <input type="radio"/> NORTHERN IRELAND <input type="radio"/> REPUBLIC OF IRELAND <input type="radio"/>		
VOLUNTEER:			
SHIFT LEADER:			
METHOD OF CONTACT:	INBOUND CALL <input type="radio"/> OUTBOUND CALL <input type="radio"/> EMAIL <input type="radio"/> SMS <input type="radio"/> CORRESPONDENCE <input type="radio"/> FACE TO FACE IN BRANCH <input type="radio"/> FACE TO FACE OUTSIDE BRANCH <input type="radio"/>		
NATURE OF CONCERN:	WELFARE: SELF-NEGLECT <input type="checkbox"/> SELF-HARMING DURING THE CALL <input type="checkbox"/> CURRENTLY ATTEMPTING SUICIDE <input type="checkbox"/> SUICIDAL PLAN <input type="checkbox"/>	ABUSE: PHYSICAL <input type="checkbox"/> SEXUAL <input type="checkbox"/> EMOTIONAL/PSYCHOLOGICAL <input type="checkbox"/> NEGLECT <input type="checkbox"/> VERBAL <input type="checkbox"/> FINANCIAL <input type="checkbox"/> DISCRIMINATORY <input type="checkbox"/> ORGANISATIONAL <input type="checkbox"/>	
IS THIS CONCERN RELATING TO THE CALLER OR SOMEONE ELSE? CALLER <input type="radio"/> SOMEONE OTHER THAN CALLER <input type="radio"/>			
WHY WERE YOU CONCERNED ABOUT THEM? Consider: length/frequency of abuse. Location of abuse. Person's usual living arrangements. Any additional / individual needs which could increase the risk e.g. physical or learning disability. What was the callers wishes? Was the caller able to understand your concerns? Use '4 criteria check' to demonstrate this.			

WHAT ACTION WAS TAKEN?

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.

CRIME REFERENCE NUMBER IF APPLICABLE:**DOES THIS CONCERN RELATE TO THE CALLER OR SOMEONE ELSE?**CALLER ☐SOMEONE OTHER THAN CALLER ☐**CALLER PROVIDED INFORMATION ABOUT SOMEONE ELSE AT RISK, WHY WERE YOU CONCERNED? (3000 characters)**

Consider: length/frequency of abuse. Location of abuse. Persons usual living arrangements. Any additional / individual needs which could increase the risk e.g. physical or learning disability. What health or social care services or other services are they receiving support from.

WHAT ACTION WAS TAKEN? (3000 characters)

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.

CRIME REFERENCE NUMBER IF APPLICABLE:**WHO DOES THE IDENTIFYING INFORMATION PROVIDED RELATE TO?**CALLER ☐SOMEONE ELSE AT RISK ☐PERPETRATOR OF HARM ☐OTHER ☐**IDENTIFYING INFORMATION - CALLER**

AGE:

GENDER:

NAME:

ADDRESS / LOCATION:

PHONE NUMBER/EMAIL ADDRESS:

IDENTIFYING INFORMATION – OTHER PERSON WHO IS AT RISK AGE: GENDER: NAME: ADDRESS / LOCATION: PHONE NUMBER/EMAIL ADDRESS:
IDENTIFYING INFORMATION - PERPETRATOR AGE: GENDER: NAME: ADDRESS / LOCATION: PHONE NUMBER/EMAIL ADDRESS:
IDENTIFYING INFORMATION - OTHER NAME: (e.g. Organisation) ADDRESS / LOCATION: PHONE NUMBER/EMAIL ADDRESS:
IS THE CALLER WHO PROVIDED THIS INFORMATION AWARE THAT YOU ARE RAISING A CONCERN THROUGH OUR SAFEGUARDING PROCEDURES? Y <input type="radio"/> N <input type="radio"/> DO THEY GIVE CONSENT TO SAMARITANS SHARING INFORMATION WITH ANOTHER AGENCY IF NEEDED? Y <input type="radio"/> N <input type="radio"/> IS THE PERSON AT RISK AWARE THAT YOU ARE RAISING A CONCERN THROUGH OUR SAFEGUARDING PROCEDURES? Y <input type="radio"/> N <input type="radio"/> DO THEY GIVE CONSENT TO SAMARITANS SHARING INFORMATION WITH ANOTHER AGENCY IF NEEDED? Y <input type="radio"/> N <input type="radio"/>
Did you seek support from your Leader? Y <input type="radio"/> N <input type="radio"/>

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.