

We appreciate that sometimes several calls are made to Managers and 3rd parties while the appropriate action is decided upon. The process below will support any colleague that has a safeguarding situation where there is no manager in the home to refer to.

The standards we expect to follow are:

12: Protection of child standard

13: leadership and management standard.

What to do in the event of an incident

The on-call manager should be called in the first instance before any other calls are made. The duty manager will ask you to be clear about the event occurring and you should have the young person's history available to discuss to allow the on-call manager to provide guidance to you. We expect this guidance to be followed and if you are unsure then discuss further with the on-call manager your concerns. Only when advised by the on-call manager should you contact 3rd parties to discuss appropriate action.

The on call phone number will be provided to each home and this is to be used in every instance below:-

- **Death of a child/young person**
- **Referral of a person working in a home pursuant to section 35 of the Safeguarding Vulnerable Groups Act 2006**
- **Child/Young person involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation**
- **Incident requiring police involvement has occurred in relation to a child/young person which the senior on shift considers to be serious**
- **Allegation of abuse against the home or a person working there**
- **Other incidents relating to a child/young person which the Senior on shift considers to be serious.**

There are other categories detailed in the Procedure and you need to familiarise yourself with these when reading the policies above.

You should only use the on-call phone number as this will be a recorded and timed call. It will also help Choices in understanding the type of calls we need to respond to and provide information for training and reporting purposes.

On call Number - Managers work mobile

If you dial a manager's personal mobile you will be asked to redial using the above number.

The management team want to keep all our young people safe and help them when things are not going well. This process will give us the opportunity to support the young people and yourselves through that journey.

Lesley Hearn

Responsible Individual

