

## **Safeguarding Reporting procedures**

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## Who are the Safeguarding Team?

The StreetDoctors Safeguarding Team is composed of a Safeguarding Officer and Safeguarding Lead. We are responsible for managing safeguarding concerns, if you have any questions please get in touch. We happy to support you and there is no such thing as a silly question.



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**Safeguarding Officer and  
Youth Engagement Manager**

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**Safeguarding Lead and  
Director of Operations**

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## What is a safeguarding concern?

A safeguarding concern is any worry or concern about the health, safety or wellbeing of a person because of something seen or heard, or information received. This includes any concerns about the behaviour of StreetDoctors representative that is harmful or puts others at risk.

A safeguarding concern might arise in different ways and for different reasons.

For example:

- A person's behaviour gives cause for concern.
- A person says they are, or have been harmed, exploited, abused or neglected.
- A person indicates they want to harm themselves.
- Signs of harm, exploitation, abuse or neglect or seen.
- Someone directly witnesses a person being harmed.
- Somebody tells you a person is being harmed or is at risk of harm.
- The behaviour of someone you are working with (volunteers or staff from StreetDoctors or delivery partners) gives you cause for concern about the safety of others.

## What should you do if you have a safeguarding concern?

If you have any concerns about the health, safety or wellbeing of someone, or if you observe concerning behaviour from others – you must act.

### Follow the 3 'R's – Recognise - Respond - Report

#### 1. Recognise

You should be alert to the signs of potential harm, exploitation, and abuse.

Sometimes, someone will want to share their worries or experiences of harm or abuse with you. At other times, you may see or hear something which seems unusual or makes you worry.

Remember, harm may not always be obvious or clear and can sometimes be indicated by something 'not feeling right'. You should never wait until someone tells you directly that they are being harmed before taking action. Even if you can't pinpoint why, discuss your concerns with the Safeguarding Officer.



**Trigger Warning:** The following videos contain descriptions different types of abuse including rape.

Please watch this short [video](#) resource from the Ann Craft Trust for information on identifying safeguarding concerns and the different types of abuse. Following this a further [video](#) listing the types of harm for adults.

NSPCC resources on identifying harm in children and young people can be found [here](#).

#### 2. Respond

If someone speaks to you about their experience or you end up talking to them about a safeguarding issue, here's what you should do:

- Try to find a quiet place to talk and minimise any interruptions or distractions. Ensure you are not alone with a young person.
- Explain that you are here to help, but you may need to share what you've been told with others who can help. Don't make promises, particularly about confidentiality or what might happen next.
- Listen carefully and compassionately to what is being said. Allow the person to speak at their own pace and try not to interrupt or rush them.
- If they have chosen to speak to you, reassure them they've done the right thing in telling you.
- Get only the essential facts to establish what has happened. If you need to, use open ended questions like, "can you tell me what's worrying you?" "Can you tell me what happened?". Avoid asking closed questions that have a 'yes' or 'no' answer or that lead the person into saying something. Also avoid asking questions about why something happened.

- Stay calm and try to avoid projecting your own reactions, like anxiety, dismay or shock.
- Do not try to investigate or ask for evidence.
- Do not promise to keep confidential or secret.

### Discuss what happens next

- Ask about their needs and how they are feeling. Ask whether they think they need additional help or support from others.
- Tell the person what you'll do next and with whom you'll share the information. Explain that you have a duty to pass the information on to the Safeguarding Officer.
- Make a note of what was said using, wherever possible, the person's own words as soon as you can. Note the date, time, places, any names mentioned and to whom the information was given.

### What if you are not able to talk with the person?

It may not always be appropriate or possible to speak with the person you are concerned about. That's OK. Sometimes you may not feel comfortable or safe speaking to someone you are concerned about.

Whatever the concern is, whatever information you have, it's important to report this to the StreetDoctors safeguarding team.

## 3. Report

Report all concerns as soon as possible, using the information in this graphic:



**If you have any safeguarding concerns:**

- 1. Recognise**
- 2. Respond**
- 3. Report**
- 4. Self Care**

**What should I do?**

- If anyone is in immediate danger, call 999**
- Tell the delivery partner hosting the session, and tell StreetDoctors:**  
Weekdays (9.30am-5.30pm):  
Call Joanna on **07492 093 748** or Claire on **07502 689 392** or email [safeguarding@streetdoctors.org](mailto:safeguarding@streetdoctors.org)  
Evenings/Saturdays: **07553 458 882**  
You can also use this number for urgent delivery questions or problems.

 **STREETDOCTORS**

- If you are dealing with an emergency or someone has been harmed during a StreetDoctors programme, you must contact StreetDoctors as soon as possible and before leaving the venue.
  - **Working Hours:** Joanna Vidal 07492093748 or Claire Read 07502689392 or email [safeguarding@streetdoctors.org](mailto:safeguarding@streetdoctors.org)
  - **Out of Hours phone:** 0755345882
    - Monday - Friday: 5 pm to 9.30 pm
    - Saturday: 9.30 am to 5 pm
- If you are working with a delivery partner, and the concern involves a child or young person attending a programme, unless it involves their staff you must also report the concern to delivery partner, so they can deal with the concern in line with their safeguarding policy.

## Emergency situations

In any medical emergency or life-threatening situation, you must contact 999 first and report to Street Doctors immediately afterwards.

### You should:

1. Where possible, explain to the person your concerns and the potential seriousness of the situation, and tell them the plan of action. If the person does not give consent you can still act if you feel it is necessary to protect the person or others from significant harm.
2. Following this, **StreetDoctors** must be informed immediately either calling Joanna or Claire during working hours or On-Call officer via the Out of Hours phone.

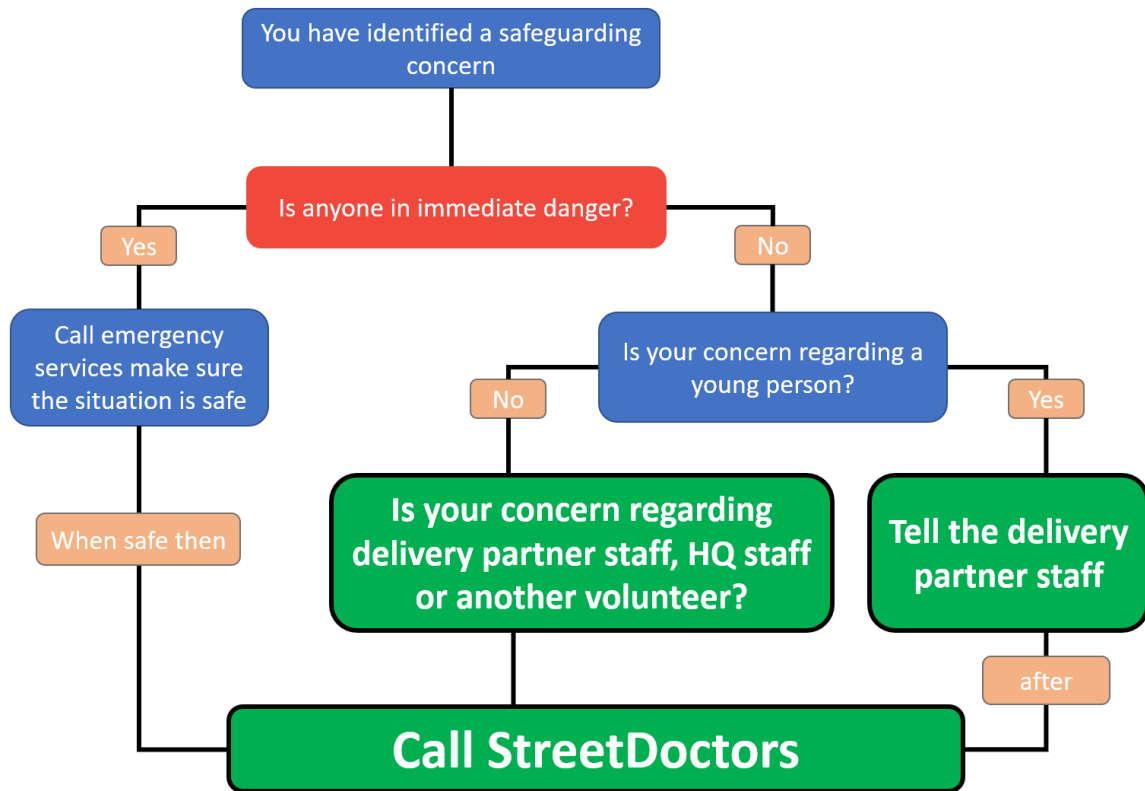
## What if the concern is about a StreetDoctors representative

It can be very difficult to report concerns about people we work with, but everyone has a duty to do this. If you have a concern about the behaviour, health, safety or wellbeing of other StreetDoctors volunteers or staff, you should speak to the Safeguarding Officer, Joanna Vidal.

If someone has alleged that a StreetDoctors representative has harmed or abused another person, child or adult, or you have witnessed harm or abuse this must be reported immediately to StreetDoctors. The Safeguarding Officer has a duty to refer the allegation to local authority social care or the police for advice or investigation, as part of our statutory responsibilities.

If it is not appropriate to report to the Safeguarding Officer (for example, if the concern is about them), or you do not think they have responded appropriately, you can escalate your concern to the Safeguarding Lead, Claire Read. If your concern is about the Safeguarding Lead, you can report directly to the Chief Executive, Lucie Russell, [lucie@streetdoctors.org](mailto:lucie@streetdoctors.org)

## Safeguarding Reporting Procedure Flow Chart



### What happens next?

Once the Safeguarding team has received a concern, they assess and decide what further action needs to be taken.

If you call outside of hours and the concern is assessed to not require immediate action. Either Joanna or Claire will be in touch the following working day to discuss the concern in further detail.

Follow up and liaison will be the responsibility of Joanna or Claire. Unless you have a concern is regarding the safeguarding team, in which case the responsibility will be with the CEO Lucie Russell.

## Looking after yourself: Self Care

Receiving or reporting a safeguarding concern can have an emotional impact. You may feel shock, anger, sympathy, disbelief, or sadness. It is normal to have an emotional response, and it is important you take the time to look after yourself. If at any time, you feel worried or concerned about our own safety, or feel you cannot cope with the emotional impact of dealing with a concern, you should seek help immediately.

If you need support, there are a number of different services who can help:

### For urgent support these services are 24 hours a day

- [Samaritans](#)  
Freephone 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)
- [Papyrus](#)  
Helpline 0800 068 41 41 or email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)
- [Shout](#)  
Text 85258

### For support services that are non-urgent

- [The Mix](#)  
Freephone 0808 808 4994, 3pm – 12am 7 day per week or [email](#)
- [Mind](#)  
Information Line 0300 123 3393, 9am – 6pm Monday to Friday or email [info@mind.org.uk](mailto:info@mind.org.uk)
- [CALM](#)  
Freephone 0800 58 58 58, 5pm – 12am 7 day per week

If you would like further information on support speak to Joanna Vidal, Youth Engagement Manager, [joanna@streetdoctors.org](mailto:joanna@streetdoctors.org) 07492 093748.

## Frequently asked Questions

### **What if the concern is regarding a StreetDoctors volunteer?**

You may have a concern about a team member and be worried about breaking their confidentiality. Please do speak to us about any concerns. We have a duty of care to all our volunteers, and do our best to handle all matters in a sensitive and supportive way, within our safeguarding duty. In terms of confidentiality, we treat safeguarding on a need-to-know basis and do not share information regarding concerns unless appropriate and required.

If in doubt contact StreetDoctors for advice.

### **The individual I am concerned about asked me to keep our discussion confidential, what do I do?**

We always recommend to explain to the individual why you are concerned and that you are required to let someone know who can support them. Reassure them you will only be making people aware who need to be, however you are unable to keep anything secret or confidential when it comes to safeguarding.

### **Will I have to do anything else?**

Your responsibility is to identify a concern, and if anyone is in immediate danger call emergency services. Then pass the information on to relevant professionals. For concerns regarding a young person speak to the delivery partner and then StreetDoctors. For anything else contact StreetDoctors.

Once you have notified StreetDoctors you have fulfilled your responsibility. The safeguarding team may contact you to follow up with further information if required.

Remember to trust your gut if you feel something is not right contact StreetDoctors for advice.

## Further Reading

Further information can be found on the [Ann Craft Trust](#) website and [NSPCC](#) website.