Safeguarding- Dealing with concerns or disclosures (template flowchart)

A report or complaint is received concerning a vulnerable person

A vulnerable person describes an incident of abuse/potential abuse.

There is a concern about a vulnerable person. \*

**Yes**

Call emergency services (999)

**Then**

Record information about the concern

**No**

Record information about the concern following your own safeguarding policy

Is there immediate danger or need for medical attention?

**Stay Calm**

**If appropriate**- provide reassurance- listen carefully and record any information- question only to clarify- obtain key contact details as soon as possible- inform the person you have a duty to pass information on.

Follow your own safeguarding policy and procedures- Report concerns to Children and Families Hub on **0345 603 7627**. Out of hours or bank holidays, call the emergency duty team on 0345 606 1212.

Full details here:

<https://www.escb.co.uk/working-with-children/concerns-about-the-welfare-of-a-child>

Report the concern to your local assistant relationship manager -

North- Cheryl Lomas - 07826 531385

Mid- Chloe Hinds - 07809 105066

West- Emma Meek – 07557 168008

South- Mobashar Mahmood - 07880092897

South West- Nicola Smith - 07970 243454

Thurrock- Melissa Huggins - 07521 052395

\*You can get in touch for advice and guidance with any concerns you have.

Assistant relationship manager to follow Active Essex Safeguarding procedures

Report a concern about a member of the workforce: [https://eycp.essex.gov.uk/safeguarding/report-a-concern-about-a-member-of-the-workforce/](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Feycp.essex.gov.uk%2Fsafeguarding%2Freport-a-concern-about-a-member-of-the-workforce%2F&data=05%7C01%7C%7Cf27cd83366e0408b82ef08da663eddad%7Ca8b4324f155c4215a0f17ed8cc9a992f%7C0%7C0%7C637934718859008046%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=5v2YeQCBSxVvYusGhnaJWmdUQ7h%2FE7KoohgjBjW%2FvP8%3D&reserved=0)