

Brockwell Park Community Greenhouses

SAFEGUARDING VULNERABLE ADULTS POLICY



Version: V2

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Next Review: 02 April 2026

Policy Statement

Brockwell Park Community Greenhouses (BPCG) believe that vulnerable adults (also referred to as adults at risk) have a fundamental right to be protected from harm and we recognise our responsibility to take all reasonable steps to safeguard and promote the welfare of all vulnerable adults using our services or visiting our site. This statement reflects our commitment to adopt best practice to protect vulnerable adults.

Furthermore, BPCG respects every vulnerable adult's need for, and rights to, an environment where safety, security, praise, recognition and opportunity for taking responsibility are available. We respect the feelings and views of every individual and we will not tolerate bullying in any shape or form.

We recognise that:

- The welfare of the vulnerable adult is paramount.
- All people, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have equal right to protection from all types of harm or abuse.
- Working in partnership with vulnerable adults, their carers and other agencies is essential in promoting the welfare of vulnerable adults.

We will seek to safeguard vulnerable adults by:

- Valuing them, listening to and respecting them.
- Adopting guidelines for vulnerable adults through procedures and a code of conduct for staff and volunteers.
- Adopting safer recruitment best practice for the recruitment of all staff and those volunteers who will be working with vulnerable adults.
- Sharing information about safeguarding vulnerable adults and good practice with staff and volunteers.
- Sharing information about concerns with the agencies who need to know in a timely fashion, involving carers as appropriate.
- Providing effective management for staff and volunteers through supervision, support and training.
- Reviewing our policy and practice guidelines annually to ensure that they still reflect our commitment to best practice.

Contact details for designated safeguarding representatives for vulnerable adults:

The trustee with overall responsibility for implementing this policy is Carla Clarke (carla.clarke@brockwellgreenhouses.org.uk).

The member of staff fulfilling the role of designated safeguarding officer for vulnerable adults is our Community Garden Manager, Jody Gillett (garden@brockwellgreenhouses.org.uk)

For matters concerning child protection, BPCG's Child Safeguarding Policy should be consulted. The member of staff with overall responsibility for implementing that policy and fulfilling the role of designated child protection officer is our Children and Families Programme Manager, Charlene Duncan.

In the case of an allegation involving one of the above members of staff or trustee, contact chair@brockwellgreenhouses.org.uk.

This statement, and the procedures that follow it, are current and fully implemented at BPCG.

Procedures

Purpose and aim of these procedures

- To provide protection for the vulnerable adults who use BPCG services or visit our site in accordance with the current legislative framework and best practice guidelines.
- To ensure that **all** members of staff including the board of trustees, paid staff, volunteers, sessional workers, work placement students and anyone acting on behalf of BPCG understand their role and responsibilities in helping us to achieve our goal of safeguarding vulnerable adults.
- To provide staff and volunteers with guidance on the procedures they should adopt in the event that they suspect a vulnerable adult may be experiencing, or be at risk of, harm.
- To provide guidance on the procedures to be adopted in the event that an allegation is made against a member of staff, volunteer, trustee, sessional worker, contractor or any other person acting on behalf of BPCG.

Definition of vulnerable adult

The broad definition of a 'vulnerable adult' referred to in the 1997 Consultation Paper *Who decides?*, issued by the Lord Chancellor's Department and which still holds good, is a person over the age of 18: "who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation". This may be because he or she has a mental health problem, a disability, a sensory impairment, is old or frail, or has some form of illness. Because of his or her vulnerability, the individual may be in receipt of a care service in his or her own home, in the community or be resident in a residential care home, nursing home or other institutional setting. In the context of BPCG, vulnerable adults may attend as part of a structured visit or group activity, or to participate as a garden volunteer.

Principles of safeguarding vulnerable adults

The Department of Health (DH) sets out six key safeguarding principles. That this looks like for the vulnerable adult is set out in quotation marks:

1. Empowerment: People being supported and encouraged to make their own decisions and give informed consent. "I am asked what I want as a safeguarding outcome and this directly informs what happens."
2. Protection: support and representation for those in greatest need. "I get help and support to report abuse and neglect. I get support so that I can take part in the safeguarding process to the extent that I want and am able."
3. Prevention: it is better to take action before harm occurs. "I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."
4. Proportionality: a proportionate and least intrusive response appropriate to the risk presented. "I am sure that the response will be in my interest and only go as far as is needed."
5. Partnership: local solutions achieved via services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. "I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."
6. Accountability: accountability and transparency in delivering safeguarding. "I am clear about the roles and responsibilities of all those involved in the solution to the problem."

Definition of abuse

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Vulnerable adults may be abused by a wide range of people including relatives and family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends and associates, people who deliberately exploit vulnerable people and strangers. There is often particular concern when abuse is perpetrated by someone in a

position of power or authority who uses his or her position to the detriment of the health, safety, welfare and general well-being of a vulnerable person.

The main categories of abuse are :

1. *Physical abuse*: This includes hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
2. *Sexual abuse*: This includes rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
3. *Psychological abuse*: This includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
4. *Financial or material abuse*: This includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
5. *Neglect and acts of omission*: This includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
6. *Discriminatory abuse*: This includes racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.

How to respond to signs or suspicions of abuse

It is important to bear in mind that abuse of vulnerable adults can be difficult to recognise and it is important to be aware that there are many reasons for changes in behaviour in a vulnerable adult which do not involve abuse or neglect. It is important to listen carefully to what the vulnerable adult tells you and not to jump to conclusions.

It is not the responsibility of staff and volunteers to decide whether or not abuse has taken place or if a vulnerable adult is at significant risk of harm from someone. This is the role of the Social Services. However, all staff and volunteers, have both a responsibility and duty, to act in order that the appropriate agencies can investigate and take any necessary action to protect a vulnerable adult if they have concerns that a vulnerable adult is being abused, or is at risk of abuse, or if a vulnerable adult discloses information about abuse to them.

If you suspect abuse you should discuss the matter with BPCG's designated safeguarding officer for vulnerable adults in the first instance and you will both decide what further action should be taken. In most circumstances you will need to complete an incident report form (Appendix A). Additionally you may need to complete a safeguarding adults form which can be done by going to Lambeth Safeguarding Adults Board (LSAB) at lambethsab.org.uk and filling in an online report. Alternatively you can ring Lambeth Adult Social Care on 0207 926 5555 or email adultsocialcare@lambeth.gov.uk If you suspect that a vulnerable adult is in **immediate** danger you should call the police on 999 and be advised by them as to any further action that you should take.

Sometimes the indicators will be compelling and the matter will need to be referred to Lambeth's Adult Social Care for investigation. In this case you should complete an online report or make a written record as soon as possible after the event. The form/your record should contain the following information:

- Your name and role
- Date and time
- As many personal details as are known about the vulnerable adult: full name, age, address (if known), agency involved etc.
- The context e.g. a class visit to the Community Greenhouses
- What did you notice? It is important to stick to the facts, do not offer your interpretation of events.
- What explanation (if any) did the vulnerable adult offer? Use their own words or describe their actions. Do not add your interpretation of their explanation.

- What action did you take?

Any referral to Lambeth Adult Social Care (contact details in Appendix B at the end of this document) should be made within 24 hours and followed up in writing within 48 hours. Your original notes/incident form must be retained with a note of the date of referral.

Alternatively it may be appropriate to refer the matter to the designated safeguarding officer at another agency, for example, in the context of an organised visit to BPCG, the agency concerned. Again an incident report form will need to be completed and BPCG's designated safeguarding officer for vulnerable adults is available to support you, including making contact with the agency if appropriate.

Sometimes the appropriate course of action may be to document the incident and monitor the situation over an agreed period of time. For example, there are a number of reasons why a vulnerable adult may turn up hungry on a single occasion but if you are working regularly with a vulnerable adult over a number of weeks and he/she is constantly hungry, and unable to concentrate on the task at hand as a result, that may be an indicator that the vulnerable adult is being abused/neglected. Where a decision is taken to monitor the situation, a review date will always be agreed with the designated BPCG safeguarding officer who will be responsible for ensuring that the situation is reviewed on that date or shortly thereafter or delegate the responsibility to another appropriate individual.

All written records must be stored securely in a locked filing cabinet or, if in electronic form, in a secure system which is protected by user name and password or encryption technology as appropriate.

The incident should not be discussed with colleagues other than the BPCG designated safeguarding officer for vulnerable adults or in the context of a review meeting.

How to respond to a vulnerable adult telling you about abuse

If a vulnerable adult tells you about abuse you should follow the procedure below and pass the information to the BPCG designated safeguarding officer as soon as possible. You will then decide together on the appropriate next step as detailed above.

1. Receive

- Listen to what is being said without displaying shock and disbelief.
- Accept what is being said. Do not make the vulnerable adult feel that s/he is not believed.
- Take notes (see *Record* below)

2. Reassure

- Be reassuring but honest.
- Don't make promises you may not be able to keep, avoid say things like 'I'll stay with you or 'Everything will be all right now'.
- Don't promise confidentiality: you have a duty to refer.
- Do reassure them that they were right to tell you, and recognise how difficult it might have been to tell.
- Remember that what you say should be appropriate to their level of understanding.

3. React

- Do not interrogate them for full details. It is not your role to decide whether or not the alleged abuse took place. All you need to do is find out whether or not you need to refer this further.
- Do not ask them leading questions, for example 'What did he do next?' or 'did she touch your private parts?'
- Do ask open questions, like 'Anything else to tell me?'
- Do not criticise the person the vulnerable person is talking about, they may love him/her and reconciliation may be possible.
- Do not ask the vulnerable adult to repeat what they have said to another worker, volunteer or management member.
- Explain clearly what you have to do next and who you will need to talk to.

4. Record

Make some brief notes as soon as possible. Do not destroy these in case they are needed by Social Services. If possible, complete an incident reporting form detailing

- Your name and role
- Date and time
- As many personal details as are known about the vulnerable adult: full name, age, address (if known), college attended, contact details for carers etc.
- The context e.g. visit to the Community Greenhouses
- What is said to have happened or was seen, in the words used by the person making the allegation. Do not paraphrase or offer your own interpretation of the event.
- Details of anyone else present when the allegation was made.
- Any additional evidence e.g. bruises bleeding, unusual behaviour (draw a diagram to show the position of bruises or marks they show you, include details of the size, shape and colour).
- What action did you take?

You must pass this record to BPCG's designated safeguarding officer who will be able to offer support and advice to help you through the referral process.

5. Confidentiality

Allegations should not be discussed with anyone other than the designated officer in the first instance - this can be harmful for the person who made the allegation as well as the person against whom the allegation was made. Any written reports or notes must be passed to the designated officer and stored securely in a locked filing cabinet or, if in electronic form, in a secure system which is protected by user name and password or encryption technology as appropriate.

How to respond to allegations of abuse against a member of staff or volunteer

These procedures should be used if there is an allegation that any person who works with vulnerable adults in connection with their employment or voluntary activity at BPCG has:

- Behaved in a way which has, or may have, harmed a vulnerable adult
- Possibly committed a criminal offence against or related to a vulnerable adult
- Behaved towards a vulnerable adult/s in a way that indicated they are unsuitable to work with vulnerable adults

Or where there are

- Concerns about an individual's behaviour towards his/her adult children or other family member.
- Concerns about behaviour in the private or community life of a staff member or volunteer.

When an allegation is made, the person to whom it is first reported should treat the matter seriously and keep an open mind. The allegation should be reported immediately to BPCG's designated safeguarding officer or, in the event that the allegation concerns that individual, an appointed alternative. A written record of the allegation must be made and this document must be signed and dated by the person to whom the allegation was made. The person making the allegation should be assured that the information will only be shared on a 'need to know' basis.

It is important that the person receiving the allegation does not start to investigate the matter or ask leading questions, make assumptions, promise confidentiality or disclose the allegation to the accused person.

For the purposes of such allegations, the BPCG designated safeguarding officer shall be responsible for ensuring:

- That BPCG deals with the allegation in liaison with the Lambeth Safeguarding Adults Board (LSAB)
- Whether the threshold for an allegation is met

In particular, upon receiving notification that an allegation has been made, the BPCG designated officer:

- May consult with the (LSAB), Lambeth Safeguarding Adults Board
- May make initial inquiries to ensure that the allegation is not demonstrably false.
- Shall refer the matter to the LSAB within one working day.

- Report a safeguarding adults concern by filling out the Adult Safeguarding Concern form here: https://forms.lambeth.gov.uk/ADULTSAFEGUARDINGCONCERN/launch?utm_source=Lambeth&utm_medium=form&utm_campaign=safeguarding
- Consider suspension or put additional risk assessments/other safeguards in place (note that suspension is not an automatic default position).
- Advise the alleged perpetrator that a safeguarding issue has been raised (but not disclose the detail of the allegations).
- Act as the employer's representative for the purposes of ongoing local authority investigations. This includes providing details of the alleged perpetrator's personnel records, DBS checks, references and providing information about the vulnerable adult in question.

Confidentiality

Every effort should be made to maintain confidentiality while an allegation is being investigated. The vulnerable adult, support workers and the accused person should be kept up to date (unless the LSAB has specifically advised against updating one or more of these parties) but outside this group information should be restricted to those who need to know in order to protect vulnerable adults or manage related employment processes.

All notes and paperwork must be passed to the designated officer and stored securely in a locked filing cabinet or, if in electronic form, in a secure system which is protected by username and password or encryption technology as appropriate.

Allegations against someone not working for BPCG

If an allegation is received against someone who does not work for BPCG (e.g. parents or carers, volunteers, or another child) but who was involved in activities run by BPCG, the person to whom the allegation is first reported should treat the matter seriously and keep an open mind. The allegation should be reported immediately to BPCG's designated safeguarding officer who will decide whether the allegations should be reported to the police, the LSAB, the social care duty officer or the alleged perpetrator's employer in the first instance. A written record of the allegation must be made and this document must be signed and dated by the person to whom the allegation was made. The person making the allegation should be assured that the information will only be shared on a 'need to know' basis.

It is important that the person receiving the allegation does not start to investigate the matter or ask leading questions, make assumptions, promise confidentiality or disclose the allegation to the accused person.

Referral to the appropriate authority will be made by the BPCG designated officer within one working day and all accompanying paperwork will be completed within a further 24 hours. The designated officer will also decide whether any additional risk assessments/other safeguards should be put in place pending the outcome of the enquiry.

Confidentiality

Every effort should be made to maintain confidentiality while an allegation is being investigated. The vulnerable adult, support workers, carers and accused person should be kept up to date but it may not be appropriate for the BPCG designated officer to be responsible for this updating in cases where the alleged perpetrator is not a member of BPCG staff. Otherwise information should be restricted to those who need to know in order to protect vulnerable adults.

All notes and paperwork must be passed to the designated officer and stored securely in a locked filing cabinet or, if in electronic form, in a secure system which is protected by user name and password or encryption technology as appropriate.

It is not abuse but I am concerned that this vulnerable adult may have additional support needs

If a member of staff or BPCG volunteer has concerns about the welfare of a vulnerable adult which are not about abuse but there are concerns that the vulnerable adult may have additional support needs then it is recommended that they contact the vulnerable adult's support worker or social worker, if they have one, to discuss these needs further.

Confidentiality

Remember that the welfare of the vulnerable adult is paramount in all safeguarding proceedings. The law permits disclosure of otherwise confidential information if it is necessary to protect the vulnerable adult/s. However, the general rules of confidentiality must be respected. Information should be restricted to those who need to know and all notes and paperwork must be stored securely in a locked filing cabinet or, if in electronic form, in a secure system which is protected by user name and password or encryption technology as appropriate.

Safer recruitment procedures

BPCG is committed to safer recruitment procedures designed to deter, identify, reject and prevent unsuitable people from working with vulnerable adults. These procedures apply not only to people who come into contact with, or who are responsible for, vulnerable adults, but also those who regularly work at BPCG when vulnerable adults are present or those seen as trustworthy because of their regular presence or the nature of their role, including volunteers. In our context, safer recruitment procedures apply to trustees, all members of staff and our lead volunteers.

Deter

All our advertisements for posts including voluntary roles contain a clear safeguarding statement to the effect that BPCG is committed to safeguarding and promoting the welfare of vulnerable adults and we expect all staff and volunteers to share this commitment. Advertisements for all staff and trustee roles and those volunteer roles which will involve regular, close contact with vulnerable adults make it clear that successful applicants will be required to apply for an Enhanced Disclosure from the Disclosure and Barring Service.

Identify

All staff and lead volunteers must complete a standard application form, which includes a section where convictions, cautions, bind-overs and warnings can be declared and signed as true. All application forms must be signed. All applicants must produce two agreed pieces of documentation confirming their identity at interview.

Reject

All staff and lead volunteers will be interviewed by at least two members of staff/volunteers from BPCG and, where appropriate, interviews will include one or two questions focussed on safeguarding issues and motivation to work with vulnerable adults.

All successful applicants will be required to supply details of at least 2 referees who will be contacted before the applicant is offered a position. One of these referees should be from the applicant's last employer or from the position where the applicant most recently worked with vulnerable adults. References will ask for a range of information but must include the question whether the applicant has ever been subject to an allegation of abuse against a vulnerable adult or any other reason the applicant may be unsuitable to work with vulnerable adults.

All successful applicants will be required to apply for an Enhanced Disclosure from the Disclosure and Barring Service.

Prevent

BPCG is committed to promoting an ongoing culture of vigilance in relation to safeguarding and promoting the welfare of vulnerable adults. For all staff and volunteers:

- Safeguarding standards are high and are maintained by all staff.
- Everyone knows their safeguarding responsibilities.
- Everyone knows how to raise child protection/safeguarding issues and to whom they should address such concerns.
- Everyone shares good practice and challenges poor or unsafe practice.
- Everyone co-operates with the safeguarding systems put in place.
- Everyone acts professionally in their work.
- Everyone shares the vision to safeguard vulnerable adults.

Regulated activities

Volunteers and short-term workers such as student placements will never be asked to work with vulnerable adults unsupervised i.e. they will never engage in regulated activity as defined by the Safeguarding Vulnerable Groups Act 2006.

BPCG Code of Conduct

Community gardens are by their nature, friendly and relaxed places. This may make it difficult for people to always know how to act appropriately: however, a friendly, relaxed atmosphere must also guarantee a safe environment for vulnerable people. Many workers are concerned about how their contact with vulnerable people might be misinterpreted or seen as inappropriate. To minimise this, consider how you will behave in advance and follow the steps set out below.

General behaviour

- Staff and lead volunteers should minimise the chances of spending time alone with vulnerable adults, and where this is required other workers should be informed in advance. Volunteers should never be in a position where their contact with vulnerable adults is unsupervised.
- Where close contact is required (e.g. learning to use tools), ensure that it takes place in a group setting, so that all involved are in an appropriate situation.
- Don't rely on your good name; rely on good, consistent work practices.
- Staff and volunteers should not offer lifts to vulnerable adults.
- Language employed should always be appropriate to the age and nature of the people you are working with.
- Any computer based activity should be agreed in advance and closely supervised. BPCG will not tolerate access to pornographic or other inappropriate websites.

Physical contact

- Keep everything in public—a hug in the context of a group is very different to a hug behind closed doors.
- Touch should be related to the vulnerable adult's needs not to the worker's.
- Touch should be age appropriate and should not be initiated by the worker or volunteer, except in exceptional circumstances such as when medical attention is required.
- Staff and volunteers should feel able to point out anything that might be misunderstood in the behaviour of a colleague.

Anti-bullying

BPCG is committed to preventing bullying in all its forms. Bullying can include:

- physical pushing, kicking, hitting, pinching etc
- name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation and the continual ignoring of individuals
- sectarian/racial taunts, graffiti, gestures
- sexual comments and/or suggestions
- unwanted physical contact.

We are committed to the early identification of bullying and prompt, collective action to deal with it involving all relevant parties as appropriate. Anyone who reports an incident of bullying will be listened to carefully and be supported, whether it's the vulnerable adult being bullied or the vulnerable adult who is bullying. Any reported incident of bullying will be investigated objectively and will involve listening carefully to all those involved. Vulnerable adults being bullied will be supported and assistance given to uphold their right to live and work in a safe environment which allows their healthy development. Those who bully will be supported and encouraged to stop bullying.

Further information can be found in our *Anti-bullying policy* and a list of useful contact organisations is included at Appendix B.

Avoidable accidents: Minimising risk

BPCG is committed to providing a welcoming and safe environment for vulnerable adults where key hazards are identified and appropriate steps are taken to minimise these risks. All activities involving vulnerable adults are thoroughly risk assessed and copies of the risk assessments are shared with interested parties such as agency staff, supervisors/carers, and lead volunteers in advance, in addition to being available for consultation on the day of the event. We are aware that vulnerable adults with additional support needs require different safety considerations and we endeavour to take on board the whole spectrum of need when assessing the safety of any given activity.

We recognise that we cannot eliminate all risk inherent in a garden setting but we aim to help vulnerable adults to recognise and understand risks and make sound judgments about how to approach these risks. In particular, we:

- Encourage staff and volunteers to spend time talking to vulnerable adults about the concept of what is 'safe' to eat and drink and what may be poisonous. Our rule is that vulnerable adults should not pick or eat without showing it to a member of staff or another volunteer first.
- Vulnerable adults should be taught to use knives and tools safely – and such items should be kept out of their reach where it is deemed too hazardous to allow their use.

Further details of our commitment to protect the physical safety of vulnerable adults visiting our site can be found in our *Health and Safety Policy*.

Implementation strategy

BPCG's designated safeguarding officer for vulnerable adults is responsible for overseeing the implementation of this policy and procedures.

All staff and volunteers working with vulnerable adults will be introduced to our safeguarding policy and procedures as part of the induction process. Their safeguarding responsibilities and procedures to be followed will be made clear during this induction process.

Staff and volunteers will be made aware of additional safeguarding training opportunities and online resources provided by Lambeth. They will be given the opportunity to attend such training if desired.

This policy will be reviewed by the designated safeguarding officer for vulnerable adults annually or as required in response to relevant legislative changes. The safeguarding officer for vulnerable adults has a responsibility to ensure that she keeps up to date with safeguarding issues by joining appropriate professional networks and attending appropriate training sessions on the subject.

Appendix A: Sample safeguarding vulnerable adults incident report form

Date incident reported: _____

	Person reporting the incident	Person recording the incident (if different)
Name		
Job role		
Knowledge of and relationship to the vulnerable adult		
Contact address		
Tel. number(s)		
E-mail:		

Vulnerable adult's details

Full name of vulnerable adult	
Date of birth	
Contact address (this may be care of school if no further details are known)	
Tel. number	
Any other details e.g. additional support needs, if known	

Incident details

Location of incident (if relevant):	Date and time of incident:
<p>Details of incident. Stick to the facts, do not add your interpretation of events. If you are recording information reported to you, please use the exact words as reported to you so far as possible. Include details of any explanation provided.</p>	
<p>Details of any observations made by you or to you (e.g. description of visible bruising, other injuries, emotional state of the vulnerable adult etc). Stick to the facts as observed, do not add your interpretation of events.</p>	
<p>Actions taken so far:</p>	

Details of alleged abuser (if known)

Name	
Date of birth/age	
Relationship to vulnerable adult	
Occupation	
Address	
Telephone number(s)	
Any other information e.g. additional support needs	

BPCG staff contacted

Contact Name	Contact Number	Date	Time	Able to make contact: Y/N?	Details of advice received

External agencies contacted:

Agency	Y/N	Contact name	Contact number	Date	Time	Details of advice received
Police urgent 999 non urgent 101						
Lambeth Safeguarding Adults Board (LSAB) 0207 926 5555						
Other (please specify eg if online referral form used)						

I certify that the details described above are accurate and will remain strictly confidential between the 'appropriate reporting channels' and myself.

Signed: _____

Date: _____

Please submit this form immediately to BPCG Designated Safeguarding Officer for Vulnerable Adults. This form should be stored securely in a locked filing cabinet or, if in electronic form, in a secure system which is protected by user name and password or encryption technology as appropriate.

Appendix B: Useful contact details (external)

Vulnerable Adult contacts

(LSAB) Lambeth safeguarding Adults Board at www.lambethsab.org.uk or contact Adult Social Care on Tel. 0207 926 5555

Child protection contacts

If you need to contact Social Services about a child protection issue, **Lambeth Children's Services** can be reached on 020 7926 5555 or call Lambeth's Integrated Referral Hub on 020 7926 3100. Alternatively email: helpandprotection@lambeth.gov.uk:

For children known to live in Southwark, contact **Southwark children's services** on 020 7525 1049 or **the duty social worker** on 020 7525 1921

NSPCC helpline for adults concerned about a child: 0808 800 5000

Lambeth Local Authority Designated Officer (LADO): www.lambethsaferchildren.org.uk/lado-referrals or tel 020 7926 4679

Lambeth Safeguarding Children Partnership: www.lambethsaferchildren.org.uk or tel 020 7926

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Southwark Safeguarding Children Partnership : E-mail MASH southwark.gov.uk

Police: In an emergency, please call 999. For non-emergencies, call 101

Anti-bullying advice

Childline: 0800 1111

NSPCC Helpline (for adults concerned about a child): 0808 800 5000

www.there4me.com (an online service for young people)

Kidscape: 020 7730 3300 www.kidscape.org.uk

Parentline Plus www.parentlineplus.org.uk