



Lighthouse Retail

Child Protection & Safeguarding of Children & Vulnerable Adults Policy

Procedures and Guidelines July 2025



Introduction

As a charity working within the retail sector we recognise the need to provide a safe and caring environment for adults, children and young people. We acknowledge that adults, children and young people can be victims of abuse and neglect.

Through our Lighthouse Charity Shops we recognise that we may come into contact with vulnerable adults and children and this policy is essential to all of these functions. The Trustees undertake to:

- Endorse and follow all national and local safeguarding legislation and procedures.
- Provide on-going safeguarding training for all workers and to regularly review the operational guidelines attached.
- Support the Safeguarding Officers and Leads in their work and in any action they may need to take in order to protect children and adults with care and support needs.

Purpose and Scope

All relevant departmental staff, Board members and volunteers working at Valley CIDS will be made aware of and have access to this policy.

There are several aspects to protecting children and vulnerable adults; these include safe recruitment practices, procedures for dealing with allegations and guidance about appropriate behaviour.

Abuse can take many forms including physical, emotional or sexual mistreatment or lack of care that leads to injury or harm and can occur in many environments. Vulnerable adults may be subjected to financial or material abuse.

Through this policy our organisation recognises that children and vulnerable adults have a right without exception to protection from abuse. It is our intention that staff, trustees and identified volunteers place paramount importance on promoting the welfare of children and vulnerable adults and recognise their public and professional responsibility to protect them from any form of abuse.

This commitment includes accepting responsibility for the protection of children and vulnerable adults and ensuring that all concerns about their safety or wellbeing which come to our attention will be followed up and dealt with as quickly and sensitively as possible.

It is our policy to work within the Derbyshire Safeguarding Children Board (DSCB) procedures including their 'Guide to Safer Recruitment in Derbyshire' and Derbyshire Safeguarding Adults Board procedures at all times; which set out how organisations and individuals should work together to safeguard and promote the welfare of children, young people and vulnerable adults respectively and to comply with all relevant legislation, see appendix 2.

Some of our staff carry out roles that require them to work with people who are considered to be at higher risk of harm, including children and vulnerable adults. We carry out criminal record checks for people in these roles, and offer comprehensive safeguarding training to senior managers in other relevant positions.

Valley CIDS's recruitment policy follows the Derbyshire Safeguarding Children Board (DSCB) procedures on safe recruitment of staff and volunteers and should be read in conjunction with this policy.

The Derby City, Derbyshire, Nottingham City & Nottinghamshire safeguarding children procedures describe the roles and responsibilities of agencies and actions to be taken where there are concerns about a child or young person's safety or welfare and can be accessed via www.derbyshirescb.org.uk.

This includes:

- Protection from maltreatment
- Preventing impairment of health or development
- Ensuring children grow up in circumstances consistent with the provision of safe and effective care, to enable optimum life chances.

The Derbyshire and Nottinghamshire County Councils Adult Protection (Safeguarding Adults) procedures describe the roles and responsibilities of agencies and actions to be taken where there are concerns about a vulnerable adult's safety or welfare and can be accessed via

<https://www.derbyshire.gov.uk/social-health/care-and-health-service-providers/safeguarding/safeguarding-adults.aspx>

<https://nsab.nottinghamshire.gov.uk/>

A child is defined as anybody under the age of 18 years.

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5 which states:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Procedure and Responsibilities

Valley CIDS Designated Safeguarding Staff within the Lighthouse Charity Shops are:

Designated Retail Safeguarding - **Katherine Whitaker (Head of Operations)**

Other company Safeguarding contacts are:

Valley CiDS Trustee Responsible for Safeguarding - **Jonathan Brook**

Valley CiDS Designated Safeguarding Officer - **Ian Tannahill (CEO)**

There are County Council Adult Protection (Safeguarding Adults) procedures and relevant other safeguarding boards where we work within their area, but for this document Derbyshire is used as our main point of reference.

All staff and volunteers are provided with an induction that makes them aware of the organisations policies and procedures, including those for safeguarding and promoting the welfare of children and vulnerable adults.

Whilst those working with children or vulnerable adults will receive safeguarding training, the nominated safeguarding representative will receive additional training to ensure safeguarding issues are addressed properly.

As individuals we are not experts in recognising abuse but will take all suspicions or allegations made seriously and act swiftly to raise and record concerns. These concerns may arise from feelings, observations or statements made by a child or vulnerable adult.

Concerns may be discussed with the lead person or a line manager who will then ensure that appropriate next steps and procedures are implemented. It is not our responsibility to investigate suspicions, question the child or vulnerable adult, or interview their carers, but to accurately record and pass on any concerns.

Safeguarding principles

Valley CIDS's principles and codes of behaviour are applicable to all staff and volunteers involved in the organisation:

1. As an organisation, we will place the needs of vulnerable children and adults as a first concern and always act to ensure their safety and protection.
2. We recognise that the best results are achieved in partnership and are committed to working in this way wherever possible.
3. We recognise that some groups of children and adults may be more vulnerable to abuse.
4. The organisations policies and procedures apply to all irrespective of gender, ethnicity, disability, sexual orientation or religion.
5. All employees and volunteers are expected to contribute to a positive working environment and to conduct themselves accordingly:
 - Treating others with respect
 - Remembering that someone else may misinterpret their actions no matter how well intentioned
 - Recognising that special caution is required when discussing sensitive issues
 - Challenging unacceptable behaviour and reporting all allegations and suspicions of abuse
6. We will acknowledge the nine protected characteristics within our safeguarding procedures as required. These are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The main types of abuse:

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm, or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

Statutory Definitions of Abuse: Adults

The Care Act 2014 defines the term “vulnerable adults” as “adults with care and support needs”. This Act applies to adults who have need for care and support (whether or not the local authority is meeting those needs) and are experiencing, or at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

The Care Act 2014 outlines six key principles of Adult Safeguarding:

1. **Empowerment:** People are supported and encouraged to make their own decisions and informed consent.
2. **Prevention:** It is better to take action before harm occurs.
3. **Proportionality:** The least intrusive response appropriate to the risk presented.
4. **Protection:** Support and representation for those in greatest need.
5. **Partnership:** Services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
6. **Accountability:** Accountability and transparency in delivering safeguarding.

The Statutory definitions of abuse of adults are:

Physical abuse

Physical abuse is physical force or mistreatment of one person by another which might or might not cause physical injury. This type of abuse includes:

- hitting
- pushing
- rough handling
- exposure to heat or cold
- force feeding
- improper administration of medication
- denial of treatment
- misuse or illegal use of restraint
- not being allowed to go where you wish, when you wish

Psychological or emotional abuse

Psychological or emotional abuse is harmful behaviour that can cause mental distress. It can involve both verbal and non-verbal abuse which can scare, humiliate and isolate a person. This may include:

- threats
- humiliation or ridicule
- provoking fear of violence
- shouting, yelling and swearing
- blaming

- controlling
- intimidation
- Coercion

Financial abuse

Financial abuse happens if someone tries to steal, steals or defrauds you of your money, goods or property. This includes:

- exploitation
- embezzlement
- withholding pension or benefits
- exerting pressure around wills, property or inheritance

Sexual abuse

Sexual abuse is unwanted sexual activity or sexual behaviour that happens without consent or understanding.

Sexual violence and abuse can be physical contact or non-contact sexual activities, such as:

- indecent exposure
- stalking
- grooming
- forced to look at or be involved in producing sexually abusive material
- forced to watch sexual activities

Institutional abuse

Institutional abuse is the mistreatment or neglect of an adult at risk by a regime or individuals. It takes place within settings and services that adults at risk live in or use, including any organisation, in or outside the Health and Social Care sector.

Institutional abuse may occur:

- when routines, systems and regimes result in poor standards of care
- when poor practice and behaviours are in place
- within strict regimes and rigid routines which violate the dignity and human rights of the adults and place them at risk of harm
- within a culture that denies, restricts or curtails privacy, dignity, choice and independence

Neglect

Neglect occurs when a person deliberately withholds, or fails to provide, suitable and adequate care and support needed by another adult. It may be through a lack of knowledge or awareness, or through a decision not to act when they know the adult in their care needs help. It may impair the health or well-being of an adult.

Exploitation

Exploitation is the deliberate maltreatment, manipulation or abuse of power and control over another person. It is taking advantage of another person or situation usually, but not always, for personal gain.

Exploitation comes in many forms, including:

- slavery
- being controlled by a person or a group
- forced labour
- domestic violence and abuse
- sexual violence and abuse
- human trafficking

Recognising signs of harm or abuse:

You might become aware that an adult is at risk of harm when:

- you see or hear something
- they tell you about abuse, exploitation or neglect happening to them
- a friend, family member or somebody tells you something that causes you concern
- you notice injuries or physical signs that cause you concern
- you notice the victim or abuser behaving in a way that alerts something may be wrong

Vulnerable adults may also be subjected to pressure and abuse relating to their finances or material belongings.

Immediate action must be taken to record and pass on concerns (see relevant Appendix) in cases where:

- the child, vulnerable adult and/ or carer is unwilling to talk about an injury or gives an explanation which appears inconsistent or
- there are a series of unexplained injuries or
- there is a significant change in a child' or vulnerable adults behaviour or
- they or a third party disclose an incident

Signs of possible abuse: **Vulnerable Adults:**

The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered

Possible indicators of **physical abuse**

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle

- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Possible indicators of financial or material abuse

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

Possible indicators of modern slavery

- Signs of physical or emotional abuse

- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

Statutory Definitions of Abuse: [Children](#)

It is generally accepted that there are four main forms of child abuse. The following definitions are based on government guidance “Working together to Safeguard Children” (2023).

Neglect - the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs.

Physical abuse - may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Sexual abuse - involves forcing a child or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (eg rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic materials or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Emotional abuse - the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on their emotional development.

It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve serious bullying causing children frequently to feel

frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

The impact of the above types of abuse and further guidance regarding definitions and the impact of the abuse of disabled children, bullying, self harm/ suicidal behaviour, female genital mutilation, forced marriage can be found in the Derby and Derbyshire Safeguarding procedures.

Signs of possible Abuse: Children:

The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered.

Signs of possible physical abuse

- Any injuries not consistent with the explanation given for them
- Injuries which occur to the body in places which are not normally exposed to falls or rough games
- Injuries which have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Bruises, bites, burns and fractures, for example, which do not have an accidental explanation
- The child gives inconsistent accounts for the cause of injuries
- Frozen watchfulness

Signs of possible sexual abuse

- Any allegations made by a child concerning sexual abuse
- The child has an excessive preoccupation with sexual matters and inappropriate knowledge of adult sexual behaviour for their age, or regularly engages in sexual play inappropriate for their age
- Sexual activity through words, play or drawing
- Repeated urinary infections or unexplained stomach pains
- The child is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares which sometimes have overt or veiled sexual connotations
- Eating disorders such as anorexia or bulimia.

Signs of possible emotional abuse

- Depression, aggression, extreme anxiety, changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy
- Obsessions or phobias
- Sudden underachievement or lack of concentration
- Seeking adult attention and not mixing well with other children
- Sleep or speech disorders
- Negative statements about self
- Highly aggressive or cruel to others
- Extreme shyness or passivity
- Running away, stealing and lying

Signs of possible neglect

- Dirty skin, body smells, unwashed, uncombed hair and untreated lice
- Clothing that is dirty, too big or small, or inappropriate for weather conditions
- Frequently left unsupervised or alone
- Frequent diarrhoea
- Frequent tiredness
- Untreated illnesses, infected cuts or physical complaints which the carer does not respond to
- Frequently hungry
- Overeating junk food

How to respond to a welfare concern or Safeguarding disclosure

Ensure the physical environment is welcoming, giving opportunity for the child or vulnerable adult to talk in private but making sure others are aware the conversation is taking place.

1. Take immediate action if there is a need of urgent or medical attention.
2. Keep calm. Do not show shock or distress.
3. Listen carefully and offer reassurance that they have done the right thing.
4. Indicate your acceptance of their disclosure. Don't ask leading questions and be aware of your body language.
5. Do not ask them to repeat themselves/part of their story.
6. Do not agree to keep secrets. Explain that you will "have to share the information with appropriate safeguarding professionals whilst still maintaining confidentiality".
7. Record your conversation using the Incident Form (available on the Valley CIDS intranet > Health & Safety Info > Incident Form) and bring it to the attention of a member of the Designated Lighthouse Safeguarding Team. Include the following info:
 - Times and dates of specific incidents
 - Who was involved and what actually happened
 - The nature of any injuries, thefts or losses etc
 - What you did and any follow up required

What will happen next?

8. It is the responsibility of the lead person to consider the information and to decide what action needs to be taken. If the lead person needs help in making a decision, they should speak to a manager or a member of social care. The decision made should be clearly recorded and if no further action is considered necessary, the reason why should be documented and the form placed on file.
9. If it is decided that a referral should be made, the Lead Person will inform the duty officer at the Adult or Children's Social Care Team, who has a duty to investigate and ensure the safety of the child/vulnerable adult. It is important that they are clear about:
 - The nature of concerns
 - How and why they have arisen
 - The apparent needs of the child or vulnerable adult
10. The referral should be followed up appropriately. A copy should be placed in the relevant organisational file.
11. Formal acknowledgement of the referral should be received within three working days of the receipt of the written referral. If no response is received the referrer should re refer the matter to social care.
12. If you have a concern or receive an allegation about a member of staff, or volunteer, who works with children or vulnerable adults that causes concerns that they have:
 - Behaved in a way which is harmful
 - Possibly committed a criminal offence
 - Behaved towards a child or vulnerable adult in a way that indicates she/he is unsuitable to work with them

Discuss your concerns with your Lead Person. However, if your concern is about your Lead Person, you can also approach any line manager. If you feel unable to discuss your concern with a member of staff then you can contact the Derbyshire or Nottinghamshire Adult Safeguarding Team (see Safeguarding Signposting Contacts List).

Identifying concerns and removing barriers

Concerns may come to the attention of staff and volunteers in a number of ways including:

- Through observation – behaviour may indicate that it is likely someone is being abused
- Through disclosure – the child or vulnerable adult may disclose abuse
- Through information – provided by parents, carers, other people or agencies
- Through signs of physical injury for which there seems to be no satisfactory explanation

There may be barriers to reporting abuse including the power of relationships and the skilled way that abusers target their victims. They may not tell because they:

- Are scared because they have been threatened
- Believe they will be taken away from their home
- Believe they are to blame
- Feel embarrassed
- Feel guilty
- Don't want to get the abuser into trouble
- Have communication or learning disabilities
- May not have the vocabulary to say what has happened
- Are afraid they won't be believed
- Believe they have told, maybe by dropping hints, but haven't been believed so don't bother again

Abuse thrives on secrecy and needs to be handled in a sensitive, accepting way. However, through clear policies, procedures and training Valley CIDS is committed to safeguarding children and vulnerable adults.

Recruitment

Valley CIDS and Lighthouse Shop Senior Management Team will ensure that Safer Recruitment practices are always followed and that the requirements outlined in the statutory guidance 'and any supporting DBS documentation are followed in all cases.

All interview panels will have at least one member who has undergone Safer Recruitment Training with the necessary skills and knowledge. Before a start date can be given to a new employee, Valley CIDS must have received a DBS check and references.

We will in all cases for example check on;

- the identity of candidates;
- a check of professional qualifications;
- the right to work in the UK;
- make overseas checks where relevant;
- ask for and follow up at least two references;
- scrutinise applications for gaps in employment.

We will ensure that all Staff (Trustees & volunteers) are aware of Government Guidance on Safer Recruitment and Safer Working Practices and that the recommendations are followed.

Lighthouse will ensure there is a Company Code of Conduct, ensuring all Staff and Volunteers are familiar with safer working practices which includes all new staff, volunteers and all others working within Lighthouse Retail.

This also includes advice on conduct, safe use of mobile phones, use of social media and media-based platforms and guidance on boundaries in emailing, messaging, or participating in social networking environments.

We will ensure that Safeguarding considerations are at the centre of each stage of the recruitment process and if in any doubt will seek further HR and or legal advice.

For Recruiting Volunteers, please follow process flow as displayed on the Valley CIDS intranet > Volunteering > Volunteer Process.

Recruitment of Community Payback Workers

Lighthouse Shops work with the Probation Services to help them with the reparation of offending behaviour by individuals. To ensure that safeguarding principles are embedded within this context, Lighthouse has a process to cover the recruitment of Payback Workers.

Probationers will not be accepted onto placements in our shops if they will not provide full next of kin details in case of emergency.

Please follow the process flow as detailed on the Valley CIDS intranet > Volunteering > Community Payback process.

The Disclosure and Barring Service (DBS)

Lighthouse Charity shops will undertake DBS checks for Shop Managers, Assistant Shop Managers, Shop Supervisors and key volunteers as they will all work alongside 16 and 17 year old volunteers and vulnerable adults.

The Disclosure and Barring Service (DBS) helps employers make Safer Recruitment decisions which helps preventing unsuitable people from working with vulnerable groups, including children.

The DBS are responsible for:

- Processing requests for criminal records checks
- Deciding whether it is appropriate for a person to be placed on or removed from a barred list
- Placing or removing people from the DBS Children's Barred list and Adults' Barred list for England, Wales and Northern Ireland
- Providing an online DBS service

The DBS search police records and in relevant cases, the barred list information, before issuing a DBS certificate to the applicant.

A DBS check will be requested as part of the pre-recruitment checks following an offer of employment, including unsupervised volunteering roles, and staff engaging in regulated activity, where the definition of regulated activity is met.

Whistle blowing/ complaints

The term 'whistle blowing' is used to describe incidents where people report an alleged wrong doing within an organisation.

Valley CIDS recognises that staff and volunteers have the right and responsibility to raise any matters of concern regarding poor practice at work as detailed in our Staff Handbook which can be accessed on the Staff Intranet.

Responding to an allegation

Under no circumstances should a worker carry out their own investigation into an incident of alleged abuse or if there is suspicion of abuse.

The lead person will keep a record of all incident report forms completed.

Appendices

Appendix 1	Incident report
Appendix 2	Useful Support & Signposting Contacts
Appendix 3	Legislation and Links

Appendix 1 – Incident Report Form

Venue where incident took place:

Date & Time of Incident:

Activity being undertaken at time of incident

L

Form Ref (date + initials):

Nature of Incident: *(please select all that apply)*

Safeguarding/Child Protection or Vulnerable Adult Concern	☐	Bullying/Conflict with Peers	☐
Alcohol/Substance Misuse	☐	Relationships (inc. domestic violence)	☐
Problems at Home	☐	Physical/Emotional Well-Being/Welfare	☐
External Issues	☐	Prevent / Radicalisation	☐
Internal department issue	☐	Customer/Client Issue	☐
Other <i>(please specify)</i>			☐

Brief Description & Timeline: *Please provide a concise, factual & time-oriented account of the incident.*

-
-
-
-
-
-
-
-

Immediate Action(s) Taken & Timeline: *Please state accurately the immediate actions taken.*

- 1.
- 2.
- 3.
- 4.
- 5.

Internal: Please tick all that apply

Shop Manager
 Senior Retail Staff Member
 HR staff member
 Head of Retail Operations
 Provider)
 CEO
 Safeguarding Trustee
 Other

External: Please tick all that apply

Social Care
 Local Council Safeguarding Team
 Safer Neighbourhood Team (SNT)
 Education (School/College/Training
 Probation
 Other

Information Sharing: *Has this information been shared internally/externally?*

Who has the information been shared with?

Police Contact

Have the police been contacted? (YES/NO) **101 or 999**

Incident/Crime Number: -

Signposting

Has the adult/young person been signposted to the support/services of any other agencies: (YES/NO)

If 'Yes', please describe below:

Referral (e.g. Starting Point / Social Care)

Has a referral been made to any external agency e.g. Call Derbyshire: (YES/NO)

If 'Yes', please describe below. Please include name, position & contact number of who you spoke to.

Further Action Required:

Form Completed by:

Date:

INCIDENT FORM CONTINUATION SHEET

Date & Time	
Additional Info:	
Further Action Taken:	
Completed By:	Signed:

Date & Time	
Additional Info:	
Further Action Taken:	
Completed By:	Signed:

Helpful Safeguarding Support & Signposting Contact Details

Safeguarding Signposting Contacts:

Lighthouse Designated Safeguarding Lead – Katherine Whitaker – 07495 241892

Trustee in charge of Safeguarding - Jonathan Brook – 07535 216890

CEO - Ian Tannahill – 07535 214907

Crisis:

Samaritans - 116 123 (free 24-hour helpline) www.samaritans.org.uk

Shout Out – text service **Text:** 85258 (24 hours) <https://www.giveusashout.org/>

Papyrus HOPELINEUK For people under 35 struggling with suicidal feelings.

Phone: 0800 068 4141 (weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm–10pm)

Text: 07786 209 697

General:

Citizens Advice - 03444 111 444 <https://www.citizensadvice.org.uk/>

Victim Support - [08 08 16 89 111 https://www.victimsupport.org.uk/](https://www.victimsupport.org.uk/)

Police 101 or 999

Premier Lifeline – Helpline providing a listening service, information, emotional and spiritual support from a Christian perspective

Phone: 0300 111 0101

Website: www.premier.org.uk/lifeline

Cruse Bereavement Care - Offers support, advice and information to children, young people and adults when someone dies.

Phone: 0808 808 1677 (Open Monday-Friday 9.30-5pm – excluding bank holidays – with extended hours on Tuesday, Wednesday and Thursday evenings, when the line is open until 8pm.)

Email: helpline@cruse.org.uk

Financial/Debt Support:

Christians Against Poverty - <https://capuk.org/>

Tax Aid - <https://taxaid.org.uk/>

StepChange - 0800 138 1111 (weekdays 8.00 am - 8.00 pm, Saturdays 8.00 am to 4.00 pm)

www.stepchange.org

Mental Health:

Mind - Promotes the views and needs of people with mental health problems.

Infoline: 0300 123 3393 (Monday to Friday, 9am to 6pm)

Website: www.mind.org.uk

Anxiety UK Charity providing support if you have been diagnosed with an anxiety condition.

Phone: 03444 775 774 (Monday to Friday, 9.30am to 10pm; Saturday to Sunday, 10am to 8pm)

Text: 07537 416905

Website: www.anxietyuk.org.uk

Sane - Emotional support, information and guidance for people affected by mental illness, their families and carers.

SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm)

Textcare: comfort and care via text message, sent when the person needs it

most: www.sane.org.uk/textcare

Peer support forum: www.sane.org.uk/supportforum

Website: www.sane.org.uk/support

Rethink Mental Illness - Support and advice for people living with mental illness.

Phone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm)

Website: www.rethink.org

LGBTQIA+ Support:

LGBT Foundation - Runs a free support line for anyone who identifies as LGBT. Currently supporting people who are worried about the coronavirus and need support with their wellbeing during this time.

Helpline: 0345 3 30 30 30

Lines open 9am-9pm Monday to Friday and 10am-6pm on Saturday and Sunday.

Switchboard - National LBGTQIA+ Support Line - For people who identify as gay, lesbian, bisexual or transgender.

Helpline: 0300 330 0630 (10am–10pm every day)

Email: chris@switchboard.lgbt

Webchat: <https://switchboard.lgbt/>

Phone operators all identify as LGBT+.

Domestic Violence:

National Domestic Advice Helpline - 0808 2000 247 (24 hour)

Men's Advice Line - 0808 801 0327 (Monday to Friday 9.00 am - 5.00 pm)

Juno Women's Aid - 24 hour freephone helpline providing support to women with or without children affected by domestic violence and abuse.

Phone: **0808 800 0340**

Website: www.junowomensaid.org.uk

Email: enquiries@junowomensaid.org.uk

Rape Crisis UK - <https://rapecrisis.org.uk/> 24/7 Rape and Sexual Abuse Support Line open 24/7
0808 500 2222

Parents, Families & Young People:

Young Minds Parents Helpline - Confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.

Parents Helpline: 0808 802 5544

Website: www.youngminds.org.uk

Gingerbread – charity for Single parents - 0808 802 0925 (Mondays 10.00 am - 6.00 pm; Tuesdays, Thursdays and Fridays 10.00 am - 4.00 pm; Wednesdays 10.00 am - 1.00 pm and 5.00 - 7.00 pm; the helpline is closed on all public holidays) <https://www.gingerbread.org.uk/>

Childline – A confidential service for vulnerable children under 19 to talk about anything that is worrying them. 0800 1111 (24/7) <https://www.childline.org.uk/>

NSPCC – if you are worried/concerned about a child 0808 800 5000 (24/7)
<https://www.nspcc.org.uk/>

Housing:

Shelter - 0808 800 4444 (open 365 days a year - weekdays 8.00 am to 8.00 pm, weekends 9.00 am to 5.00 pm (England);

Disability & Health:

Disability Law Service - provides free legal advice, information and representation to disabled people and their families or carers.

0207 791 9800 (weekdays 10.00 am till 1.00 pm then 2.00 pm till 5.00 pm) for general enquiries
<https://dls.org.uk/>

Macmillan Cancer Support - 0808 808 0000 (seven days a week 8.00 am to 8.00 pm)
<https://www.macmillan.org.uk/>

Scope - 0808 800 3333 (weekdays 9.00 am - 5.00 pm) <https://www.scope.org.uk/>

Older People:

Age UK - 0800 055 6112 (8.00 am - 7.00 pm, 365 days a year)
<https://www.ageuk.org.uk/>

Migrants:

Migrant Help - 0808 80000 630 <https://www.migranthelpuk.org/>

0300 123 3393 (9.00 am to 6.00 pm Mondays to Fridays except bank holidays)

Gambling & Addiction:

Alcoholics Anonymous

Phone: 0800 917 7650 (24-hour helpline)
Website: www.alcoholics-anonymous.org.uk

National Gambling Helpline

Phone: 0808 8020 133 (daily, 8am to midnight)
Website: www.begambleaware.org

Narcotics Anonymous

Phone: 0300 999 1212 (daily, 10am to midnight)

Website: www.ukna.org

Carers Support:

Nottinghamshire Carers Hub – 0808 802 1777

Derbyshire Carers Association - 01773 833833

Appendix 3 – Relevant Legislation & Links

- Working Together to Safeguard Children 2023
https://assets.publishing.service.gov.uk/media/6849a7b67cba25f610c7db3f/Working_together_to_safeguard_children_2023_-_statutory_guidance.pdf
- Care Act 2014 updated 2022 <https://www.legislation.gov.uk/ukpga/2014/23/contents>
- Keeping Children Safe in Education 2025
https://assets.publishing.service.gov.uk/media/686b94eef1a249e937cbd2d/Keeping_children_safe_in_education_2025.pdf
- What to do if you're worried a child is being abused 2015
https://assets.publishing.service.gov.uk/media/5a80597640f0b62302692fa1/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf
- Prevent Duty 2023 <https://www.gov.uk/government/publications/prevent-duty-guidance>

