

### Safeguarding Procedure

#### **Procedure Purpose:**

To provide a defined process for all trustees, ESB employees, contractors working on behalf of ESB (ESB staff), to follow should a safeguarding incident occur.

#### **Linked Policies / Procedure**

- Safeguarding Policy
- Privacy Policy
- Data Protection Policy

#### **ESB Safeguarding Team:**

ESB has appointed members of the Senior Leadership Team to manage the safeguarding process:

- Safeguarding Coordinator Customer Experience Manager
- Safeguarding Lead CEO

It is the responsibility of the **Safeguarding Coordinator** to coordinate the process by:

Initially assessing an incident, liaising with centres/informants to establish facts, collating all
information in relation to an incident ensuring confidentiality at all times, keeping the Safeguarding
Lead informed throughout the process.

It is the responsibility of the **Safeguarding Lead** to:

Assess the incident, and all factual information in relation to the incident in its entirety, where there is an unsatisfactory response from a centre, or there is a need for escalating a safeguarding incident to authorities (e.g. social services and/or police) the Safeguarding Lead will assume responsibility for the process.

#### **How to report and manage a Safeguarding Incident:**

Informant to document the incident accurately, detailing as much information as possible onto the <b>Safeguarding Incident Form</b> (see overleaf)
Email the form to Sue.Roberts@esbuk.org
ESB Safeguarding Coordinator (Customer Experience Manager)
Ensure the email subject states 'IN CONFIDENCE'
Do not cc, or bcc, anybody else into the email.

ESB SOP-01: Safeguarding Procedure

Issued by: Sue Roberts, Customer Experience Manager

Authorised by: Tina Renshaw, CEO

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The Safeguarding Coordinator will review the incident form and assess the severity of the incident notifying the ESB Safeguarding Lead (CEO) within 1 working day. The Safeguarding Coordinator may liaise with the informant, and responsible safeguarding personnel at the centre where the incident took place to: Establish more details/confirm facts Establish and record what action the centre has taken/ plan to take since the incident occurred. The Safeguarding Coordinator has reviewed the incident The Safeguarding Coordinator has reviewed the incident, and all correspondence, and is satisfied with: assessed centre correspondence and is unsatisfied as either: Centre communication relation to the incident The centre is unresponsive The timeframe in which the incident has been investigated The centre hasn't responded within an acceptable timeframe /action taken. Unsatisfactory centre investigation report The centre investigation report Unsatisfactory corrective/preventative actions taken Centre corrective/preventative action taken is (incommensurate with the severity of the incident) commensurate to the severity of the incident. The Safeguarding Coordinator must present all incident Safeguarding Coordinator must escalate to Safeguarding Lead information, centre investigation report, centre corrective for further action. and preventative actions to Safeguarding Lead for final review/ approval. Safeguarding Lead will liaise with the Safeguarding personnel at the centre regarding the unsatisfactory handling of the incident. The Safeguarding Lead The Safeguarding Lead is in agreement that is in unsatisfied with the centre response either: The centre has now **Safeguarding Lead** and actions are provided a satisfactory remains unsatisfied with satisfactory, no The centre investigation/ incident report, & the centre response/ further action is response corrective preventative must escalate the required/no need for - Turnaround time. actions. No further action. incident to the authorities to be - Action taken. Full details of the incident authorities all informed. Full details - Outcome for the affected correspondence will be and all correspondence in of the incident and all vulnerable person noted & stored relation to the incident is correspondence in electronically (restricted stored electronically in a relation to the incident Further action required. access) file. restricted access file. is stored electronically in a restricted access

Safeguarding Lead to complete the Safeguarding Incident Form and store in the electronic (restricted access) file on the system.

file.



# **Safeguarding Incident Form**

Complete the form and return to: Safeguarding Coordinator (Customer Experience Manager) via email <a href="mailto:Sue.Roberts@esbuk.org">Sue.Roberts@esbuk.org</a>
<u>CONFIDENTIAL</u>
Name of ESB employee / trustee/ contractor who is reporting the incident:
Daytime telephone number:
Email address:
Name of child/young person/vulnerable adult (learner):
Centre name <u>and</u> exam booking number:
Date incident was discovered:
How was incident discovered? (please give as much detail as possible)
Details of incident/concerns raised <i>(please give as much detail as possible)</i>
Date reported to Safeguarding Coordinator:
Official Use: For the use of ESB only. To be completed by the CEO (Safeguarding Lead)
Action taken/reported to (centre/police/local child protection agency/social services)
CEO Signature: Date: