

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 Safeguarding Incident Form (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.
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The Safeguarding Coordinator will store the incident form in a secure,

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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 and all correspondence, and is **satisfied** with:
- Centre communication relation to the incident
- The timeframe in which the incident has been investigated /action taken.
- The centre investigation report
- Centre corrective/preventative action taken is commensurate to the severity of the incident.
- ☐ The **Safeguarding Coordinator** must present all incident information, centre investigation report, centre corrective and preventative actions to **Safeguarding Lead** for final review/ approval.
- ☐ The Safeguarding Lead
 is in agreement that
 the centre response
 and actions are
 satisfactory, no
 further action is
 required/no need for
 authorities to be
 informed. Full details
 of the incident and all
 correspondence in
 relation to the incident
 is stored electronically
 in a restricted access
 file.
- ☐ The Safeguarding Lead is in unsatisfied with either:
- The centre investigation/ response
- Turnaround time.
- Action taken.
- Outcome for the affected vulnerable person

Further action required.

- ☐ The **Safeguarding Coordinator** has reviewed the incident, assessed centre correspondence and is **unsatisfied** as either:
- The centre is unresponsive
- The centre hasn't responded within an acceptable timeframe
- Unsatisfactory centre investigation report
- Unsatisfactory corrective/preventative actions taken (incommensurate with the severity of the incident)
- Safeguarding Coordinator <u>must</u> escalate to Safeguarding Lead for further action.
- Safeguarding Lead will liaise with the Safeguarding personnel at the centre regarding the unsatisfactory handling of the incident.
- The centre has now provided a satisfactory incident report, & corrective preventative actions. No further action. Full details of the incident and all correspondence in relation to the incident is stored electronically in a restricted access file.
- safeguarding Lead remains unsatisfied with the centre response/ must escalate the incident to the authorities all correspondence will be noted & stored electronically (restricted access) file.
- ☐ Safeguarding Lead to complete the Safeguarding Incident Form and store in the electronic (restricted access) file on the system.



Safeguarding Incident Form

Complete the form and return to: Safeguarding Coordinator (Customer Experience Manager) via email Sue.Roberts@esbuk.org
<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: