

## **HEAR US CROYDON**

Croydon's Mental Health Service Users Group www.hear-us.org info@hear-us.org 020 8681 6888

# Hear Us QUALITY MANUAL



# SECTION D: People Management D.3.5.3 Hear Us Safeguarding Procedure Flow Chart

AGREED DATE: 11/09/2024

LAST DATE OF REVIEW: Click or tap to enter a date.

NEXT REVIEW DATE: 11/09/2025

VERSION #: V1



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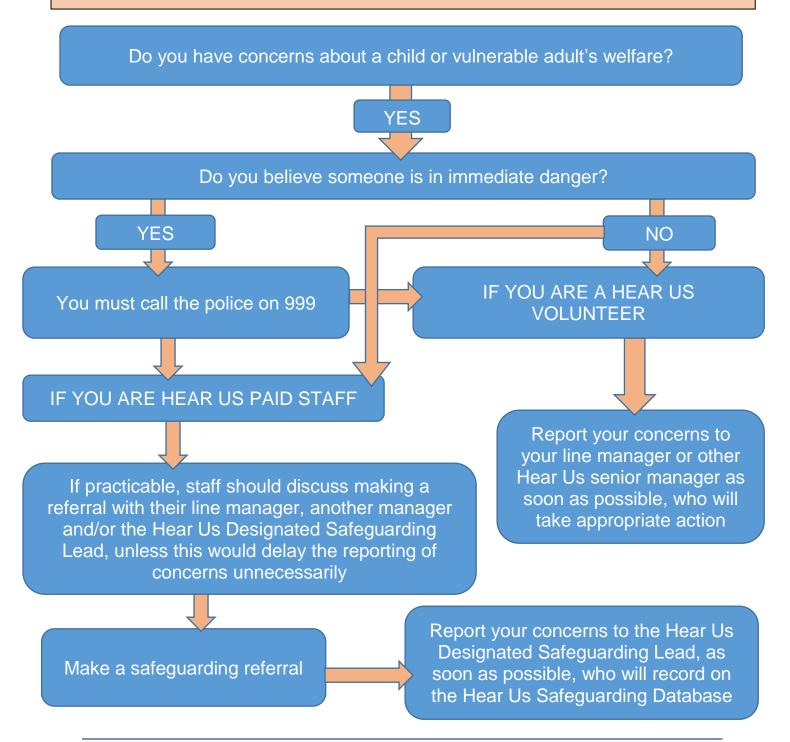
Telephone: 020 8681 6888 Email: AQS@hear-us.org Website: www.hear-us.org Registered in England No. 6891337 Charity No.1135535



To promote, educate, communicate and empower, for the benefit and interest of people affected by mental health issues

## HEAR US INTERNAL SAFEGUARDING PROCEDURE FLOW CHART

This flow chart is meant as a tool to help follow Hear Us Safeguarding procedures, when responding to safeguarding concerns/incidents. Please see Hear Us Safeguarding Adults at Risk or Safeguarding Children Policies for further information and more detailed guidance





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If the safeguarding concern involves a Hear Us staff member, volunteer, Trustee, or sessional worker:

Continue with the steps below alongside the procedure set out above:

Inform Designated Safeguarding Lead or other Senior Manager as soon as possible

Designated Safeguarding Lead to inform CEO immediately of action taken

CEO invokes disciplinary procedures as necessary and informs Trustees

Where required, CEO informs Charity Commission and funders, as a serious incident, within 24 hours of original allegation

## Aftercare - All Staff and Volunteers

Receiving a disclosure of abuse, or witnessing abuse, can be a troubling and stressful experience. Where staff or volunteers are concerned about the impact of such events, they can seek support from their manager, or contact the Hear Us Mental Health First Aider.



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## ASSOCIATED HEAR US POLICIES AND PROCEDURES

- Confidentiality Policy
- Data Protection Policy
- Equality and Diversity Policy
- Prevent Policy
- Recruitment and Selection Procedure
- Safeguarding Children Policy
- Safeguarding Adults at Risk Policy
- Staff Handbook (including whistleblowing, complaints, lone-working)
- Staff Supervision and Appraisal Policy

GOVERNANCE AND REGULATORY				
Hear Us Designated Safeguarding Lead	Name: Claire Hawkes Email: claire@hear-us.org Tel: 020 8681 6888 or 07784 334 379			
Hear Us Child Sexual Abuse and Exploitation Lead	Name: Claire Hawkes Email: claire@hear-us.org Tel: 020 8681 6888 or 07784 334 379			
Chief Executive Officer	Name: Tim Oldham Email: tim@hear-us.org Tel: 020 8681 6888 or 0772 373 296			
Chair of the Trustees	Name: Abeline Greene Email: abeline@hear-us.org Tel: 020 8681 6888			



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Version #	Author	Date	Version Notes
HU-V1	Claire Hawkes	11/09/2024	Created new document to clarify Hear Us internal Safeguarding Procedure