



**HEAR US CROYDON**

Croydon's Mental Health Service Users Group

[www.hear-us.org](http://www.hear-us.org)

[info@hear-us.org](mailto: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

<b>AGREED DATE:</b>	<b>11/09/2024</b>
<b>LAST DATE OF REVIEW:</b>	Click or tap to enter a date.
<b>NEXT REVIEW DATE:</b>	11/09/2025
<b>VERSION #:</b>	V1



#### **Hear Us**

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Registered in England No. 6891337

Charity No.1135535



## Hear Us

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

Do you have concerns about a child or vulnerable adult's welfare?

YES

Do you believe someone is in immediate danger?

YES

You must call the police on 999

IF YOU ARE HEAR US PAID STAFF

If practicable, staff should discuss making a referral with their line manager, another manager and/or the Hear Us Designated Safeguarding Lead, unless this would delay the reporting of concerns unnecessarily

Make a safeguarding referral

Report your concerns to the Hear Us Designated Safeguarding Lead, as soon as possible, who will record on the Hear Us Safeguarding Database

NO

IF YOU ARE A HEAR US VOLUNTEER

Report your concerns to your line manager or other Hear Us senior manager as soon as possible, who will take appropriate action



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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

<b>Hear Us Designated Safeguarding Lead</b>	Name: Claire Hawkes Email: <a href="mailto:claire@hear-us.org">claire@hear-us.org</a> Tel: 020 8681 6888 or 07784 334 379
<b>Hear Us Child Sexual Abuse and Exploitation Lead</b>	Name: Claire Hawkes Email: <a href="mailto:claire@hear-us.org">claire@hear-us.org</a> Tel: 020 8681 6888 or 07784 334 379
<b>Chief Executive Officer</b>	Name: Tim Oldham Email: <a href="mailto:tim@hear-us.org">tim@hear-us.org</a> Tel: 020 8681 6888 or 0772 373 296
<b>Chair of the Trustees</b>	Name: Abeline Greene Email: <a href="mailto:abeline@hear-us.org">abeline@hear-us.org</a> 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