

Safeguarding Children and Adults in England and Wales

J.B.O.T. UK Ltd | Basic policy | Version 1.0 | 28 September 2026

This policy applies to all employees, directors, associates, contractors and volunteers involved in J.B.O.T. UK Ltd services, including assessment, coaching, consultation, online contact and home, school or workplace visits. It covers children under 18 and adults aged 18 or over in England and Wales. Everyone must act on a concern; the designated lead coordinates the response but does not replace a direct referral in an emergency.

1 Our commitment and responsibilities

We aim to prevent harm, listen to people, make reasonable communication and accessibility adjustments, and respond promptly to abuse, neglect, exploitation or unsafe practice. A diagnosis, disability, communication difference or apparently inconsistent account must not be used to dismiss a disclosure. We work with the person and relevant agencies, respect their wishes where possible, and put immediate safety first.

Designated safeguarding lead (DSL): [Name, role, telephone, secure email]

Deputy or independent escalation contact: [Name, role, telephone, secure email]

The DSL keeps contact details current, advises staff, oversees referrals and records, checks training and safer recruitment, and reviews this policy. When the DSL is unavailable, staff contact the deputy or the relevant statutory service directly. If a concern is about the DSL or director, contact the independent escalation contact and the statutory service; do not route it through the person concerned.

2 Recognising concerns

Concerns may arise from a disclosure, observation, records, another professional, a family member or online contact. They can involve physical, emotional or sexual abuse, neglect, domestic abuse, coercive control, exploitation, discrimination, financial abuse, organisational abuse, self-neglect or an unsafe practitioner. These examples are not exhaustive. Record the facts and seek advice where the threshold is uncertain.

In England, a safeguarding adult may be an adult with care and support needs who is experiencing or at risk of abuse or neglect and, because of those needs, cannot protect themselves. In Wales, an adult at risk has care and support needs, is experiencing or at risk of abuse or neglect, and as a result of those needs cannot protect themselves. The local authority decides whether its statutory enquiry duty applies; staff should report a credible concern rather than attempt to establish a legal threshold themselves.

3 Immediate response and disclosure

- If anyone is in immediate danger or a crime is in progress, call 999. Arrange urgent medical help if needed. Do not leave a child or adult at immediate risk without an agreed safe response.
- Listen calmly, take the person seriously, use their own words and explain that information may need to be shared to keep them or others safe. Do not promise secrecy.
- Ask only open questions needed to establish immediate safety. Do not investigate, confront an alleged perpetrator or ask the person to repeat their account unnecessarily.
- Tell the DSL immediately, ideally during the same working session. If delay would increase risk, contact children's social care, adult social care or the police directly, then inform the DSL when safe.
- Consider other children or adults who may be at risk, including siblings and people receiving care from the same person. Agree a safe way to contact the person; do not assume it is safe to speak with a parent, carer or employer.

4 Referral routes

Refer to the local authority where the child or adult is present or normally lives, following the receiving authority's instructions. If location is unclear, call the authority where the person is currently located and ask it to coordinate. For

urgent out of hours concerns use its emergency duty team or the police. Staff must confirm that a referral has been received and record the name, time and agreed next action.

England children: Contact local authority children's social care or its multi agency safeguarding hub. Follow local safeguarding partnership arrangements and Working Together to Safeguard Children 2026. A concern about significant harm should be referred without delay.

England adults: Contact the local authority adult safeguarding team. Explain the adult's wishes, care and support needs, the risk, any capacity or coercion concerns, and why a safeguarding response may be needed under section 42 of the Care Act 2014.

Wales children and adults: Report to the relevant local authority social services under the Wales Safeguarding Procedures and the Social Services and Well-being (Wales) Act 2014. Follow the local reporting form and urgent telephone route. Where a crime is suspected, contact the police as appropriate.

If the receiving service does not act and the risk remains, discuss the concern with a senior safeguarding practitioner, follow local escalation procedures, document the response and re-refer if necessary. Do not close a concern solely because it falls below a statutory threshold; consider support, a safety plan and review.

5 Consent, capacity and information sharing

For adults, seek their views and informed consent to a referral where safe and practicable. Respect a capacitous refusal unless there is an overriding reason to share, such as risk to a child or another person, serious harm, coercion, inability to make the relevant decision, or a suspected serious crime. Consider the Mental Capacity Act 2005 for a decision specific capacity concern and seek specialist advice when needed. For children, involve them in an age and communication appropriate way, and seek parental involvement when safe; consent is not a barrier to proportionate information sharing needed to protect a child.

Share information that is necessary, relevant, accurate and timely through secure channels, in line with UK GDPR, the Data Protection Act 2018 and applicable safeguarding guidance. Record the purpose, recipients, legal basis or rationale, the person's views, and reasons for sharing without consent or deciding not to share. Confidentiality must not prevent appropriate safeguarding action.

6 Recording and follow up

Make a dated record as soon as practicable: the person's details and location; exact words where possible; observations distinguished from interpretation; relevant context; immediate risks; actions, advice and referrals; consent or capacity considerations; who received the information; and follow up arrangements. Keep records factual, signed or attributable, securely stored with restricted access, and retained under the organisation's records schedule. Do not alter an original account; add a dated correction. The DSL checks that actions and outcomes are followed through and that a child or adult knows what will happen next where appropriate.

7 Concerns about staff and safer practice

Any allegation or concern about a person working with children or adults, including conduct outside work that suggests a risk, must be reported immediately to the DSL or independent escalation contact. Protect the person at risk, preserve evidence and avoid an internal investigation that could prejudice statutory enquiries. In England, consult the local authority designated officer (LADO) about allegations relating to work with children in line with local procedures, normally within one working day. In Wales, follow section 5 of the Wales Safeguarding Procedures for concerns about practitioners and those in positions of trust, including the designated officer route. Refer to adult safeguarding and police where indicated. Consider DBS referral duties where regulated activity and removal conditions are met, and any HCPC or other regulator notification.

Recruitment and commissioning include identity, qualifications, references, appropriate DBS eligibility checks and professional registration checks for relevant roles. Staff complete safeguarding induction and periodic training proportionate to their role. Professional boundaries, consent for contact, lone working, online assessment, chaperone

needs and safe communication routes are agreed in advance. Staff use approved secure systems and report any data breach through the organisation's information governance process.

8 Local contacts and policy control

Service	Current contact details or link
Cheshire West children and out of hours	iART 0300 123 7047 (option 1); EDT 01244 977277
Cheshire East children and out of hours	ChECS 0300 123 5012 (option 3); EDT 0300 123 5022
Cheshire West adults and out of hours	Community Access 0300 123 7034; EDT 01244 977277
Cheshire East adults and out of hours	Adult Contact Team 0300 123 5010; EDT 0300 123 5022
Cheshire West LADO	Duty LADO: safeguardinglado@cheshirewestandchester.gov.uk; use referral form
Cheshire East LADO	LADO Team 01270 685904; LADO@cheshireeast.gov.uk; use referral form
Flintshire children and out of hours	Children's Social Services 01352 701000; EDT 0345 053 3116
Flintshire adults and out of hours	Adult Single Point of Access 01352 702000; EDT 0345 053 3116
Flintshire designated officer for safeguarding	Ask Flintshire Social Services for its Section 5 designated officer: 01352 701000 (children) or 01352 702000 (adults). No direct public contact verified.
Police emergency and non emergency	999 / 101

Owner: [name and role] Approved on: [date] Next review: [date, no later than 12 months or sooner after relevant change]

Before issue, complete the named internal lead and deputy contacts, confirm the local procedures for every area served, and approve the associated records retention, safer recruitment and information governance arrangements. Check external contact details at least annually.

Guidance

Working Together to Safeguard Children 2026; Care Act guidance chapter 14; Wales Safeguarding Procedures and Working Together to Safeguard People volumes 5 and 6; DfE information sharing guidance; DBS legal duty to refer.