



Safeguarding recognition and response procedures

Traffic Light Guide - What action should I take?

- T – Take immediate action (RED)**
- L – Learn what you can (AMBER)**
- G – Give good guidance (GREEN)**

This guidance was developed as a reference tool for volunteers (and staff working outside of their usual remit) who are providing contact calls by telephone or video to those who might otherwise be isolated, such as Check and Chat, Befriending or remote/peer support. It is designed to help them to determine whether the situation requires a safeguarding response from them, and if so, what to do.

We hope it provides a useful reference guide to keep beside the phone.

The guide is not meant to take the place of safeguarding induction and training but may support and reassure volunteers who are new to the role. While it is very unlikely that they will take a call that requires a 'Red' response, it is always better to be prepared and have a little information to hand should this arise. It is ALWAYS better to take action, and pass on information which alerts and allows other agencies to decide the next steps (which could be 'No further action') than to do nothing.

It should be stressed that the volunteer manager / co-ordinator or Designated Safeguarding Lead (DSL) should provide the first line of support for volunteers if they are in any doubt about their responses. You might want to list their numbers here.

Co-ordinator: _____

Safeguarding lead: _____

▶ **Practice tip:** Always ask: 'Is it safe for you to speak on this call, freely and without being overheard?'

RED LEVEL

What to look out for	Actions
<p>Is the person you are speaking with or someone they talk about a victim of a crime (physical threat, theft, forced entry to premises)?</p> <p>Does it appear to be an immediate and significant risk to life, or a that crime has been committed?</p>	<p>Call 999. Ensure you have the information (as listed below in bold) that will enable the Police, or Ambulance, Service to act.</p>

What to look out for	Actions
<p>Or are they experiencing something that is making them feel unsafe?</p> <p>They might say:</p> <p>'I got a text message to say I must take a Covid-19 test and someone will come to see me'</p> <p>'A person at my door can't show me any ID and I'm not expecting anyone'</p>	<p>Remain calm and ask if they can call 101 themselves or obtain relevant, factual information to make a report for them:</p> <ul style="list-style-type: none"> • Where is this happening? (an address) • Who is affected? (full names, if known) • What is happening / has happened? <p>Tell them what will happen next – police response, etc.</p>
<p>► Practice tip: Always give your name and the name of the organisation you are volunteering for</p>	
<p>Is the person you are speaking with or about</p> <ul style="list-style-type: none"> • an adult who needs care and support (healthcare, social care, support services), or • a child (anyone under the age of 18 years) • and what they say gives you reasonable cause to suspect that they are experiencing abuse? 	<p>Ask for the individual's consent, then contact Social Services local to their home - WLGA Welsh Local Authority links</p> <ul style="list-style-type: none"> • Give the report taker a contact in your organisation, you or the DSL, for feedback • Note down the names of people you speak to • Tell them exactly what the individual told you

What to look out for

Actions

Is the person unwilling to give consent for the information to be shared, or appears unable to understand, or are they unsure about the situation?

These are the categories of abuse:

- Financial abuse
- Physical
- Sexual
- Emotional
- Neglect

Abuse is harm committed by a person known to the victim, a family member or friend, a carer, or a professional such as a doctor or teacher.

The individual may make an allegation or detail a suspicion using such comments as:

(Financial) 'I gave my neighbour my bank card details and now my bank says I am overdrawn'

Contact

- your manager / co-ordinator / DSL, or in their absence
- the local Social Services office, and
- explain your concerns.

You / your manager must contact the Designated Person for Safeguarding in your organisation or the Local Authority for further advice.

It would help to make notes about:

- What you were told that raised concern
- What you did
- What you shared and with who
- Names and contact details of all persons
- Date of incident
- Date of notes
- Your name and your signature on anything you write

Ensure that someone follows up with the individual about:

- what steps you have taken,

What to look out for	Actions
<p>(Physical) 'I need to get painkillers / go to A&E but I don't know if I'm allowed' (being in isolation)</p> <p>(Sexual) Child – 'I think I could be pregnant' Adult – 'My carer touched me in a way that I didn't feel comfortable with'</p> <p>(Emotional) 'I can't stand being cooped up here with ... like this. They won't speak to me, they won't eat with me'</p> <p>(Neglect) 'I'm cold, hungry, feeling ill' (when someone else is responsible for heating, food, care) etc.</p>	<ul style="list-style-type: none"> • what has happened in response, and • what more they may need, within a matter of days.
<p>NB Domestic abuse can include all the types of abuse listed above and also coercive control (manipulative or exploitative behaviour).</p> <p>Be alert to:</p> <ul style="list-style-type: none"> • someone else picking up the phone 	<p>Welsh Women's Aid for domestic abuse support Live Fear Free helpline 0808 80 10 800</p>

What to look out for	Actions
<ul style="list-style-type: none"> • listening in to calls • removing the phone from the person you are speaking to • cutting off the call abruptly • background noises which concern you <p>Example comment</p> <p>'My partner is responding very badly to being in isolation. They are getting very stressed and shout at me a lot for no reason. I'm beginning to feel afraid of them.'</p>	
<p>► Practice tip: Establish what outcomes the person is seeking by sharing their situation with you (what they want to happen).</p>	

AMBER LEVEL

What to look out for	Actions
<p>Is the person you are speaking with, or about:</p> <p>an adult who may have needs for care and support, who may be experiencing abuse, neglect, harm or hardship?</p> <p>This may be ongoing but not offering an immediate and severe threat to life.</p> <p>AND</p> <p>The person raising the concern states that they are willing and able to decide on the course of action they wish to take and to take this action themselves, or can obtain support to do so.</p> <p>Examples:</p> <p>'I'm not sure that the person who came to my door is really from [reputable organisation?]. They didn't show me any ID but were very keen</p>	<p>Remain calm and listen to what the person is telling you.</p> <p>Establish the basic facts:</p> <ul style="list-style-type: none">• Personal details of the individual• Their existing needs• Their particular concerns• Their access to means of communication <p>Signpost to the Social Services Information, Advice and Assistance Service (sometimes called One-stop Shop) (phone numbers, email addresses, websites are below) in their area where they can report, and have appropriate action taken, in response to their concerns.</p> <p>Record all discussions, decisions and actions as near to the time as possible or complete a Safeguarding Incident Log if appropriate. Seek advice from the Designated Person for Safeguarding if required</p> <p>Follow up with a call to the individual to ensure they have been able to do as they planned, within a reasonable timescale.</p>

What to look out for	Actions
<p>to pick up my prescriptions for me. Who should I speak to?</p> <p>'My nephew says he will order my shopping for me, but I don't want to give him my bank details, I think he has taken cash from my wallet in the past. Is there anyone else who can do this for me?'</p> <p>'I don't feel safe with the new carers, I just don't know who they are. What are my options?'</p>	

GREEN LEVEL

What to look out for	Actions
<p>Is the person making a complaint, expressing dissatisfaction or indicating a need to obtain general information?</p>	<p>Identify the type of information or service the individual requires and signpost onwards.</p>

What to look out for	Actions
<p>This may relate to money matters, health and care services, etc.</p> <p>There are no indications that the individual is suffering distress or harm.</p> <p>AND</p> <p>There are no allegations of abuse taking place due to the actions or inactions of a third party.</p> <p>AND</p> <p>The concerns raised do not relate to an adult who needs, or may need, care and support, or a child under the age of 18 years.</p>	<p>Eg:</p> <ul style="list-style-type: none"> • Age Cymru Information and Advice line for factsheets and other information for older people • Local Age Cymru or Age Connects organisation for further advice and information for older people • Local authority / council Social Services Information, Advice, Assistance • Relevant complaints department and / or Care Inspectorate Wales for issues relating to care or health services • County Voluntary Councils and InfoEngine, for local support organisations, eg Citizen’s Advice <p>See following page for details</p> <p>Record all discussions and actions as soon as possible (maintain the confidentiality of the individual by keeping all records secure and sharing only with the co-ordinator). Seek advice from the Designated Person for Safeguarding if required</p> <p>Let the individual know they can call back if they do not get the outcomes they were seeking.</p>

RESOURCES LIST

NSPCC advice line for Practitioners: [NSPCC advice and support 0808 800 5000](#)

Monday to Friday 8 am – 10 pm or 9 am – 6 pm at the weekends

Childline: [Childline 0800 1111](#) for children to call

Age Cymru Information & Advice Line for information on local support services for older people: **Age Cymru Advice** on **08000 223 444** or email advice@agecymru.org.uk (open between 9am and 5pm, Monday to Friday)

Welsh Women's Aid [Live Fear Free helpline 0808 80 10 800](#) for domestic abuse support
Silent call system (**999** followed by **55** at prompt)

Signpost as appropriate to:

- County Voluntary Councils - [Third Sector Support Wales](#)
- Local authorities - [WLGA Welsh Local Authority links](#),
- InfoEngine, for local support organisations - [Infoengine Cymru](#)
- Citizen's Advice - [Citizens Advice UK](#)

Safeguarding roles

The Local Authority Designated Officer must be contacted where there are concerns about the practice of a worker or volunteer.

The Designated Person for Safeguarding (in your organisation) will assess the situation (including any need for making a report to Social Services) and make a record of their actions, decision-making and outcomes.

A Safeguarding Incident Log will help everyone to write down what they need to record or know.