



## Safeguarding Policy and Escalation Procedure

### Introduction

The safety of clients during participation in KingsCompass group training or coaching services is paramount. This document outlines how and to whom a safeguarding concern would be escalated should it arise during a training or coaching event.

KingsCompass provides training and coaching services to adults with sound mental health, who are well adjusted, emotionally healthy and functioning effectively. 'KingsCompass the Christian Coach Academy™' and 'KingsCompass' are terms used interchangeably throughout this document as a trading name of 'Carole Milligan Coaching & Consulting', a sole trading coaching, coach training and consulting practice. 'Carole Milligan Coaching & Consulting' trading as 'KingsCompass' is referred to throughout as 'we' 'us' and 'our'.

### Keeping Participants Safe

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, whether physical, emotional or spiritual.

A minimum of two coaches/trainers involved with session delivery will have a list of participant contact information including their emergency contact at all KingsCompass group activities (full name, address including postcode and telephone numbers).

Should an online participant become upset/distressed they will be put into a breakout room with one of the session delivery coaches/trainers. If offline they will be attended to by one of the session delivery coaches/trainers.

If a participant showing signs of distress leaves a session, they will be followed up by telephone to check they are safe and if unavailable their emergency contact will be alerted.

### Guidance and Escalation

Should a participant indicate they or another person is at serious risk of harm (eg abuse, suicide) the guidance of ['Safeguarding Warwickshire'](#) as detailed in ['Adult Safeguarding in Warwickshire'](#) will be followed including:

- Good Practice guide for responding to a disclosure
- Flowchart – referral Pathways for safeguarding alert
- Key contact details for the referral (escalation).

**Good Practice Guide – Responding to Disclosures**

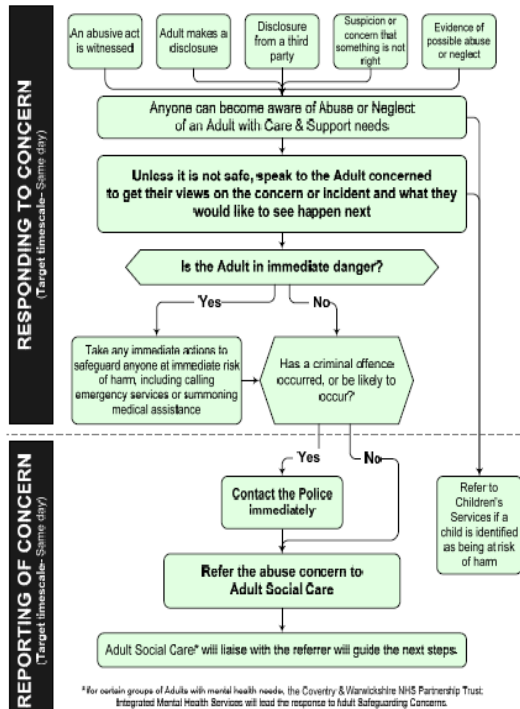
It is often difficult to believe that abuse or neglect can occur. Remember, it may have taken a great amount of courage for the person to tell you that something has happened. They may fear the abuse could get worse if they tell, and fear of not being believed can also cause people not to tell.

- > Accept what the person is saying – do not question the person or get them to justify what they are saying – reassure the person that you take what they have said seriously.
- > Don't 'interview' the person; just listen calmly to what they are saying. If the person wants to give you lots of information, let them. Try to remember what the person is saying in their own words so that you can record it later.
- > You can ask questions to establish the basic facts, but try to avoid asking the same questions more than once, or asking the person to repeat what they have said- this can make them feel they are not being believed.
- > Don't promise the person that you'll keep what they tell you confidential or "secret". Explain that you will need to tell another person but you'll only tell people who need to know so that they can help.

**Adult Safeguarding Concerns**  
 - Recognising Abuse or Neglect  
 - Responding to Abuse or Neglect  
 - Reporting Abuse or Neglect

3.6. Flowchart - Referral Pathways for the Safeguarding Alert

This flowchart gives an overview summary of referral pathways. Please note it does not include other responsibilities which need to be considered through this process, such as preserving evidence and providing appropriate support to victims.



**Adult Safeguarding Concerns**  
 - Responding to Abuse or Neglect  
 - Reporting Abuse or Neglect

3. Reporting Adult Safeguarding Concerns

3.1 All abuse or neglect concerns relating to adults with care and support needs should be reported to Warwickshire County Council by telephone on the Adult Safeguarding single point of referral contact number :-

**01926 41 20 80**

3.2. If the abuse or neglect is very serious, or a criminal offence has occurred or may occur, contact the Police immediately-

**Warwickshire Police:**

To report abuse or raise a concern about a crime, dial non-emergency - 01926 415 000.  
 If a crime is in progress or life is at risk, dial emergency - 999.

Then make the referral to Adult Social Care- as above.

3.3. Referrals outside office hours will be directed to the Warwickshire County Council Emergency Duty Service.  
 The EDS can be contacted directly outside office hours on 01926 886922.

The Emergency Duty Service will-

- Respond to Safeguarding Adults referrals out of hours and make a decision whether the referral requires an immediate response or whether they will transfer to the appropriate Adult Social Care the next working day,
- Respond to the immediate support and protection needs of adults referred out of hours,
- Report suspected criminal offences to the Police without delay.

3.4 Referrals relating to adults (aged 18-65) who have mental health needs will be signposted to the appropriate Integrated Adult Mental Health Service to respond to the concern.

3.5. If a child is identified as being at risk of harm, refer to Children's services-

Warwickshire Children's Services - 01926 410 410.