



Guidance for Students/Parents/Guardians

Reporting Suspected Abuse by a Staff Member

Bridge the Gap Malvern Limited are fully committed to safeguarding the welfare of all young people in our care. If you have concerns or suspect that a staff member may have acted inappropriately or engaged in any form of abuse, it is vital to take action promptly. It is not necessary to have proof of abuse - if you suspect it, you should act without delay.

1. Report your concerns immediately to:

Kim Carwardine, **Designated Safeguarding Officer (DSO)**. Share your concerns clearly, including as much detail as possible, such as specific incidents, dates, and times.

Kim can be contacted on 01684 353588 or email kimc@btgm.co.uk

If the concern involves the DSO, please report directly to the Directors, Kath Barclay or Neil Hornby.

Kath can be contacted on 07951 167904 or email kathb@btgm.co.uk

Neil can be contacted on 07791 59728 or email neilh@btgm.co.uk

The following link will provide you with information on what happens following reporting your concerns.

[Worcestershire Children First: Are you worried about an adult who works with children?](#)

If you believe a young person is at immediate risk of harm, call the police on 999.

2. Document Your Concerns

Keep a written record of your concerns, including any relevant details, conversations, or actions taken. These records can support any subsequent investigations.

3. Escalate if Necessary

If you feel that your concerns have not been adequately addressed, or if you have any doubts about the handling of the situation, you can escalate the matter by contacting:

Worcestershire's Family Front Door on: 01905 822666

Staff are available Monday to Thursday from 9.00am to 5.00pm and Fridays from 9.00am to 4.30pm.



In emergencies out of normal office hours (weekdays and all day at weekends and bank holidays): **01905 768020**

This advice line will be available from 10:00am until 4:00pm Monday to Friday. The team aim to respond to your query within two working days. (note this number does not accept referrals).

At BTGM we work closely with parents, carers, and external agencies to uphold safeguarding standards. We value your vigilance in ensuring every young person's safety and well-being.

Thank you for working with us to create a secure and supportive environment for all young people in our care.