Zephyr's Safeguarding Children and Adults Procedures

November 2026

Policy Owner	Designated Safeguarding Officer
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1. Responsibilities

Safeguarding is everyone's responsibility. All staff, whether paid or unpaid, volunteers, trustees, freelancers and contractors must understand and follow Zephyr's safeguarding procedures and report any concern about possible abuse, neglect or harm promptly.

Safeguarding may include concerns that a person is susceptible to radicalisation. Such concerns will be managed in accordance with section 3.1 of this procedure.

The Designated Safeguarding Officer and Deputy Safeguarding Officer are responsible for receiving and responding to safeguarding concerns, assessing immediate risk, seeking advice and making or coordinating referrals to the police, social care, LADO or other appropriate agencies where required.

The Board of Trustees has overall responsibility for safeguarding governance and oversight. Trustees will ensure that appropriate policies, procedures, training, safer-recruitment arrangements and reporting systems are in place, regularly reviewed and effectively implemented.

2. Reporting of Safeguarding concerns

If you are concerned about a child or adult at risk, report the concern promptly to the Designated or Deputy Safeguarding Officer. This must not delay a referral to the appropriate authority or place anyone at increased risk of harm.

Safeguarding Officers





Designated Safeguarding Officer	Deputy Safeguarding Officer
Carly Williams	Patrick Fisher
07971 133165	07776 125621
contact@zephyrsnottingham.org.uk	chair@zephyrsnottingham.org.uk

Making referrals

Staff, volunteers, trustees, freelancers and contractors must not promise confidentiality. They should explain that relevant information may need to be shared with the Designated Safeguarding Officer or an appropriate agency where this is necessary and proportionate to protect the person or someone else from harm.

Current local safeguarding thresholds, advice and referral routes can be found through the following safeguarding partnerships and local authority services:
Nottinghamshire Safeguarding Adults Board
Safeguarding children - Multi-Agency Safeguarding Hub (MASH) | Nottinghamshire County Council
Adult Safeguarding - Nottingham City Council
Safeguarding Children Partnership - Nottingham City Council

If we have a concern and need to make a safeguarding referral we use the Nottingham City Council and Nottinghamshire County Council Multi-Agency Safeguarding Hubs:

Nottinghamshire Safeguarding:
- **Child concern from a professional:** 0300 500 80 90
- **Child concern from a member of the public:** 0300 500 80 80
- **Emergency Duty Team outside office hours:** 0300 456 4546
- **Adult safeguarding/adult social care:** 0300 500 80 80

Nottingham City Safeguarding Children - 0115 876 4800
Nottingham City adult safeguarding concerns: 0115 876 3330, Monday to Friday, 9.00am–5.00pm
Nottingham City Emergency Duty Team: 0115 876 1000.

If we need to discuss whether or not a referral is required for a concern about a child, we will call the **MASH Professional Consultation Line** on 0115 977 4247 to speak with a MASH social worker. A referral cannot be made this way and will only be used for consultation purposes.

Allegations concerning staff, volunteers, trustees, freelancers or contractors

All allegations concerning a person who works with children must be taken seriously and managed fairly, promptly and consistently. Action must protect the child while also ensuring appropriate support and fair treatment for the person who is the subject of the allegation.

This procedure applies where it is alleged that a person who works with children has:
- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against, or related to, a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- behaved, or may have behaved, in a way that indicates they may not be suitable to work with children.

These criteria reflect *Working Together to Safeguard Children 2026*. The concern may relate to conduct in the person's professional or personal life.

Any allegation must be reported to the Designated Safeguarding Officer immediately. The Designated Safeguarding Officer will contact the relevant LADO without delay and within the locally required timescale.

Where the allegation concerns the Designated Safeguarding Officer, it must be reported immediately to the Deputy Safeguarding Officer and Safeguarding Trustee. Where there is a conflict of interest, the concern must be reported to another unconflicted trustee and, where appropriate, directly to the LADO.

No one should investigate the allegation, interview witnesses, confront the person who is the subject of the allegation or delay referral while gathering further evidence. Questions should be limited to what is necessary to establish immediate safety and clarify the nature of the concern.
Nottinghamshire LADO:

- Nottinghamshire County Council - LADO contact form
- email: LADO@nottscc.gov.uk

LADO - Nottingham City Council
Contact Number - **0115 87 65166**
LADO@nottinghamcity.gov.uk

Flowchart for referral for actual or suspected abuse

See it. Recognise it. Report it.

If the matter is urgent because a child or adult at risk of harm is in immediate danger
Phone 999 for the Police.

<u>See it.</u>

Are they safe? If you are concerned about a child or adult at risk of harm:
It is not your responsibility to decide if abuse has happened. It IS your responsibility to report it to the Safeguarding Officer and/ or appropriate authority

<u>Recognise it.</u>

- Share your concerns/ information with the Designated Safeguarding Officer/ Deputy Safeguarding Officer.
- *For concerns about an Adult at Risk of Harm*: Use the *Safeguarding Adults Framework* to guide your discussions on thresholds for safeguarding referrals
- *For concerns about a child (under 18 years of age)*: Use the *Safeguarding Portals to* guide your discussions on thresholds for safeguarding referrals
- If you need to discuss whether or not a referral is required, call the MASH Professional Consultation Line on 0115 977 4247 to speak with a MASH social worker
- If there is immediate danger to the child or adult at risk call 999 for the police.

Report it

If you have a concern about a child or an Adult at Risk and need to make a safeguarding referral use:

Nottinghamshire Safeguarding Adults Board
Safeguarding children - Multi-Agency Safeguarding Hub (MASH) | Nottinghamshire County Council

- **Child concern from a professional:** 0300 500 80 90
- **Child concern from a member of the public:** 0300 500 80 80
- **Emergency Duty Team outside office hours:** 0300 456 4546
- **Adult safeguarding/adult social care:** 0300 500 80 80

Adult Safeguarding - Nottingham City Council
Safeguarding Children Partnership - Nottingham City Council

Nottingham City Safeguarding Children - 0115 876 4800
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Contact information

Designated Safeguarding Officer	**Deputy Safeguarding Officer**
Carly Williams 07971 133165	Patrick Fisher 07776 125621

Notes: **Reporting for CYP**	**Notes:** **Reporting for Adults at Risk**

- Parents/ carers should be advised that you are making a referral unless this might put the child at risk or cause any delay in referring

- **Local Authority Designated Officer (LADO) Referrals**

If you have concerns about an adult/volunteer/trustee working with a child under the age of 18 that you would like to report, **Nottinghamshire LADO Referral Form**

Nottingham City LADO Referral

It is essential that wherever possible it is the adult at risk who will decide on the chosen course of action, taking into account the impact of the adult at risk's mental capacity where relevant.

However, the people and organisations caring for, or assisting them, must do everything they can to identify and prevent abuse happening wherever possible and evidence their efforts

Remember ALL notes will be disclosable should a formal or criminal investigation occur. Ensure that your notes are signed, dated, professional, separate opinion from fact, are recorded verbatim using the same words as were used during the disclosure

Note on safeguarding adults at risk

We will refer to the Safeguarding Adults Framework to help decide if the threshold for safeguarding has been met.

This document is to support decision-making to establish whether or not incidents/events need to be addressed using safeguarding practices and to support practitioners through their safeguarding work.

There will be occasions where a concern raised does not need to go to safeguarding but could be resolved by; advice, information, assessment/review or the complaints process (this list is not exhaustive). Consider the most proportionate response to each situation prior to taking action, as per the Care Act.

The Care Act does not stipulate a 'process' as such as each piece of work must follow the ethos of 'Making Safeguarding Personal'. However, the decision as to whether we should support a person using safeguarding practice is guided within the Act. The adult at risk;

a) has needs for care and support (whether or not the authority is meeting any of those needs),
b) is experiencing, or is at risk of, abuse or neglect, and
c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Making Safeguarding Personal
Wherever possible the adult at risk should be consulted about the intention to report the concern (to whichever agency) or enabled to report the concern themselves. They should be informed that a concern is to be reported about risks to them unless it is not safe to do so.

- Public interest and the responsibility to protect all adults at risk may override the individual's rights and preferences.

- People have a right to be informed of, and involved in, Safeguarding Enquiries into risks of abuse or neglect that they may face.

- People have the right to, wherever possible, determine their own outcomes and how they might be achieved.

- We have a duty to, wherever possible, work to achieve those outcomes.

- People have rights in deciding how they live their lives and how to manage any risks that they face.

- Exceptions to these rights can be where people do not have the capacity to understand the risks involved, or where their involvement might put them or others at risk

- An adult may be entitled to an independent advocate where the relevant statutory criteria are met.

Balancing individuals' rights and agencies' duties and responsibilities

Individuals have the right to take risks and to live their life as they choose.

These rights, including the right to privacy, will be weighed when considering duties and responsibilities towards them. They will not be overridden other than where it is clear that the consequence would be seriously detrimental to their, or another person's health and well-being and where it is lawful to do so.

Any concern, disclosure or witnessed abuse must be reported immediately in accordance with local multi agency policies and procedures.

3. Recognising child and adult abuse

Abuse can take many forms and the examples in the definitions in Appendix B are not exhaustive. There may be other situations not covered in the examples below that give you concern for a child's safety and wellbeing.

3.1 PREVENT: Concerns about radicalisation

Prevent aims to stop people from becoming terrorists or supporting terrorism. Although Zephyr's may not be a specified authority subject to the statutory Prevent duty, the *Prevent Duty Guidance: England and Wales 2023* informs our safeguarding practice.

There is no single profile or pathway to radicalisation. A person's susceptibility may be influenced by several factors, including exposure to radicalising influences, grievances, personal circumstances and vulnerability. Staff, volunteers, trustees and freelancers should not make assumptions based on an individual's faith, ethnicity, appearance or lifestyle.

Possible concerns may include increasing exposure or commitment to terrorist ideology, support for terrorist violence, attempts to influence or recruit others, accessing or sharing terrorist material or significant changes in behaviour alongside other concerning information. Indicators must be considered together and within the person's individual circumstances; no single sign confirms radicalisation.

Any concern that a child or adult may be susceptible to radicalisation should be reported promptly to Zephyr's Designated Safeguarding Officer. The Designated Safeguarding Officer will consider the information, seek advice where necessary and make a referral through the current local Prevent arrangements when appropriate. Immediate risks or suspected criminal activity must be reported to the police.

3.2. Information sharing and confidentiality

Effective information sharing is essential to safeguarding children and adults at risk. Zephyr's will share relevant information with appropriate individuals and organisations where this is necessary to protect a person from abuse, neglect or other harm, promote their welfare or prevent or detect crime.

Data protection law does not prevent the sharing of information for safeguarding purposes. Information must be handled lawfully, fairly, securely and transparently in accordance with the UK GDPR, the Data Protection Act 2018 and current safeguarding information-sharing guidance. A refusal of consent does not necessarily prevent information from being shared where there is a lawful and proportionate safeguarding reason to do so.

Where appropriate and safe, the person should be informed about what information will be shared, with whom and why. Consent should be sought where it is appropriate to rely on consent. However, staff must not seek consent or inform the person where doing so could:

- place a child or adult at greater risk
- place another person at risk
- prejudice the prevention, detection or investigation of a crime

- cause an unnecessary delay in taking protective action

When deciding whether to share information, staff, volunteers, trustees and contractors must consider whether the information is:

- necessary for a clear safeguarding purpose
- relevant and limited to what is required
- accurate and up to date
- shared only with those who need to know
- shared securely and promptly

The appropriate lawful basis for sharing must be identified. Where special-category or criminal-offence information is involved, an additional condition under the Data Protection Act 2018 may also be required. Consent is only one possible lawful basis and will not always be the most appropriate basis for safeguarding information. Current data-protection provisions expressly recognise safeguarding as a purpose for which information may be processed where the relevant legal requirements are met.

All decisions to share or not share safeguarding information must be recorded. The record should include:

- what information was shared
- with whom and when
- the safeguarding purpose
- the lawful basis relied upon
- whether the person was informed or consent was sought
- the reasons for the decision

Where there is uncertainty, advice should be sought promptly from the Designated Safeguarding Officer or the person responsible for data protection. Seeking advice must not delay action where a child or adult is at immediate risk of harm.

Information may be shared without consent where this is necessary and proportionate to protect a child or adult at risk, protect another person, respond to an emergency or prevent or detect serious crime. In an emergency, safeguarding the person takes priority, but the information shared must still be limited to what is necessary.

4. Safer recruitment and DBS responsibilities

Safer recruitment

Zephyr's will use fair and proportionate safer-recruitment procedures to ensure that trustees, staff, volunteers, freelancers and contractors are suitable for their roles.

Before appointment, Zephyr's will:

- assess the responsibilities and safeguarding risks of the role
- verify the applicant's identity and right to work, where applicable
- obtain and scrutinise appropriate references
- explore unexplained gaps in employment or volunteering history
- assess suitability through an application and interview process
- undertake overseas checks where relevant and reasonably available
- determine whether the role is legally eligible for a DBS check and, if so, the appropriate level and barred-list information
- complete a documented risk assessment where a role is not eligible for the level of DBS check considered desirable.

A DBS certificate is one element of safer recruitment and will not replace references, interviews, identity checks, ongoing supervision or professional judgement. Requirements will be reviewed when a person's role or responsibilities change. Zephyr's will determine whether repeat DBS checks or use of the DBS Update Service is appropriate for each role.

No person will begin unsupervised regulated activity until all required checks have been completed and assessed. Any exception must be authorised through a written safeguarding risk assessment with appropriate supervision and safeguards.

All appointments will include safeguarding induction and an appropriate probationary or introductory period.

Referrals to the Disclosure and Barring Service
Where Zephyr's is acting as a regulated activity provider, it has a legal duty to refer a person to the DBS when both of the following conditions are met:

1. the person has been removed from regulated activity, or would have been removed had they not resigned, retired, been redeployed or otherwise stopped carrying out the activity; and
2. Zephyr's considers that the person has engaged in relevant conduct, satisfies the harm test or has received a caution or conviction for a relevant offence.

The duty applies to paid and unpaid roles. A DBS referral may still be required where the matter has also been referred to the police, LADO, children's or adults' social care, a professional regulator or another agency. Zephyr's will follow advice from the police, LADO or relevant safeguarding agency before undertaking any internal fact-finding. Once it is safe and appropriate to do so, Zephyr's will establish sufficient information to decide whether the DBS referral conditions are met.

The Designated Safeguarding Officer and Chair of Trustees will ensure that the need for a DBS referral is considered, acted upon and recorded. Legal or DBS advice will be sought where eligibility or the duty to refer is unclear.

5. Reporting serious incidents to the Charity Commission

The trustees will consider whether any actual or alleged safeguarding incident meets the Charity Commission's definition of a serious incident. Where required, Zephyr's will make a prompt, full and frank report to the Commission, explaining what has happened, the action taken and how further harm will be prevented. A report may be required even when the matter has already been referred to the police, a local authority, DBS, a professional regulator or another agency.

The Board authorises the Chair of Trustees to submit serious-incident reports on its behalf. Wherever practicable, the decision will be agreed by the trustees. Where urgent action is required, the authorised person may submit the report following consultation with at least one other named trustee and report the action to the Board at the earliest opportunity. Where the Chair is unavailable or conflicted, the Vice-Chair, Safeguarding Trustee or another trustee authorised by the Board may submit the report.

The decision to report or not report, the reasons for that decision, the information submitted and any subsequent communication with the Charity Commission will be recorded securely.

Consideration of a Charity Commission report must never delay immediate protective action or referrals to the police, social care, LADO or other relevant statutory agencies.

6. Safeguarding roles, accountability and escalation

Responsibilities

Safeguarding is everyone's responsibility. All trustees, staff, volunteers, freelancers and contractors must recognise and report concerns promptly and follow this procedure.

The **Designated Safeguarding Officer** will:

- receive and respond to safeguarding concerns
- assess immediate risk and make or coordinate external referrals
- maintain secure safeguarding records
- seek advice from relevant agencies
- support those involved, where appropriate
- identify learning, training and policy-development needs
- report appropriately to the safeguarding trustee and Board.

The **Deputy Safeguarding Officer** will act when the Designated Safeguarding Officer is unavailable or where a conflict of interest exists.

The **Safeguarding Trustee** will provide oversight and constructive challenge, ensure that trustees receive appropriate safeguarding information and monitor whether Zephyr's arrangements remain effective. The safeguarding trustee will not undertake operational investigations unless specifically authorised and appropriately qualified.

Absence, urgent concerns and escalation
Where none of the named safeguarding officers are available, or where waiting would place someone at risk or delay necessary action, the person receiving the concern must contact the relevant statutory safeguarding service or police directly and inform a safeguarding officer as soon as possible.

Anyone may make a direct referral to children's or adults' social care, the LADO, police or another relevant agency where:

- a person is at immediate risk
- a safeguarding officer is unavailable
- there is a conflict of interest
- the concern has not been acted upon appropriately
- delay could increase the risk of harm.

Immediate danger or suspected serious crime must be reported to the police by calling 999.

No trustee, employee, volunteer, freelancer or contractor should investigate an allegation, interview witnesses, confront the person who is the subject of the concern or delay referral while attempting to gather evidence. Questions should be limited to those necessary to clarify what has been said and establish immediate safety.

Concerns involving senior people

A concern about the Designated Safeguarding Officer must be reported to the Deputy Safeguarding Officer and Safeguarding Trustee.

A concern about the CEO must be reported to the Chair.

A concern about the Chair must be reported to the Safeguarding Trustee or another unconflicted trustee.

A concern about the Safeguarding Trustee must be reported to the Chair or another unconflicted trustee.

External referrals must be made without delay where the relevant threshold is met. Any person with a conflict of interest must withdraw from decision-making and must not have access to information beyond what is necessary.

Oversight, training and support
The Designated Safeguarding Officer will provide the Board with twice-yearly safeguarding assurance reports, appropriately anonymised, covering concerns, referrals, allegations, training, emerging risks, policy compliance and lessons learned.

The Board will complete and record an annual safeguarding review, including assurance that:

- policies and local contact details are current
- safer-recruitment and DBS arrangements are effective
- safeguarding training is complete
- incidents and allegations have been managed appropriately
- required external and regulatory reports have been made
- identified actions have been completed.

All trustees, staff and relevant volunteers, freelancers and contractors will receive safeguarding induction before undertaking unsupervised activity. Safeguarding training will be refreshed at least every three years, with annual updates and additional training following significant changes in guidance, responsibilities or learning from an incident.

Those managing or affected by a safeguarding incident will be offered appropriate supervision, debriefing and wellbeing support, while maintaining confidentiality.

7. Whistleblowing, complaints and conduct concerns

Zephyr's is committed to a culture in which concerns can be raised safely, taken seriously and addressed without fear of disadvantage or retaliation.

Safeguarding concerns must be managed under this procedure and must not be treated solely as complaints, grievances or disciplinary matters. Where appropriate, safeguarding and employment procedures may operate alongside one another following advice from the relevant statutory agency.

Zephyr's will maintain and cross-reference separate procedures covering:

- whistleblowing
- complaints
- disciplinary and capability matters
- grievances, bullying and harassment
- conduct and professional boundaries.

Low-level conduct concerns

Any behaviour that is inconsistent with Zephyr's Code of Conduct must be reported, even where it does not appear to meet the threshold for referral to the LADO, police or social care. Examples may include inappropriate boundaries, favouritism, overfamiliar communication or conduct that could reasonably cause concern.

Low-level concerns will be:

- recorded accurately and confidentially
- reviewed by the Designated Safeguarding Officer
- considered for patterns, repetition or wider organisational risks
- addressed through advice, supervision, training, risk management or formal procedures as appropriate
- referred externally if further information indicates that a statutory threshold may be met.

The person raising the concern will be informed that it has been received, although confidentiality may prevent Zephyr's from sharing details of subsequent action.

Where a person believes that the Designated Safeguarding Officer, senior leadership or trustees have failed to act, they may escalate the concern to another unconflicted trustee or report it directly to the relevant statutory agency or Charity Commission.

8. Professional boundaries and safe working

All trustees, staff, volunteers, freelancers and contractors must maintain clear, respectful and appropriate professional boundaries with children, adults at risk and families.

They must:

- use approved organisational communication systems and accounts
- avoid private social-media contact or personal messaging with children
- obtain appropriate consent before taking, using or sharing photographs, video or recordings
- follow agreed safeguards during online or remote contact
- avoid storing safeguarding information or images on personal devices
- follow approved arrangements and risk assessments for lone working, transport and home visits
- ensure that physical contact is appropriate, proportionate, led by the person's needs and never secretive
- respect a child or adult's right to decline physical contact

- record and report any physical contact that could be misunderstood or that causes concern
- avoid favouritism, exclusive relationships, secrecy or dependence
- not give or accept significant gifts, lend or borrow money or enter personal financial arrangements
- not undertake personal care unless specifically authorised, trained and covered by an agreed plan
- not work while impaired by alcohol, illegal drugs or medication
- maintain professional boundaries after formal support has ended
- ensure that responsibility for supervising children remains clear when parents, carers or accompanying adults are present
- report any breach or potential breach of the Code of Conduct promptly.

Comforting and supporting bereaved children and adults

Zephyr's recognises that bereaved children and adults may seek reassurance or comfort. Staff and volunteers should respond with warmth and compassion while maintaining professional boundaries. Physical reassurance must be age-appropriate, culturally sensitive, proportionate and responsive to the person's wishes. Wherever possible it should take place in an observable environment. Staff and volunteers must not initiate prolonged, secretive or intimate physical contact.

One-to-one emotional support should take place through agreed Zephyr's arrangements. Private contact details, personal social-media accounts and undisclosed meetings must not be used. Any situation that could be misunderstood or that causes discomfort or concern must be recorded and reported promptly.

9. Safeguarding records, retention and data protection

All safeguarding concerns, disclosures, decisions, advice, referrals and outcomes will be recorded promptly, accurately and securely.

Records must:

- include the date, time, people involved and the name of the person making the record
- use the person's own words wherever possible
- distinguish clearly between fact, observation, professional judgement and information received from others
- record immediate action, advice received, referrals made and their outcomes
- explain decisions to share or not share information
- be signed or otherwise attributable to the author.

Safeguarding records will be stored securely with access restricted to those who require the information for safeguarding, legal, regulatory or management purposes. They will normally be kept separately from general beneficiary, personnel and volunteer records, with an appropriate cross-reference where necessary.

Records must not be deleted, overwritten or altered in a way that obscures the original entry. Corrections or additions must be dated, attributable and retain the original information.

The Designated Safeguarding Officer is responsible for the integrity and appropriate transfer of safeguarding records. Where information is transferred to another organisation, only relevant information will be shared securely, with the transfer and reason recorded.

Safeguarding records will be retained and securely destroyed in accordance with Zephyr's approved data-retention schedule, legal and regulatory requirements and the needs of any current or reasonably anticipated safeguarding, employment, insurance or legal process. Retention periods will be reviewed when a child reaches adulthood, when support ends and when an investigation or legal hold applies. Records subject to an investigation, claim, statutory request or anticipated proceedings must not be destroyed.

Any loss, unauthorised access, disclosure or alteration of safeguarding information must be reported immediately under Zephyr's data-breach procedure and assessed for notification to the Information Commissioner's Office and affected individuals.

Subject-access requests, police requests, court orders and other requests for disclosure will be handled by CEO in consultation with the Designated Safeguarding Officer. Information will not be withheld automatically because it is contained in a safeguarding record, but applicable exemptions, third-party rights

and risks of harm will be considered before disclosure. Current ICO guidance confirms that individuals generally have a right to access their personal information, subject to applicable restrictions and exemptions.

The safeguarding concern form and associated privacy information will explain:

- why safeguarding information is collected
- the lawful basis and relevant condition for processing
- who information may be shared with
- how long it will be retained
- how it will be protected
- the person's information rights and how to exercise them.

Legislative, statutory and practice framework

This procedure should be read alongside the current versions of the following, as applicable to Zephyr's activities:

Legislation

- Children Act 1989
- Children Act 2004
- Care Act 2014
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006, as amended
- Protection of Freedoms Act 2012
- Data Protection Act 2018, UK GDPR and the Data (Use and Access) Act 2025
- Human Rights Act 1998
- Equality Act 2010
- Domestic Abuse Act 2021
- Counter-Terrorism and Security Act 2015
- Modern Slavery Act 2015
- Female Genital Mutilation Act 2003, as amended
- Forced Marriage (Civil Protection) Act 2007, as amended
- Sexual Offences Act 2003.

Statutory and government guidance

- *Working Together to Safeguard Children 2026*
- *Care and Support Statutory Guidance*
- Mental Capacity Act Code of Practice
- *Prevent Duty Guidance: England and Wales 2023*, where applicable
- current government information-sharing guidance
- current DBS eligibility and barring-referral guidance
- Charity Commission safeguarding and serious-incident guidance.

Local multi-agency procedures

- Nottinghamshire Safeguarding Children Partnership procedures
- Nottingham City Safeguarding Children Partnership procedures
- Nottinghamshire Safeguarding Adults Board procedures
- Nottingham City Safeguarding Adults Board procedures
- current LADO procedures
- current local safeguarding thresholds and referral pathways
- current local Prevent and Channel arrangements.

These sources do not all have the same legal status. They include legislation, statutory guidance, regulatory guidance, local multi-agency procedures and recommended safeguarding practice. Zephyr's will follow those requirements and expectations that apply to its legal status, activities and the circumstances of each case.

Appendix A: Responding to a Disclosure

Listen

- remain calm and listen carefully
- take the person seriously
- do not interrupt or press for detail.

Reassure

- say they were right to tell you
- explain that they are not to blame
- do not promise confidentiality or make promises about the outcome.

Clarify only where necessary

- use open prompts such as “Tell me what happened”
- do not ask leading questions
- do not investigate or ask the person to repeat the account unnecessarily.

Record and report

- explain what will happen next
- make an accurate, dated record using the person’s own words
- report immediately under this procedure.

APPENDIX B: RECOGNISING CATEGORIES AND POSSIBLE INDICATORS OF ABUSE

Abuse can take many forms. The examples below are not exhaustive. A single indicator does not prove abuse and the absence of indicators does not mean that abuse has not occurred.

All concerns must be reported promptly in line with Zephyr's safeguarding procedure. Staff, volunteers, trustees, freelancers and contractors must not investigate concerns themselves.

Children

Physical abuse
Deliberately causing physical harm. Possible indicators include unexplained or repeated injuries, injuries inconsistent with the explanation given, fear of particular adults or untreated medical needs.

Emotional abuse
Persistent behaviour that harms a child's emotional development or wellbeing. Possible indicators include withdrawal, anxiety, aggression, low self-esteem, excessive dependence or marked changes in behaviour.

Sexual abuse
Involving or enticing a child to take part in sexual activity, including non-contact and online activity. Possible indicators include a disclosure, age-inappropriate sexual knowledge or behaviour, unexplained injury or infection, distress or fear of a particular person.

Neglect
Persistent failure to meet a child's basic physical or emotional needs. Possible indicators include hunger, poor hygiene, unsuitable clothing, untreated health needs, tiredness, poor attendance or inadequate supervision.

Domestic abuse
A child may experience domestic abuse by seeing, hearing or being affected by abusive, threatening, controlling or coercive behaviour at home. Possible indicators include fear, anxiety, changes in behaviour or sleep, unexplained injuries or taking excessive responsibility for others.

Exploitation
Using an imbalance of power to coerce, manipulate or deceive a child into criminal or sexual activity. Possible indicators include unexplained gifts or money, going missing, secrecy, older associates, changes in behaviour or signs of coercion.

Online abuse
Harm through social media, messaging, gaming or other digital activity. Possible indicators include secrecy or distress about devices, contact from unknown people, threats, blackmail, grooming or pressure to share images.

Adults

Physical abuse
Causing physical harm, including hitting, inappropriate restraint or misuse of medication. Possible indicators include unexplained injuries, repeated injuries, overmedication or fear of a particular person.

Sexual abuse
Sexual activity without consent, where consent cannot be given or where a person is pressured or coerced. Possible indicators include a disclosure, unexplained injury or infection, distress, withdrawal or fear of a particular person.

Psychological or emotional abuse
Threats, humiliation, intimidation, coercion, isolation or controlling behaviour. Possible indicators include anxiety, low confidence, withdrawal, dependence or reluctance to speak in another person's presence.

Financial or material abuse
Theft, fraud, coercion or misuse of money, property or benefits. Possible indicators include missing money, unexplained debts, sudden financial changes or another person controlling the adult's finances.

Domestic abuse
Physical, sexual, emotional, psychological or economic abuse between people who are personally connected. Possible indicators include injuries, fear, isolation, restricted access to money or communication and controlling behaviour.

Domestic abuse may also include forced marriage, female genital mutilation and abuse committed in the name of so-called “honour”. Specialist advice must be sought and family or community members must not be approached where this could increase risk.

Discriminatory abuse
Abuse or harassment based on a person’s actual or perceived characteristics. Possible indicators include discriminatory language, exclusion, degrading treatment, threats or repeated targeting.

Organisational abuse
Poor or abusive practice within an organisation or service. Possible indicators include disregard for dignity or choice, repeated unsafe practice, failure to act on concerns or a culture where people are afraid to speak up.

Neglect and acts of omission
Failure to provide necessary care, support, medication, nutrition, healthcare or protection. Possible indicators include poor hygiene, untreated needs, missed medication, unsafe conditions or withdrawal of support.

Self-neglect
A serious failure by an adult to care for their health, hygiene, safety or surroundings. Possible indicators include severe poor hygiene, malnutrition, untreated illness, hazardous living conditions or hoarding that creates significant risk.

Modern slavery
Control, coercion or exploitation through trafficking, forced labour or domestic servitude. Possible indicators include restricted movement, lack of identification documents, fear of authorities, poor living conditions or another person speaking on the adult’s behalf.

Any immediate danger must be reported to the emergency services. Current local safeguarding procedures and specialist guidance should be followed where concerns are complex or involve domestic abuse, exploitation, forced marriage, female genital mutilation or modern slavery.

APPENDIX C:

Zephyr’s Safeguarding Concern Form

If you prefer to complete an online referral form please follow the link or scan the QR Code:
Zephyr's Safeguarding Concern Form

Complete as much detail as you are able. Don’t delay making a referral if there is information missing.

Part 1 Details of the individual who the concern is about		
Name:		
Gender:	Age:	Date of Birth:

Religion	Ethnicity	Any additional needs (e.g. disability, language spoken, interpreter required)
Home address:		
Place/time/date where the allegation was identified		
Part 2 (if applicable) - Details of a safeguarding allegation against employees/volunteers/freelancers/partners/third parties		
Name and role of person who is the subject of the allegation		
Age and/or Date of Birth		
Home address		
Place/time/date where the concern was identified		
Part 3 Your Details:		
Your Name:	Your Position:	Your contact details
Part 4 Report:		
Are you reporting your own concerns or responding to concerns raised by someone else?		
□ Responding to my own concerns □ Responding to concerns raised by someone else	If responding to concerns raised by someone else, please provide their name, role and contact details (if known):	
Please provide details of the safeguarding concern or allegation including times, dates or other relevant information. Make it clear whether you are giving a fact, expressing your opinion or expressing the opinion of someone else.		
Account of what happened (e.g. of any incident, injury, disclosure, behaviour) if known		
Please provide details of the person alleged to have caused the incident/injury if known (e.g. names(s) /address/ incident address /relationship to child or adults)		

Please provide details (name, role contact details if known) of any witnesses to the incident/concerns:

Part 5: Actions Taken	
State any risk of immediate harm	
Identify any action taken already E.g. contact with police, manager, adult social services, helpline etc.	
Any known previous history of safeguarding concerns or allegations	
Any further information or comments or actions to be taken	

Date and time of report being submitted and to whom……

Part 6: Immediate action and decisions by Designated Safeguarding Officer