



Policy Name:	Safeguarding Adults Policy and Procedure (Northern Ireland)
Purpose	The purpose of this policy is: The MS Society is committed to safeguarding and promoting the welfare of all who use its services and come into contact with the Charity, regardless of gender, race, disability, sexual orientation, religion/beliefs, whether pregnant or undergoing gender reassignment. We recognise that we have a particular responsibility to ensure that adults who may be at risk are protected.
Region	Northern Ireland
Scope	MS Society staff and volunteers
Lead Officer	Safeguarding Lead
Responsible Directors	Executive Director of Services and Support
Key Consultation	Executive Director Services and Support Safeguarding Oversight Group (SOG)
Approver	Board of Trustees
Last Approval Date	December 2022
Review Cycle	Every three years unless circumstances dictate an earlier review is required
Next approval date	2025
Key Words	Safeguarding Vulnerable Harm Abuse

# MS Society Safeguarding Adults Policy and Procedure (Northern Ireland)

## Safeguarding Adults Policy

### 1. Purpose and scope

1.1 The MS Society is committed to safeguarding and protecting the welfare of all who use its services regardless of gender, race, disability, sexual orientation, religion/beliefs, whether pregnant or undergoing gender reassignment. We recognise that we have a particular responsibility to ensure that adults who may be at risk are protected and have a range of measures in place to protect all people who come into contact with the Society through our work from abuse and maltreatment of all kinds.

#### 1.2 Policy objectives

The objectives of this policy and procedure are to:

- contribute to the successful achievement of the MS Society's aims and excellent standards of service for people affected by MS
- ensure that adults who may be at risk and who are in contact with the MS Society are protected effectively from abuse/harm
- ensure all the Society's beneficiaries are protected from harm
- provide a clear framework for action whenever abuse is disclosed or suspected
- ensure all MS Society staff and volunteers are clear about their responsibilities
- ensure the MS Society complies with best practice in this area.

1.3 This policy and procedure applies to all MS Society staff and volunteers working with service users and others who come into contact with the Society in **Northern Ireland**. Please also see our Safeguarding Adults policies for England and Wales, and Scotland.

1.4 For details of the need for disclosure checks for staff and volunteers working closely with adults at risk of harm, please see the MS Society Disclosure Policy for Northern Ireland.

### 2. Definitions

#### 2.1 Adult at risk of harm

The term 'adult at risk of harm' has been used to replace 'vulnerable adult'. This is because the term 'vulnerable adult' may wrongly imply that some fault for the abuse lies with the abused adult.

The term 'adult at risk of harm' is used as an exact replacement for 'vulnerable adult'. The information below gives more detail as to what this term can mean in practice.

An 'adult at risk of harm' is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

a) Personal characteristics

*and/or*

b) Life circumstances

Personal characteristics may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.

Life circumstances may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.

## 2.2. Adult in need of protection

An 'adult in need of protection' is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

a) Personal characteristics

*and/or*

b) Life circumstances

*and*

c) who is unable to protect their own wellbeing, property, assets, rights or other interests;

*and*

d) where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed.

In order to meet the definition of an 'adult in need of protection' either (a) or (b) must be present, in addition to both elements (c) and (d). The decision as to whether the definition of an 'adult in need of protection' is met will demand the careful exercise of professional judgement applied on a case-by-case basis.

## 2.3 Harm and abuse

The Northern Ireland Adult Safeguarding Prevention and Protection in Partnership Policy defines 'harm' and 'abuse'.

'Harm' is 'the impact on the victim of abuse, exploitation or neglect. It is the result of any action whether by commission or omission, deliberate, or as the result of a lack of knowledge or awareness which may result in the impairment of physical, intellectual, emotional, or mental health or wellbeing'.

'Abuse' is 'a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to another individual or violates their human or civil rights'.

The main forms of abuse are:

- physical
- domestic violence
- neglect and acts of omission
- sexual

- psychological/emotional
- financial or material
- organisational/institutional
- discriminatory
- self-neglect
- modern slavery
- verbal

2.4 While most abuse takes place when people are in physical contact, it can also take place in a virtual environment, such as an online discussion board or chat room. For more detail see the MS Society's 'Safeguarding Adults: Guidance for Staff and Volunteers'.

### 3. Responsibilities

#### 3.1 Adult Safeguarding Champion (ASC)

To ensure compliance with the Northern Ireland Adult Safeguarding Prevention and Protection in Partnership 2015, the Director of Northern Ireland is the designated Adult Safeguarding Champion for Northern Ireland. In the absence of the Director the Safeguarding Lead will act as deputy.

Full details of the role and responsibilities of the of the ASC are as laid down in the Health and Social care Board Northern Ireland Adult Safeguarding Partnership Adult Safeguarding Operational Procedures.

<http://www.hscboard.hscni.net/download/PUBLICATIONS/safeguard-vulnerable-adults/niasp-publications/Adult-Safeguarding-Operational-Procedures.pdf>

#### 3.2 The Day Centre Northern Ireland

The Northern Ireland MS Day Centre is a regulated service registered with the Regulation and Quality Improvement Authority and as such is required to follow specific reporting processes in respect of safeguarding adults at risk of harm. Therefore, any suspected or actual abuse of any service user who attends the Day Centre must be dealt solely within the Day Centre reporting structure in accordance with the requirements of its registration. The day centre manager will be responsible for ensuring the correct procedure is followed.

**Details of the MS Day Centre reporting procedure are provided at Appendix A.**

- 3.3 All staff and volunteers have a duty to report any concerns about actual or suspected abuse of people who come into contact with the charity, through its work. Staff and volunteers are assured by the Society's board of trustees and executive group that there will be no retribution for reports or allegations of abuse made in good faith
- 3.4 The MS Society's Safeguarding Responders Group (SRG) is made up of a number of designated managers and staff. Safeguarding responders make all

decisions about safeguarding issues, including questions of mental capacity and consent, make referrals and liaise with the Health and Social Care Trust. Details of the Safeguarding Responders Group can be obtained from the Society's Safeguarding Lead

- 3.5 Safeguarding Responders Group members have a responsibility to:
- respond to internal safeguarding reports in a timely manner
  - consider all the issues carefully
  - consult with colleagues on the Safeguarding Responders Group
  - ensure all records are kept as agreed and the monitoring log is completed
  - where appropriate, make a referral to the relevant authorities.
- 3.6 The Executive Director of Services and Support has overall responsibility UK wide to:
- ensure the regular review and effective working of this policy
  - report annually to the Audit, Risk and Finance Committee on the number and nature of safeguarding incidents, making recommendations for improvements in policy and practice.

The Executive Director of Services and Support will be assisted in this duty by the Safeguarding Oversight Group and Safeguarding Lead. See Appendix B for details of the Safeguarding Oversight Group.

- 3.7 The Safeguarding Oversight Group will have responsibility for:
- reviewing, on a regular basis, volume and pattern of reported safeguarding concerns
  - agreeing the Society's policies, approach, procedures and risk management relating to safeguarding
- 3.8 The Society will report any serious incident(s) promptly to the Charity Commission and as a matter of courtesy the Director of Northern Ireland will also inform the Charity Commission for Northern Ireland
- 3.9 The lead safeguarding responder will email the Northern Ireland Adult Safeguarding Champion the file number of any safeguarding concern referred to a Health and Social Care Trust, the PSNI or any other Statutory Body

## **4. Policy principles**

- 4.1 The following principles underpin this policy and accompanying procedure:
- It is every individual's right to live in a safe environment and to be free from abuse or the threat of abuse.
  - It is every individual's right to live an independent life based on self-determination and personal choice and this includes the right to take risks.
  - The overall aim of safeguarding is to restore the power back to the adult at risk of harm, so that they can exercise choice and control over their life.
  - All staff and volunteers will promote the empowerment and wellbeing of people affected by MS.
  - Safeguarding adults at risk of harm is everyone's business: all staff and volunteers will be aware of the policy and procedures for safeguarding adults at risk of harm.

- Staff and volunteers in specific designated roles will have an appropriate AccessNI check, (see MS Society Disclosure Policy for Northern Ireland).
- Staff and volunteers in specific designated roles will have the appropriate support and training to ensure they are able to recognise and act on the suspicion or disclosure of abuse.
- Staff or volunteers with concerns or suspicions that an adult at risk of harm is being or is at risk of being abused have a duty to report these concerns or suspicions within the MS Society in a timely way.
- All disclosures and suspicions of actual abuse will be referred to the Health and Social Care Trust with the individual's consent.
- Details giving rise to concerns or suspicions of abuse will only be shared with the limited number of individuals who need them in order to make decisions about next steps and referrals. Beyond this, all details will remain confidential.
- Where other MS Society policies and procedures apply to a disclosure of abuse (e.g., grievance, complaints, disciplinary) the welfare and safety of the adult at risk of harm remains paramount.

4.2 The Five Principles of Adult Safeguarding (Northern Ireland Adult Safeguarding Prevention and Protection in Partnership Policy) are also incorporated into this policy and accompanying procedure:

*Principle 1 – A Rights-Based Approach*

To promote and respect an adult's right:

- to be safe and secure;
- to freedom from harm and coercion;
- to equality of treatment;
- to the protection of the law;
- to privacy;
- to confidentiality;
- to freedom from discrimination.

*Principle 2 – An Empowering Approach*

To empower adults:

- to make informed choices about their lives,
- to maximise their opportunities to participate in wider society,
- to keep themselves safe and free from harm in ways that manage their own decisions in respect of exposure to risk.

*Principle 3 – A Person-Centred Approach*

To promote and facilitate full participation of adults in all decisions affecting their lives taking full cognisance of their views, wishes, feelings and where appropriate, the views of others who have an interest in his or her safety and wellbeing.

*Principle 4 – A Consent-Driven Approach*

To make a presumption that the adult has the ability:

- to give or withhold consent;
- to make informed choices.

To help inform choice through:

- the provision of information,

- advocacy
- the identification of options and alternatives.

To have regard to the needs of individuals who lack the capacity to consent and intervening in the life of an adult against his or her wishes only in particular circumstances, for very specific purposes and always in accordance with the law.

*Principle 5 – A Collaborative Approach*

To acknowledge that safeguarding will be most effective when it has the full support of the wider public and of safeguarding partners across the statutory, voluntary, community and independent sectors working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood. Partnership and person-centeredness will work hand-in-hand.

4.3 Advice and procedural support

The Safeguarding Lead is available to provide support and procedural guidance throughout this process. However, any safeguarding allegation in respect of a staff member or volunteer should be referred to the HR team for which the decision of the Head of HR will be final.

4.4 Timescales

All timescales in this policy refer to calendar days. All timescales will be met as far as is reasonably practicable. In Northern Ireland the MS Day Centre will work to the Day Centre regulations timescales. Timescales may only be varied where this has been agreed in advance by the Executive Director of Services and Support.

# Safeguarding Adults Procedure

The role of all staff members and volunteers is to recognise, respond, record and report internally.

## 1. Safer recruitment

- 1.1 Staff and volunteers in designated roles will be subject to enhanced disclosure checks, as set out in the MS Society Disclosure Policy.
- 1.2 Staff appointments are all subject to two references, as set out in the MS Society Recruitment and Selection Policy.
- 1.3 At least one member of staff selection interview panels needs to have successfully completed the Safer Recruitment Training before the start of the recruitment process.
- 1.4 Candidates for staff and volunteer roles involving regulated activities will be subject to a disclosure check to ensure they are not barred under the Vetting and Barring Scheme.
- 1.5 Any new roles that are developed will be risk assessed, by the authorised person from the Volunteering Team (for volunteer and individual service provider roles) and authorised person from the HR team (for staff roles), to check whether they are involved in regulated activity and require a disclosure check.
- 1.6 Induction for all staff will include an awareness of the Society's policies to protect adults at risk of harm, with reference to their responsibilities.
- 1.7 Staff and volunteers engaged in regulated activity will have appropriate support and training to ensure they are able to recognise and act on the suspicion or disclosure of abuse.

## 2. Boundaries

- 2.1 Working with adults at risk of harm needs to occur in a positive, respectful and safe environment where adults at risk of harm aren't put at risk and adults are protected from accusations of abuse. All staff and volunteers are expected to be committed and reliable in their role(s) in line with the Societies Code of Conduct and not use their position to pursue inappropriate personal relationships with beneficiaries of the Society's services.

## 3. Overview of reporting procedure

- 3.1 The MS Day Centre Northern Ireland  
The procedure that follows does not relate to the MS Day Centre (see 3.2 Policy responsibilities above) for suspected or actual cases of abuse of day centre service users the Day Centre Manager will ensure that all the notes are collected and stored electronically, and the log is completed on the MS Society's safeguarding case file drive.



- 3.2 All other cases of suspected or reported abuse identified or advised to members of staff and volunteers outside of the day centre the following procedure applies:

Although rare, no suspicion of abuse or harm should be ignored. Staff or volunteers may become aware of possible abuse when they:

- witness a form of abuse
- recognise one or more of the abuse indicators, detailed in the MS Society's 'Safeguarding Adults: Guidance for Staff and Volunteers'.
- are told about abuse by the person with MS
- are told about abuse by a visitor, carer, relative or friend
- observe online abuse on forums and discussion boards
- receive a complaint.

- 3.3 The MS Society does not provide an emergency service. If there is an emergency, the staff member or volunteer should inform the adult at risk of harm to call the Police Service of Northern Ireland (PSNI). This includes an emergency outside of normal office hours.

- 3.4 All MS Society staff and volunteers have a duty to report any disclosure, reports or suspicions of abuse or harm without delay by completing a 'Record of Safeguarding Concerns and Actions' form and emailing it to [safeguarding@mssociety.org.uk](mailto:safeguarding@mssociety.org.uk).

If a member of staff is affected by what they have heard or seen, they should contact their line manager for any support they may need. Any volunteer affected by what they have seen or heard should call the Society's helpline on 0808 800 8000. Remember the role of all staff members and volunteers is to recognise, respond, record and report internally.

- 3.5 The lead safeguarding responder will be responsible for making any referral to the relevant Health and Social Care Trust. Enquiries or investigations are undertaken only by the Health and Social Care Trust; the Police Service of Northern Ireland will investigate if there is deemed to be criminal activity. No MS Society staff, or volunteer should undertake any kind of investigation.

- 3.6 The lead safeguarding responder should email the Adult Safeguarding Champion the file number of any safeguarding concern referred to a Health and Social Care Trust, the PSNI or any other Statutory Body

- 3.7 The Director of Northern Ireland as the designated ASC will complete any required annual reporting under the Health and Social care Board Northern Ireland Adult Safeguarding Partnership Adult safeguarding Operational Procedures to the Belfast Health and Social Care Trust

## **4. Responding to disclosure, suspicion or witnessing of abuse**

- 4.1 Where an adult at risk of harm discloses or discusses potential abuse or harm the staff member or volunteer should be able to:

- ***Recognise***: identify that the adult at risk of harm may be describing abuse, even when they may not be explicit.

- Respond: stay calm, listen and show empathy. Reassure them that it will be taken seriously and explain that there is a duty to report the issues internally and what may happen next.
  - Record: write up notes of the conversation clearly and factually as soon as possible using the 'Record of Safeguarding Concerns and Actions' form. Try to capture as much of the conversation verbatim as possible.
  - Report: email the 'Record of Safeguarding Concerns and Actions' form to [safeguarding@mssociety.org.uk](mailto:safeguarding@mssociety.org.uk)
- 4.2 Confidentiality must be maintained. Details giving rise to concerns or suspicions of abuse will only be shared with the limited number of individuals who need them in order to make decisions about next steps and referrals. Beyond this, all details will remain confidential.
- 4.3 No staff or volunteer should start any investigation or confront or contact the alleged perpetrator.
- 4.4 Deciding to refer  
On receiving an internal report, the lead safeguarding responder will confer with colleagues on the Safeguarding Responders Group (SRG) (and possibly seek informal advice from the appropriate Health and Social Care Trust).
- 4.5 The Safeguarding Responders Group will confirm whether this is a safeguarding issue and requires referral to a Health and Social Care Trust or if a crime may have been committed and therefore requires referral to the Police Service of Northern Ireland.
- 4.6 When considering the internal report and deciding whether to refer a case to the local authority, if the Safeguarding Responders are in any doubt as to whether to refer or not. They should err on the side of caution and refer to the local authority.
- 4.7 Seeking consent  
The lead safeguarding responder will contact the adult at risk of harm to seek their consent to inform the necessary authorities and make the referral.
- 4.8 Capacity to consent will be assumed unless there is evidence to the contrary. Decisions regarding an individual's capacity must be specific to this decision at this time.
- 4.9 Where the individual seems unable to give consent, the lead safeguarding responder will consider and seek advice on their mental capacity to make this decision. If they do not have sufficient mental capacity a referral will be made without their consent.
- 4.10 Where the individual does not wish to give consent, the lead safeguarding responder will consider and seek advice on whether there is a wider public interest issue (such as other adults at risk of harm or children who may be at risk) which would warrant overriding the individual's wishes. In such an instance all efforts should be made to explain to the individual concerned what is being done and why.
- 4.11 Making a referral

Generally, a referral would only be made to the appropriate Health and Social Care Trust once the adult at risk of harm had given their consent. The lead safeguarding responder should also seek consent to contact the Police Service of Northern Ireland where there is a possibility that a criminal act has occurred. Within the day centre all cases of suspected/actual abuse must be referred to the service user's Social Worker and the lead person from the relevant Health and Social Care Trust.

- 4.12 All referrals will be made by the lead safeguarding responder within two working days of receiving the disclosure. There may be exceptional circumstances that extend this time.
- 4.13 The referral should be made by phone and the lead safeguarding responder should ensure it has been received by someone able to act on the information (e.g. a social worker).
- 4.14 If the HSC Trust will not accept a safeguarding referral by telephone, then it should be made in the manner requested, be as comprehensive as possible and a copy retained in the individual file relating to the concern. See the MS Society's 'Safeguarding Adults: Guidance for Safeguarding Responders Group Members'. The Health and Social Care Trust and/or the Police Service of Northern Ireland will carry out the enquiries or investigation. Under no circumstances should a volunteer or staff member attempt to investigate any suspicions or disclosures of abuse.
- 4.15 Concerns about abuse by another adult at risk of harm  
In cases when a referral is being made and the alleged abuser may also be an adult at risk of harm, they should also be referred to the Health and Social Care Trust. They may need an assessment in their own right to determine whether they need any specialist services.
- 4.16 Recording and monitoring  
The lead safeguarding responder will keep the adult at risk of harm informed of their actions and developments.
- 4.17 Once the matter has been reported, the lead safeguarding responder will ensure that all notes are collected and stored electronically, and the monitoring log is completed and email the Director of Northern Ireland with the file number
- 4.18 Support for staff and volunteers  
Staff should be reminded of the Employee Wellbeing Programme that offers counselling support. Volunteers can access the MS Society Helpline for similar support.

## **5. Safeguarding concerns about employees or volunteers**

- 5.1 All staff and volunteers have a duty to report any concerns they have about colleagues (volunteers or staff) and the Society's beneficiaries who may be involved in abuse or harm to the Safeguarding Responders Group via [safeguarding@mssociety.org.uk](mailto:safeguarding@mssociety.org.uk)

- 5.2 If there is any concern about colleagues (volunteers or staff) being involved in abuse, the MS Society's Whistleblowing Policy and Procedure should be followed.
- 5.3 The lead safeguarding responder will report the concerns to the Safeguarding Lead who will consult with Head of HR or in their absence a senior member of the HR department who will decide what action to take. This may include:
- consideration of the suspension of the member of staff or temporarily arranging for a volunteer not to participate with their volunteering activities.
  - a referral of the allegations to Social Services or the Police for investigation.
  -
- 5.4 The Charity Commission and Executive Director of Services and Support should be advised of the incident and as a matter of courtesy the Director of Northern Ireland will inform the Charity Commission for Northern Ireland.
- 5.6 Disclosure and Barring Service (DBS) referral  
Following investigations, it is a legal requirement that a referral must be made to the DBS when:
- the Society has withdrawn permission for an individual to work with adults at risk of harm (or would have done so had that individual not resigned, retired, been made redundant or been transferred into another position)
  - the Society believes the individual has engaged in activity that causes concern for the safeguarding of adults at risk of harm
  - there is harm or risk of harm to adults at risk of harm
  - an individual has received a caution or a conviction for a relevant offence.

Day Centre staff must also be reported to the Regulation and Quality Improvement Authority, the Northern Ireland Social Care Council, the Belfast Health and Social Care Trust and the Southeastern Health and Social Care Trust.

- 5.7 Staff and volunteers who are barred  
Staff and volunteers under investigation or reported to DBS will cease undertaking regulated activities. If possible, they should be moved to other duties, if this is not possible, they will be suspended from work pending the outcome of the investigation. Please see the MS Society Disclosure Policy for more details.
- 5.8 When a member of staff or volunteer is barred, they may no longer be involved in any regulated activities. It is a legal offence for the MS Society to allow them to continue working in such a role. In such a situation the Society may consider redeployment to an alternative role. If this is not possible the member of staff or volunteer may be dismissed. Please see the MS Society Disclosure Policy for more details.

## 6. Monitoring and reporting

- 6.1 Safeguarding Responder Group members will ensure that all records are kept electronically and stored safely in the safeguarding casework drive and inform the Director of Northern Ireland of the file number of any concern reported to a Health and Social Care Trust, the PSNI or any other statutory body
- 6.2 The Director of Northern Ireland will complete any required annual reporting under the Health and Social Care Board Northern Ireland Adult Safeguarding Partnership Adult Safeguarding Operational Procedures
- 6.3 Monitoring information which is anonymous will be kept indefinitely. Individual records which include sensitive personal data will be kept securely indefinitely.
- 6.4 The Safeguarding Oversight Group will carry out regular reviews of safeguarding incident reports; looking at the number of reports, their source and the outcomes from each with regular reports made to the Audit, Risk and Finance Committee.

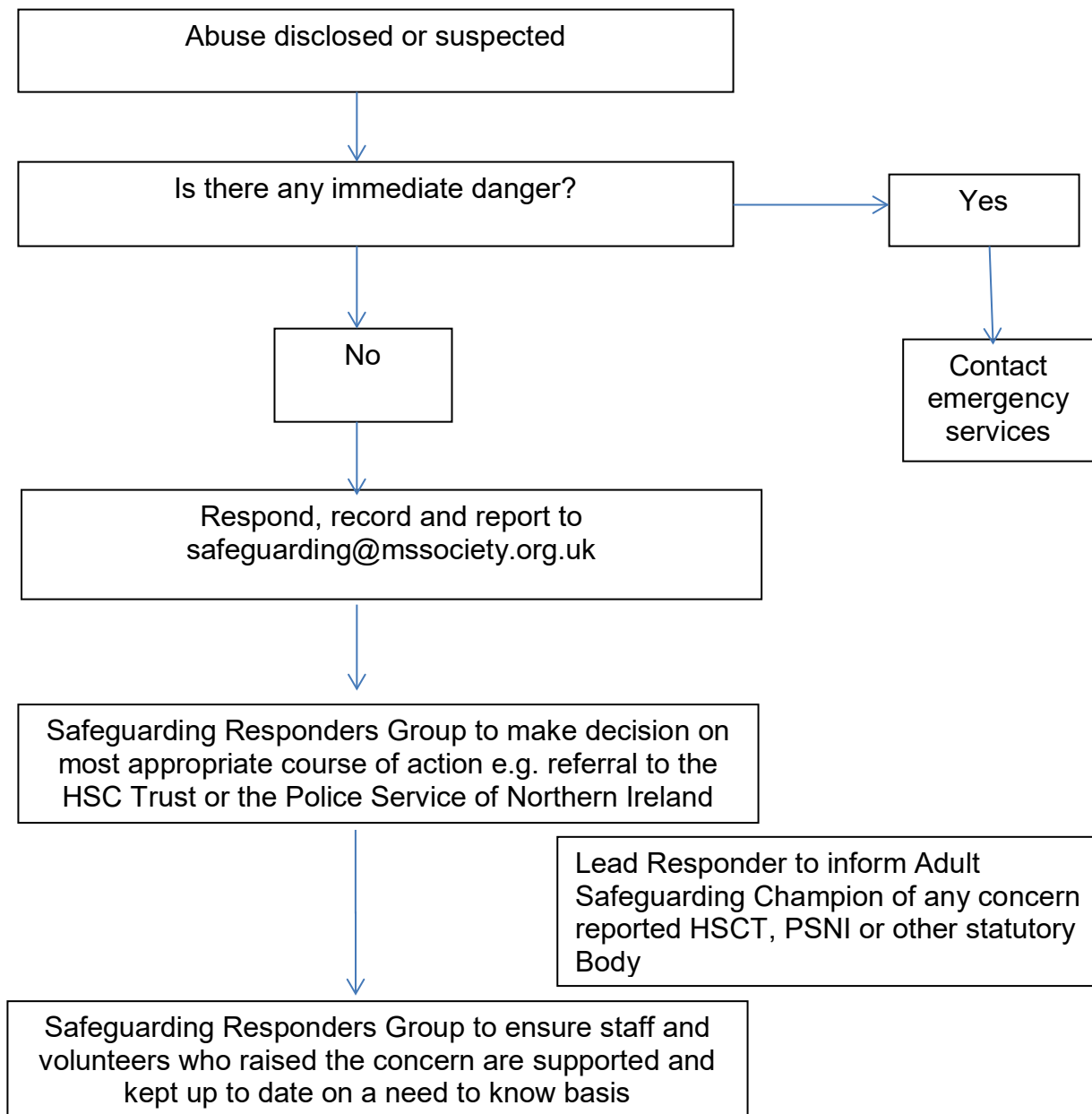
**Other relevant policies:**

- Recruitment and Selection Policy
- Recruiting Ex-offenders Policy
- Disclosure Policy
- Complaints, Compliments and Comments Policy
- Resolving Volunteer Issues and Concerns Policy
- Dignity at Work Policy
- Whistleblowing Policy

**Relevant legislation and guidance**

- Human Rights Act 1998
- Safeguarding Adults - National Framework of Standards 2005
- Safeguarding Vulnerable Groups Order NI 2007
- Protection of Freedoms Act 2012
- The Northern Ireland Adult Safeguarding Prevention and Protection in Partnership Policy Document 2015
- Charity Commission for Northern Ireland Safeguarding resources
  - <https://www.charitycommissionni.org.uk/charity-essentials/safeguarding-resources/>

## Safeguarding Process Flowchart



## **Appendix A**

### **MS Day Centre Northern Ireland Reporting Procedure**

All adult safeguarding concerns of suspected/alleged or actual abuse must be reported to the Northern Ireland Director and the MS Day Centre Manager.

In the event that neither the Northern Ireland Director nor the Day Centre Manager is contactable, contact the MS Society Safeguarding Lead for support and advice.

We have a duty to report all safeguarding concerns relating to a Day Centre service user. If you need to report a safeguarding concern, call the Adult Protection team at the Trust where the service user is resident.

### **HSC Trust Adult Protection Team Numbers**

Belfast Trust 028 9504 1744  
Southeastern Trust 028 9250 1227  
Northern Trust 028 9441 3659  
Southern Trust 028 3756 4423  
Western Trust 028 7161 1366

Also advise the service user's social worker. Their details will be in the service user's care plan.

Where it is suspected that a crime has been committed, this must be reported to the PSNI. If there is physical evidence of any sort, it must not be tampered with until police arrive at the scene.

### **Police Service of Northern Ireland**

In an emergency always call 999  
To report your concerns, call 101

The RQIA must be notified within 48 hours of an incident being reported to social services or the police. This is the responsibility of the Day Centre Manager and in their absence, the Northern Ireland Director. A report will be filed with the RQIA through their online portal.

The contracts departments of the Belfast and South Eastern Trust also need to be advised. Our standard is that this will be done with 5 working days of the incident occurring. This is the responsibility of the Day Centre Manager and in their absence, the Northern Ireland Director.

If it is suspected that the MS Day Centre Manager is involved in the alleged abuse, staff must advise the Northern Ireland Director and contact the Regulation and Quality Improvement Authority  
Telephone: 028 9051 7501

RQIA  
9<sup>th</sup> Floor  
Riverside Tower  
5 Lanyon Place  
BELFAST  
BT1 3BT

### **Child Protection**

If you receive information that suggests a child (under the age of 18) may be subject to harm, or abuse, or may be at risk of harm or abuse, those concerns must be reported immediately.

### **HSC Trust Child Protection Team Numbers**

Belfast Trust 028 9050 7000  
Southeastern Trust 0300 1000 300  
Northern Trust 0300 123 4333  
Southern Trust 0800 7837 745  
Western Trust 028 7131 4090



## **Appendix B**

### **Safeguarding Oversight Group**

Executive Director of Services and Support

Country Director of Northern Ireland

Country Director of Scotland

Country Director of Wales

Head of HR

Heads of Helpline

Volunteering and Community Networks Policy and Performance Manager

Safeguarding Lead