



DONNINGTON PARTNERSHIP

Child & Vulnerable Adult Protection Procedure

If you become concerned about the welfare of a child or vulnerable adult, follow the steps below:

- Step 1: Firstly and before any other action, try to ensure that the child or vulnerable adult is safe
- Step 2: Obtain factual information about the child or vulnerable adult and the circumstances by using sensitive and tactful means. This should include the name, address, date of birth and school or at least 2 of these items wherever possible
- Step 3: Do not frighten or question the child or vulnerable adult (be aware of the child or adult's reactions at all times)
Do not put 'words in their mouths' or ask questions that could be interpreted as such (this could jeopardise any police investigation)
- Step 4: You may need to speak to a manager, but do not delay, time can be vital
- Step 5: If immediate action is required dial **999**
- Step 6: If not an emergency ring one of the numbers below to report your concerns

Child Protection

Telford & Wrekin Council Safeguarding Team Helpdesk **01952 385385** (*available between 0900 and 1700*)

If you are worried, further advice is available on the safeguarding children board website www.telfordsafeguardingboard.org.uk

Vulnerable Adults

Contact the Adult Protection Team on **01952 385385**

West Mercia Police **0300 333 3000** or **999**

If you have a concern that requires advice before action is taken out of 'normal working hours' then contact the Emergency Duty Team on **01952 676500
Please note that the process for dealing with vulnerable adults is different to that of a child and you may not get an immediate response-but you will be contacted*

- Step 7: Record all information using the Child & Vulnerable Adult Report Form (attached)
- Step 8: Inform the designated child/adult protection representative of the incident and send a copy of the report form (confidentially)
- Step 10: Ensure all written information is stored confidentially and that a log of each incident is maintained