

POLICY:	SAFEGUARDING - CONFIDENTIAL REPORTING PROTOCOL
Policy number:	SGCRP/ 24 / v.1.
Available to:	All Staff, Councillors, Event Participants, and Public
Supersedes Version:	New separate protocol
Approved by:	Full Council
Approval date:	22.01.24
Review due:	January 2025

1. Policy Statement

Ludlow Town Council is committed to creating and maintaining a safe and secure environment for all individuals involved in its activities, especially children, young people, and vulnerable adults.

This policy aims to create a culture that values integrity, transparency, and fairness, promoting an environment where employees feel safe reporting concerns without fear of reprisal.

2. Purpose of this protocol

The purpose of this reporting mechanism is to provide a confidential and secure channel for staff, volunteers, and participants to report any safeguarding concerns within Ludlow Town Council.

It aims to ensure the prompt and appropriate response to such concerns while respecting the privacy of all individuals involved.

3. Scope

This policy outlines the procedures and responsibilities that will be adhered to in order to safeguard the welfare of all participants.

Key Principles:

- All individuals have the right to be treated with dignity and respect.
- Safeguarding is everyone's responsibility; it is not limited to those working directly with children, young people, or vulnerable adults.
- Open communication and collaboration are essential to create a safe environment.

4. Reporting Options

4.1 Direct Contact with Town Clerk

Individuals can report safeguarding concerns directly to the Town Clerk either in person during office hours at the Guildhall, Mill Street, Ludlow SY8 1AZ, via phone on 01584 871 970, or by email – townclerk@ludlow.gov.uk

4.2 Anonymous Reporting Box

Ludlow Town Council will provide an anonymous reporting box located in a discreet and accessible area of the Guildhall reception area. Individuals can submit written concerns anonymously.

5. Procedures for Reporting

5.1 Depending on your chosen reporting method provide the information in writing or verbally during a scheduled private meeting.

5.2 All reports will be treated with the utmost confidentiality and handled discreetly. Please provide as much information as possible including:

5.3 Identify the Concern

- Clearly identify and document the specific safeguarding concern. Be as detailed as possible in noting incidents, behaviours, or conditions that raise concern.
- Provide names and any identifiable information about the individuals involved, including the alleged victim and perpetrator(s).
- Specify the location where the concern occurred and the timeframe during which it took place.
- Include information about any witnesses to the safeguarding concern and their contact details, if known.
- Attach any supporting evidence, such as photos, documents, or relevant materials, if available and appropriate.
- If you are willing to be identified, provide contact information for follow-up or clarification.
- If applicable, mention if there have been previous reports or concerns related to the same issue.
- Include any preferences regarding the desired outcome or resolution, if applicable.

5.4 Response and Follow-up

- The Town Clerk will acknowledge receipt of the report within three working days of receipt.
- A thorough investigation will be conducted, and appropriate action will be taken based on the findings.

- Regular updates on the status of the investigation (without compromising confidentiality) may be provided to the reporter, as appropriate.

5.5 Protection Against Retaliation

- Retaliation includes but is not limited to adverse employment actions, harassment, or any form of mistreatment directed at whistleblowers.
- The Council unequivocally prohibits any form of retaliation against individuals who report concerns or participate in investigations. Retaliation is a serious violation of our values and will not be tolerated, and may result in disciplinary actions, up to and including termination of employment.

6. Legal

This policy is in accordance with the legal obligations outlined in relevant UK legislation, including but not limited to the Children Act 1989, the Protection of Vulnerable Adults (POVA) Scheme, the Safeguarding Vulnerable Groups Act 2006 and relevant whistleblower protection laws.

7. Other relevant policies and contacts

Policies
Safeguarding Children and Vulnerable Adults Policy
Whistleblower Policy
Contacts
In an emergency dial 999, but for other calls to the police please ring 101.
To report a safeguarding concern by phone ring Shropshire Council's First Point of Contact team on 0345 678 9044 Monday to Thursday, 9am to 5pm, and Friday 9am to 4pm.
For emergency calls, customers can still call Shropshire Council's out of hours service on 0345 678 9040 .
If you have urgent adult safeguarding concerns outside of these hours, please phone Shropshire Council's Emergency Social Work Duty Team on 0345 678 9040.