

1625 Independent People

Safeguarding of Children and Young People Policy and Procedure

1	Key principles.....	2
2	Safeguarding leads within 1625ip	2
3	Scope.....	3
4	Supporting children / young people.....	3
5	Safeguarding practice responsibilities	4
6	Safeguarding case management	6
7	Allegations against colleagues.....	17
8	Key external roles & responsibilities.....	18
	Document Control.....	20

Appendices

Separate appendices that provide further operational resource and more information on your safeguarding responsibilities can all be found on the 1625IP shared drive here

<I:\Policies & Procedures\Safeguarding\Safeguarding Policy and Procedures Appendices>

1. Definitions, descriptions, and indicators of harm, neglect and abuse, including significant harm
2. Ofsted – the protection standard (regulation 20)
3. Safeguarding and child protection: more information and resources
4. Seven principles of information sharing and avoiding barriers
5. Expectations for multi-agency working
6. Safeguarding code of conduct
7. Safeguarding and child protection training plan
8. Relevant legislation, strategies, and guidance

Key reference documents that underpin this policy and procedure

- [Working Together to Safeguard Children 2023 \(HM Govt\)](#)
- [The Supported Accommodation \(England\) Regulations 2023 \(HM Govt\)](#)
- [Guide to the Supported Accommodation Regulations 2023 \(DfE / Ofsted\)](#) (Regulation 20)
- [South West Child Protection Procedures](#)

1 Key principles

1625 Independent People (1625ip) is fully committed to safeguarding the welfare of all children and young people. We recognise our responsibility to take all reasonable steps to promote safe practice and to protect children and young people from harm, abuse, and exploitation. 1625ip acknowledges our duty to act appropriately to any allegations, reports, or suspicions of abuse and commits our organisation to the following principles:

- Nothing is more important than the welfare of children and young people
- Safeguarding children and young people is everyone’s responsibility
- Children, young people, and families are best supported and protected when there is a coordinated response from all relevant agencies. 1625ip commit to effective, proactive liaison and cooperation with the police and any Local Authority which is, or may be, undertaking a child protection enquiry regarding any of the young people with whom 1625ip are working
- Children and young people who need help and protection deserve high quality and effective support as soon as a need is identified
- Children/young people have a right to be safe and protected from all forms of abuse and neglect
- Understand that the child / young person is at the centre, and we will listen carefully to their voice and focus on their experiences and the impact that these experiences have on their life.
- Never assume that someone else will pass on information. Concerns about a child or young person’s welfare and beliefs they are or are likely to suffer harm, must be shared with the police and Children’s Social Care Teams as soon as they come to light
- It is imperative to intervene as early as possible, before issues escalate and become more damaging

2 Safeguarding leads within 1625ip

Designated safeguarding leads

<i>Lead Operations Director</i>	<i>In their absence – Ops Director</i>	<i>In their absence - CEO</i>
Paul Hale Kingsley Hall, 59 Old Market Street, Bristol, BS2 0ER Work mobile: 07872 305 642 paul.hale@1625ip.co.uk	Vicky Harwood Kingsley Hall Work mobile: 0777 595 1617 vicky.harwood@1625ip.co.uk	Dom Wood Kingsley Hall Work mobile: 07531 820 242 dom.wood@1625ip.co.uk

Designated Board members for safeguarding

<i>Lead Board Member</i>	<i>In their absence</i>
Sarah Gallacher Please contact 0117 317 8800 for contact details	Chair of the Board, Nick Hooper Please contact 0117 317 8800 for contact details

Ofsted regulated posts

<i>Registered Services Manager</i>	<i>Nominated Individual</i>
Chris Marshall Kingsley Hall, 59 Old Market Street, BS2 0ER Work mobile: 07791 302 713 christopher.marshall@1625ip.co.uk	Vicky Harwood Address as above Work mobile: 0777 595 1617 vicky.harwood@1625ip.co.uk

Prevent leadership

<i>1625IP Prevent Lead</i>	<i>In their absence</i>
Karen Clark, Team Manager karen.clark@1625ip.co.uk Work mobile: 07984 576 305	Chris Marshall, Programme Manager christopher.marshall@1625ip.co.uk Work mobile: 07791 302 713

3 Scope

This document applies to the entire organisation: Board members, all colleagues (paid, temporary and permanent), volunteers, those on work experience and student placements – collectively referred to as colleagues throughout - and it also applies to young people themselves.

4 Supporting children / young people

1625ip operates using a child-centred, planned approach to supporting victims of abuse and neglect. They are intensively supported at a time of risk and crisis, then at the level they require during the referral, assessment, and child protection conference / planning stages. We also ensure that young parents also receive tailored, adequate, and proactive support.

Where we are unable to provide this support ourselves, we will refer to appropriate statutory and/or support agencies, which includes physical & mental health provision, legal services, and advocacy, including Independent Reviewing Officers, Ofsted, Children's Commissioner, or other resources specifically for care experienced children and young people.

We ensure that children and young people using our services have access to individual or group awareness-raising work, discussion, and support to understand safeguarding and its relationship to them - this includes educating young people who may be perpetrators or have potential to perpetrate abuse.

Further, in addition to our duty to keep people safe and report safeguarding concerns, we will proactively work with any children / young people who perpetrate abuse or may be at risk of doing so - to undertake risk assessments and risk management plans - and bring in other involved professionals, continuing to provide support whilst they remain in our service, recognising that they may also be vulnerable.

5 Safeguarding practice responsibilities

Whilst you should always prioritise children and young people's safety – including preventative work, your role is to observe and record disclosures or incidents, report them but not to investigate them.

You should always pass disclosures on to children's social care teams or the police to enable them to carry out their investigative duties and then participate in that investigation - by sharing and helping to analyse information so that an assessment can be made of the child's needs and circumstances. This includes prioritising attending meetings, providing further information / reports, and completing any other prescribed actions as required.

You should refer to **Appendix 1** to read about the specific type or types of abuse that have been disclosed to you and how you should respond to each - because your responsibilities are distinct for some, and you may need to gather further information or seek advice.

You should also refer to **Appendix 3** 'Ofsted Protection Standard' for further detail of your wider safeguarding responsibilities.

- You must ensure the child / young person is at the centre of your safeguarding work, keeping them supported, informed, consulted effectively throughout – prioritising how to help them understand how to keep safe, by offering guidance and support on how to minimise any potential risk of harm

- Do not lose sight of the needs and views of children and young people or place the interests of adults ahead of their needs
 - There should be no surprises for the child / young person, as they should know what is happening, what will happen next, when there is a choice to be made, what the timescales are likely to be, and how they will continue to be involved
 - Always maintain current records – safeguarding log, risk assessment / management plan, support plan – share information and plans regularly with other relevant professionals
 - Facilitate access at the right time / right level to translation and interpreting services – do not use family, friends or involved professionals to do this, nor should other children ever be used as interpreters
 - Keep the child / young person informed of progress (under management guidance and by agreement with other agencies) – maintaining appropriate levels of confidentiality about other agencies and perpetrators
- You will work collaboratively with families / parents - supporting children and young people to maintain appropriate and safe relationships with them, their friends and other people who are important to them - unless this is inconsistent with ensuring their safety
 - Strong multi-agency / multi-disciplinary working is key to effective safeguarding. You are expected to continuously work collaboratively with other professionals and agencies – updating emerging information and take part in regularly reviewing the outcomes for the child / young person against specific plans to keep them safe. Refer to **Appendix 5** for more information from Working Together to Safeguard Children 2023 guidance relating to multi-agency working expectations
 - You should continue to remain alert, curious, and inquisitive at all times – in order to identify signs of abuse and act upon risks which individual abusers, or potential abusers, may pose to children and young people
 - You must act in accordance with this procedure, so you understand your role and responsibilities in relation to protecting children and young people – understanding that failure to report an incident of abuse, or suspected abuse, whether past or present to the appropriate person is a ground on which disciplinary proceedings may start

- You must always prioritise attendance at induction / refresher safeguarding training, supervision and reflective practice to support your management of safeguarding cases and your practice

Organisational safeguarding framework

1625IP's colleagues are key to keeping children and young people safe and, as such, the organisation has structures in place to support their delivery of effective safeguarding:

- **Safer Recruitment, Disclosure Check and Concerns at Work (whistleblowing) Policies**
- **Safeguarding training** – all colleagues attend mandatory induction, refresher and specialist training delivered by the Avon & Somerset Strategic Safeguarding Partnership (**Appendix 7**). Colleagues also attend trauma awareness and psychological informed environment (PIE) training and receive a monthly safeguarding team brief containing new training offers, practice information and safeguarding newsletters.
- **Colleague wellbeing support** – managing disclosures and safeguarding cases can be traumatic and emotionally draining, so support is provided through regular supervision of safeguarding cases, monthly reflective practice and team development days. Additional support is offered through 1625IP's employee assistance scheme (including counselling) and vicarious trauma training and support mechanisms.
- **1625IP's Code of Conduct and Safeguarding Code of Conduct (Appendix 6)** - if colleagues are found to be in breach of either, the police and/or local authority may be involved, in addition to 1625IP taking disciplinary action under our Disciplinary Procedure.

6 Safeguarding case management

You must read section 8 below for information on services that may be more appropriate to contact before making a safeguarding referral.

Duty to refer

As a professional, you have a responsibility to refer a child to children's social care under section 11 of the Children Act 2004 if:

- You believe that you have seen possible evidence of child abuse
- You have concerns that a child / young person may be at risk of significant harm, or
- You receive an allegation of abuse or possible abuse

- NB. This duty also applies to allegations/disclosures of historical or past abuse or neglect

Referrals to children's social care services usually fall in to three categories:

- Seeking advice from children's social care
- Sharing a concern about a child or their family
- Making a referral based on risk to the child and their needs

Children's social care has the responsibility to clarify with you the nature of your concerns and how and why they have arisen. The child / young person must be seen by a qualified social worker as soon as possible following a referral and their needs and safety will always be paramount.

Early information sharing

Effective sharing of concerns – especially early sharing - between you and local agencies is essential for effective identification, assessment, and action to protect children / young people. Child Safeguarding Practice Reviews have consistently shown how poor information sharing has contributed to the deaths or serious injuries of children.

If you have a fear about sharing information, e.g., that sharing may harm your relationship with a child, it must not be allowed to stand in the way of the need to promote the welfare and protect the safety of children and young people. You should share a concern that may prove groundless rather than wait for certainty – waiting may result in harm to the child / young person and sharing information early is key to putting in place the right support.

The child's / young person's welfare must be paramount. So, if in any doubt, speak out.

Requests for information under section 47, the Children Act

If you receive a request from children's services or the police for information, as part of their Section 47 Children Act child protection enquiries.

We have a duty to assist and provide information in relation to child protection enquiries. The enquiry may result in the need to protect children / young people or take action against potential perpetrators in our services (which means that other children / young people may be at risk).

An enquiry may not be related to a child / young person in your caseload, so you should seek immediate guidance from a Designated Safeguarding Lead in all circumstances, who will coordinate a response.

Please refer to the DfE 'Seven Principles of Information Sharing' guidance in **Appendix 4** for further clarity.

Record keeping

High quality record keeping is critical in relation to safeguarding children / young people - you must make sure you set aside enough time to maintain safeguarding records.

All safeguarding cases must be recorded within the safeguarding log on In-Form.

Records must be kept up-to-date and be accurate, factual, and comprehensive - with any decisions and interventions clearly recorded.

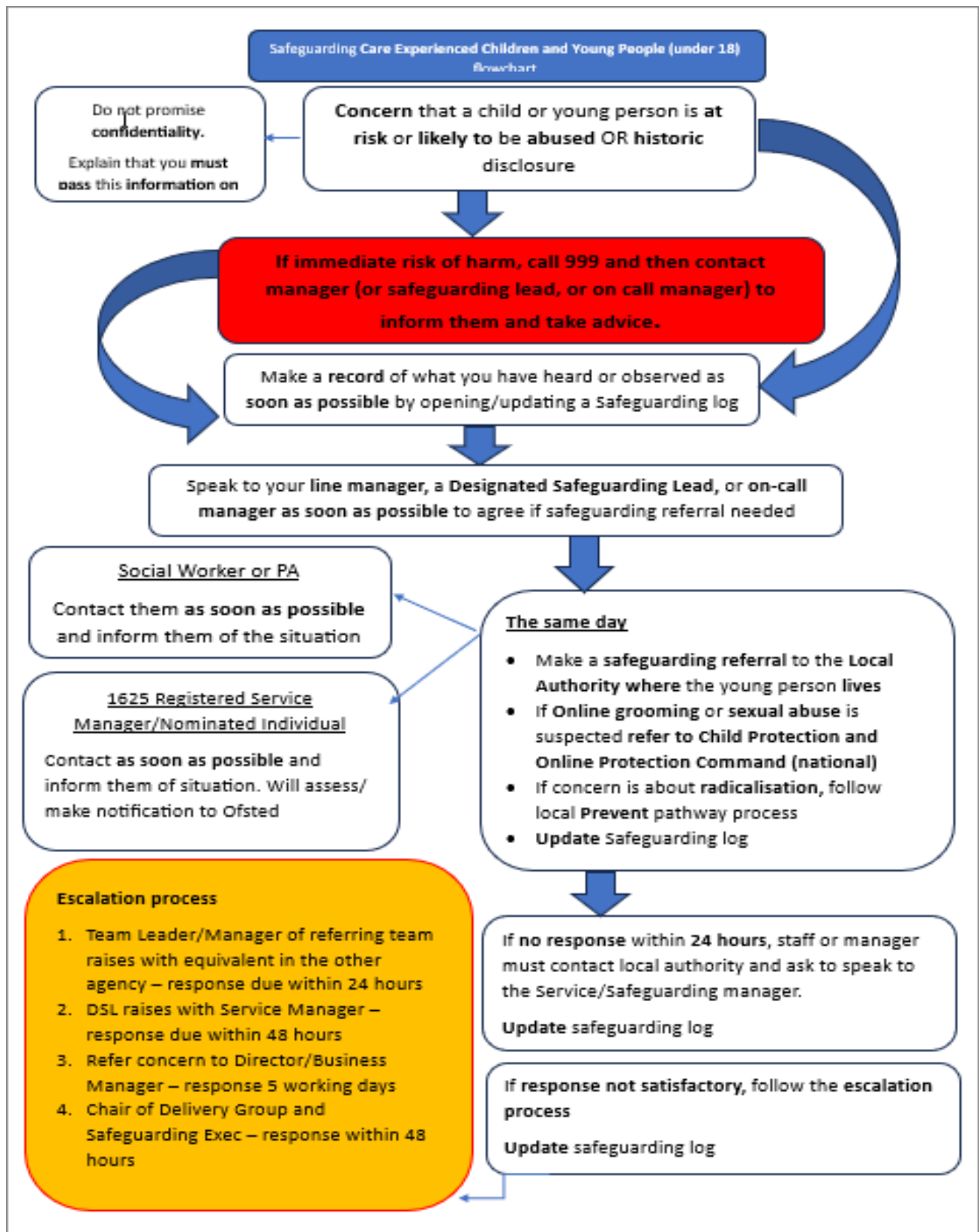
Records relating to known or suspected abuse should include these key objective facts:

- **What you saw:** when and where?
- **What you said:** when, where and who to?
- **What was said or shown to you:** when, where and who by?
- **What you thought** and why you thought it?
- **What you did**

Where there is suspicion of non-accidental injury, expert advice is required. You must not try to diagnose, but simply and factually describe what you see. Where you have concerns that an injury to a child or young person may be the result of abuse, record in detail any known history of the injury, in order that any physical findings can be assessed in relation to the explanation given.

Where you have concerns about the welfare of a child or young person, your records must include both positive and negative developments, e.g., they should record concerns, but also factors that alleviate previous concerns – strengths and positive factors.

Process flowchart



Responding to a disclosure

Initial disclosure

- Stay calm and try not to show if you are shocked
- Listen carefully. You do not need to press the child / young person / discloser for lots of detail, as taking a full statement at this point could be stressful and jeopardise police investigations
- Reassure the child / young person / disclosers they have done the right thing in telling you and – in the case of children / young people that the abuse is not their fault
- Assure the child / young person / discloser that you are treating what they said seriously and that you will be talking to someone responsible about it
- Clarify with them the nature of the abuse and establish if it needs an urgent response
- Make sure that everything you do keeps the child / young person safe for now
- Tell them that you will do your best to support them

Preparing for referral

- Never guarantee confidentiality to anyone that discloses abuse or intends to disclose abuse
- But do seek a child or their parent's agreement for a referral – only where this will not place a child / young person at increased risk of harm
- Explain when and why it may be necessary to involve other agencies to protect the child / young person
- Information received from third parties - you, your manager or a senior lead may consult with children's services for advice about whether it is in a child / young person's interest to approach them or their parents / family directly about a disclosure or referral
- Follow the process flowchart above and refer to the sections below for detail
- Record all details of the incident and what action has been taken in a safeguarding log

Disclosures of past abuse or neglect

A child / young person may disclose, possibly for the first time, experiencing abuse or neglect that happened when they were younger. They should be responded to and reassured in the same ways as if disclosing current / ongoing abuse - as well as ensuring that they are currently safe.

In addition to making any safeguarding referral - you should make the child / young person aware that you must pass this on to their current PA / Social Worker, and potentially the local authority where the abuse occurred. This must be passed on within **24 hours** of a disclosure

Immediate safeguarding referral

Where there is a likelihood of serious immediate harm or risk to the life of a child / young person an agency with statutory child protection powers must be contacted immediately

Ambulance – call **999** where a child or young person needs immediate medical assistance, this overrides all other considerations and must be sought immediately. Parental consent is not required in these instances. You must tell the doctor or medical staff if you believe the child / young person has been abused.

Police - call **999** if you have concerns that a child / young person is at risk of immediate harm and/or a crime has been committed

Safeguarding referral (office hours) - if you are concerned about a child under 18 being at immediate risk or has been harmed and require a same day response:

- In **Bristol** - contact the First Response Team on **0117 903 6444** in the first instance and follow up by submitting an online safeguarding referral [First Response referral](#)
- In **South Gloucestershire** contact the Access and Response Team on **01454 866 000** and follow up by submitting an online safeguarding referral [Make a safeguarding referral](#)
- **Outside of office hours** – for both Bristol and South Gloucestershire - call the Emergency Duty Team on **01454 615 165**

Be aware - in certain situations you may need to lock rooms, ensure things are secured, so that evidence is safe. If there has been physical or sexual assault you should not clear up, move things, wash people or possessions (bedding/clothing) before you report and have received instruction from the police.

Example safeguarding referral scenarios

It can sometimes be difficult to know exactly when a referral should be made – you should always prioritise discussion with your line manager and a Designated Safeguarding Lead or Registered Service Manager if you are unsure which route to take, but illustrative examples of when to refer include:

- A child / young person makes a clear allegation of abuse or neglect
- A member of the public makes a clear, detailed, allegation that someone has abused a child / young person
- Professional concern exists about abuse or neglect, despite no allegation being made
- There are concerns that a child / young person under 18 is being sexually exploited
- Concern exists about a child / young person who has contact with someone who may pose a risk or a potential risk to them or other children and young people
- A child / young person is at risk of being subjected to illegal procedures, such as FGM or forced marriage
- A child / young person is being harmed through seeing or hearing the ill-treatment of another, e.g. through domestic violence
- There are concerns a child / young person is involved in child criminal exploitation or sexual exploitation
- A child or an adult make historical allegations / disclosures of abuse
- Further concerns have arisen about a child / young person who has an open case with children's social care teams
- Where there are concerns about the welfare of an unborn child
- A child or young person has suffered, or is likely to suffer significant harm due to being exposed to radicalisation and extremist views, or due to their participation in or as a victim of gang affiliations

Non-emergency safeguarding referrals

If you are making a new, non-urgent referral or a referral for a previously closed case because you are concerned that a child under 18 is at risk of abuse or neglect or has disclosed historic abuse / neglect - you should contact local authority safeguarding teams. In the case of historic abuse, you should contact the local authority in which it took place.

If you are uncertain about whether to request a more immediate response – you must telephone the relevant local authority for guidance before submitting a written referral. If you are advised to make an immediate referral, then do so. Equally, if the risk increases as you are working on your written referral, and so becomes urgent – then follow the immediate referral guidance section above.

NB. The police must be informed at the earliest opportunity if a crime may have been committed.

- In **Bristol** - contact the First Response Team by submitting an online safeguarding referral [First Response referral](#)
Tel - 0117 903 6444
- In **South Gloucestershire** contact the Access and Response Team by submitting an online safeguarding referral [Make a safeguarding referral](#)
Tel - 01454 866 000

NB. You should also report a concern about a child / young person who already has a social worker directly to them or the operational unit they work within

Information you should prepare / provide for a safeguarding referral

Always refer to the relevant local authority safeguarding page for the exact detail of what information you will be asked to provide in a written referral.

Do not delay making your referral if you do not have all of the relevant information immediately available – it may place the child / young person at risk of further harm.

As a guide, you will be asked to provide some or all the following information – so have this ready to input into the referral:

- Name (including aliases, spelling variations), date of birth, gender, and address for each child / young person you are including in the referral
- Name and contact details for each parent, carer, significant adult(s) and children in a household - and any other professionals involved, and their role
- Your role and contact details (if you may not be in work to receive the response – please give alternative contact details, including your manager)
- Your relationship with the child / young person and knowledge of their / their family history
- Your cause for concern including details of any allegations, their sources, timing, and location
- The child / young person's current location and emotional and physical condition – and whether the child needs immediate protection
- The child / young person's views and wishes, if known at this stage

- Ethnicity, first language and religion of child / young person and parents
- Information regarding parental knowledge of, and agreement to, the referral
- Details of alleged perpetrator, if known
- Any special needs of the child / young person, or parents

Post-referral

Enquiry / strategy meeting

You should expect contact about your referral within 24 hours. A social worker will discuss your concerns and consider any previous records in relation to the child / young person and family, to establish:

- The nature of the concerns
- How and why they have arisen
- The child / young person's views, if known
- What the child / young person's and the family's needs appear to be
- Whether the family are aware of the referral and whether they agree with it or not
- Whether the concern involves abuse or neglect; and
- If urgent action is needed to protect the child / young person or other children in the household or community

If the referral meets the threshold for further enquiry (Section 47 of the Children Act), a strategy meeting will be convened with any other relevant agencies - you must attend if you are invited (or arrange for a colleague / manager to attend if you are not able) – this discussion will determine how to proceed.

Your role – and possibly that of the wider team – is to support statutory services in this process by providing accurate and timely information, attending relevant meetings, and providing ongoing support to the child / young person (within the bounds of your team's service specification). You should never assume the role of "key worker" for child protection purposes, as this is a statutory role.

Child protection conferences / plans

The voice of the child / young person should be central to child protection conferences and plans.

If a decision has been made to not hold a conference or you are not invited if there is a conference (and you think you should have been) please speak to your line manager and/or a Designated Safeguarding Lead and/or the Registered Service Manager so an approach to children's services can be agreed.

When a child protection plan is completed, it will set out what work needs to be done, why, when and by whom. You (and your team) must be clear about your roles and responsibilities in implementing the plan – you must ensure that you are able to deliver the commitments or, if that is not possible, that these are reallocated within 1625ip or renegotiated with the lead social worker.

Signs of Safety

You may be asked to think about child protection using Signs of Safety modelling and language, as used by local authorities in their mapping and child protection plans – it is helpful when gathering children's and young people's voice to ensure this is placed at the centre of the multi-agency approach.

When engaging children / young people in safeguarding discussion, it is a good idea to use the same format that would be used in child protection conferencing

For children and young people:

- What is good?
- What worries them?
- What would they like things to look like (dreams)

For professionals:

- Harmful – what happened in the past / present?
- What is dangerous for the child?
- What are the complicating factors involved?
- What is working well?
- Are there any strengths which can be tested over time to make the situation safe?
- What are the goals for the child and family so we can close the case?
- What are the steps to take to make the goals happen?

Concluding a safeguarding referral

At the end of the referral discussion, you should be clear about the proposed action, who will be taking it and timescales – even if there is no further action being taken.

Referral outcomes about a child, where there may be concerns, typically fall into four categories and pathways:

- No further action, which may include information to signpost to other agencies
- Early help - referrals for intervention and prevention services
- Child in Need services - assessment to be undertaken by children's services
- Child Protection services – assessment and child protection enquiries to be undertaken by children's services with active involvement of other agencies such as the police

A social worker should inform, in writing, all the relevant agencies and the child / young person, if appropriate, and family of their decisions and, if the child / young person is a Child in Need, of the plan for providing support.

Children, young people, and parents should be informed by children's services about local procedures for raising complaints, if they wish to, and local advocacy services.

When children's services decide to take no further action you and your team's work does not end there. In consultation with your manager and a Designated Safeguarding Lead you should continue to work with the child / young person / family to monitor their situation through a safeguarding lens if you have concerns - do not stop until sure that the child / young person's needs are being met or that there is no need to be concerned – and make another safeguarding referral as required.

Professional disagreement / escalation

Professional challenge is good practice and is encouraged where relevant, as learning from Child Safeguarding Practice Reviews consistently highlights that good professional challenge could have led to better outcomes for children and families.

If you disagree with a decision about the outcome of the referral or any other practice issues in children's services relating to safeguarding - with your manager's support and guidance, you should try to informally resolve your concerns with the relevant professionals. You should refer to the

relevant local authority professional disagreement procedures listed in **Appendix 3** ‘Safeguarding and child protection resources’

You must inform the Designated Safeguarding Lead if this happens, as they will need to take the lead if you and your manager have been unable to resolve the situation informally. A Designated Safeguarding Lead, or the Registered Service Manager, will coordinate and further, formal escalation stages.

Closing cases

Once your case has been fully investigated, prescribed actions have been undertaken and the safeguarding issue has been resolved, the open safeguarding log should be passed to your manager for closure.

A collective multi-agency decision will be made about what information / outcome is shared with the individual child / young person, other colleagues and involved professionals - who will share it and how. This also includes sharing of any information with others (who need to know) if any individual or group of individuals continue to pose a threat to other people.

7 Allegations against colleagues

All allegations or suspicions of abuse by a colleague will be taken extremely seriously and treated fairly in accordance with the law, relevant local authority’s procedures and 1625ip’s own policies.

All colleagues are expected to be alert to any signs that another colleague within 1625ip or another organisation is behaving inappropriately in relation to a child or young person and take appropriate action quickly.

You must report any concerns that another colleague may have behaved inappropriately or where you have received information that may constitute an allegation to a 1625ip Designated Safeguarding Lead on the same day, however trivial the allegation may seem – unless:

- The concern relates to a director, in which case the report should be to the CEO, or
- The concern relates to the CEO, in which case, the report should be to the Designated Safeguarding Board Lead

The Designated Safeguarding Lead will advise on next steps. Nothing should be reported on In-Form, information will be securely stored elsewhere.

The Designated Safeguarding Lead will contact the appropriate Local Authority Designated Officer (LADO) within 1 working day of receiving the report of an allegation, and from there will be guided on process and next steps by the LADO.

Allegations of historical abuse will be responded to in the same way as contemporary concerns. In such cases, it is important to find out whether the person against whom the allegation is made is still working with children and if so, to refer to and be guided by the LADO.

8 Key external roles & responsibilities

Before making a safeguarding referral, you should refer to **Appendix 1** for further, detailed information about each abuse category and **Appendix 3** for more safeguarding information and resources.

You should also check the relevant local authority children's service information document to determine if you should contact a specific team before making a referral (this is not the case for referrals where risk is immediate). These were previously known as threshold documents:

Bristol – [Effective support for children and families in Bristol](#)

South Glos - [The Right Help in the Right Way at the Right Time](#)

Below is a highlighted section of selected safeguarding services and their purpose:

- **LADO Bristol** - main point of contact if there is an allegation about an adult who works or volunteers with children - [LADO Bristol](#)
- **LADO South Glos** – main point of contact if there is an allegation about an adult who works or volunteers with children – [LADO South Gloucestershire](#)
- **Compass** (South Glos)- support early help delivery to families & provide information and advice to professionals to enable them to achieve meaningful and positive outcomes without the need for statutory intervention. Referral via direct email (see main document above for contact)
- **Young Peoples Support team** (YPS) (South Glos) - adolescent centred preventative service to young people who face worrying risks to their safety and well-being. Sit alongside Youth Justice Service. Intensive intervention with young people with complex needs / multiple risk factors &

their families (6 weeks - 6 months). Access via other agencies or direct via Children’s Social Care

- **Next Link** – domestic violence / abuse support services (Bristol and South Glos) – referral via 1625’s internal workers (in the TARS team) or via <https://nextlinkhousing.co.uk/services/>
- **Act Early** – support to tackle radicalisation and extremism – refer to the [Act Early](#) website

Health services

- Call 999 if it is an emergency or 111 if you need medical help fast but it's not a 999 emergency.

<p>Southmead Emergency Department and Minor Injuries Unit Brunel building, Southmead Hospital, Southmead Road, Bristol, BS10 5NB. Emergency Department Main Reception Gate 35 Telephone: 0117 414 5100 or 0117 414 5101. Open 24/7 days a week including bank holidays.</p>	<p>Bristol Royal Infirmary A&E Department Upper Maudlin Street, Bristol BS2 8HW Telephone: 0117 923 0000 Open 24 hours, 7 days a week including bank holidays.</p>
<p>Bristol Royal Hospital for Children A&E Department For children up to 16 years of age Paul O’Gorman Building, Upper Maudlin Street, Bristol BS2 8BJ Telephone: 0117 923 0000 Open 24/7 including bank holidays.</p>	<p>Bristol Eye Hospital A&E Department Lower Maudlin Street Bristol BS1 2LX Telephone 0117 342 4613 830 – 430, 7 days a week</p>

Document Control

Version #	Owner	Issued date	Date of next review
1—6	Senior leaders	To 2020	December 2021
7	Operations Director	10 December 2021	April 2022
8	Operations Director	30 August 2022	August 2023
9	CEO	6 th June 2023	August 2023
10	Operations Director	August 2023	September 2024
11	Operations Director	October 2024	November 2026
12			

Approved by Board:



Nick Hooper, Chair of Board

Date: 21.10.2024

Approved by Chief Executive:



Dom Wood, Chief Executive

Date: 21.10.2024