

Dorset Police Safeguarding Referral Unit

01202/01305 222229

Operating Hours

Monday – Friday 0800 - 1800

Press
1

Urgent Strategy Discussion

- Potential immediate risk or threat of harm to a child or vulnerable adult and urgent action is needed to secure their safety.

All other requests for strategy discussions should be sent via secure email using the "Email System of Prioritisation" (see EMAIL SECTION)

PRIORITISATION OF CALL

1. Your call will be connected to a Decision Maker who can discuss concerns with Team Manager/ATM.
2. Should all Decision Makers be on calls you will connect with an SRU Team Member who obtain details of referral and pass to a Decision Maker.

Press
2

Urgent Name Check

- This option is where there is a requirement to take emergency action to put in place effective protection services to secure the safety of a child or vulnerable adult.

- All other urgent requests for name checks should be sent via secure email using the "Email System of Prioritisation"
- Non-urgent requests should be directed to the Force Disclosure Unit (see EMAIL SECTION)

PRIORITISATION OF CALL

Your call will be connected to an SRU Team Member who will undertake the required checks.

Press
3

Returning Call

Press 1 – Increased Risk

- Has the risk increased due to time or circumstances?

Press 2 – Continue to hold for the next available member of the SRU Team

Press 3 – Leave a voicemail message

All non-urgent requests should be sent via secure email using the "Email System of Prioritisation" (see EMAIL SECTION)

PRIORITISATION OF CALL

Calls will be answered subject to urgency and risk associated to your request – so calls with 'Increased Risk will take priority over other calls waiting within this option.

E MAILS

All other threshold discussions / enquiries that do not require immediate assistance are to be sent via Secure Email.

Subject Heading:

- State level of priority (Red/Amber/Green)
- What it is i.e. Strategy /Case discussion / Consultation around threshold / Urgent Name Check

Level of priority for emails

(Red) – Decision needed or information required within 4 hours or end of working day if sooner. If circumstances change and it leads to an increase in risk then telephone the SRU and treat it as an emergency.

Example: If you need to see a child before the end of a school day i.e. 2pm which is within 3 hours but does not necessitate taking immediate emergency action then indicate this in the subject heading.

(Amber) - Significant concerns but immediate action to safeguard child not required – decision or information to be shared by end of next working day i.e. within 24 hours.

(Green) – Concerns regarding a child /vulnerable adults well being – decision required or information needed within three working days.

The emails should contain the following information if known:

- Details of referral /enquiry
- Name, address and date of birth of the child at risk
- Name, address and date of birth of siblings
- Name, address and date of the child's parents/carers
- Name, address and date of birth of alleged perpetrator of the abuse
- Where the child is currently
- Who the Police should contact for the Strategy Discussion and times of availability (give a number of options around individuals who can have the discussion)

If other information is known such as school attended, GP etc. this should be provided

To ensure the email has been received in the SRU the email should be sent with a read receipt.

Emails seeking urgent name checks should give the following information:

- The purpose of the email should be noted e.g. i.e. wanting to place a child with someone today.

- What makes it an urgent name check? Note: Generally this should be for safeguarding.
- Name, date of birth and address of the child
- Name, date of birth and address of any adults involved