

Employability Safeguarding Escalation Process

In accordance with the Maximus safeguarding policy, all safeguarding incidents must be dealt with appropriately and acted on as soon as reported. To meet these requirements, the timescales in the Safeguarding Escalation Process must be followed.

1	<p>Incident or Disclosure Participant discloses a safeguarding concern or staff notice unusual behaviour displayed by the participant.</p>
2	<p>Escalation to Safeguarding Advocate Colleague supporting the participant will escalate to the site Safeguarding Advocate and/or Business Manager for guidance. Safeguarding Advocate list held on the Employability SharePoint.</p>
3	<p>Safeguarding Report Completed The Safeguarding Advocate/Business Manager and/or Designated Safeguarding Officer (DSO) and/or Designated Safeguarding Lead (DSL) will support the colleague with recommendations and actions to take.</p>
4	<p>DSO Completes Incident Log When the DSO and/or DSL receives the report, it will be logged on the Safeguarding Log, and the safeguarding concern will remain open until agreement is made with the DSO and/or DSL to close the case. The DSO and/or DSL will generate a unique reference number from the Safeguarding Log commencing with the details "SAFEG00".</p> <p>If the contract requires you to record a safeguarding incident on the case management system, complete the following:</p> <ul style="list-style-type: none"> • Add a safeguarding alert in the appropriate section on the case management system with the notation "refer to safeguarding advocate" and input the safeguarding unique reference number commencing SAFEG00. • The Safeguarding Advocate will support the Advisor in the completion of the Safeguarding Report and email the completed form to the DSO and/or DSL at Safeguarding@maximusuk.co.uk.
5	<p>DSO or DSL Reviews and Responds Within 24 hours The DSO or DSL reviews the Safeguarding Report within 24 hours of receipt and returns with recommendations and actions until agreed case closure.</p>

6	<p>Actions Deployed and Recorded</p> <p>All further actions will be sent to Safeguarding@maximusuk.co.uk and recorded in the safeguarding report by the DSO and/or the DSL.</p>
7	<p>Customer Vulnerability Check</p> <p>If the contract is a mandated contract, the member of staff involved checks the following to identify if the customer is deemed as vulnerable:</p> <ul style="list-style-type: none"> • PRaP referral (check safeguard measures box and additional notes within the PRaP Action Plan) • Vulnerability status feedback on previous Labour Market Decision Maker (LMDM) decision notifications • Change of circumstances notifications. <p>If the participant is deemed as vulnerable from the above checks, the member of staff ensures that the vulnerability marker has been updated on the case management system.</p> <p>If the participant is NOT flagged as vulnerable from the above checks, the office must raise a Change of Circumstances form requesting JCP to reconsider the vulnerability status of the Participant informing them of the Safeguarding incident. Also request a Change of Circumstances form from JCP confirming any changes to vulnerability based on the recent incident.</p>
8	<p>Review and Escalation (as necessary)</p> <p>The DSO and/or DSL will check the internal safeguarding stats record to ensure that all safeguarding incidents are logged.</p> <p>The DSO will escalate safeguarding concerns directly to the DSL who will consult with the CLT team where appropriate.</p>
9	<p>Designated Safeguarding Officer Closes Case</p> <p>The Participant is monitored closely at site level and all parties are kept informed until the case can be closed. Case Closure must be agreed with the DSO and/or DSL.</p> <p>Safeguarding cases can be closed where there have been no further updates or changes in a period of 3 months.</p>