

# Safeguarding Case Management Framework

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## Framework Statement

The Greyfriars recognise that safeguarding case management is one of the most sensitive and complex aspects of its responsibility. It requires a careful balance between protecting those who may have experienced harm, ensuring appropriate and compassionate support, and upholding fairness and due process for individuals who are the subject of concerns or allegations.

This framework establishes a structured and accountable approach to managing safeguarding concerns from disclosure through to outcome and review. It ensures that responses are not only procedurally correct but also rooted in dignity, compassion, and integrity.

Safeguarding case management within this organisation is therefore understood not as a single process, but as a coordinated system of actions, decisions, and support, underpinned by clear governance and consistent documentation.

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## Core Approach: Dual Pathway Model

All safeguarding concerns are managed through two interconnected but distinct pathways. The first is focused on the individual who has experienced or is at risk of harm, ensuring their safety, wellbeing, and access to support. The second relates to the individual who is the subject of the concern, ensuring that they are treated fairly, informed appropriately, and supported within clearly defined boundaries.

These pathways must remain operationally separate to avoid conflicts of interest or role confusion, but they must be coordinated through safeguarding leadership to ensure consistency, accountability, and oversight.

At all times, the safety of children and adults at risk remains the overriding priority.

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## End-to-End Case Management Process

Safeguarding concerns may arise from disclosures, observations, or information received from a third party. Regardless of how the concern presents, the initial response must prioritise safety and clarity.

The concern must be recorded as soon as possible using factual, contemporaneous language. It is essential that this record reflects what was seen, heard, or disclosed, without interpretation or investigation. This record is then passed immediately to the Designated Liaison Person (DLP), who assumes responsibility for the next stage of the process.

The DLP undertakes an initial risk assessment, considering the immediacy and severity of risk, the vulnerability of those involved, and whether the matter meets the threshold for referral to statutory authorities. Where such thresholds are met, referral must be made without delay to the appropriate agency, such as the police or social services.

At this point, the safeguarding case moves into active management, and both the survivor and respondent pathways are initiated.

Throughout this process, all decisions, actions, and communications must be recorded clearly and stored securely within the safeguarding system.

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## **Survivor / Victim Support Pathway**

The organisation recognises that individuals who disclose harm or are identified as victims require a response that is consistent, compassionate, and structured. Support must not depend on informal arrangements or individual goodwill, but must instead be planned, coordinated, and reviewed.

Immediately following disclosure, attention must be given to the individual's safety and emotional wellbeing. This may involve assessing whether the individual remains at risk, whether protective measures are required, and whether urgent intervention is necessary.

A safeguarding support plan must then be established. This plan should identify a named safeguarding contact responsible for coordinating communication and ensuring continuity of support. It should also consider whether pastoral support is appropriate, ensuring that such support remains bounded, non-intrusive, and does not create dependency or conflict with safeguarding processes.

Where appropriate, the individual should be offered access to specialist support services. This may include counselling, advocacy services, or external safeguarding support organisations. The organisation must ensure that individuals are not left to navigate these systems alone, but are supported in accessing them if they wish.

Communication with the individual must be handled with care. It should be clear, honest, and proportionate, avoiding both over-promising and unnecessary detail. Where possible, individuals should be informed about what will happen next, who is involved, and how they will be supported. However, this must always be balanced against the need to protect the integrity of any investigation.

The support plan must be subject to regular review. This ensures that the organisation remains responsive to changing needs and circumstances, and that support remains appropriate and effective over time. Closure of support should only be considered when it is clear that immediate safeguarding needs have been addressed and that the individual has access to longer-term support where required.

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## **Respondent / Accused Pathway**

Where an individual is the subject of a safeguarding concern or allegation, the organisation must ensure that they are treated fairly and respectfully, while maintaining a clear focus on safeguarding risk.

Following the initial assessment, the individual must be informed, where appropriate, that a concern has been raised. This communication must be handled carefully, ensuring that it is factual, non-judgmental, and does not compromise any investigation.

At this stage, the organisation may need to implement precautionary measures. These are not disciplinary actions, but are designed to manage risk while the matter is being assessed or investigated. Such measures may include temporary restrictions on ministry, supervision arrangements, or adjustments to living or working environments.

A structured support plan must also be established for the individual. This should identify a named contact who is not directly involved in the safeguarding investigation, ensuring the individual has access to support while maintaining appropriate role separation.

The organisation must ensure that the individual understands the process being followed. This includes explaining the nature of safeguarding procedures, the role of external agencies where applicable, and the importance of adhering to any restrictions or conditions that have been put in place.

Throughout the process, the organisation must monitor risk and compliance. Any breach of agreed conditions must be addressed promptly and recorded clearly.

At the conclusion of the case, the organisation must determine appropriate next steps. This may include reintegration into ministry with conditions, ongoing supervision, or permanent changes, depending on the outcome. All decisions must be documented, justified, and reviewed at the leadership level.

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## **Support Action Planning (Integrated Approach)**

Support planning for both survivors and respondents must be structured, documented, and actively managed. It is not sufficient to provide informal or reactive support; instead, the

organisation must demonstrate that support is planned, reviewed, and aligned with safeguarding principles.

For survivors, the support plan must address immediate safety, emotional wellbeing, access to specialist services, and ongoing communication. It must also consider practical needs, such as adjustments to community engagement or living arrangements where necessary.

For respondents, the support plan must address communication, pastoral care, clarity of process, and compliance with any restrictions. It must ensure that individuals are not isolated without support, while maintaining appropriate safeguarding boundaries.

In both cases, support plans must be reviewed regularly and updated in response to changing circumstances.

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## Communication and Documentation

All safeguarding communication must be clear, proportionate, and appropriately recorded. The organisation must ensure that communication does not occur informally or outside agreed safeguarding structures.

Records must reflect all key decisions, actions, and communications. They must be stored securely within the safeguarding system and be accessible only to authorised individuals.

The quality of documentation is critical. It must demonstrate not only what actions were taken, but why those actions were considered appropriate.

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## Governance and Oversight

Safeguarding case management must be subject to clear governance. Leadership must ensure that:

- Cases are reviewed regularly
- Decisions are appropriate and justified
- Risks are identified and managed
- Support is consistent and effective

Oversight may be exercised through safeguarding committees, trustee review, or structured reporting mechanisms. However, confidentiality must always be maintained, and information shared only on a need-to-know basis.

## Outcome, Learning, and Continuous Improvement

At the conclusion of each safeguarding case, the organisation must undertake a period of reflection and review. This is essential not only for accountability, but for continuous improvement.

The organisation must consider whether:

- The response was timely and appropriate
- Communication was effective
- Support was sufficient and well-managed
- Any learning can be identified to strengthen future practice

Where improvements are identified, these must be implemented and monitored.

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## Final Statement

Safeguarding case management is not simply a procedural requirement. It is a reflection of the settings commitment to dignity, justice, and care.

When managed well, it ensures that individuals are protected, supported, and treated fairly. It also ensures that the organisation can demonstrate integrity, accountability, and a safeguarding culture that is both visible and effective.

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## Version Control

Version	Date	Author	Approved By	Review Date
Ver :1 ,	March 2026	Safeguarding Lead	Trustees	March 2027