

Safeguarding Referral Process for Suffolk Coastal Poverty Action

Volunteer has a concern about a client – send an email to safeguarding@scpa.uk Picked up by Laura Knight, Julia Kinsey and Halcyon Meldrum



If the client is a CAP client then this will be logged onto CPOMS by Laura

If the client is not a CAP client then Julia and Halcyon will discuss and agree where any referral should be made to



Update and guidance if appropriate provided to volunteer who originally flagged concern



All email correspondence will be carried out using the safeguarding@scpa.uk email address. Folders will be created within this email address for each referral by way of recording the concern and any action taken

If a volunteer is with a client and has a concern that the client or another person in the house is at immediate risk of harm, they should feel confident to dial 111 or 999

If you would like to discuss any concern in person, then the contact details for Laura, Halcyon and Julia are below. In the first instance, please contact Laura as Centre Manager, but if you are unable to get hold of her, please do feel free to ring or text Halcyon or Julia

Laura Knight:

Halcyon Meldrum: 07795 243300

Julia Kinsey: 07726 793888