#### Response to Allegations of HA (damages) flow chart

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|  | Service user action |  | External stakeholder action |  | Barnardo’s staff action |  | Making Connections action |  | SADCS action |

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| --- | --- | --- | --- | --- | --- | --- |
| **Former Service User alleges abuse** | 🡺 | Person receiving information records conversation, reports disclosure to their line manager and forwards to Kate Roach in Making Connections | 🡺 | Give information about Making Connections Service, offering records/support. | 🡺 | **Establish key facts where possible:** |
| -nature of abuse  -place and time (era) of abuse  -identity of alleged perpetrator  -whether perp. known to be deceased |
|  |  |  |  | 🡻 | 🡿 | 🡻 |
|  |  | Ex service user satisfied with response | 🡸 | Making Connections give records access and offers ongoing support throughout the entire process. | 🡺 | Details of allegations recorded by Making Connections on Historical Abuse Database |
|  |  |  | 🡿 | 🡻 | 🡾 |  |
| -Recognise their right to litigate  -Recommend ex SU seeks legal advice  -Do not recommend solicitor, but if  pressed refer to ACAL  -Repeat offer of records / support  from MC | 🡸 | Ex service user states / writes that they intend to take legal action. | 🡸 | Ex service user not satisfied with response and seeks personal response from someone more senior in the organisation |  | Making Connections pass information to Police (criminal action) and/or LADO in social services (possible contact with children) |
| 🡻 |  | 🡻 |  | 🡻 | 🡽 |  |
| Ex SU’s solicitor sends statement of claim | 🡺 | Inform SADCS (Sara Clarke) who will alert either a) insurers (copy to Barnardo’s Insurance team) or  b) Barnardo’s commissioned solicitors (‘off-insurance’ cases) |  | SADCS :  a) invites ex SU for ‘reconciliation’ meeting  b) meets to hear ex SU’s account in full  c) Informs DCS if apology requested  d) appraises insurers at each stage  e) drafts letter of apology if appropriate |  | Insurers’ solicitors liaise with ex SU’s solicitors re: either  - Admit claim and settle, or  - Defend claim |
|  | 🡿🡽 | 🡻🡹 | 🡼🡾 | 🡻 | 🡽🡿 | 🡻 |
| HR respond to requests via ADCS for evidence from ex staff records |  | Making Connections respond to requests via SADCS and Media for information and evidence from records |  | -Insurers commission solicitors to manage claim.  -Solicitors request evidence from personal child care, ex staff, and historical management records | 🡺 | Claim either withdrawn, settled or goes to court.  May be individual or group claim (same processes will apply) |
|  | 🡿 | 🡻🡹 |  | 🡻🡹 | 🡽🡿 |  |
| Making Connections provide support to witnesses/victims  pre, during and post trial if appropriate |  | Requests for information and clarification from media team and other internal stakeholders | 🡺  🡸 | SADCS supports legal team in preparation of defence case for court, acts as witness for Barnardo’s.  Attends court cases  Liaises with internal stakeholders | 🡺 | SADCS reports bi-monthly to HAC, more frequently approaching, during and post court cases. |