

Leicester City of Sanctuary

Policy and Procedures for the Safeguarding of Vulnerable Adults

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1. Introduction

Leicester City of Sanctuary (LCoS) is a charity which welcomes and provides support and activities for people from a refugee and asylum seeking background in Leicester. We have a duty of care to all of our service users. While the majority of our clients may not be 'vulnerable people' in the strict legal sense, legislation sets out a 3-point test to work out if there is a duty to intervene in potential cases where adults are at risk of abuse:

- Does the adult have care and support needs?
- Is the adult at risk of or experiencing abuse or neglect?
- As a result of the needs for care and support, is the adult unable to protect himself/herself from the risk or experience of abuse and neglect?

These questions are relevant to staff, volunteers and anyone working on behalf of LCoS with our adult service users. There will inevitably be occasions when staff and volunteers need to be aware of safeguarding issues. There may be times when staff or volunteers have reason to be concerned about the safety of a service user or issues surrounding the care and welfare of a service user. Please follow the guidance below.

2. Safeguarding policy and other related policies

This policy applies to trustees, paid staff (including freelancers), volunteers, students or anyone working on behalf of LCoS with vulnerable adults. We are committed to the safeguarding and protection of vulnerable people.

The purpose of this policy is:

- to protect vulnerable adults who receive LCoS services
- to promote the welfare of vulnerable adults who receive LCoS services - to provide LCoS staff, volunteers and anyone working on behalf of LCoS with the principle which guide our approach to safeguarding

Other LCoS Policies which are relevant to work with vulnerable adults are: ♦

Health & Safety Policy, including a procedure for reporting accidents

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- ◇ Volunteer Grievance & Disciplinary Policy, including a procedure for managing concerns or allegations against volunteers
- ◇ Confidentiality & Data Protection Policy, including a procedure regarding photography and the storage of personal data

3. Types of Abuse affecting Vulnerable Adults

Abuse can potentially be perpetrated by anyone who has contact with a vulnerable adult, including family members, other LCoS users or LCoS volunteers. Staff, volunteers and anyone else working on behalf of LCoS with vulnerable adults may become aware of the signs and indicators of possible abuse, and for more information on this, see the guidance from the Social Care Institute for Excellence (SCIE) at

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

Broadly speaking, the categories of abuse are as follows:

Physical Abuse

Physical abuse includes hitting, throwing, shaking, poisoning, burning, suffocating or causing any other physical harm.

Domestic violence or abuse

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse regardless of gender or sexuality. It also includes so called 'honour'-based violence, female genital mutilation and forced marriage.

Sexual abuse

Sexual abuse involves forcing or enticing a vulnerable adult to take part in sexual activities, whether or not they are aware of what is happening. It may also include activities where there is no physical contact, for example looking at pornographic material or watching sexual activity.

Emotional or psychological abuse

Emotional or psychological abuse is persistent ill treatment, causing adverse effects on emotional development. For example, encouraging feelings of worthlessness or inadequacy. It may also include serious bullying (including cyber bullying) and exploitation, causing fear and feelings of danger.

Financial or material abuse

Financial or psychological abuse includes the theft of money or possessions, preventing a person from accessing their own money, benefits or assets, someone moving into a person's home and living rent free without agreement or under duress and false representation, using another person's bank account, cards or documents

Modern slavery

Modern slavery includes human trafficking, forced labour, domestic servitude and debt

bondage

For the full definitions of categories of abuse, see the SCIE guidance:

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

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In addition, there are other varieties of abuse, such as discriminatory, self-neglect and institutional abuse which can affect vulnerable adults.

4. Legal framework

This policy has been drawn up on the following legislative basis:

Safeguarding Vulnerable Groups Act 2006

Protection of Freedoms Act 2012

Human Rights Act 1998

Care Act 2014

Mental Capacity Act 2005

And with the following statutory guidance:

Care & Support Statutory Guidance 2018

5. Code of Conduct for LCoS Staff, Volunteers and anyone working on behalf of LCoS with Vulnerable Adults

You should:

- uTreat all service users with respect and dignity
- Respect their privacy while talking to them about their concerns
- Be prepared to listen and engage with concerns, regardless of their ethnicity, gender, sexuality, impairment or disability, age, religion or cultural background •
- Ask them what they would like you to do
- Report any concerns or allegations of abuse to the LCoS Safeguarding Officers (see Contacts)

You should try not to:

- Promise not to tell anyone what has been disclosed. If there's abuse or neglect, then it's vital to find help as soon as possible and stop the harm
- Get upset by what you hear. Stay calm during disclosure otherwise it might stop the person telling you what's been going on
- Promise anything you can't deliver – if there's abuse or neglect, you need to seek help for the person from outside LCoS

And never:

- Discuss a person's disclosure with any other service user or your friends/family members
- Give out their personal details without their permission
- Become 'friends' on social networking sites

6. Action to be taken if abuse has occurred or is suspected

Where there is immediate danger to a vulnerable adult you should:

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- Secure the safety of the person concerned, for example by seeking medical attention by calling 999 and requesting an ambulance, or by contacting the police, calling 999 and requesting the psychiatric outreach team if needed.
- Contact a Safeguarding Officer and designated trustee, but do not a delay taking action if the person would be put at risk.
- Use the Safeguarding Adult Alert Form (SAAF) as soon as possible to record what you were told and what you did.

Where there is a concern about a vulnerable adult

- Speak to the person in the first instance where possible, provided it doesn't raise or escalate the risk, and find out what they would like to happen next
- if, following this discussion, a safeguarding concern about welfare or abuse is raised, it must be reported immediately to a Safeguarding Officer who will make a decision as to what action to take
- if appropriate, a referral to another organisation which might be able to help should be made, and the person concerned should be informed that this has been done • the Safeguarding Officer should inform the Trustee with responsibility for Safeguarding about the incident and the decision taken as soon as practical after the event • If for any reason no Safeguarding Officer is available, please email your concerns to safeguarding@leicester.cityofsanctuary.org
- fill out the Safeguarding Adult Alert Form (SAAF) to record what you have been told

7. Responding to a disclosure

If there is an allegation or disclosure of abuse by a vulnerable adult:

- listen, keep listening and take seriously what is being said
- do not question or investigate – this is the job of someone else and evidence could be compromised
- assure them they are not to blame and they are right to be telling you about their concerns.
- do not promise to keep it secret but say that you will only tell people whose job it is to keep them safe
- do not contact anybody who is implicated in the disclosure
- keep calm and try not to appear shocked or angry.
- as soon as possible after the conversation, make careful factual notes of what was said, dates, times, events, using the LCoS SAAF form for reporting a concern about vulnerable adult. Third party information which is required to be kept confidential should be retained in a restricted access section of a file.
- report the disclosure to a Safeguarding Officer immediately or email safeguarding@leicester.cityofsanctuary.org

8. Support and Training for Staff & all involved in working with vulnerable adults

In order to make sure that all LCoS staff, volunteers and anyone working on behalf of LCoS

with vulnerable adults are equipped to deal with any safeguarding issues
LCoS Safeguarding Vulnerable Adults Policy: revised (Dec 2022)

- LCoS safeguarding policy and procedures will be explained to all new volunteers and staff as part of their induction
- all staff, volunteers and anyone working on behalf of LCoS with vulnerable adults will sign a declaration saying they have read and understood this policy and procedures • all staff and volunteers will be given a list of contact numbers to enable them to follow the procedure
- staff and volunteers overseeing regular contact with vulnerable adults should attend regular safeguarding training.
- A Safeguarding risk assessment document, including effective risk management procedures, will be drawn up for the guidance of anyone responsible for activities with vulnerable adults
- The trustee responsible for safeguarding, making use of information provided by the lead safeguarding officer, will prepare an annual report for trustees on vulnerable adult protection matters

9. Safer Recruitment

LCoS is committed to

- thorough selection and recruitment procedures for all individuals working with the organisation, whether in a paid or voluntary capacity
- references will be taken up for all staff and volunteers.
- DBS checks will be sought where the post/role requires it and the legislative framework for such checks allows. This will include lead volunteers, defined as anyone with overall responsibility for a distinct area of LCoS work which does or may involve working with vulnerable adults.

10. Contacts (NB to be kept under regular review)

Internal

Safeguarding Officers for LCoS services involving children & young people

Lead: Maggie Edgington Maggie@leicester.cityofsanctuary.org

Trustee with Safeguarding responsibility: Pete Hobson
petetrustee@leicester.cityofsanctuary.org

External

Local Safeguarding Board www.lscb-llr.org.uk

Leicester City Children & Adults Services 0116 454 1004 (24hrs)

E-mail: das.team@leicester.gov.uk

Secure e-mail: das.team@leicester.gcsx.gov.uk

Mansfield House Police 0116 222 2222

NSPCC: 0808 800 5000 Free helpline for adults worried about a child or needing advice

and support, open Mon-Fri 8am to 10pm and weekends 9am to 6pm.

Childline (nspcc) 0800 111 (24hrs)

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Other organisations that can help people directly

Mental health problems

The Richmond Fellowship can help people with mental health problems Their Crisis Helpline provides telephone support, guidance and signposting to other services. If needed, the team can also arrange access to face-to-face support.

Crisis Helpline

The helpline is open in the following hours: Monday – Friday: 2pm-9am Saturday, Sundays and bank holidays: 24hrs Freephone tariff number* : 0808 8003302. Email: leicestershire.helpline@richmondfellowship.org.uk

Face-to-face service

Box Tree Farm, 5 Main Street, Ratby, LE6 0JG: 8am-8pm, seven days a week (booked dropin)
Apex House, Charles Street, Leicester, LE1 1FB: 10am-5pm, Thurs/Fri (open drop-in) The
Centre Project, Granby Street, Leicester, LE1 1EB: 10am-10pm, Sat/Sun/Mon (open drop-in)

Helplines for emotional distress

Samaritans

Helpline: 08457909090

The person can phone directly, or you can make a third party referral and a volunteer will call the person back

Helplines for abuse

UAVA - United Against Violence and Abuse - services for anyone affected by Domestic Abuse and Sexual Violence in Leicester, Leicestershire and Rutland.

UAVA Helpline: 0808 80 200 28 Open from 8.00am – 8.00pm, Monday – Saturday For text support: 07715 994 962 (This is for text support only, calls to this number will not be answered)

Address: UAVA Ltd PO Box 26 Leicester LE1 1AA Business Head Office: 0116 2550004

Email: info@uava.org.uk www.uava.org.uk

(Open from 8.00am – 6.00pm, Monday – Friday)

Approved by: LCoS Trustees. Issue date: 21/9/18

Policy reviewed and updated: February 2020, April 2020, December 2022 Next review due: December 2024

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1. Introduction

Leicester City of Sanctuary (LCoS) is a charity which welcomes and provides support and activities for people from a refugee and asylum seeking background in Leicester. LCoS believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. LCoS is committed to managing the risk of harm to children using our services through acts of omission (failure to act on a safeguarding concern) or commission (direct abuse of a child) by anyone working on behalf of LCoS.

LCoS requires that anyone under the age of 18 attending our services and activities is always accompanied by a parent or guardian, and that they remain with this person at all times. Children are the responsibility of their parent/guardian at all times but LCoS will support them in protecting their children. If there is a conflict between protecting a child and working with a parent's consent, then LCoS will make the safety and welfare of the child the paramount consideration.

Some of our services are only available to those over 18 (see below, item 5: Code of Conduct).

2. Safeguarding policy and other related policies

This policy applies to trustees, paid staff (including freelancers), volunteers, students or anyone working on behalf of LCoS with children and young people aged 0 to 18 years. For guidance and procedures to follow when working with vulnerable adults, see LCoS Safeguarding Policy: Vulnerable Adults.

All of us have a responsibility to keep children safe and protect children from abuse. The purpose of this policy is:

- to protect children and young people who receive LCoS services
- to promote the welfare of children and young people who receive LCoS services

- to provide LCoS staff, volunteers and anyone working on behalf of LCoS with the principles which guide our approach to safeguarding

Other LCoS Policies which are relevant to work with children/young people are:

- ◇ Health & Safety Policy, including a procedure for reporting accidents
- ◇ Volunteer Grievance & Disciplinary Policy, including a procedure for managing concerns or allegations against volunteers
- ◇ Confidentiality & Data Protection Policy, including a procedure regarding photography of children

3. Types of Abuse affecting Children and Young People

Abuse can potentially be perpetrated by anyone who has contact with a child or a young person, including family members, other LCoS users or LCoS staff or volunteers. Staff, volunteers and anyone else working on behalf of LCoS with children or young people may become aware of the signs and indicators of possible abuse, and for more information on this, see <https://learning.nspcc.org.uk/child-abuse-and-neglect/>

Broadly speaking, the categories of abuse are as follows:

Physical Abuse

Physical abuse includes hitting, throwing, shaking, poisoning, burning, suffocating or causing any other physical harm.

Neglect

Neglect is the failure to meet physical needs which could affect both health and development. For example, a failure to provide food, shelter or clothing, access to medical care or protection from danger.

Emotional Abuse

Emotional abuse is persistent ill treatment, causing adverse effects on emotional development. For example, encouraging feelings of worthlessness or inadequacy. It may also include serious bullying (including cyber bullying) and exploitation, causing fear and feelings of danger.

Sexual Abuse

Sexual Abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not they are aware of what is happening. It may also include activities where there is no physical contact, for example looking at pornographic material or watching sexual activity.

For the full definitions of categories of abuse, see the government guidance: Working Together to Safeguard Children, 2018, pp100-104.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf

In addition, there are other variations of abuse, such as sexual exploitation, exposure to domestic abuse, trafficking and abuse linked to cultural practice and beliefs. Children and young people are vulnerable to abuse or exploitation outside their families, at school, within

peer groups or from the wider community and/or online. We need to understand the impact of contextual issues on their safety and welfare, while considering the individual needs and vulnerabilities of each child or young person.

4. Legal framework

This policy has been drawn up in line with the following legislative framework:

Children Act 1989

Children Act 2004

Children and Social Work Act 2017

It follows the key statutory guidance, 'Working Together to Safeguard Children', DoE 2018.

5. Code of Conduct for LCoS Staff, Volunteers and anyone working on behalf of LCoS with Children and Young People under 18

You should:

- Put the health, safety and interests of the children and young people first
- Treat all children and young people with respect and dignity
- Provide an example of good conduct that you wish others to follow
- Be welcoming and positive
- Show respect for culture, religion and belief
- Be prepared to listen and engage with concerns
- Report any concerns or allegations of abuse to the LCoS Safeguarding Officers (see Contacts)
- Be willing to offer parents appropriate support and advice if requested
- Be vigilant for hazards which may harm children or young people
- Remain in public view at all times when interacting with children or young people
- Be cautious about circumstances in which you physically touch a child/young person – whether for comfort or in an emergency to protect them, and conscious of age appropriateness

You should never:

- be alone with children or young people attending LCoS
- take a child or young person to the toilet
- take a child or young person into another room for activities without a parent/guardian
- pick up a child or give a child/young person food etc. without asking permission from parents/guardians
- enter into babysitting arrangements with service users
- arrange to have contact with children or young people attending LCoS outside official LCoS sessions, unless they are accompanied by their parent/guardian

There may be occasions when being alone with a child/young person is unavoidable, if, for example, there is an emergency and no one else is around. In such situations, the staff member/volunteer or person working with the child/young person should try to get another

adult to accompany them. If this is impossible, it should be recorded as soon as possible after the event, and the LCoS Safeguarding Officers informed.

The following LCoS services are not available to children or young people under 18:

- the IT and sewing class
- the English classes held at the University of Leicester
- the Football session
- NEST activities

6. Action to be taken if abuse has occurred or is suspected

Where there is immediate danger to a child or young person you should:

- Secure the safety of the child or young person, for example by seeking medical attention,
- contacting the police, social services, or by calling 999.
- Contact a Safeguarding Officer, but do not delay taking action if the child/young person would be put at risk.
- Use the Safeguarding Children Alert Form (SCAF) as soon as possible to record what you were told and what you did.

Where there is a concern about a child or young person

- Where abuse is disclosed or there are suspicions of abuse such as suspicious marks on the child or young person, or behaviour which causes concern, it must be reported immediately to a Safeguarding Officer who will make a decision on referral to social services. The Safeguarding Officer should inform the trustee with responsibility for Safeguarding about the incident and the decision taken as soon as practical after the event.
- If for any reason no Safeguarding Officer is available email your concerns to safeguarding@leicester.cityofsanctuary.org and at the same time inform the person responsible for the activity (if that is not you) that this has been done
- The Safeguarding Officer may share the concern and referral with the parent/guardian if in their view doing so would not place the child or young person at increased risk of harm
- For young people who are age disputed as being over 18 but claim to be younger, a discussion should be had by the Safeguarding Officer with NSPCC
- Verbal referrals of possible abuse to Leicester City Children & Adults Services should be confirmed in writing within 24 hours by email and post by a Safeguarding Officer. The written referral should be shown to the trustee with responsibility for Safeguarding
- In cases where a statutory assessment is made, LCoS will establish what contribution it is required to make to the assessment
- If there is disagreement with the statutory authority's decision about whether or not to take action, this should be expressed in writing by the trustees

7. Responding to a disclosure

If there is an allegation or disclosure of abuse by a child, young person or by an adult who is disclosing or alleging historic child abuse:

- ◇ listen, keep listening and take seriously what is being said
- ◇ do not question or investigate – this is the job of someone else and evidence could be compromised
- ◇ assure them they are not to blame and they are right to be telling you about their concerns.
- ◇ do not promise to keep it secret but say that you will only tell people whose job it is to keep them safe
- ◇ do not contact anybody who is implicated in the disclosure
- ◇ keep calm and try not to appear shocked or angry.
- ◇ as soon as possible after the conversation, make careful factual notes of what was said, dates, times, events, using the LCoS SCAF form for reporting a concern about a child.
- ◇ report the disclosure to a Safeguarding Officer immediately or email safeguarding@leicester.cityofsanctuary.org

8. Support and Training for Staff & all involved in working with children and young people

In order to make sure that all LCoS staff, volunteers and anyone working on behalf of LCoS with children and young people are equipped to deal with any safeguarding issues

- ◇ LCoS safeguarding policy and procedures will be explained to all new volunteers and staff as part of their induction
- ◇ all staff, volunteers and anyone working on behalf of LCoS with children and young people will sign a declaration confirming that they have read and understood this policy and procedures
- ◇ all staff and volunteers will be given a list of contact numbers to enable them to follow the procedure
- ◇ staff and volunteers overseeing regular contact with children and young people should receive regular safeguarding training. Failure to engage with this will exclude them from continuing in such a volunteering role.
- ◇ A Safeguarding risk assessment document, including effective risk management procedures, will be drawn up for the guidance of anyone responsible for activities with children and young people
- ◇ third party information which is required to be kept confidential should be retained in a restricted access section of a file.
- ◇ The trustee responsible for safeguarding, making use of information provided by the lead safeguarding officer, will prepare an annual report for trustees on child protection matters

9. Safer Recruitment

LCoS is committed to Safer Recruitment

- thorough selection and recruitment procedures for all individuals working with the
- organisation, whether in a paid or voluntary capacity

- references will be taken up for all staff and volunteers
- DBS checks will be sought where the post/role requires it and the legislative framework for such checks allows. This will include lead volunteers, defined as anyone with overall responsibility for a distinct area of LCoS work which does or may involve working with children/young people.

10. Contacts (NB to be kept under regular review)

Internal

Safeguarding Officers for LCoS services involving children & young people

Lead: Maggie Edgington Maggie@leicester.cityofsanctuary.org

Trustee with Safeguarding responsibility: Pete Hobson
petetrustee@leicester.cityofsanctuary.org

External

Local Safeguarding Board www.lscb-llr.org.uk

Leicester City Children & Adults Services 0116 454 1004 (24hrs)

E-mail: das.team@leicester.gov.uk

Secure e-mail: das.team@leicester.gcsx.gov.uk

Mansfield House Police 0116 222 2222

NSPCC: 0808 800 5000 Free helpline for adults worried about a child or needing advice and support, open Mon-Fri 8am to 10pm and weekends 9am to 6pm.

Childline (nspcc) 0800 111 (24hrs)

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Next review due: December 2024