

Tyneside Welcomes

# SAFEGUARDING POLICY

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# SAFEGUARDING POLICY for *Tyneside Welcomes*

## **Introduction**

*Tyneside Welcomes (T.W.)* is a charity formed to provide local support for refugee families displaced by conflict and to empower them to set up set up life in a new place. The charity has been created by a voluntary group who are committed to ensuring safeguarding practice reflects both our statutory responsibilities and good practice.

The purpose of this policy is to make clear how we will promote and prioritise the safety and wellbeing of children and vulnerable adults in the families that we work with. It also provides volunteers and those who use *T.W.*'s services with the overarching principles that guide our approach to safeguarding. It sets out what all those involved in *TW*'s work need to do should they have a concern about the safety of a child, young person or vulnerable adult who receives support from *T.W.* This includes children from other families who visit or are associated with a family supported by *T.W.* This policy applies to the Board of Trustees, all volunteers and anyone working on behalf of *T.W.*

At *T.W.*, we believe that a child, young person or vulnerable adult should never experience abuse of any kind. We have a responsibility to promote the welfare of all our beneficiaries and to keep them safe and we are committed to practice in a way that protects them.

The Designated Safeguarding Lead (DSL) and deputies are key to ensuring that proper procedures and policies are in place and are followed with regard to child safeguarding issues. The DSL is the primary person to whom all staff and volunteers report concerns.

If you ever have any concerns relating to safeguarding, contact the DSL or another Trustee as a matter of urgency (unless it is an emergency, when you should dial 999). The DSL or her deputy will record your concern and determine what further action needs to be taken and whether a referral should be made to the local authority social services. If another agency becomes involved, its staff will then advise and lead on the case.

## **What constitutes abuse?**

Abuse is a deliberate act of ill-treatment that can harm or is likely to harm a person's safety, wellbeing and development. Abuse can be physical, sexual or emotional. Neglect also constitutes abuse and can be defined as failing to secure a child or vulnerable adult with the basic needs required for physical safety and wellbeing.

## **Types of abuse**

**Physical abuse:** may involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating, or otherwise causing physical harm to a child/vulnerable adult. It also includes situations where a parent or carer deliberately induces illness or under/over medicates a child or vulnerable adult.

**Sexual abuse:** involves forcing or enticing a child or vulnerable adult to take part in sexual activities, whether or not the child/vulnerable adult is aware of what is happening. Activities may involve penetrative or nonpenetrative acts or may involve a

child/vulnerable adult looking at or taking part in the production of pornographic material, including on the internet.

**Emotional/Psychological abuse:** is persistent emotional maltreatment such as to cause severe and persistent adverse effects on the emotional development of the child/vulnerable adult. This includes bullying, teasing and intimidation. It may also involve seeing or hearing the ill treatment of another, for example, when a child/vulnerable adult witnesses domestic violence.

**Neglect:** is the persistent failure to meet the basic physical and/or psychological needs of a child/vulnerable adult, likely to result in the serious impairment of that person's health or development. Neglect may include not providing adequate food, clothing, shelter, supervision, medical treatment or response to emotional needs. **Self-neglect** includes neglect of personal hygiene, health or surroundings and hoarding.

### **Safeguarding adults**

The Care Act (2014) describes ten types of abuse that relate specifically to adults. More details are given in the *Abuse Hurts* leaflet (see link in Appendix) Signs of abuse include physical signs such as bruises, changes of behaviour, altered eating habits, becoming withdrawn, self-harm and substance abuse. Or someone may simply tell you; this is called a disclosure.

Safeguarding adults refers to the multi-agency procedures for protecting adults at risk from abuse or neglect. Adults who need care and support, and are experiencing, or at risk of, abuse or neglect are referred to as Adults at Risk. They include people who:

- are elderly and frail because of ill health, physical disability or cognitive impairment
- have a learning disability
- have a physical disability and/or sensory impairment
- have mental health needs including dementia or a personality disorder
- have a long-term illness or condition
- misuse substances (including alcohol)
- are carers and are subject to abuse
- lack capacity to make decisions and need care and support

### **Other areas to be vigilant about:**

**Sexual Exploitation**, this involves exploitative situations, contexts and relationships where children/young people/vulnerable adults receive something (for example food, accommodation, drugs, alcohol, gifts, money or in some cases simply affection) as a result of engaging in sexual activities. Sexual exploitation can take many forms ranging from the seemingly 'consensual' relationship where sex is exchanged for affection or gifts, to serious organised crime by gangs and groups. What marks out exploitation is an imbalance of power. The perpetrator always holds some kind of power in the relationship.

**Female genital mutilation (FGM)**, comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs. It is a form of abuse with long-lasting consequences and it is illegal in the UK. If you have any concerns about FGM, you should follow safeguarding procedures (see below). Since October 2015 there has been a statutory duty to report incidents of FGM to the police.

**Preventing radicalisation** – our role with *T.W.* in preventing young people and adults from risk of radicalisation is part of our wider safeguarding duties. Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism. Background factors which may contribute to vulnerability are often combined with specific influences such as family, friends or online, and with specific needs for which extremist or terrorist groups may appear to provide an answer. The internet and social media have become major factors in the radicalisation of young people. Important information about the Government's 'Prevent' campaign including training links is in the Appendix below. If you have any concerns relating to possible radicalisation you should follow safeguarding procedures, so pass on your concerns to the DSL.

**Hate crime** – we need to be alert to the possibility of racist or otherwise hostile responses to members of a family supported by *T.W.* from neighbours, school pupils, other passengers on public transport and the wider community. These could escalate into criminal behaviour. All instances of racist or hostile responses should be reported to the DSO.

### **What to do if you see or hear something that concerns you?**

- Report it to the DSL. If you can't contact her, contact another Trustee. If you are unable to contact any of these people, go straight to the local authority multi-agency social services team (or the police if it is urgent). Contact details for services are given in the appendix. Be sure to inform the DSL of the action you have taken
- You must complete a written report (see below). Do NOT keep a copy of it.
- Don't delay. Report your concern as a matter of urgency, so do it on the same day as the incident or disclosure

### **How to respond to a child or vulnerable adult who discloses information to you**

A child or vulnerable adult may choose to disclose information, or a volunteer may observe behaviour that raises concerns around possible abuse. Volunteers must not try to investigate, but rather listen and explain to the young person that they will have to pass on the information. Volunteers should ensure that the young person's safety is the priority. When responding to the child/vulnerable adult:

- Listen carefully and reassure them that they were right to tell you
- Stay calm and reassuring
- Do not investigate or ask leading questions, though you can ask for clarification such as when, where?
- Explain that you must tell someone else who can help – you must not promise confidentiality; explain who you will need to tell and why.
- Do not criticise the perpetrator; this may be someone the child/vulnerable adult loves
- Ensure the child/vulnerable adult is in a place of safety. Contact the Volunteer Coordinator if you have any difficulty arranging this
- Report your concerns to the DSL as soon as possible
- Write your written report and hand it to the DSL. This report will be treated as highly confidential BUT if the concern is serious enough to be passed on to the authorities, your information will be shared between those statutory agencies who need to know about it, such as local authority social services and the police.

### **Record-Keeping and Audit of Safeguarding Concerns:**

When making a record of a safeguarding incident or allegation you should:

- Write down exactly what you are told or have seen
- Use the exact words of the person telling you, not your own
- Include the time you learned of the alleged abuse and when it took place
- Include any details you have of the alleged abuse
- Include the location of the alleged abuse
- Make it clear who said what and when
- Write down everything you saw; keep it factual
- Write down people's names in full, explaining who they are. Include details of any witnesses
- Be accurate - write down facts as they happened; be unbiased/do not take sides; do not ask leading questions; use the phrases "Tell me about it, explain that to me, describe that"
- Do NOT keep a copy of your report

The DSL is required to keep a written paper record of all safeguarding concerns reported to *T.W.* The DSL will:

- take appropriate action according to the local authority protocol
- inform another trustee about this at the time
- report to the next meeting of the Board of *T.W.* trustees.

The DSL is also responsible for providing quarterly reports to the Board of Trustees on safeguarding concerns and issues that have occurred, respecting the confidentiality of those involved.

### **To safeguard yourselves**

- Volunteers are responsible for their own actions and behaviours and should avoid any conduct which could lead others to question their motives. We require all volunteers to take part in the training we provide through the support group which includes safeguarding, professional roles, boundaries, chaperoning and using social media. Part of the DSL's role is oversight over the provision of this training as part of supervision and support for volunteers
- Volunteers should be vigilant at all times for any signs of abuse including self-abuse
- Volunteers should seek to avoid any unnecessary physical contact with members of a family supported by *T.W.*
- Meetings with a family supported by *T.W.* should take place as openly as possible. In the family's home, if privacy is required, leave the room door ajar and ensure adult family members are aware that you are there
- When visiting a member of a *T.W.* family at home, be sure to arrange that there is another volunteer present. If your visit turns out to be unchaperoned you must report this to a *T.W.* Volunteer Coordinator
- Volunteers should avoid taking a family member (adult or child) on unchaperoned car journeys. If no volunteer or adult member of the family is available as a chaperone, you must inform a *T.W.* Volunteer Coordinator, preferably in advance or, failing that, immediately after the journey has taken place

As part of our safeguarding process, all volunteers with *T.W.* will undertake a Disclosure and Barring Service (DBS) check at an enhanced level for children and adults. The adults who come through the Syrian Vulnerable Persons Resettlement Scheme are classified as vulnerable under UN criteria. Because of this, local authorities on Tyneside require *T.W.* volunteers to undergo the enhanced adult DBS check.

*T.W.* will provide an induction process for all new volunteers. We require all volunteers to undertake training about safeguarding children and vulnerable adults. *TW* also provides regular support and supervision for all volunteers.

### **Allegations against Tyneside Welcomes volunteers working with children, young people and adults**

An allegation may be made about a volunteer or any other person involved with *TW* who:

- Has behaved in a way that may have harmed a child, young person or vulnerable adult
- May have committed a criminal offence against or related to a child, young person or vulnerable adult
- Has behaved in such a way that indicates they may pose a risk of harm to children, young people or vulnerable adult

If you have concerns about a volunteer or a Trustee you must bring this to the attention of the DSL who will follow the North Tyneside Safeguarding Children Partnership (NTSCP) procedure for managing allegations.

### **Confidentiality/Information sharing**

The DSL, Trustees and volunteers have a professional responsibility to share relevant information about the protection of children with other professionals, particularly investigating agencies. All recording and information sharing regarding safeguarding concerns are completed in line with the General Data Protection Regulations 2018 (GDPR). GDPR does not prevent us sharing information when it is regarding safeguarding concerns.

If a child or vulnerable adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tell the child/vulnerable adult sensitively that he/she has a responsibility to refer the matter in order to keep them safe. At the same time, the child/vulnerable adult should be reassured that the matter will be only be disclosed to the relevant person/s who will then decide on an appropriate course of action.

Personal information about all young people and their families is regarded by *TW* as confidential. All records relating to safeguarding incidents will be maintained by the DSL and only shared as is consistent with the protection of children and vulnerable adults.

Policy revised: September 2021

Approved:

To be reviewed: September 2022

## **Appendix: Contact Details**

### **TW Designated Safeguarding Lead (DSL):**

Dr Sally Mitchison Tel: 07972 201964; e Mail: [mitchison@blueyonder.co.uk](mailto:mitchison@blueyonder.co.uk)

### **DSL's Deputies:**

Lindsay Brigham Tel: 07711 022627; email: [lindsayb222@gmail.com](mailto:lindsayb222@gmail.com)

Jill Bradbury Tel: 07503 032997; email: [jillbradbury1@gmail.com](mailto:jillbradbury1@gmail.com)

### **Lead Sponsor and Chair of Board of Trustees:**

Richard Young Tel: 07913 506189 [richard.young.001@gmail.com](mailto:richard.young.001@gmail.com)

### **Other Trustees:**

Alasdair Wilson; Jane (Mary) Young

## **Local Authority contact details**

### **North Tyneside:**

**Children:** The Front Door, Tel: 0345 2000 109. Out of Hours: 0191 2006800

**Safeguarding Children:** North Tyneside Safeguarding Children Partnership are responsible for publishing policies and procedures for safeguarding and all organisations who work with children, young people and their families are required to follow them. A link to the procedures is <https://www.proceduresonline.com/nesubregion/>

**Adults:** Adult Social Gateway Team, Tel: 0191 643 2777. Out of Hours: 0191 2006800

Safeguarding Adults: NTC's web page

<http://my.northtyneside.gov.uk/category/1033/safeguarding-adults> provides links to NTC's safeguarding policy and procedures for safeguarding Adults at Risk. This includes the 'Abuse Hurts' general leaflet which explains the ten categories of abuse set out in the Care Act 2014: [https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Abuse%20Hurts%20General%20Leaflet\\_0.pdf](https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Abuse%20Hurts%20General%20Leaflet_0.pdf)

### **Newcastle upon Tyne**

**Children:** Tel: 0191 277 2500 between 8.45am and 5pm. Out of Hours 0191 278 7878

**Adults:** Tel: 0191 278 8377 between 8am and 5pm. Out of Hours 0191 278 7878

### **/ Gateshead / Northumberland / South Tyneside / Sunderland**

Contact details to be added as needed.

### **NSPCC:**

Helpline 0800 0280285

### **The 'Prevent' campaign**

Prevent e-learning: <https://www.elearning.prevent.homeoffice.gov.uk/>

Preventing individuals from being drawn into serious and organised crime:

<https://www.gov.uk/government/publications/individuals-at-risk-of-being-drawn-into-serious-and-organised-crime-a-prevent-guide>