



The **Benjamin** Foundation

Safeguarding

Policy and Procedure

## The Benjamin Foundation – Safeguarding Policy

This policy applies to all staff, including the Board of Trustees, senior managers, paid staff, volunteers, sessional workers, agency staff, students or anyone working on behalf of or representing The Benjamin Foundation.

The purpose of this policy is:

- To protect children, young people and vulnerable adults who receive The Benjamin Foundation's services
- To provide staff and volunteers with the overarching principles that guide our approach to safeguarding.

The Benjamin Foundation believes that a child, young person or adult should never experience abuse of any kind. We have a responsibility to promote the welfare of all children, young people and adults that come into contact with our services, and to keep them safe. We are committed to practice in a way that protects them.

### **Legal Framework**

This policy has been drawn up on the basis of law and guidance that seeks to protect vulnerable people, including (but not exclusively):

- Children Act 1989 and 2004
- Sexual Offences Acts 2003
- Safeguarding Vulnerable Groups Act 2007
- Protection of Freedoms Act 2012.

The Benjamin Foundation complies with the Department for Education 'Keeping Children Safe in Education' statutory guidance:

<https://www.gov.uk/government/publications/keeping-children-safe-in-education-2> (September 2016).

### **We recognise that:**

- The welfare of the child/young person/vulnerable adult is paramount
- All children, young people and adults regardless of age, disability, gender, racial heritage, religious belief, or sexual orientation/identity, have the right to equal protection from all types of harm or abuse
- Some children, young people and vulnerable adults are additionally vulnerable because of their level of dependency or their communication needs

- Working in partnership with children, young people, vulnerable adults, their parents, carers and other agencies is essential in promoting welfare.

**We will seek to keep children, young people and vulnerable adults safe by:**

- Valuing, listening and respecting them
- Adopting robust safeguarding practices through procedures for staff and volunteers
- Developing and implementing effective e-safety and related procedures
- Providing effective management for staff and volunteers through reviews, personal reviews, support and training
- Recruiting staff and volunteers safely, and ensuring all necessary checks are made
- Sharing information about safeguarding and good practice with service users, staff and volunteers
- Sharing information with agencies who need to know, and involving adults and children appropriately.

**We are committed to reviewing this policy, procedures and practice guidelines regularly (see footnote).**

## Safeguarding Commitment

Whilst working for The Benjamin Foundation (in a paid/unpaid capacity) I commit to doing the following:

- Placing the safety and welfare of service users and other vulnerable people I meet in my role above all other requirements
- Maintaining strong professional boundaries in all my relationships with service users, colleagues and other people I meet in my role
- Making the choice to have brave, open, honest and thorough conversations with children, young people, vulnerable adults or colleagues in order to follow up safeguarding concerns. I will not shy away from difficult issues in order to protect vulnerable people
- Attending Safeguarding training at agreed regular intervals and making sure I am up to date with the latest good practice by reading guidelines/reports applicable to my service
- Reading, understanding and abiding by The Benjamin Foundation's Safeguarding Policy and Procedures and all additional guidance provided in the service in which I work
- Sharing information as appropriate both within and beyond The Benjamin Foundation in order to keep people safe
- Providing timely evidence for DBS updates and other safeguarding checks that may be required in my role/service
- Committing to seeking support to help manage my own welfare when dealing with safeguarding issues and, in turn, offering colleagues support as appropriate

I understand how important it is that we all work together to promote a culture of 'no compromise' around safeguarding throughout the organisation.

Signed: ..... Print Name: .....

Service Area: ..... Date: .....

**Note to Managers** – All staff to read and sign 2 x copies of this agreement during the induction period:

- To be kept by the individual*
- To be kept by the service manager in relevant HR files  
(HR department to be informed if any issues arise)*

The Benjamin Foundation – Safeguarding **Procedure**

## Part 1 – Dealing with a Disclosure

Our work as a charity brings us into contact with a wide range of children, young people and vulnerable adults. Sometimes these people will raise issues with you or disclose abuse to you. This can be done overtly, for instance a child asking you for a chat and telling you something is worrying them, or more covertly e.g. something crops up in a conversation which could be taken as a disclosure or allegation of abuse.

Safeguarding is a stressful but vital part of our organisation's work. Please follow the procedure to give you clarity throughout the situation.

If a vulnerable person makes a disclosure to you

- Listen carefully and considerately
- Do not judge
- If the child/young person/adult asks that you keep the information they are sharing confidential remind them that you are unable to do this if you think they are at risk of or being harmed
- Encourage the child/young person/adult to talk freely without probing or asking leading questions. Good questions include things like 'Tell me about it', 'What happened?' 'When did this happen?' 'Who did that?' The type of questions to avoid include those like 'Did he touch you then?', 'Your Mum beats you?' as these assume knowledge of events and can be considered 'leading'.
- Reassure them you have taken their disclosure seriously and arrange a time for you to talk again. Reassure the child/young person/adult that you will be there for them to help them seek the appropriate next level of support (if required)
- Tell the person what you are going to do. It is always important to inform the person what will happen, who you will talk to and when. The choice not to inform them of next steps should only happen in exceptional circumstances where this would increase risk of harm
- **As soon as possible** make a record of the disclosure using a safeguarding log sheet appropriate to your service
- **As soon as possible** discuss this with the nominated Child Protection Officer/Vulnerable Adults Protection Officer (referred to throughout this policy as the Responsible Officer/RO) for your service delivery area (SDA). This is normally the Manager of the setting but in some cases is delegated to a colleague. See Appendix 2 'Safeguarding Directory' for information. If your RO is not available please contact either a Senior Responsible Officer (the CEO and Directors of Operations) or the RO from another SDA

- If you feel the child/young person/vulnerable adult is at risk of harm or has been harmed it is your duty to **inform the relevant authorities**. Normally this starts with a call to the local Children’s Advice and Duty Service (known as the CADS); the phone number can be found in Appendix 2. CADS is made up of staff from Children’s Services, health professionals and the police. If in doubt about the case you are handling (after consultation with a RO) call CADS. The team there are trained to both give advice and make note of less serious concerns and take action with varying degrees of urgency depending on the circumstances. Out of hours it may be more difficult to get through to the CADS team as they have reduced staff at these times. In some services it may be appropriate to call the Children’s Services Emergency Duty Teams/Emergency Duty Service. Your Manager will give you details of the relevant team.
- **Keep careful notes – including a timeline/chronology of events** – of any further conversations you have with the vulnerable person, and a record of any calls you make to the CADS team or other professionals involved in the case. Store all notes you make securely and safely as they may be needed if the case goes further, this includes informal notes made on notepads, backs of envelopes etc.
- If you receive the disclosure out of hours or you feel the vulnerable person is in immediate danger then you must call 999 and request police support
- Do not under estimate the effects that dealing with a disclosure may have on your own well-being. Without sharing confidential details with those not involved with the case make sure you **seek support** at this time from your manager or other appropriate colleagues. The Benjamin Foundation is committed to providing additional support to staff and volunteers who are involved in supporting children, young people and vulnerable adults involved in safeguarding cases and will arrange external professional support if required

LISTEN – CONSULT A RO – KEEP NOTES – REFER – BE SUPPORTED

## **Part 2 – Dealing with Suspected Abuse**

In our work with children, young people and vulnerable adults we must be alert for signs of abuse in our service users.

You may suspect a child/young person or vulnerable adult you are working with is being abused for a number of reasons. These may include:

- Regularly experiencing nightmares or sleeping problems
- Changes in personality
- Outbursts of anger
- Changes in eating habits
- Showing an inexplicable fear of particular places or making excuses to avoid particular people
- Self-harming (includes head banging, scratching, cutting)
- Not receiving adequate medical attention after injuries
- Showing violence to animals, toys, peers or adults
- Age inappropriate knowledge of "adult issues" e.g. alcohol, drugs, sexual behaviour
- Lacking in confidence or often wary/anxious
- Regressing to the behaviour of younger children
- Regular flinching in response to sudden but harmless actions, e.g. someone raising a hand quickly
- Signs of injury not easily explained or consistent with activities the child/young person/vulnerable adult partakes in.

This is not a definitive list. Please refer to the following more detailed paper on signs of abuse published by the NSPCC:

[http://www.nspcc.org.uk/Inform/research/briefings/signs-of-abuse\\_wda102204.html](http://www.nspcc.org.uk/Inform/research/briefings/signs-of-abuse_wda102204.html)

It is important that you use your intuition and judgment and raise any concerns you might have about a child or vulnerable person you are working with. Just the smallest piece of information could be significant in helping to support a person in an abusive situation. As well as being ok to respond to niggling worries you have, remember it is your duty to protect children, young people and vulnerable adults and using your professional curiosity may be a vital way of doing that.

If you suspect somebody is being abused

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- Do not judge
- Encourage the child/young person/vulnerable adult to talk freely without probing or asking leading questions (See section 'Part 1 – Dealing with a Disclosure' for examples of appropriate and inappropriate questions)
- Tell the person what you are going to do. It is always important to inform the person what will happen, who you will talk to and when. The choice not to inform them of next steps should only happen in exceptional circumstances where this would increase risk of harm
- **As soon as possible** make a record of your concerns using a safeguarding log sheet appropriate to your service
- **As soon as possible** discuss this with the nominated Child Protection Officer/Vulnerable Adults Protection Officer (referred to throughout this policy as the Responsible Officer/RO) for your service delivery area (SDA). This is normally the Manager of the setting but in some cases is delegated to a colleague. See Appendix 2 'Safeguarding Directory' for information. If your RO is not available please contact either a Senior Responsible Officer (the CEO and Directors of Operations) or the RO from another SDA
- If you feel the child/young person/vulnerable adult is at risk of harm or has been harmed it is your duty to **inform the relevant authorities**. Normally this starts with a call to the local Children's Advice and Duty Service (known as the CADS); the phone number can be found in Appendix 2. The CADS is made up of staff from Children's Services, health professionals and the police. If in doubt about the case you are handling (after consultation with a RO) call the CADS. The team there are trained to give advice and make note of less serious concerns as well as take action with varying degrees of urgency depending on the circumstances. Out of hours it may be more difficult to get through to the CADS team as they have reduced staff at these times. In some services it may be appropriate to call the Children's Services Emergency Duty Teams/Emergency Duty Service. Your Manager will give you details of the relevant team.
- **Keep careful notes, including a chronology of events**, of any further conversations you have with the child/young person/adult, and a record of any calls you make to the CADS team or other professionals involved in the case. Store all notes you make securely and safely as they may be needed if the case goes further, this includes informal notes made on notepads, backs of envelopes etc.
- If you have concerns out of hours or you feel the vulnerable person is in immediate danger then you must call 999 and request police support
- Do not underestimate the effects that dealing with a case of abuse or suspected abuse may have on your own well-being. Without sharing confidential details with those not involved with the case make sure you **seek support** at this time from your manager or other appropriate colleagues. The Benjamin Foundation is committed to providing additional support to staff and volunteers who are involved in supporting children, young people and



vulnerable adults involved in safeguarding cases and will arrange external professional support if required.

LISTEN – CONSULT A RO – KEEP NOTES – REFER – BE SUPPORTED

## The Benjamin Foundation – Safeguarding Procedure

### **Part 3 – Dealing with Alleged Perpetrators of Abuse**

The work of The Benjamin Foundation can bring us into contact with those we suspect of abusing another. If you are working with somebody that you suspect of abusing a child, young person or vulnerable adult then you must apply the same level of professional judgement and take action as you do when you work with victims (or possible victims) of abuse.

- If you have suspicions abuse is taking place **protect yourself**. Do not challenge the alleged perpetrator or attempt to investigate the abuse yourself
- Withhold judgement. Many perpetrators of abuse can also be victims of abuse and/or vulnerable themselves and may need on-going support
- Tell the person what you are going to do. It is always important to inform the person what will happen, who you will talk to and when. The choice not to inform them of next steps should only happen in exceptional circumstances where this would increase risk of harm
- **Make a record** of your concerns using the safeguarding protection log sheet appropriate to your service
- **As soon as possible** discuss this with the nominated Child Protection Officer /Vulnerable Adults Protection Officer (referred to as a Responsible Officer/RO throughout this policy) for your service delivery area (SDA). This is normally the Manager of the setting but in some cases is delegated to colleague. See Appendix 2 ‘Safeguarding Directory’ for information. If your RO is not available please contact either a Senior Child Protection Officer (the CEO and Directors of Operations) or the RO from another SDA
- If you feel abuse has taken place or is very likely to take place then it is your duty to **inform the relevant authorities**. Normally this starts with a call to the local Children’s Advice and Duty Service (known as the CADS); the phone number can be found in Appendix 2. The CADS is made up of staff from Children’s Services, health professionals and the police. If in doubt about the case you are considering (after consultation with a RO) call the CADS. The team there are trained to both give advice, make note of less serious concerns and to take action with degrees of urgency depending on the circumstances
- **Keep careful notes** – which include a chronology of events – of any further conversations you have with the alleged perpetrator, and a record of any calls you make to the CADS team or other professionals involved in the case. Store all notes you make securely and safely as they may be needed if the case goes further, this includes informal notes made on notepads, backs of envelopes etc.
- If the person you suspect of being an abuser works in a paid or voluntary capacity with children/vulnerable people (or is seeking to work in this

capacity) then you must contact the Local Area Designated Officer (**LADO**); contact details can be found in Appendix 2 – Safeguarding Directory

- If your concerns become apparent out of hours or you feel a vulnerable person is in immediate danger then you must call 999 and request immediate police support
- Do not underestimate the effects that dealing with a case of abuse or suspected abuse may have on your own well-being. Without sharing confidential details with those not involved with the case make sure you **seek support** at this time from your manager or other appropriate colleagues. The Benjamin Foundation is committed to providing additional support to staff and volunteers who are involved in safeguarding cases and will arrange external professional support if required.

**ACT ON YOUR SUSPICIONS – CONSULT A RO – KEEP NOTES – REFER – BE SUPPORTED**

#### **Part 4 – Keeping yourself safe**

In order to best safeguard the children, young people and vulnerable adults we are working with we also have to keep ourselves safe. This section suggests ways you can keep yourself safe and also what to do if you feel a (paid or unpaid) co-worker is not keeping themselves or their service users safe.

Sometimes our service users are very vulnerable and have experienced abuse and/or unhealthy relationships. This may make them more sensitive to potential abuse and they may not be comfortable with the levels of touch, teasing, questioning and use of humour that you find normal in your life. It is important that all staff behave in a way that cannot be misconstrued despite the varying frames of reference we may be working within. This avoids unnecessary allegations and the stress these cause to all concerned.

It is important that all staff and volunteers and anybody else with access to our service users (e.g. contractors, partner agencies) demonstrate a good understanding of **professional boundaries** and are able to demonstrate this understanding in their working practices. It is the duty of the SDA Manager and/or RO to identify where further training is required to observe good professional boundaries and arrange the necessary formal or informal training opportunities.

In the following guidance the term ‘staff’ refers to paid and unpaid staff.

- Staff are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions
- Staff should work and be seen to work in an open and transparent way
- Staff should discuss and/or take advice promptly from their line manager, RO or Director over any incident which may give rise to concern
- Records should be made of any incident where professional boundary concerns have been raised
- Staff should apply the same professional standards to all service users
- Staff need to be aware that breaches of the law and other professional guidelines could result in disciplinary action being taken against them

## How to ensure good Professional Boundaries

- Appropriate relationships with children, young people and vulnerable adults should be based on mutual trust and respect.
- As a member of staff you may well be working closely with children, young people or vulnerable adults, sometimes on a one to one basis. This needs to be carried out within our Lone Working Policy and SDA guidelines
- Many of our service users can be spontaneously affectionate and tactile and it is important not to alienate them through lack of response or by appearing to reject this. However, it is essential that you are mindful of your response. Discourage and make note of any over-affectionate children, young person or vulnerable adult
- Never share your personal contact details or personal social media details with a service user (The Appendix to the ICT Usage Code of Practice gives clear guidelines on the use of social media)
- Avoid using your personal mobile phones when around service users. Do not use the camera function on your personal mobile phone to take pictures of activities and/or service users
- Do not accompany service users to the toilet or to a bathroom unless there is a noted medical or care related reason for doing this (Please refer to separate guidance for staff working in Early Years settings in Appendix 8 – SDA Specific Guidance)
- Do not photograph service users unless agreed in advance and using a camera or mobile device which belongs to The Benjamin Foundation
- It is not usual to disclose personal information about your family/friends to a service user. Of course, on some occasions this may be entirely appropriate to demonstrate empathy and experience but do so in a way that protects your family/friends as well as the service user by giving an overview rather than sharing exact details
- Never invite a service user to your home (even if you are just popping in while transporting them to an activity) or to a personal social event
- If you suspect a child, young person or vulnerable adult is getting over-attached to you then you must discuss this with your manager or other appropriate colleague. It may be appropriate to change their key-worker or change your work patterns to stop this going any further

OBSERVE PROFESSIONAL BOUNDARIES – MAKE NOTES OF CONCERNS – CONSULT YOUR MANAGER OR RO

## Suspicious about the conduct of a colleague

As well as demonstrating good professional boundaries yourself it is also your responsibility to report concerns that you may have about any inappropriate conduct demonstrated by colleagues or those seeking to work in your SDA (on a paid or unpaid basis). It is important that you do this if you feel safeguarding is compromised or risks are taken however slight the risk. Although it is disconcerting to think a co-worker or potential co-worker is behaving inappropriately it is important that you follow up your suspicions and instincts as this could avoid abuse occurring. Please allow your professional judgement and professional curiosity guide your responses in these situations and not your personal feelings towards a colleague or applicant for a job. It is your **duty** to report any safeguarding concerns you have about others in the workplace (or those applying to be in the workplace).

If you suspect a colleague (or a job applicant for paid or unpaid work) from your SDA or another SDA of behaviour that could put children, young people and/or vulnerable adults at risk you must follow these steps:

- **Make a note** of your concerns while they are fresh in your mind
- **Raise these concerns** with your Manager/Duty Manager/RO as soon as possible. **Do not wait** for your next scheduled meeting
- Following this discussion, if you think there are issues to be addressed you must contact the **Local Area Designated Officer** (LADO – see Appendix 2). Your manager may do this for you or you may be asked to make the call yourself. All allegations or suspicions about those working or seeking to work with children, young people or vulnerable adults must be referred to the LADO. They will give advice and take further action if required
- If you are not comfortable talking through concerns with your Manager or RO, or if your concerns are about them, then approach a Senior Responsible Officer, an RO from another SDA or somebody from the HR team as soon as possible. If your concerns are about a Senior Responsible Officer (the CEO and Directors of Operations) then you may wish to raise these issues with a Trustee of The Benjamin Foundation. Contact the Administration Manager on 01603 615670 to access the appropriate contact details. You do not have to disclose to the Administration Manager why you are wishing to contact a Trustee
- If you feel that your colleague is likely to cause immediate harm to children or other vulnerable people then please call the police as you would for any safeguarding emergency
- We would never cover up any wrong-doing or malpractice but behaviour can be misinterpreted. Therefore it is important that you maintain confidentiality on such issues or reputations could be unnecessarily damaged where no wrong-doing took place

- Do not under estimate the effects that dealing with this type of situation may have on your own well-being. Without sharing confidential details with those not involved with the case make sure you **seek support** at this time from your manager or other appropriate colleagues. The Benjamin Foundation is committed to providing additional support to staff and volunteers who are involved in supporting safeguarding investigations and will arrange external professional support if required
- Please refer to the **Whistle-blowing Policy** for more details/advice

Please note that these procedures also apply if you have suspicions about somebody working/volunteering or attempting to work or volunteer with vulnerable groups at another agency (i.e. not The Benjamin Foundation). Please follow up your suspicions by talking to your manager and making a LADO referral or seeking LADO advice where required.

RECORD – RAISE YOUR CONCERNS – TALK TO THE LADO – BE SUPPORTED

### Appendix 1 – Types of Abuse

We are working to protect children, young people and vulnerable adults from all types of abuse or situations in which they feel at risk. For the purposes of this policy abuse may fall into one of the categories detailed below (although this is not an exclusive list):

- **Physical** – when parents/carers or other adults deliberately injure a child or vulnerable adult or do nothing to prevent injury. This not only includes physical violence but can also involve giving children, young people or vulnerable adults alcohol or drugs (including mis-prescribed medication). The most serious cases can result in brain damage and even death
- **Emotional** – when parents/carers/family members/members of the household/other adults continuously fail to show love and affection to a child, young person or vulnerable adult. This might include sarcasm, threats, criticism, yelling and taunting. The effects can be serious and long-lasting
- **Financial** – a form of abuse when a perpetrator has control over another person's access to economic resources, which diminishes the victim's capacity to support him/herself and forces him/her to depend on the perpetrator financially
- **Neglect** – when parents/carers/other adults fail to meet a vulnerable person's basic needs for food, warmth, clothing or medical attention. Neglected children, young people and vulnerable adults may be very withdrawn or very aggressive, and can develop health problems or have difficulty coping in wider society
- **Sexual** –when an adult, or sometimes an older child, uses a child/young person/vulnerable adult for sexual gratification. This might mean forcing somebody to carry out sexual acts, or deliberately showing a child adult pornographic videos or magazines, and filming or photographing vulnerable people in a sexual way. Both boys and girls are sexually abused, and it can happen to very young children – even babies – as well as older ones.  
This can be sexual assault, rape including some sexually motivated ritualistic abuse. It may not involve actual physical contact and may be carried out online or in the form of threats.  
The effects of sexual abuse are enduring and highly damaging. Some people who are abused in this way may go on to become abusers themselves. Abuse of this nature can sometimes come under the category of 'grooming' behaviours when adults or older children attempt to build a trusting relationship with a child/vulnerable adult in order that they sexually abuse them. This is considered abuse even if the sexual element of the abuse has not yet taken place. Grooming can occur online or in person



- **Honour based abuse** – Honour based violence and abuse can take many forms, e.g. threatening behaviour, assault, rape, kidnap, abduction, forced abortion, threats to kill and false imprisonment committed due to so called ‘honour’. Murders/violence in the name of ‘so-called’ honour, is abuse in which predominantly women are hurt/killed for actual or perceived immoral behaviour which is deemed to have brought shame on the family

It should be noted that children, young people and vulnerable adults may be subject to abuse without physical contact with their abuser taking place. This policy also covers abuse carried out using computers, social media sites and telephones etc.

For further guidance there are many useful publications on the Norfolk Safeguarding Children’s Board and Norfolk County Council websites amongst others which are updated regularly. Some useful links include:

[http://www.nscb.norfolk.gov.uk/Publications\\_and\\_Links.asp](http://www.nscb.norfolk.gov.uk/Publications_and_Links.asp)

[http://www.norfolk.gov.uk/Adult\\_care/Keeping\\_safe/Safeguarding\\_adults/Abuse\\_what\\_is\\_it/index.htm](http://www.norfolk.gov.uk/Adult_care/Keeping_safe/Safeguarding_adults/Abuse_what_is_it/index.htm)

<http://www.nidirect.gov.uk/recognising-adult-abuse>

## The Benjamin Foundation – Safeguarding Procedure

### Appendix 2 – Safeguarding Directory

#### Senior Responsible Officers:

Tony Ing	Chief Executive	01603 886920 07825130014
Matt Garrod	Director of Operations	07525 801301
Sharon Matthews	Director of Operations	07525 801300

#### Responsible Officers:

Name	Area of Operation	Telephone Number
Ben Shallcross	Aspire	01493 858270
Alice Stevenson	BOOM! Young Carers	01603 662939 07880 242374
Penny Haythorn	Butterfly House	07825130138
Sharon Matthews	Youth West Let's Talk About Social Action	07525 801300
Gina Parker	Forward Court	07889 757237
Pip Yaxley	Heart and Home	07825 130011
Ben Grace	The Hub, Linden House	07817014002
Matt Garrod	Rent Deposit Scheme Job Coach	07525 801301
Teresa Moate	Ditchingham Day Nursery Kidzone Town Tots DAB	07826 861611
Mike Towndrow	Meet-Up Side by Side (Thetford)	01842 820871 07872 407400

Julie Bowyer	Right Tracks Wilmington Court	01553 774444
Melanie Purchase	Steven Newing House	01328 855181
Kirsty Pitcher	Time for You / Parenting Side by Side Ben's Social Enterprises Compass Project	07826 861613  01603 615670
Luvuyo Mfazwe	Suffolk Supported and Supervised Accommodation	07817014988
Wayne Miles	Winston Court	01692 405405 07825130013

### Domestic Abuse Support Champions

The Benjamin Foundation has a number of staff who are trained to give advice and support around domestic abuse issues:

Corinne Bennett	HR Services	01603 615670
Samantha Grimsley	Heart & Home	07817014984
Stephanie Barnard	Compass Family Support	01603 615670
Sylvia Risebrow	Heart and Home	07587551326
Yve Mills	Compass Family Support	07826861603
Gina Parker	Steven Newing/Forward Ct	07889757237

### **For referrals or further advice**

Norfolk Children's Advice and Duty Service (CADS)  
03448008021

Suffolk Children's Advice and Duty Service (CADS)  
0345 6061499

Local Authority Designated Officer (LADO) (for reporting/ seeking advice when you have concerns about an adult working with, including volunteering/ mentoring children and young people)

Norfolk – 01603 223473

Suffolk – 03001230044

NSCB Norfolk Safeguarding Children's Board

[www.norfolkscb.org/](http://www.norfolkscb.org/)

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01603 – 223409 (General Matters)

SSCB Suffolk Safeguarding Children's Board

<http://www.suffolkscb.org.uk>

08456 066 067 (to discuss concerns)

Police

999

(If danger to vulnerable person is immediate or 'out of hours' of the CADS)

**Additional Resources:**

Forced Marriage Unit 0207 008 0151

National Stalking Helpline 0808 802 0300

Network for Surviving Stalking 07501 752741

National Domestic Violence Helpline 0808 2000 247 (Free phone)

Victim Support 0845 3899521  
(Mon – Fri 8 am to 8 pm)

NSPCC Safeguarding Whistleblowing Advice Line 0800 028 0285 (Free phone)

Magdalen Group – Rose Project 0808 800 1037

[www.magdalengroup.org/rose-project/](http://www.magdalengroup.org/rose-project/)

Magdalen Group – 'Jigsaw Programme' 01603 – 610256

[www.magdalengroup.org/jigsaw-education-programmes/](http://www.magdalengroup.org/jigsaw-education-programmes/)

Child Exploitation Online Protection Centre

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) and [www.ceop.police.uk](http://www.ceop.police.uk)

Vodafone Digital Parenting

[www.vodafone.com/parents](http://www.vodafone.com/parents)

Internet Watch Foundation

[www.iwf.org.uk](http://www.iwf.org.uk)

Parents Against Child Exploitation

[www.paceuk.info](http://www.paceuk.info)

Reviewed October 2016

Updated October 2018

Facebook Safety Centre

[www.facebook.com/safety](http://www.facebook.com/safety)

National Working Group for Sexually Exploited Children & Young People

[www.nationalworkinggroup.org](http://www.nationalworkinggroup.org)

If you find other useful organisations that help our support our safeguarding please note them here and share their details with colleagues:

### The Benjamin Foundation – Safeguarding Procedure Addendum

#### **Appendix 3 – Safeguarding the Looked After Child**

While our overarching procedures on safeguarding has relevance in guiding our work with Looked After Children additional guidance is required. The term ‘Looked After Children’ or LAC is generally used to mean those who are looked after by the state according to the relevant legislation. This includes those who are subject to a care order and can also include those with a temporary care order e.g. those receiving planned respite care.

This addendum to the main Safeguarding policy is relevant to those children and young people who are subject to a care order and their accommodation and care is the responsibility of the local authority. These children and young people may be in our care or may simply be service users at services alongside children not ‘in care’.

It is wrong to assume that because a child or young person is in care that they are safe. A minority of LAC are at continued risk of abuse or neglect, either from their carers, other young people or the wider community around them. This abuse could be any of the abuse detailed in the main Safeguarding Policy (Appendix 1) and all staff and volunteers working with this client group should be vigilant in looking for signs of new, renewed or on-going abuse of the LAC using the services of The Benjamin Foundation.

In addition to following the guidance set down in the main Safeguarding Procedure the following needs to be taken into account when dealing with the LAC:

1. Good practice would indicate that children who are Looked After need not be subject to a separate Child Protection Plan. The LAC process should be sufficiently robust to address the Child Protection needs of the child or young person
2. LAC are often asked to attend lots of meetings. The duplication of meetings is not in the best interests of the child and should be avoided

3. Child protection and other safeguarding issues will be routinely addressed at regular review meetings and concerns noted and detailed in the Care Plan for the individual  
LAC may have a different frame of reference for what constitutes abuse because of past experiences and relationships. This needs to be considered when dealing with disclosures and when reviewing safeguarding as part of the Care Plan
4. Some children and young people in care may consider themselves to be at risk of abuse because of their behaviour patterns. This also needs to be identified and addressed at Care Plan review meetings
5. Staff involved in Care Plan reviews who note or raise safeguarding concerns need to make a record of these concerns and the plan to address them. In the case of the LAC this does not necessarily mean the placing of the child/young person on the Child Protection Register or the need for a Child Protection Conference
6. While the Child Protection Conference or placing the child's name on the Child Protection Register may not necessarily be required it is of utmost importance that staff adhere to procedural requirements in line with legislation and policy guidance. This will particularly be the case when there is the potential for or suspicions of:
  - Organised abuse
  - Risk of sexual exploitation
  - Children who pose a sexual risk or who are violent towards others
7. It is often appropriate to hold a Child Protection Conference prior to a child being discharged from care to the care of their parents or other family members. This action is to be discussed and agreed at the LAC review

**What to do if there are suspicions that a LAC is being abused:**

- Follow the internal procedures outlined in the Safeguarding Procedure including those on record keeping
- Suspicions or disclosures should be raised with the Care Provider i.e. the Registered Manager of a residential facility or a Foster carer
- The LAC will have a nominated Social Worker and these can be another appropriate line of referral
- If it is the carer/care setting that is suspected of abuse then it is obviously not appropriate to report suspicions to them. Therefore the reporting lines outlined in the main Safeguarding Policy should be followed. The Police need to be informed if it is 'out of hours' for a CADS report to be made

## Appendix 4

### Further Guidance on Child Sexual Exploitation

#### Introduction

The Benjamin Foundation (TBF) is committed to working with multi-agency partners to ensure every effort is made to protect children and young people at risk. TBF has a commitment to train its staff team so that all staff can help children and young people understand risks and to keep themselves safe. TBF staff actively raise awareness with the children and young people about the dangers of child sexual exploitation, so we can protect, support those who are at risk, or have been sexually exploited. Victims of this form of child abuse come from a wide range of backgrounds, however groups of young people whom have vulnerabilities with whom TBF works are particularly at risk and it is imperative that TBF is vigilant in identifying traits in exploitative behaviour. This policy is to be read in accordance with the TBF Safeguarding Policy and Procedure.

#### What is Child Sexual Exploitation (CSE)?

CSE is an illegal activity by people that have power over young people and use it to sexually abuse them. This can encompass a broad range of exploitative activity, from seemingly 'consensual' relationships and informal exchanges of sex for attention, accommodation, gifts, through to very serious organised crime.

#### Definition

The sexual exploitation of children and young people under 18 is defined as that which;

'involves exploitative situations, contexts and relationships where young people receive 'something' (e.g. food, accommodation, gifts, cigarettes, money) as a result of them performing, and/or another or others performing on them, sexual activities'.  
(*Norfolk County Council*)

CSE can occur through the use of technology and can occur without the child's immediate recognition e.g. being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic and/or emotional vulnerability.

## What are the warning signs of CSE?

The following indicators/factors mean a child/young person is statistically more likely to be a victim of CSE;

- Living in a chaotic or dysfunctional home (e.g. parental substance use, domestic violence, parental mental health issues, parental criminality)
- Households with a history of abuse (including child sex abuse, risk of forced marriage, risk of 'honour' based violence including female genital mutilation (FGM), physical and emotional abuse and neglect)
- Living in residential care/accommodation
- Living in temporary accommodation , a hostel, B & B or other accommodation
- Low self-esteem and low self confidence
- Young carers
- Lacking friends of a same age group
- Learning disabilities
- Homelessness
- Friends and networks with young people who are sexually exploited
- Living in a neighbourhood where gangs are common
- Recent bereavement or loss
- Unsure about their sexual orientation or unable to disclose sexual orientation to their families

The following signs and behaviour are generally seen by children or young people who are being sexually exploited;

- A child or young person receiving unexplained gifts or money
- A child or young person using their mobile phone or computer secretly and frequently
- A child or young person having significantly older friends
- A child being picked up from school or other group e.g. youth club by someone that their parents/teachers/support workers do not know
- Associations with other children and young people known to be vulnerable or exploited
- Poor school attendance, unexplained absences
- Dropping out of positive activities e.g. youth groups, sports groups
- Self-harming behaviours and thoughts of or attempts at suicide
- A change in appearance including dressing in a way to look older than their birth age
- Poor emotional well-being and mental health
- Missing from home and care, staying away overnight



- Physical injuries without plausible explanation
- Drug or alcohol misuse
- Involvement in offending
- Repeat sexually transmitted infections
- Older 'boyfriend'/'girlfriend' relationship with controlling adult
- Physical and emotional abuse by that older 'boyfriend'/'girlfriend' controlling adult
- Entering/ leaving vehicles driven by unknown adults
- Frequenting areas known for on or off street sexual exploitation
- Disclosure of sexual/ physical assault followed by withdrawal of allegation

### **If you have safeguarding concerns around CSE**

If you have any safeguarding concerns for a young person around CSE you will need to work in accordance with TBF Safeguarding Policy and Procedure (Part 1 – Dealing with a Disclosure pages 5 and 6) or (Part 2 Dealing with suspected abuse pages 7 and 8) In accordance with Safeguarding Policy you will need to log any information, discuss with the Responsible Officer (Safeguarding) and you will need to contact the Children's Advice and Duty Service (CADS) on 0344 800 8020.

### **Multi – Agency Working, Resources and Training**

#### Norfolk and Suffolk Safeguarding Children's Board

TBF works in accordance with the aims of Norfolk Safeguarding Children Board (NSCB) and Suffolk Safeguarding Children Board (SSCB) and principles of 'Working Together' in making sure children are protected from harm and that their welfare is promoted. Safeguarding Children's Boards are made up of statutory and voluntary partners who work with families and children. They ensure that people working with children carry out their safeguarding responsibilities as required by the law. TBF works with the SAFER programme which provides advice, guidance and training on safeguarding children and child protection. All staff working within TBF services carry out SAFER 'Core Programme Training. The NSCB website contains a wide range of resources to support staff.

#### Reaching Out on Sexual Exploitation (ROSE) Project

TBF works closely with the Magdalen Group's ROSE project. The ROSE Team are co-located within the CADS working alongside the dedicated CSE Team. The ROSE project receives referrals from the CSE team and will then work with the child or young person, parents or professionals to see what support can be put in place.

## Jigsaw Programme

TBF works closely with the Magdalen Groups 'Jigsaw programme', 'Jigsaw' is an education programme working towards the prevention of exploitative relationships of children and young people. There are 3 strands to the Jigsaw programme; Jigsaw Education, Jigsaw Training and Jigsaw creative courses. Jigsaw works with parents, carers, children and young people, professionals through its workshops and training programmes. Sessions can be tailored to include specific topics that are relevant to a particular service or client group. TBF regularly accesses Jigsaw for Child Exploitation Online Protection (CEOP)/Thinkuknow Training and Child Sexual Exploitation training.

CEOP Thinkuknow Toolkit training provides access to a range of resources, information and support with sections specifically on age appropriate information on staying safe from sexual exploitation with sections for children, young people and parents/carers.

## Serious Case Reviews (SCR's)

TBF regularly analyses SCR's within Senior Management Team, Management meetings and service team meetings in order to learn and be best equipped to prevent abuse happening in the future. Whilst every SCR highlights specific issues, analysis of SCR's highlight common themes including;

Voice of the child – a common theme is that professionals do not hear or seek to understand the views and wishes of the child sufficiently;

Professional deference – a recurring theme is how some professionals act and react to other professionals, particularly where one person's assessment is not valued as highly as another person's assessment;

Challenge and curiosity – too often themes emerge of professionals not being sufficiently curious or challenging with regards to a picture being presented.

Confidence and competence in skills and knowledge – warning signs and symptoms are often missed, not understood adequately or not categorised as a high level of risk.

Information sharing and dumping – professionals do not always share information appropriately due to many factors including lack of time, not thinking something is important, confusion about what can be shared, by whom and when, thinking nothing will happen, and wanting to protect the child. A common theme is that when

people make appropriate referrals to respective safeguarding teams they then assume their role is finished. When information is shared it is still the workers responsibility to safeguard the child, all referrals should be followed up and support given where appropriate.

## Appendix 5

### Further guidance on Female Genital Mutilation and Child Trafficking

#### **Female Genital Mutilation (FGM)**

*This section contains graphic descriptions of FGM.*

FGM is illegal in the UK. In England, Wales and Northern Ireland, civil and criminal legislation on FGM is contained in the Female Genital Mutilation Act 2003 (the act). In Scotland, FGM legislation is contained in the Prohibition of Female Genital Mutilation (Scotland) Act 2005. The Female Genital Mutilation Act 2003 was amended by sections 70–75 of the Serious Crime Act 2015.

Under section 1 of the act, a person is guilty of an FGM offence if they excise, infibulate or otherwise mutilate the whole or any part of a girl's or woman's labia majora, labia minora or clitoris. To excise is to remove part or all of the clitoris and the inner labia, with or without removal of the labia majora. To infibulate is to narrow the vaginal opening by creating a seal, formed by cutting and repositioning the labia.

It is an offence for any person (regardless of their nationality or residence status) to:

- perform FGM in England and Wales (section 1 of the act)
- assist a girl to carry out FGM on herself in England and Wales (section 2 of the act)
- assist (from England or Wales) a non-UK person to carry out FGM outside the UK on a UK national or UK resident (section 3 of the act)

If the mutilation takes place in England or Wales, the nationality or residence status of the victim is irrelevant.

FGM is a complex issue – despite the harm it causes, many women and men from practising communities consider it to be normal to protect their cultural identity.

FGM is believed to be a way of ensuring virginity and chastity. It is used with the intention to protect girls from sex outside marriage and from having sexual feelings. Although FGM is practised by secular communities, it is most often claimed to be carried out in accordance with religious beliefs. FGM is not supported by any religious doctrine.

If you know of or suspect a case of FGM or a child or young person vulnerable to FGM follow the guidelines in The Benjamin Foundation Safeguarding Policy. For further information please refer to:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/380125/MultiAgencyPracticeGuidelinesNov14.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/380125/MultiAgencyPracticeGuidelinesNov14.pdf)

## **Child Trafficking**

Child trafficking is child abuse. Children are recruited, moved or transported and then exploited, forced to work or sold. They are often subject to multiple forms of exploitation.

Children are trafficked for:

- child sexual exploitation
- benefit fraud
- forced marriage
- domestic servitude such as cleaning, childcare, cooking
- forced labour in factories or agriculture
- criminal activity such as pickpocketing, begging, transporting drugs, working on cannabis farms, selling pirated DVDs, bag theft.

Child Trafficking is an offence. In March 2015 the Modern Slavery Bill received Royal Assent. The Act consolidates current offences relating to trafficking and slavery.

Please follow this link for details of the: [Modern Slavery Act 2015](#)

Child trafficking is child abuse and requires a child protection response. If you know, receive information relating to or suspect a child/young person has been trafficked or is vulnerable to trafficking you must deal with it in line with the Safeguarding Policy of The Benjamin Foundation

For further information please refer to:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/177033/DFE-00084-2011.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/177033/DFE-00084-2011.pdf)

## Appendix 6

## PREVENT

The Counter-Terrorism and Security Act 2015 places an obligation on organisations\*<sup>1</sup> to, “in the exercise of its functions, have due regard to the need to prevent people from being drawn into terrorism.” This is known as the “Prevent Duty”.

Please read the full guidance from the UK Government on the Prevent Duty:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/445977/3799\\_Revised\\_Prevent\\_Duty\\_Guidance\\_England\\_Wales\\_V2-Interactive.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3799_Revised_Prevent_Duty_Guidance_England_Wales_V2-Interactive.pdf)

The Benjamin Foundation is committed to maintaining a safe, welcoming and inclusive environment and protecting those that are vulnerable. Current global tensions mean that we need to be mindful of the threat of vulnerable service users being drawn into extremism.

This means that we have a shared responsibility to:

- Respond to the ideological challenge of terrorism and the threat we face from those who promote it
- Prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- Work with other agencies as required to address the risks of radicalisation

Extremism is defined as ‘vocal or active opposition to fundamental British values including democracy, rule of law, individual liberty, mutual respect and tolerance of different faiths and beliefs’. By ‘vocal threat’ this also includes internet and social media content. The most significant current threat is from Syria and Iraq (ISIS/Al Qa’ida/Daesh) but terrorists associated with the extreme right also pose a threat to safety and security.

### **What to do if you have a concern about extremism?**

As with any safeguarding issue it is your duty as a member of staff or volunteer at The Benjamin Foundation to follow up any concerns you have about possible radicalisation or extremism. Depending on who your concern relates to (service user, staff member, volunteer, somebody from another agency) please refer to the appropriate section of the Safeguarding Policy to guide your actions.

As ever using skilled ‘professional curiosity’ is vital in noticing and reporting changes in behaviour and attitudes that concern you. Please do not keep concerns and worries about extremism or potential radicalisation to yourself – discuss it with your line manager, the Safeguarding lead for your setting or a senior manager. Make a note of your concerns and take appropriate actions.

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<sup>1</sup> \*Local Authorities and those providing services on behalf of local authorities e.g. The Benjamin Foundation.<sup>1</sup>

**If you are concerned about a potential act of extremism or terrorism?**

Please make a note of your concerns. If you have immediate concerns call the Police on 999. If your concerns do not relate to an imminent issue call the CADS team/LADO (as appropriate). Please tell your manager or a senior manager you have done this. *It is our legal duty to report concerns about acts of terrorism or potential acts of terrorism to the Police.*

## Appendix 7 – Information for Contractors

(To be given out to all not TBF staff working in/on a TBF managed premises)



### To All Contractors

Thank you for working at a property managed by The Benjamin Foundation.

We can all play a part in keeping children, young people and vulnerable adults (our service users) safe while working in our services. This includes when working as a contractor, sub-contractor or volunteer.

We must also take steps to keep ourselves safe. We want to promote safe working practices for everybody working on a Benjamin Foundation site whatever your role.

#### PLEASE:

- **Wear a visitors badge/ID badge at all times and follow sign-in/out instructions**
- **Agree with staff what areas of the building/premises you are working in and inform them of any changes to your plans**
- **Be aware verbal interaction with children, young people or vulnerable adults may be misinterpreted as offensive or harassment even if this was not your intention**
- **Do not leave tools or other work equipment unattended**
- **Do not share personal information (e.g. phone numbers, social media details) with service users**
- **Avoid as far as possible being in an unsupervised one-to-one situation with a child, young person or vulnerable adult**
- **Do not take pictures of service users**
- **Talk to a member of staff if you see anything or hear anything which concerns you or makes you worried about your own safety or the safety of a service user. If you do not feel comfortable talking to a member of staff or your concern is about the staff please call our main office on 01603 615670 as soon as possible**
- **Keep any personal information you hear or observe while working on our premises confidential**

Thank you for following this advice and keeping yourself, and our children, young people and vulnerable adults safe.

*Please note – a copy of this is available to print/share on the s:drive.*



## The Benjamin Foundation – Safeguarding Procedure

### Appendix 8 – Service Delivery Area Specific Information

In this section your Manager or a person delegated by your manager will provide you with information to help you manage safeguarding concerns specific to your Service Delivery Area (SDA):

This will include, as a minimum:

- The safeguarding concern log–sheets for your SDA or information about how you can easily access these as required (Samples of these available on the shared drive/s:drive)
- Any specific procedures that need to be followed/observed in your SDA
- Other information and/or publications pertinent to the type of work you are doing or the type of service user you are working with
- Copies of information you hand out to service users at your SDA relating to safeguarding
- Copies of information you hand out to visitors to your setting relating to safeguarding (including the form for contractors/people working on site)
- A copy of the sheet you signed when you received and read this policy (usually during induction)