



Safeguarding Handbook

Protecting the children, young people and families who use our services.

Providing staff and volunteers with the overarching principles that guide our approach to safeguarding.

The Benjamin Foundation
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www.benjaminfoundation.co.uk

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The **Benjamin** Foundation



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Our Safeguarding Policy



Introduction:

The Benjamin Foundation believes that all children, young people and vulnerable adults deserve to live their lives free of abuse of any kind. We have a responsibility to promote the welfare of all the children, young people and adults that access our services. We are committed to work in a way that keeps them safe.

This handbook is designed to help you work to safeguard our service users and should be read in conjunction with our Safeguarding Policy:

<https://benjaminfoundation.co.uk/safeguarding/>

Please note this handbook will be updated regularly so we recommend you read it as a PDF rather than a print-out so you can be sure you are reading the latest version. All staff must read the handbook during their induction and also to refresh their understanding at regular intervals throughout their employment. This handbook is also required reading for volunteers, agency staff, consultants and anybody else engaged regularly in our services.

Safeguarding work can be upsetting, challenging and uncomfortable. Safeguarding children, young people and vulnerable adults can challenge us and make us uncomfortable. We have to be at our strongest to protect others. Working in a safe, professional and supportive environment is something we can all contribute positively to so The Benjamin Foundation's services are underpinned by safeguarding excellence.

Sharon Matthews
Rachel Hogg

November 2020





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.



If a vulnerable person makes a disclosure to you:



- ✓ Listen carefully and considerately.
- ✗ Do not judge; take a breath and consider your facial expressions too. You may be horrified by the disclosure but do not show this to the child, young person, or adult as it is not them you are horrified by.
- ✗ 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 for your service. This is normally the Manager of the setting but in some cases is delegated to a colleague. See the Safeguarding Directory for information. If your Designated Safeguarding Lead (DSL) is not available please contact either the Chief Executive Officer, Director of Operations, or the DSL from another service.



- ✓ 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. This starts with a call to the local Children's Advice and Duty in Norfolk Service (known as CADS); the phone number can be found in the Safeguarding Directory.



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 DSL) call CADS.

In Suffolk, a multi-agency safeguarding hub performs a similar function to CADS. Please see the Safeguarding Directory for details.

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. Please make yourself familiar with your service's requirements to inform the EDT/EDS of events.

- ✓ 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 and/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. Please check the safeguarding directory for details of support.
- ✓ If a person leaves the service while disclosures are being investigated, you must clearly indicate this on any archiving records that they include ongoing safeguarding investigations. Check with the DSL before these records are destroyed.

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. This includes the provision of a 24/7 employee assistance programme (EAP). See directory for details.



LISTEN
CONSULT A DSL
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.
- A lack of self-care, for example, not washing, dirty clothes, and defecating and urinating in their room, instead of using the facilities.
- Showing an inexplicable fear of particular places or making excuses to avoid particular people.
- You may notice that a child, young person or adult is gifted presents, money, drugs or alcohol etc.
- 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. If you feel concerned, please talk to your DSL.

Please also refer to the NSPCC website below for more detailed information about signs of abuse:

<https://www.nspcc.org.uk/what-is-child-abuse/spotting-signs-child-abuse/>




It is important that you hone and use your intuition and judgement 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.



You must respond to niggling concerns you have. It is your duty to protect children, young people and vulnerable adults and using your professional curiosity is a vital way of doing that.



 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.
- ✓ If you have concerns, trust your instincts; log them and reflect with colleagues. For example, if you have noticed a car picking up a young person with no contact made with the driver, then note the colour, registration, model etc.
- ✓ **As soon as possible** make a record of your concerns using a safeguarding log sheet appropriate to your service. Make sure you are familiar with your service's processes and documentation.
- ✓ **As soon as possible** discuss this with the nominated Child Protection Officer/Vulnerable Adults Protection Officer (referred to throughout this policy as the Designated Safeguarding Lead/DSL) for your service.

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 DSL is not available please contact one of the Executive team, an Operations Manager or the DSL from another service.



- ✓ 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 CADS) or your local MASH team; the phone number can be found in the Safeguarding Directory.



- ✓ 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 under estimate 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. Contact the EAP if required.



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.

It is entirely possible that the person abusing a child or vulnerable adult is a child or vulnerable adult themselves. We can find ourselves working with the abused and/or the alleged abuser with both parties in need of support.

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 lead person (referred to as a Designated Safeguarding Lead/DSL throughout this policy) for your service. This is normally the Manager of the setting but in some cases is delegated to colleague. See the Safeguarding Directory for information. If your DSL is not available please contact either the CEO, a Director or the DSL from another service.
- ✓ 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 CADS); the phone number can be found in the Safeguarding Directory.



- ✓ 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 or MASH team or other professionals involved in the case. Eg LADO (see below)
- ✓ 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 the 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 under estimate the effects that dealing with a case of abuse or suspected abuse may have on your own well-being. Seek appropriate support.

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.





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 Service Manager and/or DSL 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, DSL 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 service 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 ICT Usage Code of Practice and TBF Social Media Policy gives clear guidelines on the use of social media).



- ✗ **Do not** use your personal mobile phone 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. Where this is required, please follow the guidance and procedure issued by your manager.

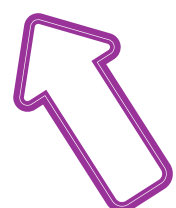
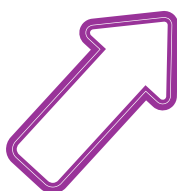
- ✓ If you have been asked to provide transport, you must ensure your car is free of your personal information, such as letters to your home address or other young people's records.
- ✓ Always follow risk assessments, specific guidance of other professionals and professional judgement to safeguard yourself and individuals with appropriate boundaries.



- ✗ 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). See specific guidance for Heart and Home Hosts.
- ✓ 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.



- MAINTAIN PROFESSIONAL BOUNDARIES
- MAKE NOTES OF YOUR CONCERNS
- CONSULT YOUR MANAGER OR DSL



Part 5 – Suspicions About the Conduct of a Colleague or Other Adult



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 service (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 to 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 service or another service 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/DSL 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 the Safeguarding Directory). 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 DSL, or if your concerns are about them, then approach a member of the Executive team, a DSL from another service or somebody from the HR team as soon as possible.

If your concerns are about the CEO or Directors then you may wish to raise these issues with a Trustee of The Benjamin Foundation. Contact Head Office on 01603 615670 to access the appropriate contact details. You do not have to disclose to colleagues 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 this guidance also applies 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/DSL and making a LADO referral or seeking LADO advice where required.





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. 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.

Neglect can be very hard to pin down or spot and often our safeguarding instincts need to be at their most refined to detect and respond to cases, especially with adolescents and young adults who do not display some of the more typical outward signs of neglect (e.g. unkempt appearance, unwashed, inappropriate clothing). Equally, some of the usual signs of neglect may be fashion choices in young adults (e.g. going out on a cold evening without a coat)

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.



Online abuse can be where children, young people and vulnerable adults are incited to share sexual images, perform sexual acts themselves or with others, harm themselves, such as cutting, starvation or ligatures or other ways to commit suicide after bullying or blackmail.

For more information visit:
<https://www.ceop.police.uk/safety-centre/>

See the Safeguarding Directory for further guidance and information.

Safeguarding Additional Guidance:

1. Safeguarding the Looked After Child

While our overarching procedures on safeguarding have 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. In Suffolk these children are referred to as 'Children in Care' (CIC).



This addendum to the main safeguarding guidance 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.

Looked After Children may be at continued risk of abuse or neglect from their carers, their families or other young people or the wider community around them.

This abuse could be any of the abuse detailed in the main safeguarding guidance (pages 16 to 17) 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 the main safeguarding guidance the following needs to be taken into account when dealing with the LAC:

1. 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. It 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. The behaviour patterns and risk-taking decisions of LAC need to be considered and addressed at Care Plan Review meetings. However, it is also important we look beyond the behaviour, deduce what is behind it and support accordingly. We must take responsibility for managing risk in these situations. Abuse of any kind cannot be explained away by referring to the behaviour of the victim.

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 service specific 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, a Foster carer (or your DSL).
- ✓ 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/MASH report to be made.

2. Safeguarding Vulnerable Adults

The key principles of safeguarding are the same for children and vulnerable adults.



The Benjamin Foundation works with many adults and some of these are vulnerable to abuse or are being supported by us because of abuse that has occurred to them. It is our job to support vulnerable adults by:

- Preventing harm and reducing the risk of abuse.
- Stopping abuse when occurring
- Supporting adults to make choices and to give them control over their safeguarding
- Promote good safeguarding practice
- Raising concerns and issues with the relevant authorities when we have concerns
- Providing information to increase safeguarding and reduce risk

However, there are some key differences when working to safeguard adults compared to working with those under 18:

Mental Capacity Act (MCA) 2005

When working with adults we have to take into account the protections and freedoms governed by the MCA. This act applied to those aged 16 and above. This means that we have to:

- Assume an adult has the capacity to make decisions for themselves unless proved otherwise
- Take every step to enable people to make their own decisions
- Assume capacity, unless proven otherwise, even if the decisions they take make it more difficult to safeguard them
- Assume capacity even if, in your view, the decisions a person is taking are unwise

Example – A vulnerable 19 year old has capacity to make their own decisions. They decide to be in a relationship with another adult that you think is unsuitable for them. Unless there is a clear case for the Deprivation of Liberty (see below) you cannot prevent them from being in this relationship. You can however give them advice and guidance as to how to keep themselves safe whilst pursuing this.

- Act in the best interest of somebody who does not have capacity to make their own decisions
- Take the least restrictive option in every case
- Report any instances where we think the above has not been followed

Deprivation of Liberty Safeguards (DoLs)

(This is an amendment of the Mental Capacity Act 2005)

Deprivation of Liberty, DoLs, (taking somebody's freedom away) can only regularly take place if they are under continuous supervision, not free to leave a setting or legally detained.

A 16–18 year old 'in care' (LAC/CIC – see section on Safeguarding the Looked After Child), unless in a secure setting or where there is a court endorsed arrangement similar to a secure setting is not considered to be under continuous supervision or detained.

There may be rare instances where a DoLs may have to be used as a very short-term answer to a heightened situation. This must be a last resort.

Example – A 24 year old young person with a mild/moderate learning difficulty has lost their temper and is throwing heavy objects at other people present. De-escalation techniques are employed but are ineffective. A member of staff who is Norfolk/Suffolk Steps trained executes a physical intervention to prevent the young person or others present being harmed.

Any DoLs must be:



- The least restrictive option
- No longer than is absolutely necessary
- Recorded and reviewed

If DoLs are required on a longer term basis the Local Authority must be consulted and a plan of action agreed. In many cases this will mean an adult is cared for by a difference service e.g. a secure service; detained under the Mental Health Act, held in a custodial setting.

If you think the liberty of a vulnerable adult is being deprived by others (who may be colleagues) you are obliged to take action and follow the advice given earlier in this handbook; 'Dealing with alleged perpetrators of abuse' on page 9 and 'Suspensions about the conduct of a colleague or other adult' on pages 14–15.

Further Reading

NHS England has produced a useful guide in relation to Adult Safeguarding:

<https://www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide.pdf>



Safeguarding Key Topics



The following section looks at current issues in safeguarding.

Exploitation:

Exploitation is where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 or a vulnerable person over the age of 18.

Those exploiting others in all cases will have power over another by virtue of their age, gender intellect, physical strength, and/or economic or other resources.

Violence and intimidation are common, with the victim having limited choice resulting from their social/economic or emotional vulnerability. Children, young people, vulnerable adults and families we work with can be exploited in a variety of different ways which staff should be aware of.

Child Criminal Exploitation is common in county lines [illicit drugs being moved from major cities, e.g. London, into rural areas] and occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18. The victim may have been criminally exploited even if the activity appears consensual. Child Criminal Exploitation does not always involve physical contact; it can also occur through the use of technology. (Criminal Exploitation of Children and Vulnerable Adults, Home Office, September 2018).

Criminal exploitation can also extend to families where an adult maybe vulnerable to exploitation due to being a victim of domestic abuse, a sex worker, have a mental illness, disability or have substance addiction. As a result children and young people can also be at risk of harm if their parent/carers are being exploited and or their home environment is used for criminal activities even if the child/young person is not directly being exploited.

These children and young people can be at risk of serious harm from associated violence or witnessing violence, ingesting harmful substances, neglect or emotional abuse. These children and young people maybe less likely to be able to seek help or support for fear of consequences for their parents or carers.





Child Sexual Exploitation involves 'exploitative situations, context and relationship where young people receive 'something' (e.g. food, accommodations, gifts, cigarettes, money) as a result of them performing, an or another or other performing on the , sexual activities' (Norfolk County Council).

Child sexual exploitation can occur remotely, such as young people being persuaded to post sexual images on the internet or via an app which can then be shared without their knowledge and for no payment or gain for the child. Sexual exploitation covers both penetrative and none partitive sex. Both these types of exploitation are strongly linked to:

- Trafficking, so being moved around the country/ away from county of origin to different areas out of county and away from support systems for the purpose of sexual activity, drug production and selling.
- Modern slavery where children and young people are made to work be that in the production and distribution of drugs, and sexual activity. This often means being in places of unsanitary, dangerous conditions. Tiredness and sleep deprivation.
- Gang-related and/or organised crime.

Any child can be exploited in these ways, and it affects both genders but there are particular factors that make some children, young people are statistically more likely to be a victim of both criminal and sexual exploitation:

- Lack of a safe or stable home (chaotic home environment due to criminality, violence in the home, substance abuse).
- History of abuse.
- Social isolation, social difficulties or bullying.
- Economic vulnerability (makes the offer of money more tempting/or a necessity).
- Disabilities, substance abuse or health issues.
- Being looked after.
- Connections with peers who are being exploited.
- Homelessness/insecure accommodation.
- At risk of school exclusion, school exclusions or attending specialist provision.





Indications that exploitation is occurring relevant to both criminal and sexual exploitation:

- Episodes of going missing from home/care/school for periods of time which could be hours, days or weeks.
- Unexplained gifts, money, clothing, jewellery, make up, hair-cuts, sex toys.
- Changes in behaviour; secrecy, being withdrawn, change of friends, controlling relationships with older peers.
- Disruptive, hostile or physical aggressive at home and school including sexualised language/violent or drug dealing behaviour.
- Talking about going to 'parties', out of area, people's houses, unknown areas, in possession of unknown keys, hotel key cards.
- Use of or increase in use of substances.
- Increased use of phones/messaging, more text or pings.
- Entering/exiting vehicles/taxis with unknown adults.
- Repeated STI/Pregnancy.
- Self-harm/emotional wellbeing changes.
- Abduction/ forced imprisonment.
- Vaseline, lubrication.
- Weapons (often with handles covered with cling film).



If you think that a child, young person or family is being exploited you need to raise your concerns with the Designated Safeguarding Lead and with professionals working with the young peoples. For those being exploited there can be barriers to seeking or accepting or getting them help to free them from exploitation:

- The person may not recognise the exploitation.
- The person feels they have no power and are frightened by violence, threat of violence, blackmail.
- Feeling of shame/ guilt of things they have experienced.
- Fear of repercussion can extend to friends and family if seen to be engaging with professionals.
- Some professionals can minimise the harm by describing young people as 'making a lifestyle choice' or 'putting themselves at risk'.
- Mistrust of adults and professional due to previous involvement with police or social services.





- For some young people they get kudos, access to finances, substances or gifts they would otherwise not be able to access.
- Debt-bondage – young people are often given free drugs or loose drugs to police arrests, thefts from rival gangs so that they have to pay back large sums of money in debt bondage.
- Due to grooming processes, young people often lose contact and connection with friends and family so they feel they can't go back.

How you can help:

- Be interested, professionally curious, listen carefully to what young people are saying and hear it from a safeguarding perspective.
- Don't make judgements, even if a young person is involved in criminal activities. Remember they may appear willing participants but the choices and actions are being controlled by perpetrators with more power than them.
- Where sexual exploitation exist ensure that no blame is apportioned to the young person. Some victims will maintain links with abuses and even protect them.
- Challenging professional views which are oppressive, judgemental or rejecting need for a for a child protection response.
- Be creative in our approach, talk about young people resilience, strengths and create a safe space for discussion, about their life, interests to discover their own understanding about county lines, status, power and control.
- Remember that we can never judge a young person to have 'put themselves at risk'. They are simply 'at risk' and we must act to support them.



To develop your knowledge and practice we recommend you read the following documents:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/591903/CSE_Guidance_Core_Document_13.02.2017.pdf

<https://www.childrenssociety.org.uk/what-we-do/our-work/child-criminal-exploitation-and-county-lines>



Female Genital Mutilation and Child Trafficking



Female Genital Mutilation (FGM)

Note: 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 re-positioning 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 Handbook.

For further information please refer to:



<https://www.gov.uk/government/collections/female-genital-mutilation>



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. Trafficking can involve children or young people being moved long distances eg from another country, or much shorter distances eg across a city.

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 pick-pocketing, begging, transporting drugs, working on cannabis farms, selling pirated DVDs. Please also see section on Child Criminal Exploitation.

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:

<http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>

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/collections/modern-slavery>





PREVENT: A strategy to prevent radicalisation of children and young people

The Counter-Terrorism and Security Act 2015 places an obligation on organisations 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/publications/prevent-duty-guidance>

The Benjamin Foundation is committed to maintaining a safe, welcoming and inclusive environment and protecting those that are vulnerable.

We do 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 extremism and the threat we face from those who promote it.
- Prevent people from being drawn into terrorism and extremism 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. Significant threats to safety and security is from groups such as ISIS, Al Qa’ida/Daesh and the far right (eg EDL, Britain First)





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 Handbook 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.



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, a Director or the Chief Executive Officer you have done this.

It is our legal duty to report concerns about acts of terrorism or potential acts of terrorism to the Police.





Multi – Agency Working, Resources and Training

The Benjamin Foundation works in accordance with the aims of the:

- Norfolk Safeguarding Children Partnership – <https://www.norfolklscb.org/>
- Norfolk Safeguarding Adults' Board – <https://www.norfolksafeguardingadultsboard.info/>
- Suffolk Safeguarding Partnership – <https://suffolksp.org.uk> (which works across adult and child safeguarding)

These boards are made up of statutory and voluntary sector partners who work with children, young people, families and vulnerable adults. They ensure that people working with children and vulnerable adults carry out their safeguarding responsibilities as required.

TBF also works, in Norfolk, with the SAFER programme which provides advice, guidance and training in relation to safeguarding children.

All Norfolk based staff working in TBF services carry out the SAFER 'Core Programme Training' (or equivalent).





Serious Case Reviews (SCR's) and Safeguarding Practice Reviews (SPR's)

TBF regularly analyses SCR's and SPR's within the Executive Team, Management team and service team meetings in order to learn and be best equipped to prevent abuse happening in the future. Whilst every SCR/SPR highlights specific issues, analysis of SCR's/SPR'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 differences – 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. Also consider who you are sharing the information with; it is the appropriate colleague to ensure safeguarding?

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.

Information for Contractors and Visitors

Our Safeguarding responsibility extends to ensuring all adults in our premises have guidance to follow.



Please note visitors are not permitted in our services or offices while COVID-19 restrictions are in place, with the exception of emergency services, agreed medical professionals and with the exceptional agreement of the Service Manager.

To All Contractors and Visitors,

Thank you for visiting/working at a property managed by The Benjamin Foundation (TBF). 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 visiting a service user as part of your role or 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 1:1 situation with a child, young person or vulnerable adult unless agreed with TBF staff on site.
- Do not use a personal mobile phone and restrict work mobile phone use to staff rooms or office areas.
- 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.

