



# SAFEGUARDING POLICY DOCUMENT

Revised October 2022

The work of the Croydon Refugee Day Centre (CRDC) is a valuable resource in support Asylum Seekers and Refugees in the Croydon and South London area.

These groups of people are very disadvantaged and vulnerable, with many having social, mental health and other needs and may well have suffered exploitation and abuse. It is vital that CRDC staff and volunteers have the understanding of this need as well as processes to support clients in terms of their current and future welfare: It is essential that staff and volunteers have awareness of how to proceed if safeguarding issues are made known to them.

Bridgette Nettleford

## SECTION 1 – SAFEGUARDING POLICY STATEMENT

### SAFEGUARDING POLICY STATEMENT FOR CROYDON REFUGEE DAY CENTRE (which also include the Outreach Support Services)

#### Our vision

The vision statement of Croydon Refugee Day Centre & Outreach Support Services (CRDC) is to help Asylum Seekers and Refugees by supporting Children, Young People and Adults who are in need within our local community.

In fulfilling this vision, we:

- Offer help and support to Asylum Seeker and Refugee families at risk or in need in the local community
- Run a weekly day centre to provide a hot meal and supply food, clothing and household goods from donations,
- provide some outreach services for Asylum Seeker and Refugee families that are in need, and
- Run social activities and provide support for Asylum Seeker and Refugee Children, Young People, Adults and Families.

#### **The CRDC aims to ensure that there is a comprehensive safeguarding policy in place for the Day Centre Services with Asylum Seekers and Refugee children, young people and adults.**

The (CRDC) recognises its responsibilities in safeguarding all children, young people and adults at risk, regardless of gender, ethnicity or ability. The CRDC is committed to nurturing, protecting and safeguarding everyone associated with its services where we commit ourselves to this policy and to the development of sound procedures to ensure we implement our policy well.

- **Prevention and reporting of abuse**  
It is the duty of all paid staff, trustees and volunteers at the CRDC are to help prevent the abuse of children and adults at risk, and to respond to concerns about the well-being of children and adults at risk. Any abuse disclosed, discovered or suspected will be reported in accordance with our procedures. Staff and volunteers will fully co-operate with any statutory investigation into any suspected abuse linked with the CRDC.
- **Safer recruitment, support and supervision of workers**  
All CRDC staff will exercise proper care in the selection and appointment of those working with children and adults at risk, whether paid or voluntary. All workers will be provided with appropriate training, support and supervision to promote the safekeeping of children and adults at risk.
- **Respecting children and adults at risk**  
The CRDC will adopt a code of behaviour for all who are appointed to work with children and adults at risk so that all children and adults are shown the respect that is due to them.
- **Safer working practices**  
The CRDC is committed to providing an environment that is as safe as possible for children and adults at risk and will adopt ways of working with them that promote their safety and well-being.
- **A safer community**  
The CRDC is committed to the prevention of bullying. Staff and volunteers will seek to ensure that the behaviour of any individuals who may pose a risk to children, young people and adults at risk in the community and at the Day Centre is managed appropriately.

#### **Safeguarding contact points within the Croydon Refugee Day Centre**

The CRDC has appointed the following individuals to form part of the Safeguarding Team:

**Jo Doherty Lead Designated Person for Safeguarding at the Day Centres (LDPS)**

They will advise on any matters related to the safeguarding of children and adults at risk and take the appropriate action when abuse is disclosed, discovered or suspected.

Email address: jo@croydonrefugeedaycentre.co.uk

**Ivanka Lennon Deputy Designated Person for Safeguarding at the Day Centre (DDPS)**

Email address: ivanka@croydonrefugeedaycentre.co.uk

**Bridgette Nettleford Safeguarding Trustee**

She will raise the profile of safeguarding within the Croydon Refugee Day Centre and oversee and monitor the implementation of the safeguarding policy and procedures on behalf of the trustees for the Croydon Refugee Day Centre and its associated Outreach Support Services.

Email address: Bridgette@croydonrefugeedaycentre.co.uk

The CRDC Safeguarding Team will work together if and when issues arise. However, each person has a responsibility to report allegations of abuse as soon as they are raised.

*Further definitions of these roles can be found in the CPAS Website*

**Putting our policy into practice**

- A copy of the CRDC safeguarding policy statement will be displayed permanently in the Day Centre noticeboard and Centre office, and is available on the website.
- All CRDC staff and volunteers will be given a full copy of the safeguarding policy and procedures and will be asked to sign to confirm that they will follow them.
- Copies of the CRDC safeguarding procedures will be made available on request to any member, or person associated with the CRDC.
- The CRDC safeguarding policy and procedures will be monitored and reviewed annually, and any necessary revisions will be adopted and implemented into the safeguarding procedures.
- The CRDC policy statement will be read annually at the CRDC Trustee meeting, together with a report on the outcome of the annual safeguarding review.

## **SECTION 2 - SAFEGUARDING PROCEDURES**

## INTRODUCTION

The Croydon Refugee Day Centre and Outreach Support Services (CRDC) safeguarding procedures will set out how our safeguarding policy is implemented in all support services and meetings that are part of the life of the Day Centre and Outreach Support Services.

The CRDC Manager and staff, whether paid or voluntary, and all Trustees will need to be familiar with these procedures.

Over the next pages you will find clear, specific information on how to recognise and report abuse and how to respond to concerns raised within the CRDC. It is vitally important that these procedures are well known and that all those working with all children and adults in the CRDC have the information and training needed to work with these procedures. Safeguarding training will be provided before all staff are able to work without supervision.

## 2.1 PROCEDURE FOR RECOGNISING, RESPONDING TO AND REPORTING ABUSE

### 2.1.1 What to do if Abuse is Suspected or Disclosed

Abuse and neglect are forms of maltreatment of a child or adult at risk of harm. Somebody may abuse or neglect a child or adult by inflicting harm, or by failing to act to prevent harm. Children and adults at risk may be abused in a range of settings, by those known to them or, more rarely, by a stranger. There are many ways in which people suffer abuse. For more information, please see Appendix 1.

Everyone has his or her part to play in helping to safeguard children and adults at risk within the life of the Croydon Refugee Day Centre:

- If the behaviour of a child or adult at risk gives any concern
- If an allegation is made in any context about a child or adult at risk being harmed
- If the behaviour of any individual towards children or adults at risk causes concern

<b>WHAT TO DO</b>	<b>WHAT NOT TO DO</b>
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<ul style="list-style-type: none"> <li>• Listen to and acknowledge what is being said.</li> <li>• Try to be reassuring and remain calm.</li> <li>• Explain clearly what you will do and what will happen next.</li> <li>• Try to give them a timescale for when and how you or the DPS will contact them again.</li> <li>• Take action – do not ignore the situation.</li> <li>• Be supportive.</li> <li>• Tell them that: <ul style="list-style-type: none"> <li>They were right to tell you;</li> <li>You are taking what they have said seriously;</li> <li>It was not their fault;</li> <li>That you would like to pass this information on to the appropriate people, with their permission;</li> </ul> </li> <li>• Be open and honest.</li> <li>• Give contact details for them to report any further details or ask any questions that may arise.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not promise confidentiality.</li> <li>• Do not show shock, alarm, disbelief or disapproval.</li> <li>• Do not minimise what is being said.</li> <li>• Do not ask probing or leading questions, or push for more information.</li> <li>• Do not offer false reassurance.</li> <li>• Do not delay in contacting the Designated People for Safeguarding.</li> <li>• Do not contact the alleged abuser.</li> <li>• Do not investigate the incident any further.</li> <li>• Never leave a child or adult at risk waiting to hear from someone without any idea of when or where that may be.</li> <li>• Do not pass on information to those who don't need to know; not even for prayer ministry.</li> </ul>
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### 2.1.2 Responding to Concerns

When there are concerns that a child, young person or adult is being abused, the following process must be followed. More detailed information can be found in Appendix 2.

If the Lead Designated Person for Safeguarding (DPS) is not available, or is implicated in the situation, any reports or concerns should be passed to Deputy DPS member for the CRDC Safeguarding Team.

**If you think that anyone is in imminent danger of harm, a report should be made immediately to the Police by calling 101 or 999**

### 2.1.3 Responding to Concerns Raised about Adults at Risk

When a concern is raised about an adult it should be treated in the same way as a concern about a child i.e. the CRDC staff paid or voluntary should:

- **Recognise** that abuse may be taking place
- **Respond** to the concern
- **Record** all the information they have received
- **Report** the concern to the Lead or Deputy DPS who may, in turn, report it to the statutory authorities

It is not for staff to decide whether someone has mental capacity and is therefore able to make decisions that impact on their safety and well-being. Decisions on mental capacity are best made by

professionals with the relevant background information to hand. Always share your concerns with the DPS even if you do not have the consent of the adult to do so – in this instance, make sure the DPS knows that the person concerned has not given consent for the information to be passed on.

The Care Act 2014 provides helpful guidance on these situations:

***“If the adult has the mental capacity to make informed decisions about their safety and they do not want any action to be taken, this does not preclude the sharing of information with relevant professionals colleagues. This is to enable professionals to assess the risk of harm and be confident that the adult is not being unduly influenced, coerced or intimidated and is aware of all the options. This will also enable professionals to check the safety and validity of the decisions made. It is good practice to inform the adults that this action is being taken unless doing so would increase the risk of harm”.***

The DPS will consider all the information to hand and decide whether it is appropriate for the information to be reported to the statutory authorities (see appendix 2 for further information). If there are any concerns about an adult's mental capacity, the DPS will contact the Local Authority Adult Safeguarding Team for advice.

#### **2.1.4 Allegations Against Staff**

If you see another staff member or volunteer acting in ways, which concern you or might be misconstrued, speak to the DPS about your concerns as soon as you can. This includes the actions or behaviours of those in management positions in the CRDC.

CRDC staff should encourage an atmosphere of mutual accountability, holding each other to the highest standards of safeguarding practice. The following procedure should be followed:

- When an allegation of abuse has been made do not approach the alleged perpetrator about it.
- Follow the usual safeguarding procedure: **Recognise, Respond, Record, Report**
- Once the allegation has been reported to the DPS they can liaise with the relevant statutory authority
- Whilst waiting for an outcome from the statutory authorities, the worker about whom concerns have been raised will be supervised as closely as possible, without raising suspicion
- Once the statutory authorities are involved, the CRDC services will follow their advice regarding the next steps to take (for example, suspension of worker, putting a contract in place)
- A written record of all discussions with statutory authorities or other parties should be maintained by the DPS and stored securely and confidentially, where only those directly involved in safeguarding (DPS or Safeguarding Trustee) can access them.
- No information about the allegation will be shared with people in the CRDC other than those directly involved in safeguarding.

The suspension of a staff member following an allegation is, by definition, a neutral act. Our priority as CRDC is to protect children, young people and vulnerable adults at risk from possible further abuse or from being influenced in any way by the alleged perpetrator.

It may be necessary, for the sake of the child / adult at risk or to satisfy the needs of an investigation, for the alleged perpetrator to access services elsewhere. In such cases the CRDC Designated Person for Safeguarding will be informed of the reasons for this happening.

**When concerns are expressed about the Croydon Refugee Day Centre and Outreach Support Services Designated Person for Safeguarding or the Safeguarding Trustee**

Any safeguarding concerns involving the Lead DPS or the Safeguarding Trustee then this should be raised with the other Deputy DPS or other Trustees for the CRDC. **Do not tell the person whether the DPS or Safeguarding Trustee that a concern has been raised about them.**

### 2.1.5 Abuse of Trust

Relationships between children and adults at risk with CRDC staff can be described as 'relationships of trust'. Staff is someone in whom vulnerable children or adult has placed a degree of trust. This may be because the Staff has an educational role, is a provider of activities, or is even a significant adult friend. It is not acceptable for a CRDC Staff member to form a romantic relationship with a vulnerable child or adult with whom they have a relationship of trust.

While by no means restricted to young staff, those who are in their early adult years will need to be particularly aware of the need not to abuse their position of trust in their relationships with other young people who are not much younger than themselves.

### 2.1.6 Allegations Made Against Children and Adults at Risk

Children and young people are by nature curious about the opposite sex. However, where a child is in a position of power has responsibility over another child (as in a babysitting arrangement) and abuses that trust through some sexual activity, then this is abusive. Where one child introduces another child to age-inappropriate sexual activity or forces themselves onto a child, this is abusive. Such situations will be taken as seriously as if an adult were involved, because the effects on the child victim can be as great.

When such an instance occurs, then the statutory authorities investigate them in the same way as if an adult were involved, though it is likely that the perpetrator would also be regarded as a victim in their own right, as they may have also been abused. It cannot be assumed that young people will grow out of this type of behaviour, as most adult sex offenders started abusing in their teens or even younger.

Allegations against adults at risk will be investigated by the statutory authorities. If the alleged perpetrator is unable to understand the significance of questions put to them or their replies, they can access support from an 'appropriate' adult whilst they are being questioned. This role can be filled by a range of people, such as a family member, carer, social worker, etc. In court, adults at risk may be allowed to be assisted by an intermediary or give evidence through a live link.

When an allegation is made against a child or adult at risk the following procedure should be followed:

- Do not approach the person about whom the allegation has been made or their parents or carers
- Follow the CRDC safeguarding procedure: **Recognise, Respond, Record, Report**
- Seek advice from the DPS, who will speak to the police or Social Care about when to inform a parent. The DPS will also seek advice about what steps need to be taken to ensure the needs of both the victim and alleged perpetrator are met; this may include placing the child or adult at risk on a Safeguarding Contract or equivalent (see section 3.4: Safer Community or Working with Alleged or Known Offenders)
- Make sure there is pastoral support in place for the child or adult at risk throughout the process involved.

## 2.1.7 Pastoral Support

### **Following an allegation / suspicion**

When an allegation/suspicion arises in the CRDC, a period of investigation will follow, which will be stressful for all involved. The CRDC will ensure that one person is responsible for dealing with the authorities, another offers support to the victim/s and their family, and another gives pastoral care to the alleged perpetrator, without compromising the alleged victims or their families. It may be necessary to appoint other people to support the families involved.

Where a statutory investigation is under way, this support will be provided with the knowledge of the statutory authority involved.

Where the perpetrator accepts some responsibility, they will be encouraged to seek specialised interventions/treatment to reduce the risk of re-offending. This may only be appropriate once the investigation and legal processes have been completed.

### **Supporting those who have experienced abuse**

The CRDC, are committed to caring for those who have experienced abuse and to refer to the required services to get specialist support to those who have experienced abuse to ensure that we adhere to a model of best practice. The DPS has a list of relevant local information and contacts, ready for anyone who may need it.

## 2.2 SAFER RECRUITMENT

The Croydon Refugee Day Centre and its Outreach Support Services (CRDC) are committed to safer recruitment practices. When recruiting paid or voluntary Staff, the following process will be applied:

- We will develop a clear role profile including person specification and application form;
- When advertising a role which involves working with vulnerable children or adults we will make it clear that any appointment is subject to a DBS check;
- All applicants will be asked to complete an application form and include the names of two referees;
- Shortlisting of applicants will be carried out by at least two people, including the Day Centre Manager, or Outreach Support Worker and Trustee's directly overseeing the role being recruited for;
- Interviews will be carried out by at least two people, including the Day Centre Manager, Outreach Support Worker or Trustees;
- References, a Self-Disclosure Form and an enhanced DBS check must be completed satisfactorily before the appointed person starts in their role.

Note: Under the Criminal Justice and Court Services Act 2000, it is an offence for anyone disqualified from working with children or adults at risk to knowingly apply, accept or offer to work with children or adults at risk. It is also a criminal offence to knowingly offer work with children or adults at risk to an individual who is so disqualified or to knowingly allow such an individual to continue to work with children or adults at risk.

### **Additional checks for paid workers**

In addition to the above checks which should be completed for both paid and volunteer workers at the CRDC, an applicant's UK residency status and/ or right to work in the UK will be checked when recruiting for a paid role.



### **References for paid workers**

Formal written references will be requested, ideally in the form of at least one professional and one personal reference

### **Appointment and Supervision**

The CRDC Safeguarding Policy and Procedures will be discussed with the applicant and they will be required to sign their agreement to adhere to them. All staff will have a role description and clear lines of accountability to the Day Centre Manager, Outreach Support Services and their respective teams.

Paid Staff will also have an assigned supervisor whom they will meet with regularly to discuss work and address any issues or areas of concern. There will be a probationary period of six months in the role before any paid appointment is confirmed.

There will also be regular staff meetings to review procedures, share concerns and identify other matters that may need clarification and guidance.

### **Training**

It is important that all staff understand the CRDC agreed safeguarding procedures and attend safeguarding training at least once every two years. Where staff have successfully been recruited but have not yet been able to attend the training, the Day Centre Manager and Outreach Support Coordinator should ensure that they are given a copy of the Safeguarding Policy and any additional information that is required. Additional specialist training will also be arranged where needed, for example, in First Aid.

### **Staff under the ages of 18 years.**

In law Staff under the age of 18 are children and cannot be treated as adult members of a team. Training and mentoring will be given to ensure that they are helped to develop and hone their skills, attitudes and experience. Teenage staff under 18 years must always be closely supervised by an adult staff and never given sole responsibility for groups of children or adults. When considering ratios of staff to children, staff under the age of 18 years needs to be counted as children, not a leader. The safeguarding procedures apply to staff under 18 years just as they do to any other person. Parent or carer permission needs to be sought for staff under the age of 18 years, just as you would for any other person under the age of 18 years

## **2.3 SAFER BEHAVIOUR**

The Croydon Refugee Day Centre and Outreach Support Services (CRDC) has a code of behaviour for all those working with children and or adults at risk so that everyone is shown the respect that is due to them:

- Treat everyone with dignity and respect
- Use age and ability appropriate language and tone of voice. Be aware of your body language and the effect you are having on the child or adult at risk.
- Listen well to everyone. Be careful not to assume you know what a child or adult at risk is thinking or feeling. Listen to what is being spoken and how it is said. At the same time, observe the individual's body language to better understand what is being said.
- Be aware of any physical contact you may have with a child or adult at risk and record it when necessary. For instance, if you need to stop a fight, administer First Aid, give a hug to someone in distress, or protect yourself or others from danger.
- Do not make sexually suggestive comments about or to a child or adult at risk, even in 'fun'.
- Do not scapegoat, belittle, ridicule or reject a child or adult at risk.
- Keep a record of any significant incidents or concerns on a Safeguarding Incident Form (See Appendix 3). Enter the names of all those present and anything of note which you observe,

e.g. details of any fights broken up by staff, allegations made, etc. All staff who witnessed the incident, overheard it or responded in any way should record the details and sign and date the form.

Specific considerations when working with children:

- Do not invade the privacy of children when they are using the toilet or showering
- The level of assistance with personal care (e.g. toileting) must be appropriate and related to the age of the child, whilst also accepting that some children have special needs.
- Avoid rough games involving physical contact between a worker and a child
- Avoid sexually provocative games
- When it is necessary to discipline children, this should be done without using physical punishment. There may, however, on the rare occasion be circumstances where a child needs to be restrained in order to protect them or a third person.
- Only invite children and young people to your home or on trips in groups and always make sure that another worker is present.
- Notify the DPS of any children's trips which take place in the name of the Croydon Refugee Day Centre or Outreach Support Services. Parental permission must always be sought.
- Our preference is that you do not give lifts to children or young people on your own. Where this is not possible, please ensure that the child or young person travels in the back of the vehicle. You must ensure that parents and or carers are informed and get agreement from parents/carers that this is acceptable.
- Ensure that if transporting children as part of the Croydon Refugee Day Centre or Outreach Support Services role, you have the correct insurance cover in place as well as parental permission.
- No person under 18 years of age should be left in sole charge of any children of any age. Nor should children or young people attending the Day Centre or the Outreach Support Services should be left alone at any time.

No one should normally be left working alone with vulnerable children, young people or adults, but should instead work as part of a team. If there are insufficient staff for Day Centre or Outreach Support Services then:

- Internal doors should be left open.
- At least two people should be present before external doors are opened for an event, unless a parent/carer is also present.
- Consider whether you could combine Services together or rearrange planned activities.
- Reconsider whether you can run the Day Centre or Outreach Support Services safely, carrying out a Risk Assessment to record your findings.

If staff do find themselves on their own with vulnerable children or adults, they should:

- Assess the risk of sending the child or adult at risk home.
- Phone another staff member and let them know the situation.
- Train additional staff member as soon as possible.

If a vulnerable child or adult wants to talk on a one-to-one basis you should make sure that:

- You try to hold the conversation in a corner of a room where other people are present.
- You leave the door open if you are in a room on your own.
- Another team member knows where you are.

Consideration should be given to how many workers should be involved with the group and whether they should be male or female staff, or both. See section 3.11 for recommended ratios. The only adults allowed to participate in children’s and adult at risk activities are those safely appointed and appropriately trained. The staff of the activity should be aware of any other adults who are in the building whilst the activity is running.

## SECTION 3 - BEST PRACTICE GUIDELINES

The Croydon Refugee Day Centre and its Outreach Support Services (CRDC) plays an important part in the community, with the opportunity for support to asylum seeker and refugee families and individuals from very young children to the very old to have positive outcomes. These best practice guidelines are in place to help those working on behalf of our (CRDC) to do it well, prioritising the safety and well-being of those they are working with. Whilst this section is divided into adults and children, some aspects of good practice will overlap.

### 3.1 – WORKING WITH CHILDREN

#### 3.1.1 Ratios

When working with children the following recommended minimum ratios of workers to children apply:

0 – 2 years	1:3 (minimum 2)	1:3 (minimum 2)
3 years	1:4 (minimum 2)	1:4 (minimum 2)
4 – 7 years	1:8 (minimum 2)	1:6 (minimum 2)
8 – 12 years	1 for the first 8, then one for every additional ten children (preferably one of each gender) with an extra adult for every 10 additional children	2 adults for up to 15 children (preferably one of each gender) with an extra adult for every 8 additional children
13 years and over	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children

This does not take into account special circumstances such as behavioural issues, developmental issues, disability and so on, which may mean an increase to the recommended ratios. In calculating the ratios of workers to children, staff that is under the age of 18 years should be counted as one of the children, not one of the workers.

#### 3.1.2 Children with Additional Needs

Children and young people who have a disability can be at greater risk of abuse. They will often require more help with personal care, such as washing, dressing, toileting, feeding, mobility, etc. and may have limited understanding and behave in a non-age-appropriate way. It is good practice to speak with the parents or carers of children and young people with special needs and find out from them how best to assist the child or young person.

### 3.1.3 Visiting Children or Young People at Home

Some Staff will need to make home visits to children and their families at home or places of residence on behalf of the (CRDC). If a situation occurs where it is needed then it should be done in pairs, and with the prior agreement of the Day Centre Manger and Outreach Support Services Coordinator.

### 3.1.4 Children with no adult supervision

Should a situation occur when a child/ren turn up to and want to join in with Day Centre activities or be involved in the Outreach Support Services activities without the knowledge of their parents or carers, staff will:

- Welcome the child/ren and try to establish their name, age, address and telephone number.
- Record their visit in a register.
- Ask the child if a parent or carer is aware of where they are. Where possible, phone and make contact.
- Without interrogating the child, find out as soon as possible whether they have any specific needs (e.g. medication) so that you can respond appropriately in an emergency.
- Give the child a consent form and explain it needs to be filled in and brought back next time.

### 3.1.5 Mentoring

If a Staff member is working with a young person as part of the recognised CRDC for mentoring programme:

- The parents of all young people involved in mentoring are required to sign a letter to say they are aware that the mentoring is happening and who it is with.
- Mentoring meetings should only be held in agreed places and should be in view of other people.
- A mentoring meeting should have an agreed start and end time, and someone should be aware that a meeting is taking place and where it is being held.
- A basic record should be kept of dates of significant meetings and any text messages or emails.
- Appropriate boundaries should be put in place in regard to times and demand, i.e. not phoning or texting late at night, etc.
- A written record should be kept of issues/decisions discussed at meetings.

### 3.1.6 Peer Group Activities for Young People

All youth activities will be overseen by named adults who have been selected in accordance with safer recruitment procedures. It is accepted that groups aged 16+ may benefit from being led and run by peers. In this situation, Managers from the Day Centre or Coordinator Outreach Support Services will contribute to programme planning and reviews and will always be present to oversee any peer-led activities taking place.

### 3.1.7 Physical Contact

- Keep everything public. A hug within a group context is very different from one behind closed doors.
- Touch should be related to the child's needs, not the worker's.
- Touch should be age-appropriate and generally initiated by the child rather than the staff.
- Staff should avoid any physical activity that is, or may be thought to be, sexually stimulating to the adult or the child.
- Children and young people are entitled to privacy to ensure their personal dignity.

- Children and young people have the right to decide how much physical contact they have with others, except in exceptional circumstances such as when they need medical attention.
- When giving first aid (or applying sun cream, etc.), staff should encourage the child to do what they can manage themselves but consider the child's best interests and give appropriate help where necessary.
- All Staff should monitor one another in the area of physical contact. They should help each other by constructively challenging anything which could be misunderstood or misconstrued.

### 3.1.8 Electronic Communications - Cyber Safety-

#### **Modern Technologies and Safe Communication**

A paid staff's role description will include an acknowledgement and approval of technologies such as email, social networking and mobile phone communications as a legitimate means of communicating with young people. It should also include the expectations of the CRDC in relation to their use. On the general consent form, parents or carers sign to agree that the young person can receive such communications in line with General Data Protection Regulations.

Young people also need to be aware of the protocols that workers follow in relation to electronic communications. It is important to remember that as well as the parent or carer, young people have a right to decide whether they want a staff to have their contact details and should not be pressurised otherwise.

It is not appropriate to use these communication methods with children aged 11 years and younger. For more information on cyber safety, please refer to the Croydon Council Children's Safeguarding Partnership for **Cyber Safety Guide**, which can be found on their website.

#### **Email**

Email should be limited to sharing generic information, for example, to remind young people about meetings. If email is being used, workers will ensure that they are accountable by copying each message to a designated parent or carer's email address. It is important staff use clear and unambiguous language to reduce the risk of misinterpretation, for example, avoiding inappropriate terms such as 'love' when ending an email.

#### **Communicating using Instant Messaging (e.g. WhatsApp)**

Instant messaging should be kept to an absolute minimum. Staff should save significant conversations and keep a separate log stating with whom and when they communicated.

#### **Mobile Phones**

Staff need to take care in using mobile phones to communicate with young people:

- Mobile phone use should primarily be for the purposes of information sharing.
- Workers should keep a log of significant conversations/texts.
- Any texts or conversations that raise concerns should be passed on to the worker's supervisor.
- Staff should use clear language and should not use abbreviations like "lol" which could mean 'laugh out loud' or 'lots of love'.
- Staff should not take photos of children, young people or adults at risk unless permission is sought in advance and should not store such photos on personal phones.

#### **Social Networking**

- Staff should have a site that is used solely for children's / youth work communications and is totally separate from their own personal site. This is to ensure that all communication with children and young people is kept within public domains.

- Staff should not send private messages to children on social networks. Staff should ensure that all communications are transparent and open to scrutiny.
- Staff should not accept 'friend' or 'following' requests from children on their personal site, nor seek to be 'friends' or a 'follower' of any child known to them in a Day Centre context.

### **Taking Videos and Photographs of Children**

Since the introduction of the Data Protection Act in 1998 and the General Data Protection Regulation, CRDC staff must be very careful if they use still or moving images of clearly identifiable people. There are several issues to be aware of:

- Permission must be obtained, via the consent form, of all children who will appear in a photograph or video before the photograph is taken or footage recorded.
- It must be made clear why that person's image is being used, what you will be using it for, and who might want to look at the pictures.
- If images are being taken at an event attended by large crowds, such as a sports event, community events and festivals this is regarded as a public area and permission from a crowd is not necessary.
- Many uses of photographs are not covered by the Data Protection Act 1998, including all photographs and video recordings made for personal use, such as a parent or carer taking photographs at school sports days or videoing a Refugee Day Centre specialist events.
- Children and young people under the age of 18 should not be identified by surname or other personal details, including email, postal address or telephone number.
- When using photographs of children and young people, it is preferable to use group pictures.

## **3.2 WORKING WITH ADULTS AT RISK**

### **3.2.1 Premises**

The Croydon Refugee Day Centre and the Outreach Support Services (CRDC) venues will be made as accessible as possible to all people. Any restrictions to access, visibility, audibility, toilet's facilities, lighting or heating will be addressed wherever possible, and where necessary, aids and adaptations put in place.

### **3.2.2 Language**

Every effort will be taken to use appropriate language and suitable vocabulary, enabling the greatest level of inclusivity and accessibility. We will be mindful of the language used within worship and the language used to describe people (such as derogatory words focusing on aspects of someone's disability, race or sexuality rather than the person themselves).

### **3.2.3 Insurance**

The CRDC will take reasonable steps to safeguard vulnerable adults at risk and will follow any specific safeguarding requirements as laid out by our insurance company.

### **3.2.4 Financial integrity**

Arrangements are in place for dealing with money, financial transactions and gifts, as outlined below:

- Those who work with adults at risk may become involved in some aspects of personal finance - collecting pensions or benefits, shopping or banking, etc. If

handling money for someone else, always obtain receipts or other evidence of what has been done.

- Staff should not seek personal financial gain from their position beyond any salary or recognised allowances or expenses.
- Staff should not be influenced by offers of money.
- Any gifts received should be reported to the Croydon Refugee Day Centre and Outreach Support Services trustees, who should decide whether or not the gift can be accepted.
- Any money received by the CRDC should be handled by two unrelated staff from the Day Centre and Outreach Support Services.
- Care should be taken not to canvass for CRDC donations from those adults who may be vulnerable.
- Staff should ensure that CRDC members' personal finances are kept apart to avoid any conflict of interest.
- If someone alters their Will in favour of an individual known to them because of the CRDC, it should be reported to the trustees. Staff should not act as Executors for someone they know through their work, as this may lead to a conflict of interests.
- Expert legal advice should be sought on matters such as Power of Attorney and Appointeeship to ensure that the situation is clearly understood and is the most appropriate course of action for the adult at risk.

### **3.2.5 Photographs**

Staff should make sure that they have the person's permission to take a child/ren picture, and that the subject is happy with the intended use of the pictures. When taking group pictures, staff should remember to get permission from all parents/ carers of everyone who will be photographed.

### **3.2.6 Computers**

If the CRDC users have access to the computers, these will have suitable parental controls and blocks put on. Although this is not failsafe, it will make using the computers for inappropriate behaviour more difficult, whilst also protecting any vulnerable users. We will create a policy specifically for Refugee Day Centre and Outreach Support Services computer use, including terms and conditions for use as well as what will happen if someone breaches these conditions. Please see General Data Protection Regulation for further guidance in relation to this.

### **3.2.7 Record keeping**

It is good practice to record off sites visits or meetings, noting the date, time, location, subject and any actions, which are to be taken. The record of these meetings should stick to facts and try to avoid opinion. Any records of safeguarding allegations, concerns or disclosures should be passed on to the DPS and stored in a safe and secure manner for at least 75 years.

## **3.3 HEALTH AND SAFETY - Safe Practice and Safe Premises**

### **3.3.1 Consent forms**

It is essential that we have important information about all children and young people involved in any activities at the CRDC, which is recorded on our consent forms. The first week someone attends staff must record their name, medical emergency information and a contact name and number. Then they



must bring their completed form back with them. Similar details will be gathered for vulnerable adults at risk. Please see General Data Protection Regulation for further information regarding this.

### **3.3.2 Health and Safety**

All activities for vulnerable children, young people and adults, will comply with our Refugee Day Centre and Outreach Support Services current health and safety policy with particular attention paid to the sections on Fire Action, First Aid, PAT testing, Health and Safety and Kitchen and Food Hygiene.

Whenever possible, at all events involving food preparation, at least one staff will hold a valid Basic Food Hygiene Certificate.

Buildings being used for vulnerable children's and adult at risk groups will be properly maintained. A representative from the Health and Safety and or Buildings teams involved will take part in an annual health and safety review in order to consider all aspects of safety for everyone involved in using the premises.

### **3.3.3 Fire**

It is the responsibility of all group Day Centre Manager and Outreach Support Services Staff within the building/ venues to ensure the safety of themselves and those who are in their care. In addition, it is a legal requirement that all staff are familiar with the emergency procedures in the event of a fire.

### **3.3.4 First Aid**

The CRDC should have a number of trained First Aiders and there is a list showing who they are on the noticeboard. The Day Centre and Outreach Support Services will ensure wherever possible that there is a first aider present.

First aid kits are present in each room as well as an incident reporting book, which must be completed in the event of any accidents, injuries, or incidents. There is also an additional first aid kit for external events. A nominated individual will ensure that the contents of the first aid kits are checked on a regular basis. Completed accident forms should be passed on to the nominated individual.

### **3.3.5 Supervision of Croydon Refugee Day Centre and Outreach Support Services**

The person responsible for The CRDC activities must sign in at the start and end of that activity so that it is apparent who the 'responsible person' for that activity and even if you were already in the building or are staying on afterwards. You also need to make sure that you keep a register so that you know who is on the premises.

Should there be occasions when other groups are using the same premises at the same time, the person with responsibility and oversight for each group must be aware of this and have procedures in place regarding shared spaces such as toilets and kitchens. They must ensure that these procedures are explained to all staff whether paid or volunteers and the children, young people and adults.

### **3.3.6 Food Hygiene**

The Food Safety (General Food Hygiene) Regulations 1995 state that anyone who handles food or whose actions could affect its safety must comply with the regulations. It therefore follows that those



with responsibility for food will need to possess the Basic Food Hygiene Certificate and be aware of food safety (preparation, handling and storage, disposal of waste, etc.).

### **3.3.7 Risk Assessment**

Before undertaking any activity with vulnerable children, young people and adults the Day Centre Manager and Outreach Support Services Coordinator will ensure that a risk assessment is carried out. It is advisable to appoint someone specifically for this task.

### **3.3.8 Insurance**

For any Residential activity the Day Centre Manager or Outreach Support Services will check that there is adequate insurance cover for any activities planned. If the activity is at a centre or in the community, it is also important to establish that there is appropriate public liability insurance in place.

### **3.3.9 Transport**

These guidelines apply to all drivers involved in the transportation of vulnerable children, young people and adults on behalf of the CRDC. They do not apply to private arrangements, for example, transport arrangements made between friends.

- Only those who have gone through the CRDC recruitment procedures for staff will transport children and adults at risk (within the DBS eligibility criteria).
- All drivers will have read the CRDCs Safeguarding Policy and Procedures and agree to abide by it.
- Drivers will be aged 21 or over and have held a full driving licence for at least two years.
- Drivers must ensure that they have adequate insurance cover and that the vehicle being used is road worthy.
- All hired minibuses will have a small bus permit, the necessary insurance and a driver with a valid driving licence that entitles them to drive a minibus.

Our practice specifically for transporting children is as follows:

- Parental consent will be given for all journeys.
- All children and young people should be returned to an agreed drop off point. At collection or drop off points, children should never be left on their own; make sure they are collected by an appropriate adult.
- As far as reasonably possible at least two workers should be present when transporting children as part of a CRDC role.

### **3.3.10 Outings and Events involving Children**

There are some specific considerations which need to be made for outings and events involving children:

- A risk assessment must be carried out beforehand.
- Parents will be informed in writing of all the arrangements.
- Consent forms will be obtained for the specific activities involved.
- There will be staff who have been trained in first aid.
- A record of food allergies and intolerances will kept on file.

### **Adventurous Activities**

No child will participate in adventurous activities without the written consent of the parent /carer. The activity leader will ensure that the staff engaged in such activities are properly trained and qualified and that the correct ratio of staff to children is met. At an activity centre or for an organisation whose own staff undertake such activities, if the activities come within the scope of the Adventure Activities Licensing Regulations 1996, the activity leader needs to ensure that the premises are licensed.

### **Fire Safety**

The Manager for Day Centre and Co-Ordinator for the Outreach Support Services will have fire safety procedures in place, which will include the following:

- Everyone will be warned of the danger of fire. If the overnight event is in a building, then everyone must be made aware of the fire exits. A fire drill will be practised on the first day.
- When using a building as a residential facility, ensure that the fire alarm is audible throughout the accommodation and that all signs and exits are clearly visible. The building will also need to comply with fire regulations.
- In the case of an emergency, ensure measures are in place to alert children and young people with disabilities (e.g. a child who is hard of hearing).

### **Safety**

It is the responsibility of the workers to always know the whereabouts of every child/young person participating in an event, and this may include monitoring access on and off the site. General safety rules will be applied as appropriate (e.g. no running due to the risk of injury from tripping.)

### **3.3.11 Outings and Overnight Events involving Adults at Risk**

As with outings and events for adults, there are additional considerations for a group taking adults with additional needs, such as learning difficulties or mental health needs, on outings or overnight events:

- A risk assessment must be carried out beforehand
- Planning for the trip should take into account specific medical, physical and support needs of each group member, bearing in mind that there may be people in the group who have individual care needs that will have to be met (including personal care)
- Adults at risk should be included in the planning of trips and events
- Consideration should be given to the suitability and accessibility of the venue and accommodation, travel time and mode of transport, and the affordability of the event
- Adults at risk should be given all the information about the trip beforehand so that they know where they are going, how long it will take to get there and what type of activities they will be taking part in.
- There should be a minimum of two staff with each group; the individual needs of those attending may determine the additional number of people required.

### **Personal Care**

It is not appropriate for Croydon Refugee Day Centre or Outreach Support Staff to perform personal care for adults at risk unless this is their usual task (i.e. if they have come along to help generally, but also have a caring role for a member of the group, they can provide personal care for that person).

### **Activities**

Staff should consider the mobility needs of the group when deciding on activities or events. For example, if members of the group have difficulty walking, then including a walking tour around a town may be inaccessible to some who are attending. If you have members of the group who use wheelchairs then consideration needs to be given as to whether you have sufficient staff to support those who may need pushing.

### **Safety**

It is the responsibility of the staff to always know the whereabouts of every person in the group; this may include monitoring access on and off the site.

General safety rules will be applied as appropriate, and advice sought from the event organiser / venue about the fire evacuation procedures. A copy of the event / venue risk assessment should be included with the Managers of the Day Centre and Outreach Support Services risk assessment.

### **Consent and Medical Information**

It is important to recognise that adults at risk are mostly able to give consent for their own involvement in activities, inclusion in photographs and medical treatment. However, in some situations the question of capacity may arise. The guidelines clearly state that an adult at risk should have a say in their care and any arrangements made for them, however, there may be occasions when you need to involve others in decision making. In these situations, seek advice from the DPS regarding who should be involved.

A medical consent form should be completed by each member of the group and held by the Staff. This will include any health concerns, emergency contact information and contact details for their GP. This will allow emergency medical personnel to have access to information should the need arise.

### **Holding and Dispensing of Medication**

CRDC staff should never agree to hold or dispense medication for those on an event. If someone is unable to manage their own medication, then consideration should be given as to whether their usual carer could attend with them or whether they will not be able to attend the event.

## **3.4 SAFER COMMUNITY**

### **3.4.1 Bullying**

Bullying is another form of abuse, and it can be verbal or physical. Bullying does not just happen to children, often adults can be victims too. There is no legal definition of bullying, but it is usually defined as a repeated pattern of behaviour intended to cause emotional or physical harm to another person or exert power over them. The effect of bullying on the victim can be profound, both emotionally and physically, regardless of their age, ability or status.

It is important to recognise that bullying can happen within CRDC e.g. and it is not isolated to the children and young people. Anyone in the CRDC can be a victim of bullying, just as anyone in the Day Centre or Outreach Support Services can be the bully, including those in staff groups.

Some examples of bullying that could arise in the Croydon Refugee Day Centre and within the Outreach Support Services context are:

- Being verbally or physically abusive towards another person
- Isolating or deliberately ignoring someone, or excluding them from group activities
- Spreading rumours and malicious untruths about another person in the Croydon Refugee Day Centre or involved in the Outreach Support Services

- Use of email, phone or social media to publicly challenge or undermine someone
- Name calling and personal insults
- Making false accusations
- Sending abusive messages or degrading images via phone, email or social media

Bullying will always cause a great deal of pain and harm for those on the receiving end. Many people affected by bullying, both children and adults, believe they have nowhere to turn. They are scared to speak out and often blame themselves. They can become fearful and reclusive. It is important that Croydon Refugee Day Centre and Outreach Support Services staff are able to recognise when bullying is occurring and are prepared to take action to resolve the situation.

Some signs that can indicate a person is being bullied are as follows:

- Withdrawal from group the Croydon Refugee Day Centre or Outreach Support Services activities; appearing anxious, tearful or more reticent than usual, particularly in a certain context; development of mental health difficulties, such as depression or anxiety disorders; physical injuries and drop in performance relating to any Day Centre and Outreach Support Services roles.

In order to help prevent bullying, the following procedures will be adopted within the CRDC safeguarding procedures:

- The children and young people will be involved in agreeing a code of behaviour for their groups, which makes it clear that bullying is unacceptable.
- The CRDC should state the importance of valuing and respecting each other even in disagreements and this will be practically embedded into the Managers approach to others.
- Everyone in the Day Centre and involved in the Outreach Support Services, whether children or adults, should know how they can report any incidents of bullying.
- All allegations of bullying will be treated seriously, and details will be carefully checked before action is taken.
- The bullying behaviour will be investigated, and bullying will be stopped as quickly as possible.
- An attempt will be made to help bullies change their behaviour.
- All allegations and incidents of bullying will be recorded, together with the actions that are taken.
- Where an allegation of bullying is made against the Staff or Managers of the Croydon Refugee Day Centre and its Outreach Support Services then advice will be sought from the Safeguarding Trustees or the Local Safeguarding Services as this should be addressed.
- Incidents of bullying may be reported to the statutory authorities in line with the Croydon Refugee Day Centre and Outreach Support Services as part of the safeguarding procedures.

It is important to distinguish bullying from other behaviour, such as respectfully challenging or disagreeing with someone else's beliefs or behaviours, setting reasonable expectations regarding work deadlines and activities or taking legitimate disciplinary action.

### **3.4.2 Working with Alleged or Known Offenders**

When someone attending the Croydon Refugee Day Centre and accessing the Outreach Support Services is known to have abused children or is a risk to vulnerable adults, or a serious allegation has been made against such person then the CRDC Safeguarding Team will supervise the individual concerned and offer pastoral care, in its commitment to protect vulnerable groups, and will set boundaries for that person which they shall be expected to keep. These will be set out in what is known as a 'Safeguarding Contract'.

When it is known that a person who has been convicted of abusing children, young people or adults is attending our Day Centre or Outreach Support Services, it is important that their behaviour is

properly managed and that a contract is put in place. There are also times when it will be appropriate to take such measures with a person who has faced allegations of abuse but has not been convicted.

In determining the details of the contract:

- The Lead Designated Person for Safeguarding (DPS) will inform and take advice from the Croydon Refugee Day Centre, or Outreach Support Services, or Trustee and or Croydon Safeguarding Children’s Partnership.
- There will be a discussion about who should be informed about the nature of the offence and the details of the contract.
- The rights of the offender to re-build their life without people knowing the details of their past offence should be balanced against the need to protect children, young people and adults at risk.
- The Trustees for the CRDC Safeguarding Team will always be informed.
- The DPS should determine whether the person in question is subject to supervision or if there are any is restrictions due to a registration on the Risk Sex Offender. If so, the DPS should make contact with the offender's specialist probation officer (SPO) who will inform the CRDC of any relevant information or restrictions that they should be aware of.

An open discussion will be held with the person concerned in which clear boundaries are established for their involvement with the Croydon Refugee Day Centre and Outreach Support Services. A multi-agency risk assessment will be undertaken with the relevant agencies, and then if deemed safe enough a written contract will be drawn up which identifies appropriate behaviour. The person will be required to sign the contract and it will be monitored and enforced. If the contract is broken, then sanctions will be discussed with the Manager and the Trustees for the Refugee Day Centre and Support Services in consultation with Croydon’s Local Authority Designated Officer (LADO) and the Specialist Probation Officer.

### 3.4.3 Alleged or known offenders who are themselves adults at risk

A formal contract may be quite a daunting process for someone with learning difficulties or a young person, however in all cases safeguarding measures are still required to be in place in all circumstances. Therefore, an alternative may be to arrange a meeting with the individual in question where they can be taken through the main elements of a formal contract in a way that is non-threatening and easy to understand. Minutes will be taken, and the individual would need to verbally agree to the requirements laid out in the meeting. A formal ‘contract’ should be made for the person with the Safeguarding person for the Croydon Refugee Day Centre and Outreach Support Services, Safeguarding Trustee and the Specialist Probation Officer which will need to be reviewed regularly to make sure that the individual is complying, with the contract.

## SECTION 4 - USEFUL CONTACTS

### **Local Authority Designated Officers (LADO)**

*Steve Hall and Jane Parr*

020 8726 6000

07825830328

[LADO@croydon.gov.uk](mailto:LADO@croydon.gov.uk)

### **Police**

Contact 101, or 999 in an emergency

**Adult Social Care**

08.45am—16.45 020 8726 6500

Out of hours 020 8726 6000

<https://www.croydon.gov.uk/healthsocial/adult-care/protection-from-abuse-and-harm/identify-and-report-abuse/report-abuse-online-adult-safeguarding>

Email: [referral.team2@croydon.gov.uk](mailto:referral.team2@croydon.gov.uk)

**[csab@croydon.gov.uk](mailto:csab@croydon.gov.uk)**

**Children's Social Care**

8.45am—5pm 020 8726 6400

Out of hours 020 8726 6000

<https://www.croydon.gov.uk/healthsocial/families/childproctsafe/childprotect>

[childreferrals@croydon.gov.uk](mailto:childreferrals@croydon.gov.uk)

**Safeguarding Contact**

CCPAS

0303 003 1111(9am-5pm)

[ccpas.co.uk](http://ccpas.co.uk)

## APPENDIX 1 - DEFINITIONS OF ABUSE

### Understanding, Recognising and Responding to Abuse

Abuse and neglect are forms of maltreatment of a child or adult at risk. Somebody may abuse or neglect a child or adult by inflicting harm, or by failing to act to prevent harm. Children and adults at risk may be abused in a family, or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or a child or children. There are many different ways in which people suffer abuse. The list below is, sadly, not exhaustive.

Type of abuse	Child	Adult at risk
<i>Physical</i>	Actual or likely physical injury to a child, or failure to prevent physical injury to a child.	To inflict pain, physical injury or suffering to an adult at risk.
<i>Emotional</i>	The persistent, emotional, ill treatment of a child that affects their emotional and behavioural development. It may involve conveying to the child that they are worthless and unloved, inadequate, or that they are given responsibilities beyond their years.	The use of threats, fear or power gained by another adult's position, to invalidate the person's independent wishes. Such behaviour can create very real emotional and psychological distress. All forms of abuse have an emotional component.
<i>Sexual</i>	Involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This includes non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.	Any non-consenting sexual act or behaviour.  No one should enter into a sexual relationship with someone for whom they have pastoral responsibility or hold a position of trust.
<i>Neglect</i>	Where adults fail to care for children and protect them from danger, seriously impairing health and development.	A person's wellbeing is impaired, and their care needs are not met. Neglect can be deliberate or can occur as a result of not understanding what someone's needs are.
<i>Extra Familiar Harm</i>	As well as threats to the welfare of children from within their families, children may be vulnerable to abuse or exploitation from outside their families. These extra-familial threats might arise at school and other educational establishments, from within peer groups, or more from within the wider community and/or online.  These threats can take a variety of different forms and children can be vulnerable to multiple threats, including exploitation by criminal gangs and organised crime groups such as county lines; trafficking; online abuse; teenage relationship abuse; sexual exploitation	Extremist groups make use of the internet to radicalise and recruit and to promote extremist materials. Any potential harmful effects to individuals identified as vulnerable to extremist ideologies or being drawn into terrorism should also be considered.

	and the influences of extremism leading to radicalisation.
<i>Type of Abuse</i>	<b>Additional Definitions</b>
<i>Financial</i>	The inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.
<i>Spiritual</i>	The inappropriate use of religious belief or practice; coercion and control of one individual by another in a spiritual context; the abuse of trust by someone in a position of spiritual authority (e.g. minister). The person experiences spiritual abuse as a deeply emotional personal attack.
<i>Discrimination</i>	The inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality or disability.
<i>Institutional</i>	The mistreatment or abuse of a person by a regime or individuals within an institution. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice or ill-treatment. The Refugee Day Centre and Outreach Support Services is an organisation that is not exempt from perpetrating institutional abuse.
<i>Domestic Abuse</i>	Domestic abuse is any threatening behaviour, violence or abuse between adults who are or have been in a relationship, or between family members. It can affect anybody regardless of their age, gender, sexuality or social status. Domestic abuse can be physical, sexual or psychological, and whatever form it takes, it is rarely a one-off incident. Usually there is a pattern of abusive and controlling behaviour where an abuser seeks to exert power over their family member or partner.
<i>Cyber Abuse</i>	The use of information technology (email, mobile phones, websites, social media, instant messaging, chatrooms, etc.) to repeatedly harm or harass other people in a deliberate manner.
<i>Self-harm</i>	Self-Harm is the intentional damage or injury to a person's own body. It is used as a way of coping with or expressing overwhelming emotional distress. An individual may also be neglecting themselves, which can result in harm to themselves.
<i>Mate crime</i>	'Mate crime' is when people (particularly those with learning disabilities) are befriended by members of the community, who go on to exploit and take advantage of them.
<i>Modern Slavery</i>	Modern slavery is the practice of treating people as property; it includes bonded labour, child labour, sex slavery and trafficking. It is illegal in every country of the world.
<i>Human Trafficking</i>	Human trafficking is when people are bought and sold for financial gain and/or abuse. Men, women and children can be trafficked, both within their own countries and over international borders. The traffickers will trick, coerce, lure or force these vulnerable individuals into sexual exploitation, forced labour, street crime, domestic servitude or even the sale of organs and human sacrifice.

<i>Radicalisation</i>	The radicalisation of individuals is the process by which people come to support any form of extremism and, in some cases, join terrorist groups. Some individuals are more vulnerable to the risk of being groomed into terrorism than others.
<i>Honour / Forced Marriage</i>	An honour marriage / forced marriage is when one or both of the spouses do not, or cannot, consent to the marriage. There may be physical, psychological, financial, sexual and emotional pressure exerted in order to make the marriage go ahead. The motivation may include the desire to control unwanted behaviour or sexuality.



<i>Female Genital Mutilation</i>	Female genital mutilation (FGM) comprises all procedures involving partial or total removal of the female external genitalia or other injury to the female genital organs for non-medical reasons as defined by the World Health Organisation (WHO). FGM is a cultural practice common around the world and is largely performed on girls aged between 10 and 18. Performing acts of FGM is illegal in the UK as is arranging for a child to travel abroad for FGM to be carried out.
<i>Historic Abuse</i>	Historic abuse is the term used to describe disclosures of abuse that were perpetrated in the past. Many people who have experienced abuse don't tell anyone what happened until years later, with around one third of people abused in childhood waiting until adulthood before they share their experience.

Whilst it is not possible to be prescriptive about the signs and symptoms of abuse and neglect, the following list sets out some of the indicators which might be suggestive of abuse:

- unexplained injuries on areas of the body not usually prone to such injuries
- an injury that has not been treated/received medical attention
- an injury for which the explanation seems inconsistent
- a child or adult at risk discloses behaviour that is harmful to them
- unexplained changes in behaviour or mood (e.g. becoming very quiet, withdrawn or displaying sudden bursts of temper)
- inappropriate sexual awareness in children
- Signs of neglect, such as under-nourished, untreated illnesses, inadequate care.

**It should be recognised that this is not exhaustive and the presence of one or more indicators is not in itself proof that abuse is actually taking place. It is also important to remember that there might be other reason why most of the above are occurring.**

## APPENDIX 2 – DETAILED GUIDANCE ON REPORTING REQUIREMENTS

### STAGE 1 – THE WORKER

The duty of the person who receives information or who has a concern about the welfare of a child, young person or adult at risk is to RECOGNISE the concerns, make a RECORD in writing and RESPOND by passing on their concerns to the DPS. If he/she is not contactable, or they are implicated in the situation, another member of the Refugee Day Centre and Outreach Support Services Safeguarding Team should be contacted instead.

Concerns should be passed on to the DPS within 24 hours of the concern being raised. If anyone is considered to be in imminent danger of harm, a report should be made immediately to the police by calling 999. If such a report is made without reference to the DPS, they should be informed as soon as possible afterwards.

A written record using the standard incident report form should be made as soon as possible after a child or adult at risk tells you about harmful behaviour, or an incident takes place that gives cause for concern.

#### The record should:

- Be hand-written as soon as possible after the event
- Be legible and state the facts accurately (when hand-written notes are typed up later the original hand written notes should be retained)
- Include the child or adult at risk's name, address, date of birth (or age if the date of birth is not known)
- Include the nature of the concerns/allegations/disclosure
- Include a description of any bruising or other injuries that you may have noticed
- Include an extract record of what the child or adult at risk has said, using their own words where possible.
- Include what was said by the person to whom the concerns were reported.
- Include any action taken as a result of the concerns
- Be signed and dated
- Be kept secure and confidential and made available only to the Refugee Day Centre and Support Services Safeguarding Team (including the Refugee Day Centre Trustees) representatives of any statutory authorities involved.

If concerns arise in the context of children's or adult at risk work, the worker who has the concern may in the first instance wish to talk it through with their group leader, where appropriate. However, such conversations should not delay concerns being passed on to the DPS. It should be clear that the duty remains with the worker to record and pass on their concerns to the DPS.

If an issue concerns an adult at risk who does not give permission to pass on the information to anyone else, the worker should explain that they will need to speak with the DPS, who will have greater expertise in dealing with the issue at hand.

If a concern is brought to the attention of a group leader by one of the workers, the leader should remind the worker of their duty to record and report and will also themselves have a duty to pass on the concern to the DPS.

## **STAGE 2 – THE DESIGNATED PERSON FOR SAFEGUARDING (DPS)**

The duty of the DPS on receiving a report is to REVIEW the concern that they have received and REPORT the concern on to the appropriate people, where necessary.

### **The Duty to REVIEW**

In reviewing the report that is received, the DPS:

- Should take into account their level of experience and expertise in assessing risk to children or adults at risk.
- Must take into account any other reports that have been received concerning the same individual or family.
- May speak with others in the Refugee Day Centre and Support Services where appropriate (including the Manager and Day Centre and Outreach Support Services Safeguarding Team, unless allegations involve them) who may have relevant information and knowledge that would impact on any decision being made. Such conversations should not lead to undue delay in taking any necessary action.
- May consult with other agencies to seek guidance and advice in knowing how to respond appropriately to the concerns that have been raised.

### **The Duty to REPORT**

The DPS will decide who the report should be referred on to, working in conjunction with the Refugee Day Centre Safeguarding Team where appropriate. They may:

- Refer back to the worker who made the initial report if there is little evidence that a child or adult at risk is being harmed, asking for appropriate continued observation.
- Refer the concern to others who work with the child or adult at risk in question, asking for continued observation where appropriate.
- Inform parents / carers under certain circumstances, where doing so would not present any further risk of harm.
- Make a formal referral to the Police or local Social Care. With adults at risk, confidentiality means that someone's personal business is not discussed with others, except with their permission. This is not always possible when considering passing relevant information about abuse or concerns to the statutory authorities; however, it is imperative to keep this information confidential to the relevant parties. For adults at risk, concerns will only be referred to the police or Social Care without consent where:
  - The person lacks the mental capacity to make such a choice
  - There is a risk of harm to others
  - In order to prevent a crime
- If an allegation is made against someone who works with children\* the allegation should be reported to the Local Authority Designated Officer (LADO) or equivalent. The LADO is located within Safeguarding and Quality Assurance Children's Social Care and should be alerted to all cases in which it is alleged that a person who works with children has:
  - Behaved in a way that has harmed, or may have harmed, a child
  - Possibly committed a criminal offence against children, or related to a child
  - Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.
- If an allegation is made against someone who works with adults at risk\*, it should be reported to the police or Adult Social Care.

*\*If a staff has an allegation made against them, they should step down from all Refugee Day Centre and Support Services duties until the incident has been investigated by the statutory authorities. It may also be appropriate to put a Safeguarding Contract in place; this should be discussed with the Croydon Safeguarding Partnership Contact.*

- Whenever a formal referral is made to the police, Social Care or LADO, the DPS should report the referral to:
- The Safeguarding Trustee

A record should be kept of all safeguarding incidents and should be considered in the annual review of the Refugee Day Centre's safeguarding policy. All original reports should be retained safely and securely by the DPS and a written record should be made of the actions taken.

### **STAGE 3 – THE NEXT STEPS**

Responsibilities to **REPORT** and **SUPPORT** in stage 3 of the process are shared by the Refugee Day Centre and Support Services Safeguarding Team and Trustees.

#### **The Duty to SUPPORT**

Once concerns, suspicions and disclosures of abuse have been addressed, the Refugee Day Centre and Support Services continues to have a responsibility to offer support to all those who have been affected, including:

Victims; Alleged perpetrators; Children; Adults at risk; Other family members; Refugee Day Centre and Support Services Safeguarding staff; and Safeguarding Trustees.

#### **The Duty to REPORT**

If staff from Refugee Day Centre or Outreach Support Services has been accused of causing harm to children, young people or adults at risk this would be classed as a serious incident that should be reported to the Charity Commission by those Refugee Day Centre Support Services e.g. that are registered with the Charity Commission.

If a worker has been removed from their post or would have been removed from their post because of the risk of harm that they pose to children, young people or adults at risk, there is also a statutory duty to report the incident to the Disclosure and Barring Service (DBS).

### APPENDIX 3 – SAFEGUARDING INCIDENT FORM

*This form should be completed by the Designated Person for Safeguarding*

<b>Service: Croydon Refugee Day Centre / Outreach Support Services</b>	
<b>Contact details of Croydon Refugee Day Centre / Outreach Support Services</b>	
<b>Name of Designated Person for Safeguarding (DPS)</b>	
<b>Contact details of Designated Person for Safeguarding</b>	
<b>Name of concerned person or to whom disclosure was given</b>	
<b>Contact details of concerned person or whom disclosure was given</b>	

#### INDIVIDUAL OF CONCERN - CONTACT DETAILS

Name	
Date of birth	
Address	
Phone number / Email address	

#### THE INCIDENT

What happened? (Nature of concern / disclosure made - use the person's own words if known)

When did it happen? (Date, time)

Where did it happen? (Specific location)

Who was allegedly involved and in what way? (Includes witnesses)

#### ANY ACTION THAT HAS BEEN TAKEN

Yes	No		

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Have the carers or parents / guardians been informed? (Please tick)  
 If so, when and by whom?

Yes		No	
-----	--	----	--

Have the statutory authorities been informed?  
 If so, please complete the table:

*Example:*

Authority	Police				
Name	Bobby				
Position	Child abuse officer				
Email contact	bobby@police.com				
Phone contact	077999				
Contacted by	DSP				
Date & time of contact	1.30pm 1/4/15				

Yes		No	
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Has the Local Association been informed?  
*(Please do so if the statutory authorities are involved)*  
 If so, when and by whom?  
 Any other action taken:

**FUTURE ACTION TO BE TAKEN**

What action needs to be taken?

Who is responsible for this?

**SIGNATURES**

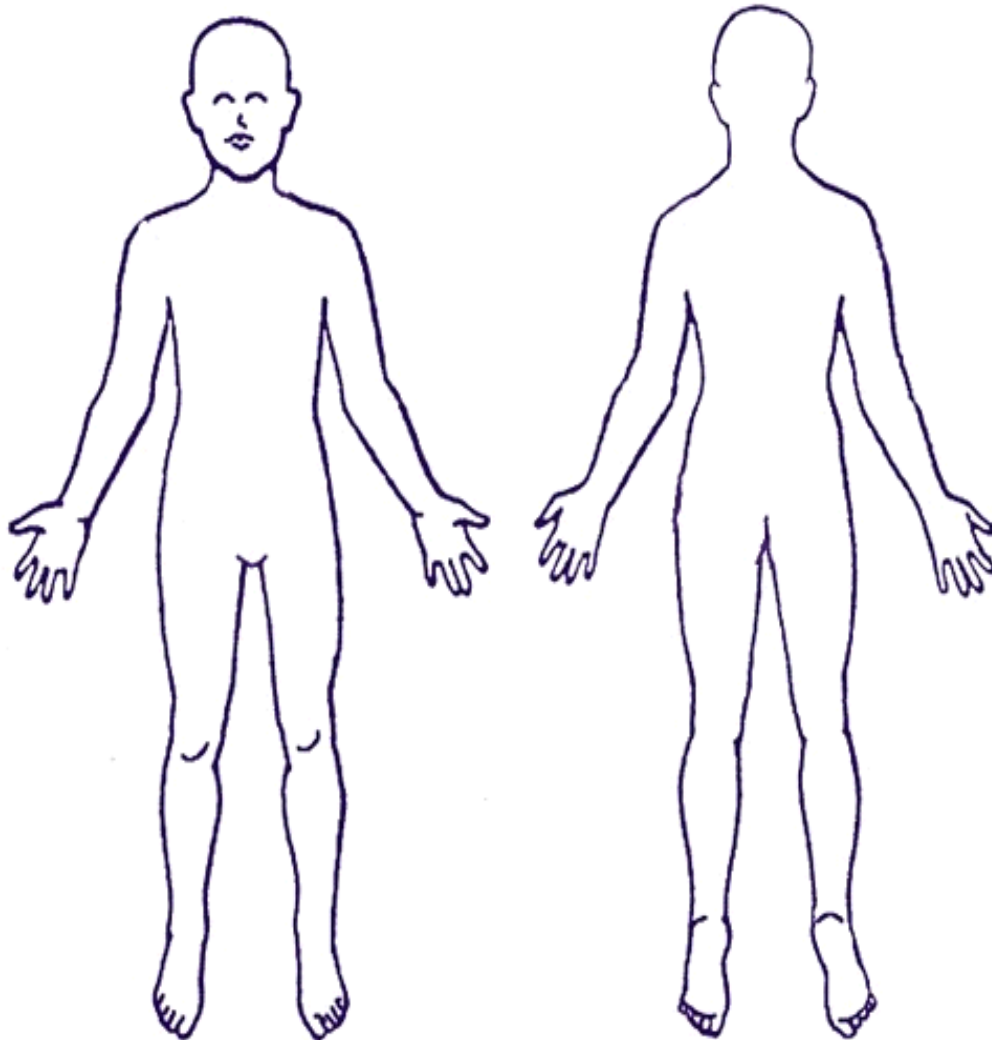
Signature of Designated Safeguarding Person		Signature of Manager of Croydon Refugee Day Centre and Outreach Support Service Safeguarding Team	
Date & time		Date & time	

## BODY MAP

Name of Individual of Concern \_\_\_\_\_

Name of person completing this form \_\_\_\_\_

These diagrams are designed for the recording of any observable bodily injuries that may appear on the person. Where bruises, burns, cuts or other injuries occur, shade and label them clearly on the diagram. **Remember it is not your job to investigate or to decide if an injury or mark is non-accidental. Listen, observe and pass on.**



Signature \_\_\_\_\_

Date and time \_\_\_\_\_

### **For more information:**

Please see <https://www.croydon.gov.uk/healthsocial/families/childproctsafe/childprotect> for more information about safeguarding applicable to the Croydon Refugee Day Centre and Support Services e.g. including a range of specialist guides and a library of free downloadable resources.

### **In an emergency:**

If you find yourself facing an emergency situation, where you believe that someone attending your Day Centre or Support Services is being harmed or is at imminent risk of harm, please ring the police on 999 or 101 and ask to speak to an officer in the child or adult protection teams. Always keep records and let your DPS know that you have made this call.