Safeguarding Policy and Procedures

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Introduction

This policy sets out Carer First's approach to Safeguarding and applies to all staff, the Board of Trustees, volunteers, sessional workers, agency staff, students and anyone working on behalf of Carers First.

This policy demonstrates how Carers First will meet its legal obligations and has been reviewed in accordance with latest guidance seen in Appendix 2.

Safeguarding means **protecting an individual's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect**. It is an integral part of providing a high-quality service to carers. Safeguarding children, young people and adults is a collective responsibility.

This policy should be read alongside the following policies and procedures:

- Whistleblowing
- Data Protection
- Disciplinary
- Code of Conduct
- Recruitment
- Lone Working
- Health and Safety
- Complaints

If the particular issue relates to dealing with safeguarding allegations about staff or volunteers, please refer to the dealing with disclosures and concerns about a child or adult procedures.

Policy Purpose

The purpose of this policy and associated procedures is to:

- Protect and promote the welfare of the children, young people and adults using or receiving services provided by Carers First
- Ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using technology such as the internet, social media or mobile devices
- Provide all employees and volunteers with a set of principles that guide our approach to safeguarding.

Principles

Carers First recognises and is committed to the following principles of safeguarding for children, young people, and adults:

- Their welfare is paramount, and we will value them, listen to them, and respect them.
- Whatever their background and culture, parental or pregnancy status, age, disability, gender, racial origin, religious belief, sexual orientation and/or gender identity, they have the right to participate in society in an environment which is safe and free from violence, fear, abuse, bullying and discrimination.

- They have the right to be protected from harm, exploitation and abuse, and to be provided with safe environments to live and play within
- Children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.
- Safeguarding is the responsibility of everyone.
- Carers First has suitable arrangements to ensure that beneficiaries are safeguarded against the risk of abuse by means of
  a) taking reasonable steps to identify the possibility of abuse, neglect or radicalisation
  b) preventing it before it occurs
  c) helping young people to be responsible in their approach to online safety
  d) responding appropriately to any allegation, suspicion or evidence of abuse, neglect or radicalisation, which may include reporting to the responsible Local Authority body
- Some children, young people and adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership, alongside their parents or carers and other agencies, is essential to the promotion of their welfare
- Embedding the Making Safeguarding Personal principles in our procedures and decision making – "no decisions about me without me" - by supporting and empowering each person to make choices and have control about how they want to live their own life.

Policy Statement

Carers First is committed to safeguarding children, young people and adults from abuse when they are engaged with services organised and provided by, or on behalf of the charity. The charity will seek to keep them safe by:

- Recognising and responding to abuse
- Responding to allegations of abuse made against a child
- Using robust safer recruitment procedures for people who work and volunteer with children and adults
- Preventing and responding to bullying
- Responding to concerns about online abuse
- Ensuring photographs and images of children are taken, stored and shared appropriately
- Whistleblowing

Safeguarding Procedures for Dealing with Disclosures & Concerns

All those who come into contact with adults and children in their everyday work have a duty to safeguard and promote the welfare of children and adults. The purpose of this is to protect and promote the welfare of children (including unborn babies), young people and adults using or receiving services provided by Carers First, and support the board, senior leadership team, trustees, employees, and volunteers, to fulfil their statutory responsibilities.

These procedures explain the roles and responsibilities of senior managers, trustees, paid staff, volunteers, sessional workers, agency staff and students at Carers First. They explain what anyone providing services on behalf of Carers First should do if they are concerned about the wellbeing of a child, young person or adult including when allegations or concerns are expressed about an employee, trustee, volunteer, or subcontracted service provider.

From time to time, Carers First may also receive a query from a carer or member of the public wishing to report a concern themselves. Carers, family and friends play a vital role in spotting and preventing neglect, abuse, or harm. If someone is hurt, or at immediate risk of harm, carers/members of the public should call the emergency services immediately (e.g. police/ambulance).

If emergency services are not required, but safeguarding advice is needed, people can call their local Council and ask for the Council's Safeguarding Team, who will be able to advise them. Carers/individuals can contact our Helpline on 0300 3031555 if they need any help.

A flowchart is provided at the end of this policy, together with guidance on the Website, advising of the above process.

Definitions of Adult & Child Safeguarding

Adult Safeguarding
This means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs when deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. (Care Act Statutory Guidance 2014, p230).

Adult at Risk
The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority are meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

Child Safeguarding
This is the action we take to promote the welfare of children aged under the age of 18 years and including unborn babies, to protect them from harm, and is everyone's responsibility. Everyone who comes into contact with children and families has a role to play. Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes (Working Together HMGov 2015).

Types of Abuse

Please see **Appendix 1.**

Roles and Responsibilities

Designated Safeguarding Lead (DSL)

- Role undertaken by Director of Services
- Leads in developing and reviewing Carers First's safeguarding policies and procedures.
- Reports to the Chief Executive (CE) and Trustee Safeguarding Leads, any safeguarding concerns involving staff, volunteers, trustees, sessional staff, or anyone delivering services on behalf of Carers First. Provides quarterly and annual reports with details of any safeguarding concerns and changes to policy and procedures.

Internal Safeguarding Board

- Ensures Carers First is compliant with safeguarding legislation
- Monitors and reviews safeguarding practice within areas through audits
- Shares best practice and disseminates learning internally and externally from Serious Case Reviews (SCRs), Domestic Homicide Reviews (DHRs), other safeguarding reviews and audits, ensuring they are acted upon effectively.
- Recommends policies and procedures for approval, relating to safeguarding practice, ensuring that they are consistent with national and local requirements.
- Ensures training provided is of an appropriate quality standard, and that staff, trustees volunteers, sessional workers and agency staff are trained to the correct level. Carers First training policy deems that Safeguarding Level 2 is mandatory for all staff and Safeguarding Level 3 is mandatory for managers.

Line Managers

- First point of contact for all staff, volunteers, sessional workers and agency staff.
- Support and assist staff and volunteers in information regarding concerns, supporting decision making in line with the Safeguarding Policy and Procedures,
- Ensure consideration for the Mental Capacity Act (MCA) (for those 16+) and Deprivation of Liberty Safeguards (DoLS) (for those aged 18+) as an integral part of relevant decision making and the safeguarding process.
- Ensure concerns are logged on Bluebox.

Senior Leadership Team (SLT)

- Ensures that there is an appointed Safeguarding lead for the organisation.
- Ensures that the safeguarding policy is reviewed and updated on annual basis.
- Ensures that annual Safeguarding Training is in place for staff/volunteers/Trustees etc.
- Ensures that Carers First has clear processes in place in line with the Legal Framework.

Trustees

Carry out governance review as necessary to ensure that:

- There is an appointed Safeguarding Lead for the organisation
- The safeguarding policy is reviewed annually, and that it is updated in accordance with legislation
- All Trustees complete the annual Safeguarding Training

- Carers First has clear processes in place in line with the Legal Framework.

It is the responsibility of everyone working and delivering services on behalf of Carers First to promote a safe environment for children, young people and adults.

It is the responsibility of everyone working and delivering services on behalf of Carers First to be familiar with and follow Carers First's policy and procedures for safeguarding the welfare of children and adults.

Everyone working and delivering services on behalf of Carers First is responsible for knowing who to go to, and how to report any concerns they may have about a child, young person or adult being harmed or at risk of being harmed.

Everyone working and delivering services on behalf of Carers First has a clear responsibility to act when they suspect or recognise that a child, young person or adult may be a victim of significant harm or abuse.

The role of anyone working and delivering services on behalf of Carers First is to inform, not to investigate or judge, that is the responsibility of investigative statutory agencies.

It should be remembered that an allegation of child abuse or neglect may lead to a criminal investigation and therefore practitioners should not do anything that may jeopardise a police investigation, such as asking leading questions or attempting to investigate the allegations of abuse.

Making Safeguarding Personal

"No Decision about me without me"

Making Safeguarding Personal means working with the individual on their own terms, rather than deciding what's best for them. The individual should always be involved from the beginning of raising the safeguarding concern and enquiry, unless there are exceptional circumstances that would increase the risk of abuse. Making Safeguarding Personal has a focus on the person, not the process.

The key principle of Making Safeguarding Personal is to support and empower each individual to make choices and have control about how they want to live their own life. This is about having conversations with people about how responses to safeguarding situations can be made in a way that enhances their involvement, choice, and control, as well as improving their quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them to identify the outcomes they want. The focus is to achieve meaningful improvements to people's lives to prevent abuse and neglect occurring in the future, including ways for them to protect themselves.

Some people may express desired outcomes or wishes that are not possible, and this provides opportunities for frank discussion to establish what the next best option is within some broader boundaries and principles that they have stated. For other people their desired outcomes may not possible, for instance, if they don't want the police involved but the person who has abused or neglected is in a position to do the same to others. Again, there will be opportunities to explain this honestly and to find ways to meet their wishes most closely.

Procedures

It is important that *staff and the wider workforce are able to follow procedures confidently and expediently should they either suspect possible abuse, or should an allegation be made to them. Staff should ensure that they read and understand these procedures, including familiarising themselves with the **step-by-step flowcharts in Appendix 2**.

*By staff/wider workforce we mean Carers First staff, trustees, volunteers, sessional workers and agency staff or students)

Concerns About a Child, Young Person or Adult

(e.g., someone discloses abuse, neglect, or you suspect harm – whether raised by them, the person cared for, or someone else)

Immediate Actions:

- Stay calm and involve a witness if possible.
- If there is immediate danger, call emergency services.
- Notify your Line Manager and relevant senior staff.

Responding to Disclosure:

- Listen carefully and allow them to speak freely.
- Use open questions only for clarification.
- Reassure them and explain confidentiality limits.
- Tell them what will happen next and who will be informed.

Reporting & Recording:

- Inform your Line Manager within **4 hours**.
- Record the concern on the safeguarding plug-in within **24 hours**.
- If appropriate, refer to social care services within **24 hours**.
- If high risk, Line Manager must inform the Designated Safeguarding Lead (DSL) within **1 working day**.
- Provide support or referrals as needed.
- Close safeguarding plug-in once risk of harm eliminated.

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2. Concerns About a Child, Young Person or Adult where an allegation has been made against a member of staff or the wider workforce

Immediate Actions:

- Stay calm and involve a witness if possible.
- If there's immediate danger, call emergency services.
- Notify your Line Manager and relevant senior staff.

Responding to Disclosure:

- Follow the same approach as above: listen, clarify, reassure, explain confidentiality, and outline next steps.

Reporting & Escalation:

- Inform your Line Manager within **2 hours**.
- Line Manager must inform the DSL (Director of Services) within **4 hours**.
- DSL informs HR immediately. If unavailable, another Director must do so.
- DSL informs Trustee Safeguarding Leads and Chief Executive (CE) within **8 hours**.

Further Actions:

- HR/DSL advise on next steps and recording.
- Formal allegations may trigger disciplinary procedures or CE-led action in the case of agency staff or students.
- CE informs the Charity Commission of serious incidents within **24 hours**.
- If personal life safeguarding concerns arise relating to a member of staff or the wider workforce, this will be dealt with sensitively by the relevant manager, with a risk assessment completed with the DSL and HR where required.

Appendix 1 – Types of Abuse

As an organisation that has day-to-day contact with children, young people and adults, Carers First recognises that it has a duty of care to them, and protection from abuse is an important aspect of that duty of care.

Abuse of a person may consist of a single act or repeated acts over time. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be physical, psychological, or an act of neglect, or occur where a person is persuaded to enter into a financial or sexual transaction to which they have not, or cannot, give consent. Abuse can occur in any relationship and may result in harm to, or exploitation of, the individual.

Even for those experienced in working with child or adult abuse it is not always easy to recognise a situation where abuse may occur or already has taken place. Whilst it is accepted that staff are not experts at such recognition, all staff have a duty to act if they have any concerns and should always discuss their concerns with their line manager or safeguarding officer.

Remember: You may be the first person that a child, young person or adult has trusted, and it has probably taken a great deal of courage to tell you that something is wrong.

Types of Abuse as Defined by Care Act Guidance (2014)

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery – encompassing slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender identity, age, disability, sexual orientation or religion.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Neglect (specific to a child) - the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. (Working Together 2015)

Self-neglect – this covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Domestic Abuse is 'Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality'. This can encompass but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is:a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim. *

*This definition includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group. (Home Office 2013).

Honour Based Violence is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community.

This definition is supported by further explanatory text:
"Honour Based Violence" is a fundamental abuse of Human Rights. There is no honour in the commission of murder, rape, kidnap and the many other acts, behaviour and conduct which make up "violence in the name of so-called honour".

It is a collection of practices, which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative has shamed the family and / or community by breaking their honour code.

Women are predominantly (but not exclusively) the victims of 'so called honour-based violence', which is used to assert male power in order to control female autonomy and sexuality. Honour Based Violence can be distinguished from other forms of violence, as it is often committed with some degree of approval and/or collusion from family and/or community members (ACPO & CPS, 2013).

Forced Marriage is a marriage conducted without the valid consent of one or both parties where duress is a factor. Forced marriage is a violation of human rights and is contrary to UK law (HM Government, 2000).

A forced marriage is a marriage in which one or both spouses do not (or in the case of some adults with learning or physical disabilities, cannot) consent to the marriage and duress is involved. Duress can include physical, psychological, financial, sexual and emotional pressure. (HM Government 2008).

Female Genital Mutilation (FGM) comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons. It has no health benefits and harms girls and women in many ways. It involves removing and damaging healthy and normal female genital tissue and hence interferes with the natural function of girls' and women's bodies. The practice causes severe pain and has several immediate and long-term health consequences, including difficulties in childbirth also causing dangers to the child (HM Government 2014).

Stalking is a pattern of unwanted, fixated, and obsessive behaviour which is intrusive and causes fear of violence or serious alarm or distress (Paladin 2018).

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism (HM Government, 2011).

Prevent - the Government's countering terrorism strategy is known as CONTEST (2018). Prevent is part of CONTEST. The purpose of Prevent is at its heart to safeguard and support people to stop them from becoming terrorists or supporting terrorism. Prevent work also extends to supporting the rehabilitation and disengagement of those already involved in terrorism. Prevent works in a similar way to programmes designed to safeguard people from gangs, drug abuse, and physical and sexual abuse. Success means an enhanced response to tackle the causes of radicalisation, in communities and online; continued effective support to those who are vulnerable to radicalisation; and disengagement from terrorist activities by those already engaged in or supporters of terrorism.

Prevent objectives

- Tackle the causes of radicalisation and respond to the ideological challenge of terrorism.
- Safeguard and support those most at risk of radicalisation through early intervention, identifying them and offering support.
- Enable those who have already engaged in terrorism to disengage and rehabilitate.

Safeguarding Children and Young People from Sexual Exploitation

Child sexual exploitation through prostitution is a form of abuse by which a child or young person is coerced or manipulated to engage in sexual activities either in return for something or for the profit of others. This is seriously harmful to children both emotionally and physically.

Children and young people do not become involved voluntarily; they are forced or tempted into the situation by abusive adults or peers who present themselves as their 'friend' or 'boyfriend/girlfriend'.

Children and young people find it very hard to understand or accept that they are being abused through sexual exploitation and this increases their risk of being exposed to violent assault and life-threatening events by those who abuse them.

Risk Factors include:

- Sexually transmitted diseases
- Being bullied and/or vulnerable to bullying
- Unstable family relationships/violence and abuse/conflict with parents/carers
- Being looked after by the care system
- Truanting/being excluded from school
- Drugs and alcohol issues
- Staying out late
- Abduction
- Depression and self-harm
- Becoming involved with controlling and risky boyfriends/adults

If you have a concern about a child that is being sexually exploited, it is important to **report it to the necessary authorities**.

If you are worried that a child or young person is in danger of serious harm from sexual exploitation or any other form of abuse, call the police immediately on 999.

Safeguarding Children and Young People from Child Criminal Exploitation

Being part of a gang will put children more at risk of:

- Being involved in or committing a crime
- Dealing or taking drugs
- Being involved in other illegal activities such as fighting, dog fighting or gambling
- Being put in prison or in a young offender's institution

Unusual behaviours in children which could indicate gang exploitation:

- Stopping or dropping out of hobbies or clubs they're involved in
- School reports dramatically changing
- Not doing as they're told, for example, staying out later than scheduled
- Not telling anyone where they are going, who they are with and what they are doing
- Sudden extra money, new gadgets, clothes or trainers and other unexplained amenities
- New habits, for example, smoking, drinking, dealing or taking drugs, taking an interest in illegal activities
- Adopting change of name or new nickname

They will also be more at risk of becoming a victim of violence, which may lead to serious injury or even death. A child or teenager may be scared or unhappy to discuss their activities. It is vital that they know you are available to listen and to support them.

- Listen
- Try and understand their situation
- Ask if they need any help
- Agree what happens next
- Use Carers First's reporting processes/seek the necessary advice from your Line Manager
- Involve parents (if you feel it is helpful or necessary)

- And if further help is required, do seek support.

What is child trafficking and advice if you're concerned a child has been trafficked

Child trafficking involves the exploitation of children and young people through force, threats and deception. Signs and indicators could include children:

- Having no access to their parents or guardians
- Looking intimidated and behaving in a way that does not correspond with behaviour typical of children their age
- Having no friends of their own age outside school or work
- Having no access to education
- Having no time for playing
- Living apart from other children and in substandard accommodations
- Eating apart from other members of the 'family'
- Being given only leftovers to eat
- Being engaged in work that is not suitable for children
- Travelling unaccompanied by adults
- Travelling in groups with person who are not relatives

For professionals: If you think a child may have been trafficked – **call the NSPCC Child Trafficking Advice Centre (CTAC) on 0808 800 5000.**

Child Radicalisation

The NSPCC defines radicalisation as; the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm.' Grooming online or in person is a classic technique used by abusers to exploit young people. Spotting the signs of such abuse has never been more important if we are to help protect children from radicalisation, sexual exploitation, gang related activity or other hate crimes.

The consequences can be devasting for them and others, leading to isolation, depression, drugs, self-harm and worse. Young people must be equipped with a resilience and confidence in understanding and judging the risks associated with growing up, whilst ensuring adults are able to identify tell-tale signs of exploitation so they can be rapidly addressed. It can be challenging to protect children from being exposed to extreme views. Children are exposed to news in many ways, including reports of terrorist attacks when they occur and can be at risk of exposure to extreme views through social media.

When talking with a child, it can be agreed such attacks are frightening and sad and that you cannot stop them happening. Avoid complicated, worrying explanations, as they won't be able to process the information and it could leave them more frightened and confused.
It is also important to address victimisation following the terrorist attacks.

- **Some children will feel targeted because of their faith**
  It is important to look for signs of bullying and make sure that they know they can talk with you about it. Often, they will feel scared or embarrassed talking about it, so reassure them it is not their fault that this is happening and that you will help the bullying stop. Alert the child's school so that they can be made aware of the issue.

- **Offensive or unkind comments about a child's faith or background in response to the terror attacks**

If you think this is happening, it is important to intervene. Calmly explain that comments like this are not acceptable. A child should also understand that someone's beliefs do not make them a terrorist. Explain that most people are scared and hurt by the attacks, as any child would be. You could ask them how they think the other child felt or ask them how they felt when someone said something unkind to them. Explain what you will do next, such as telling the child's school, and what you expect them to do.

The NSPCC describes potential indicators of radicalisation as follows;

- Spending increasing amounts of time talking to people with extreme views (this includes online and offline communication)
- Changing their style of dress or personal appearance
- Losing interest in friends and activities that are not associated with the extremist ideology, group or cause
- Having material or symbols associated with an extreme cause
- Trying to recruit others to join the cause

If you think a child or young person is being radicalised, and there is an immediate risk of harm, call 999 straight away. If it isn't an emergency, follow Carers Firsts' usual procedures for when a child or young person may be at risk of harm, discussing this with your Line Manager (who will inform the relevant Operations/Service Manager/Designated Safeguarding Lead as per process and will advise you accordingly).

Missing Persons

It is important for professionals dealing with missing children to have full appreciation of the risks and vulnerabilities that apply to those children. Where there is evidence or intelligence that a child has gone missing to be trafficked or following grooming for exploitation, the investigation to find the child must be treated as high risk. These children are extremely vulnerable and immediate effective steps must be taken to find them and take them to a safe place. The police will need to assign the correct level of resourcing, including the deployment of officers with the right levels of skills and experience. The fact that a child came into care following being trafficked or groomed is itself compelling evidence that they are missing to be exploited again.

E-Safety

As Carers First works with children and families as part of its activities we must:

- Ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- Provide staff and volunteers with guidance around our approach to online safety
- Ensure that Carers First operates in line with our values and within the law, in terms of how we use online devices.

In order to achieve the above, Carers First will provide clear directions to staff and volunteers on how to behave online, and will:

- Support and encourage young people to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- Support and encourage parents and carers to do what they can to keep their children safe online

- Have robust procedures to enable us to respond appropriately to any incidents
- Review and update the security of our information systems regularly
- Examine and risk assess any social media platforms and new technologies before they are used within the organisation.

If online abuse occurs, we will respond to it by:

- Having robust safeguarding procedures in place for responding to abuse (including online abuse)
- Providing support and training for staff and volunteers on dealing with all forms of abuse including bullying or cyberbullying, emotional abuse, sexting, sexual abuse, and sexual exploitation
- Ensuring our response takes the needs of the person experiencing abuse, any bystanders, and our organisation as a whole into account.
- Reviewing the plan developed at regular intervals in order to ensure any problems are resolved in the long term.

Appendix 2 - Useful Information

DOCUMENTS

- https://elearning.rcgp.org.uk/mod/book/view.php?id=12530
  https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees
- https://learning.nspcc.org.uk/child-protection-system/multi-agency-working-child-protection
- https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse
- https://learning.nspcc.org.uk/child-abuse-and-neglect/bullying
- https://www.gov.uk/government/publications/keeping-children-safe-in-education--2
- https://www.gov.uk/government/publications/working-together-to-safeguard-children--2
- https://www.gov.uk/government/publications/education-inspection-framework

LINKS

Section 42 of the Care Act 2014 and related guidance:
https://www.legislation.gov.uk/ukpga/2014/23/section/42/enacted

Safeguarding Vulnerable Adults Act 2006
https://www.legislation.gov.uk/ukpga/2006/47/contents

Public Interest Disclosure Act 1998
https://www.legislation.gov.uk/ukpga/1998/23/contents

Data Protection Act 2018
https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted

Human Rights Act 1998
https://www.legislation.gov.uk/ukpga/1998/42/contents

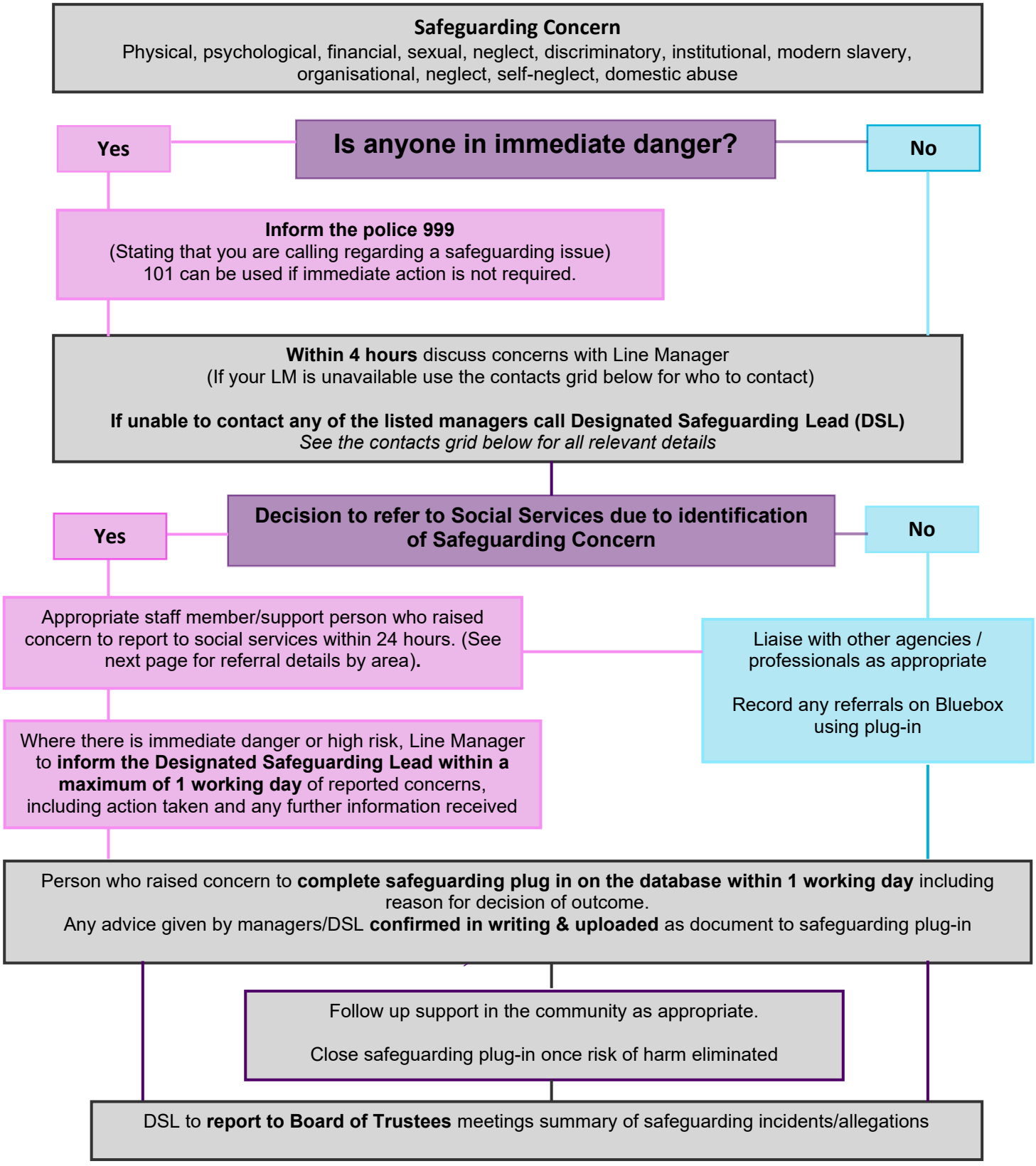
Equality Act 2010
https://www.legislation.gov.uk/ukpga/2010/15/contents

Care Act 2014
https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted

Counter-Terrorism and Security Act
https://www.gov.uk/government/collections/counter-terrorism-and-security-bill

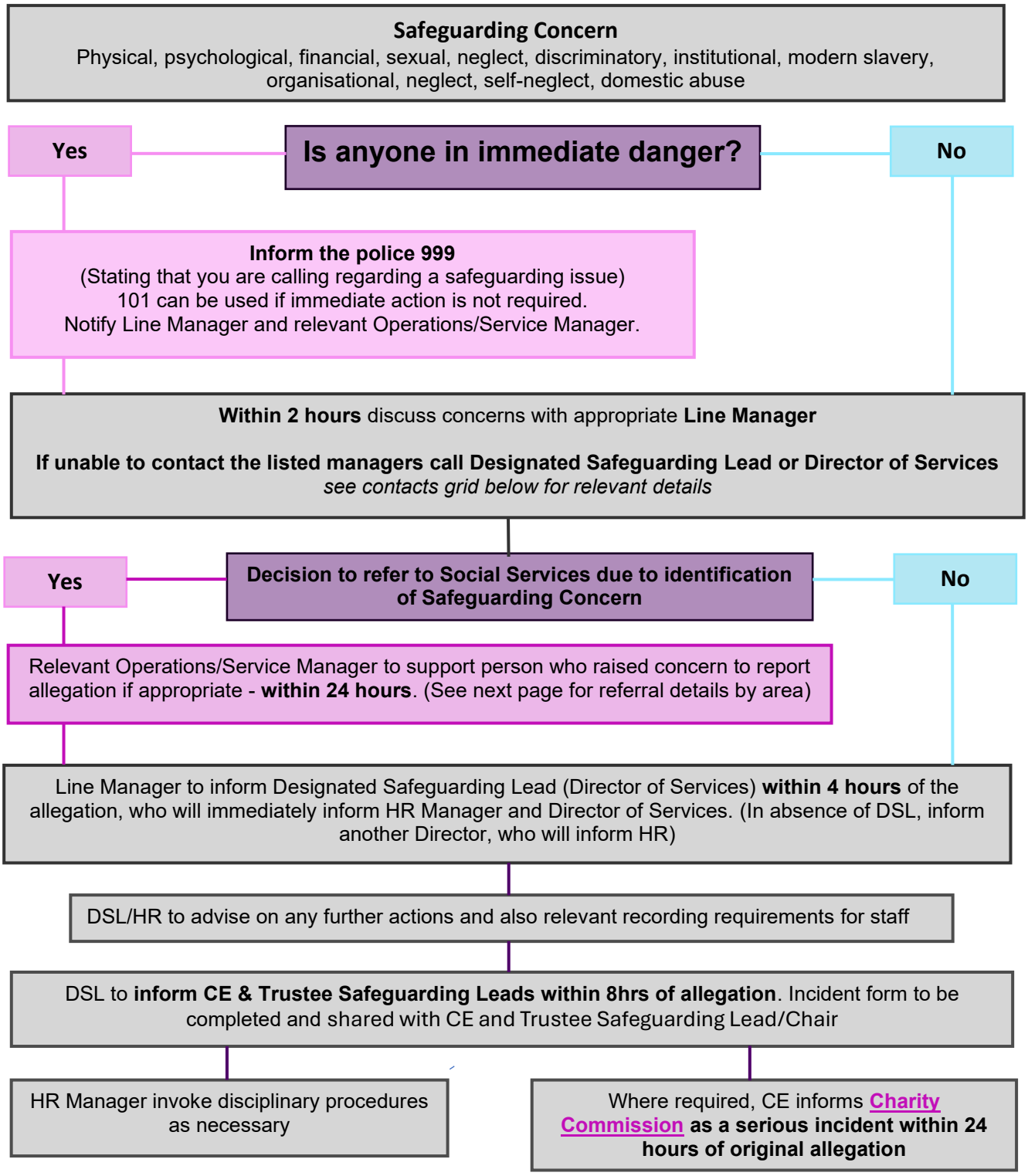
The Children/Vulnerable Young People Acts 1989 and 2004 and related guidance
https://www.legislation.gov.uk/ukpga/2004/31/contents

Staff Flowchart: Concerns About a Child, Young Person or Adult



Staff Flowchart: Allegations against a member of *staff / wider workforce

Regarding Concerns about a Child, Young Person or Adult. (By *staff/wider workforce we mean Carers First staff, trustees, volunteers, sessional workers and agency staff or students)



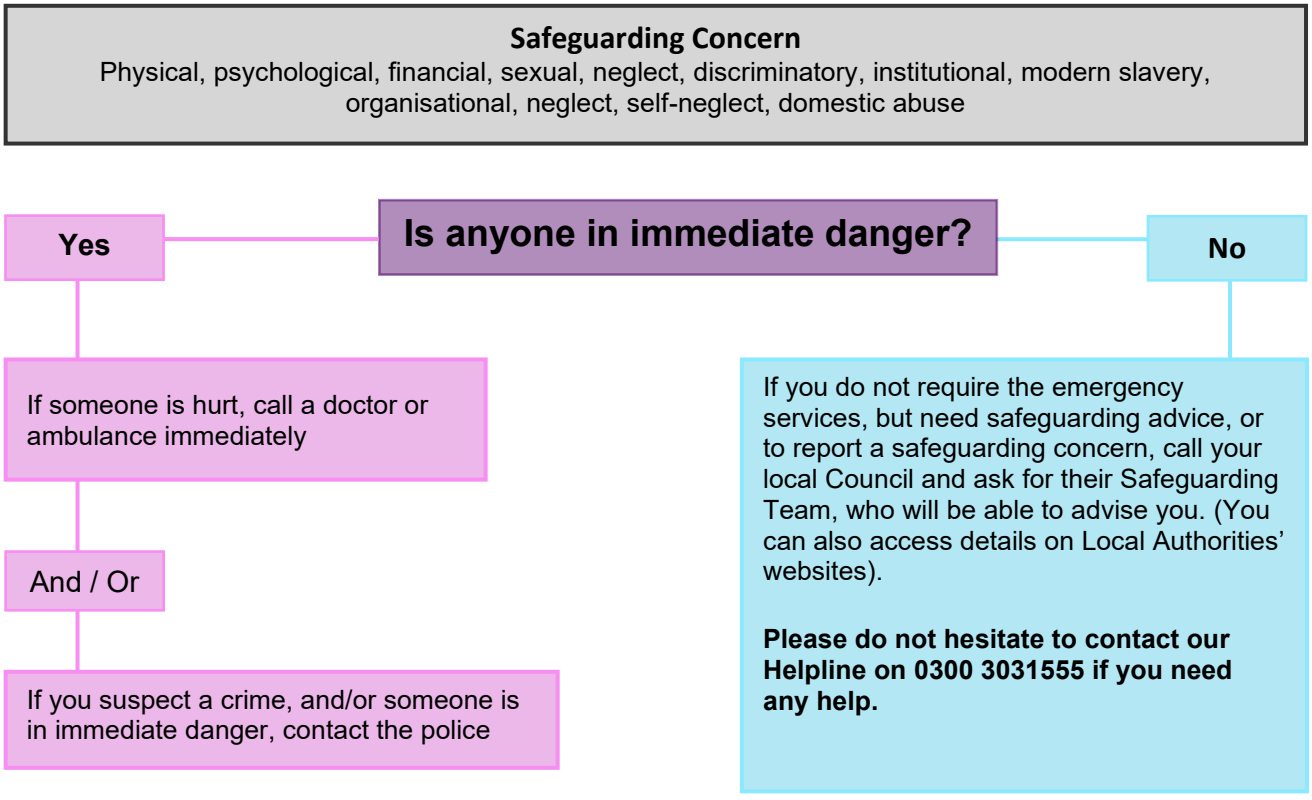
Safeguarding Flowchart: For carers and members of the public wishing to raise a concern

Safeguarding means **protecting an individual's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect**.

The term 'safeguarding is everyone's responsibility' is a core principle embedded in safeguarding guidance and legislation, and in everything we do at Carers First. We are working closely with partners to safeguard vulnerable people—because no one should ever have to live in fear or face abuse.

Carers, family and friends play a vital role in spotting and preventing neglect, abuse, or harm:

What can you do?



SAFEGUARDING REFERRAL PATHWAYS

Essex Adults

Essex: 0345 603 7630, socialcaredirect@essex.gov.uk; Southend: 01702 215008;
Thurrock: 01375 511000
Out of hours: 0345 606 1212.

For guidance and forms (SETSAF, DASH)
https://www.essex.gov.uk/adult-social-care-and-health/report-concern-about-adult

Essex Children

0345 603 7627
Out of hours: 0345 606 1212; email: Emergency.DutyTeamOutOfHours@essex.gov.uk

If the child is at immediate risk of significant harm, then call the Children and Families Hub on 0345 603 7627 and ask for the 'Priority Line'.

For guidance & forms:
https://www.essex.gov.uk/report-a-concern-about-a-child

https://www.essexeffectivesupport.org.uk/s4s/FormDetails/FillForm?formId=1

The Children and Families Hub continue to offer a consultation line for professionals providing advice and guidance. This can be accessed by calling 0345 603 7627 and asking for the 'Consultation Line'.

Southend Adults

01702 215008
Southend Adult Social Care Portal

Southend Children

01702 215007 and 0345 606 1212 outside of work hours. ;
Welcome to the Southend Children's Services Portal

Medway Adults

01634 33 44 66
Out of Hours: 03000 41 91 91

For guidance & forms:
https://www.medway.gov.uk/info/200169/adult_social_care/429/adult_abuse_and_safeguarding/2

https://www.medway.gov.uk/downloads/file/1071/saf_form_oct-14_v3

Medway Children

01634 33 44 66
Out of Hours 03000 41 91 91

Guidance and referral form:
https://www.medway.gov.uk/info/200170/children_and_families/600/concerned_about_a_child_safeguarding_and_early_help

https://www.medway.gov.uk/info/200170/children_and_families/600/concerned_about_a_child_safeguarding_and_early_help/3

Kent Adults

There are 3 ways report a concern:
Email: social.services@kent.gov.uk
Telephone: 03000 41 61 61 or out of hours: 03000 41 91 91
Online: Online Report

Kent Children

There are 3 ways report a concern:
Email: socialservices@kent.gov.uk

03000 41 11 11 ; socialservices@kent.gov.uk
Out of hours 03000 41 91 91

Guidance and Single Request for Support Form:
https://www.kscmp.org.uk/guidance/worried-about-a-child

Waltham Forest Adults

Waltham Forest Direct: 020 8496 3000 (all hours) or WFDLiaison@walthamforest.gov.uk

Complete the online referral form found on:
https://portal.walthamforest.gov.uk/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-ed2335f7-158d-4299-b273-8f5e86538222/AF-Stage-6d11e6c3-1671-47cd-9c4d-3f4c9de9a56f/definition.json&process=1&process_uri=sandbox-processes://AF-Process-ed2335f7-158d-4299-b273-8f5e86538222&process_id=AF-Process-ed2335f7-158d-4299-b273-8f5e86538222

Guidance and downloadable form:
https://www.walthamforest.gov.uk/node/7945

Waltham Forest Children

020 8496 2310 (MASH); MASHrequests@walthamforest.gov.uk
Out of hours 020 8496 3000

For guidance:
https://www.walthamforest.gov.uk/content/guide-threshold-and-practice-information-professionals

For advice and guidance about concerns and allegations against adults working or volunteering with children, contact the Waltham Forest Local Authority Designated Officer (LADO):

Telephone: 0208 496 3646 or email: LADO@walthamforest.gov.uk

Haringey Adults

020 8489 1400 : email firstresponseteam@haringey.gov.uk

Download and complete the referral form found on:
https://www.haringey.gov.uk/social-care-and-health/safeguarding-adults

Haringey Children

020 8489 4470 (MASH); out of hours: 020 8489 0000
mashreferral@haringey.gov.uk

Download and complete the referral form found on:
https://www.haringey.gov.uk/children-and-families/childrens-social-care/child-protection

Allegations Against Staff use referral form for the LADO:
Email: LADO@haringey.gov.uk Tel. 020 8489 2968
Alternative numbers:
020 8489 1031/ 5432/ 3205

Merton Adults

- **First Response Team**
  Phone: 020 8545 4388 (9am to 1.30 pm, excluding bank holidays)
- **Crisis Line**
  Phone: 07903 235 382 (1.30pm to 5pm Monday to Friday)
- **Emergency Duty Team** (Out of Hours – after 5pm and bank holidays)
  Phone: 020 8770 5000 or 0345 6189762

Merton Children

Requests should be made by completing the Children and Family Hub Request for Service form and emailing to candfhub@merton.gov.uk
Tel: **020 8545 4226** or **020 8545 4227** (out of hours: 020 8770 5000)

Croydon Adults

Croydon Safeguarding Adults:

020 8726 6500

Report abuse of an adult | Croydon Council

Requests should be made completing this form - Safeguarding referral

Croydon Children

Click into the link below to make an online referral:
https://www.croydon.gov.uk/children-young-people-and-families/child-protection-and-safeguarding/report-concern-about-child

or by phone: Call 0208 255 2888 (Monday to Friday, 9am to 5pm)

Lincolnshire Adults and Children

In Lincolnshire, there are separate referral pathways for you to call for adults or children safeguarding referrals. Report a Safeguarding Concern in Lincolnshire.

There is also the option to do an online referral form which is recommended Make an online safeguarding referral - Lincolnshire, you can access a copy of the referral form to assist with collating information adult-safeguarding-concern-form-word-version.docx (live.com)

If a call is made to Adult Social Care, they will need to complete a safeguarding on Mosaic, it would be useful to have the following information to help with this: adult-safeguarding-concern-form-word-version.docx (live.com)

There is a flow chart which shows how concerns are handled after they have been raised.

adult-safeguarding-process-map.pdf (trixonline.co.uk)

In addition to the above, there is also the option to complete a word document in Lincs General Teams channel Adult Safeguarding Concern Form June 2023.docx