

# Safeguarding Children and Young People Policy and Procedures



## Associated policies and procedures – Teams Staff Policy and Procedure Library

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| Complaints Policy and Procedure   |
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| Unacceptable Behaviour by Service Users and Third Parties Policy                  |
| Whistleblowing (Public Interest Disclosure) Policy                                |

### The Trustee Safeguarding Lead for Cambridge House is:

Name: Amy Fraser - Trustee and Company Director  
Tel: 07921 170 435  
Email: [amygfraser@gmail.com](mailto:amygfraser@gmail.com)

### The Leadership Team Safeguarding Lead for Cambridge House is:

Name: Karin Woodley - Chief Executive  
Tel: 07971 116 424  
Email: [kwoodley@ch1889.org](mailto:kwoodley@ch1889.org)

### The Children and Young People<sup>1</sup> Safeguarding Lead for Cambridge House is:

Name: Rachel Zipfel - Education and Inclusion Services Head of Service  
Tel: 07960 542 304  
Email: [rzipfel@ch1889.org](mailto:rzipfel@ch1889.org)

### The Adult Safeguarding Lead for Cambridge House is:

Name: Max Puzey - Advocacy Services Head of Service  
Tel: 07960294474  
Email: [mpuzey@ch1889.org](mailto:mpuzey@ch1889.org)

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<sup>1</sup> Children and Young People includes people under the age of 18 years

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## Section A: Statement of Intent

Cambridge House believes that it is unacceptable for any service user or member of the Cambridge House team (trustees, staff, interns, volunteers and trainees) to encounter and experience abuse or harm of any sort.

We recognise that it is our duty to prevent harm and take effective and timely action when abuse or harm is suspected or disclosed. Safeguarding children and young people is of paramount importance and it is the duty of all members of the Cambridge House team working with, or in contact with service users.

This Policy aims to provide a safe environment for all Cambridge House's service users and team members, to ensure that all who are connected with our services have the most up to date knowledge to inform any decisions made in respect of someone who may be suffering from, or at risk of harm or abuse.

We will safeguard service users by ensuring we:

- Have robust processes in place for safeguarding
- Commission services from providers in the field who have robust safeguarding policies
- Recruit team members safely
- Adopt and promote national guidelines
- Share information with those who need to know and service users by valuing them, listening and respecting them.

The policy sets out the steps that Cambridge House takes / will take to safeguard service users who are at risk of harm or neglect and the responsibilities of all the Cambridge House team in the recognising, reporting and investigating of suspected abuse or neglect.

The best defence against harm is the strength of values incorporated in our service delivery environments. Cambridge House believes that all service users and team members are entitled to be treated with dignity, courtesy and respect. Please refer to our [Service Charter](#).

To do this service users must have the ability to protect themselves, make their views known and be listened to and action taken accordingly. Cambridge House will ensure all service users have the opportunity to talk to team members about the service they are receiving.

This Policy has been written in accordance with relevant legislation established in the UN Convention on the Rights of the Child (1989), the Sexual Offences Act 2003, the Children Act (1989), the Children Act 2004, the HM Government guidance document: Working Together to Safeguard Children (updated 2018), the Prevent duty 2011, Safeguarding Vulnerable Groups Act 2006.

## Section B: Sources and Types of Harm and Abuse

Safeguarding includes but is about much more than 'child and young person protection'. We have a responsibility to act in order to protect children and young people at risk from various potential sources and types of harm such as:

- Physical, sexual, psychological, emotional, financial or material abuse
- Neglect or acts of omission
- Bullying, including online bullying and prejudice-based bullying
- Discrimination, racism, disability and homophobic or transphobic abuse
- Gender-based violence/violence against women and girls
- Peer on peer abuse, such as sexual violence and harassment
- Radicalisation and/or extremist behaviour
- Child sexual exploitation and trafficking
- Child criminal exploitation, including county lines
- Risks linked to using technology and social media, including online bullying; the risks of being groomed online for exploitation or radicalisation; and risks of accessing and generating inappropriate content, for example 'sexting'
- Teenage relationship abuse
- Substance misuse
- Domestic abuse
- So-called 'honour-based violence' including female genital mutilation, forced marriage, breast ironing / flattening
- Fabricated or induced illness
- Poor parenting
- Homelessness
- Modern slavery
- Mate hate, exploitation, abuse or theft from a person considered a 'friend'
- Issues that may be specific to a local area or population, for example gang activity and youth violence
- Self-harm
- Other issues not listed here but that pose a risk to children and young people at risk

# Section C: Safeguarding Children and Young People

## Introduction

Everybody should have the right to a life free of abuse, regardless of age, gender, ethnic origin, religion, cultural background, sexuality, impairment or disability. Cambridge House works to support this by recognising our duty as a service provider in relation to children and young people and intervene to safeguard their welfare.

Cambridge House believes that it is unacceptable for children and young people to experience abuse of any kind. Cambridge House does not work in isolation and is committed to engaging with Local Authority multi agency structures and procedures set out in response to the Department for Education's Publication ['Working Together to Safeguard Children'](#) (July 2018), the Children Act (1989 and 2004), and the Children and Social Work Act 2017.

The purpose and aim of this Policy is to:

- Provide protection for children and young people that access Cambridge House and its services
- Provide all members of the Cambridge House team with guidance on the procedures they should adopt in the event that they suspect that a child or young person is at risk or has experienced some form of abuse.

All members of the Cambridge House team should be aware of the local authority Safeguarding Children's Partnership procedures in which they work as they aim to assist staff within all agencies to promote prevention and have good robust procedures.

We want parents and carers who use or attend our organisation to be supported to care for their children in a way that promotes their child's health and well-being and keeps them safe.

We will achieve this by having an effective child safeguarding procedure and following National and Local guidance (['What To Do If You're Worried A Child Is Being Abused'](#) and with reference to the ['London Child Protection Procedures and Guidance'](#).)

If we discover or suspect a child is suffering harm, we will notify social services or the police in order that they can be protected if necessary.

This Policy applies to all members of the Cambridge House team, service users and anyone carrying out any work for us or using our premises.

We will review this Policy annually to make sure they are still relevant and effective.

## Charity Commission guidance

Protecting people and safeguarding responsibilities should be a governance priority for all charities. It is a fundamental part of operating as a charity for the public benefit.

The Charity Commission will hold trustees to account if things go wrong and will check that trustees followed the Commission's guidance and the law. Trustees are expected to:

- Take responsibility for putting things right.
- Promote a fair, open and positive culture and ensure all involved feel able to report concerns, confident that they will be heard and responded to.
- Make sure their charity:
  - has appropriate policies and procedures in place, which are followed by all trustees, staff volunteers, service users and service delivery partners
  - checks that people are suitable to act in their roles
  - knows how to spot and handle concerns in a full and open manner

- has a clear system of referring or reporting to relevant organisations as soon as concerns are suspected or identified
- sets out risks and how they will be managed in a risk register which is regularly reviewed
- follows statutory guidance, good practice guidance and legislation relevant to their charity: this guidance links to the main sources of information
- is quick to respond to concerns and carry out appropriate investigations
- does not ignore harm or downplay failures
- has a balanced trustee board and does not let one trustee dominate its work – trustees should work together
- makes sure protecting people from harm is central to its culture
- has enough resources, including trained staff/volunteers/trustees for safeguarding and protecting people
- conducts periodic reviews of safeguarding policies, procedures and practice

The Charity Commission's full guidance can be found at: <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees>



## Designated Safeguarding Officers

Cambridge House must have a:

- Dedicated trustee responsible for ensuring that those benefiting from, or working with, Cambridge House are not harmed in any way through contact with it
- A Leadership Safeguarding Lead with overall responsibility for safeguarding and to be the Safeguarding Lead in the case of any allegation being made specifically against another safeguarding officer
- A Safeguarding Lead for Children and Young People to provide specialist support

### The Trustee Safeguarding Lead for Cambridge House is:

**Name:** Amy Fraser - Trustee and Company Director  
**Tel:** 07921 170 435  
**Email:** [amygfraser@gmail.com](mailto:amygfraser@gmail.com)

### The Leadership Team Safeguarding Lead for Cambridge House is:

**Name:** Karin Woodley - Chief Executive  
**Tel:** 07971 116 424  
**Email:** [kwoodley@ch1889.org](mailto:kwoodley@ch1889.org)

### The Children and Young People<sup>2</sup> Safeguarding Lead for Cambridge House is:

**Name:** Rachel Zipfel - Education and Inclusion Services Head of Service  
**Tel:** 07960 542 304  
**Email:** [rzipfel@ch1889.org](mailto:rzipfel@ch1889.org)

<sup>2</sup> Children and Young People includes people under the age of 18 years

Designated persons should ideally be individuals with some knowledge or expertise in the field of children's safeguarding and/or childcare. If the organisation does not have individuals who already have this knowledge, they will be given specialist training as quickly as possible to undertake the role.

Because of their key role in keeping children safe, enhanced level DBS checks will be undertaken and 2 references taken up. Their role is to:

- Ensure the organisation's child protection policy and procedures are followed.
- Ensure they know how to contact social services and police staff responsible for dealing with child protection concerns both during and after office hours.
- Report any concerns to social services or the police. (N.B. Urgent concerns should be reported immediately by those aware of them even if the designated person is not available.)
- Act as a source of advice on all child protection matters and seek further advice and guidance from local statutory agencies as needed.
- Ensure that a record is kept of any concerns about a child or young person and of any conversation or referrals to statutory agencies.

## Definitions of Safeguarding

Safeguarding children is defined in 'Working together to safeguard children' as:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

All Cambridge House staff and volunteers have a duty of care to the children and young people that access our services, ensuring they receive high-quality care and support, are treated with dignity and respect, are protected from harm, and have their welfare promoted.

## Definition of a Child or Young Person

A broad definition of a 'child or young person' is a person who has not yet reached their 18<sup>th</sup> birthday.

## Consent to share information and/or raise a safeguarding concern

- Every attempt should be made to obtain consent where safe and appropriate to do so in the first instance and to inform the child or young person when a concern is being raised and/or information is being shared.
- Although confidentiality is an important principle, the public interest of preventing abuse and neglect of children and young people outweighs it.
- Whilst notifying or obtaining consent from parents to make a referral is good practice, consent should not be sought if there is a concern that this will increase risk to the child or delay the safeguarding process.
- It is mandatory to always discuss safeguarding concerns internally with the designated person, and that consent can be overridden and information shared externally if there are sufficient legal grounds to do so.

## Definition of abuse

A broad definition of abuse is "a violation of an individual's human and civil rights by any other person".

Abuse can occur in any relationship, both formal and informal, and may result in significant harm to or exploitation of the person subjected to it. Abuse may consist of single or repeated acts.

It is important to note that abuse can manifest in a number of ways, the main categories and indicators of abuse are outlined in Section B above.

## Indicators of Abuse

### Physical abuse

#### Types of physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

#### Possible indicators of physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

### Sexual abuse

#### Types of sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

#### Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person



## **Psychological or emotional abuse**

### **Types of psychological or emotional abuse**

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

### **Possible indicators of psychological or emotional abuse**

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

## **Neglect and acts of omission**

### **Types of neglect and acts of omission**

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

### **Possible indicators of neglect and acts of omission**

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

## **Domestic and Honour based violence or abuse**

### **Types of domestic and honour-based violence or abuse**

Domestic and honour-based violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
- physical
- sexual
- financial
- emotional.

Domestic violence and abuse includes 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. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

### **Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:**

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.

### **Possible indicators of domestic violence or abuse**

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

## **Financial or material abuse**

### **Types of financial or material abuse**

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointee-ship or other legal authority
- Rogue trading – e.g., unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

### **Possible indicators of financial or material abuse**

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

### **Modern slavery**

#### **Types of modern slavery**

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

#### **Possible indicators of modern slavery**

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers
- Further Home Office information on identifying and reporting modern slavery

### **Discriminatory abuse**

#### **Types of discriminatory abuse**

Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010)

- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

### **Possible indicators of discriminatory abuse**

- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

### **Organisational or institutional abuse**

#### **Types of organisational or institutional abuse**

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

#### **Possible indicators of organisational or institutional abuse**

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

### **Self-neglect**

#### **Types of self-neglect**

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

#### **Indicators of self-neglect**

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration

- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

### **Radicalisation and Extremism**

Cambridge House is fully committed to safeguarding and promoting the welfare of all its service users. We recognise that safeguarding against radicalisation is no different from safeguarding against any other vulnerability in line with the 'Prevent Strategy' 2011.

Our aim is to ensure that staff, including those of our providers, are fully engaged in being vigilant about radicalisation and extremism; we will work alongside other professional bodies and agencies to ensure that our service users are safe from harm. We will look to ensure that, where appropriate, our team provide service users with enough information about how to keep themselves safe, and the risks imposed by extremism and radicalisation.

#### **Indicators of vulnerability include**

**Identity Crisis** – the service user is distanced from their cultural / religious heritage and experiences discomfort about their place in society

**Personal Crisis** – the service user may be experiencing family tensions; a sense of isolation; and low self-esteem; they may have dissociated from their existing friendship group and become involved with a new and different group of friends; they may be searching for answers to questions about identity, faith and belonging

**Personal Circumstances** – migration; local community tensions; and events affecting the service user's country or region of origin may contribute to a sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy

**Unmet Aspirations** – the service user may have perceptions of injustice; a feeling of failure; rejection of civic life

**Experiences of Criminality** – which may include involvement with criminal groups, imprisonment, and poor resettlement / reintegration

**Special Educational Need** – the service user may experience difficulties with social interaction, empathy with others, understanding the consequences of their actions and awareness of the motivations of others.

This list is not exhaustive, nor does it mean that all service users experiencing the above are at risk of radicalisation and extremism. More critical risk factors could include:

- Being in contact with extremist recruiters
- Accessing extremist websites, especially those with a social networking element
- Possessing or accessing extremist literature
- Using extremist narratives and a global ideology to explain personal disadvantage
- Justifying the use of violence to solve societal issues
- Joining or seeking to join extremist organisations
- Significant changes to appearance and / or behaviour
- Experiencing a high level of social isolation resulting in issues of identity crisis and / or personal crisis.

However, we are aware that some of these factors may be related to other safeguarding concerns.

## **Mate Hate**

Mate Crime is a form of hate crime and can become a very serious form of abuse.

Mate Crime is defined as the exploitation, abuse or theft from any person at risk from those they consider to be their friends. Those that commit such abuse or theft are often referred to as 'fake friends'.

Disabled people, particularly those with learning disabilities and autism, are often the targets of this type of crime. In some cases victims of mate crime have been badly harmed or even killed.

There are different forms of mate crime, for example:

- Theft/financial abuse:
  - the abuser might demand or ask to be lent money and then not pay it back
  - the perpetrator might misuse the property of the child or young person
- Physical assault/abuse:
  - the abuser might hurt or injure the child or young person
- Harassment or emotional abuse:
  - the abuser might manipulate, mislead and make the child or young person feel worthless.
- Sexual assault/abuse:
  - the abuser might harm or take advantage of the child or young person sexually.

## **Learning disability and mate crime**

People with learning disabilities and autism may be more vulnerable to mate crimes. They may be living very isolated lives, but – like everyone – need friends.

This need is easily exploited. In addition, many people with learning disabilities and autism haven't had the usual opportunities to become 'streetwise' when growing up. Incidents can therefore be more likely to take place when they are in the community, on public transport or using services without support.

## **Features of mate crime**

Mate crimes are likely to happen in private, often in the victim's own accommodation. They can also happen via social media, where victims are financially or sexually exploited after being befriended online.

Mate crimes often occur within long-term relationships, which may have started out as genuine friendships. They can appear to be real friendships to many observers. Social workers can be so delighted that a person with learning disabilities and autism has a 'friend' that they don't question the relationship any further.

## **Identifying mate crime**

Indicators of mate crime can be similar to other forms of abuse. Potential signs include:

- bills not being paid, a sudden lack of money, losing possessions, suddenly changing their will
- changes in routine, behaviour, appearance, finances or household (new people visiting or staying over, lots of new 'friends', lots more noise or rubbish than normal)
- cutting themselves off from established networks of friends/family and support, missing weekly activities
- secretive internet or mobile phone use.

## **Significant Harm**

'Significant harm' refers to all treatment (including sexual abuse and forms of ill-treatment that are not physical); impairment of, or and avoidable deterioration in, physical or mental health; and/or impairment of physical; emotional, social or behavioural development.

Significant harm may result from a series of incidents that, in isolation, may not seem significant but when repeated become serious.

## Working in hospitals, education and/or social care settings

If you are working in a hospital and/or an educational or social care setting and you are concerned about the risk of harm to a service user, following discussion with your line manager:

- Ensure that you have access to or an understanding of the hospital/educational/social care setting safeguarding policy as general best practice .
- Raise a concern as per this Policy and check that the local authority have been informed.
- Retain your independence and if the hospital/educational/social care home will not raise an enquiry or you are concerned that the issues are not being addressed, contact the local authority and raise it with them.
- Ensure that if Advocacy is required due to substantial difficulty or a capacity issue, this is identified at the earliest juncture.

## Recognising Abuse

In some cases, the act of abuse may be disclosed to a member of the Cambridge House team either by the child/young person or a third party like a relative, carer or friend. In some instances, you may notice something that may indicate abuse such as the child's behaviour or physical signs like cuts and bruises.

All members of the Cambridge House team who work with children and young people will be expected to take part in Safeguarding Awareness Training that will cover how to recognise abuse.

For more information on indicators of abuse please look to the local authorities Safeguarding Children Multi-agency policy.

## Perpetrators of abuse

The perpetrator of abuse could consist of a wide range of people for example family, carers, friends, neighbours; other service users as well as members of the Cambridge House team either in a paid or voluntary capacity.

## Responding to disclosures and/or discovery

You may become aware that a child has been abused through some of the examples below.

- A direct disclosure by the child
- Witness to the abuse taking place
- A complaint or expression of concern by another member of the Cambridge House team or member of the public
- An observation of the behaviour of the child by the member of the Cambridge House team.

It is important to:

- Assure the person making the disclosure or allegation that they will be taken seriously
- Listen to the person taking what they say seriously and keep questions to the minimum to ensure you keep a clear and accurate understanding of what is said
- Do not interrupt the person who is making the disclosure or ask them leading questions.
- Do not jump to conclusions or be judgemental
- Don't give any promises of complete confidentiality.
- Do explain that you have a duty to report what you have been told to your line manager, who may then need to report it further.
- Be aware of the possibility of the need for forensic evidence

### Remember:

- Do not carry out your own investigation by talking to parents or carers etc.
- Do not put words in any child/young person's mouth by asking direct questions such as "Did your dad do it?"

- Do not feel that you must inform parents/carers if you think it may put the child/young person at risk of further harm or cause them to be silenced.
- Do not just ignore your worry.
- Do consult with your Line Manager and/or Safeguarding Officer
- Do ask open-ended questions to clarify your concern e.g. "How did you hurt your arm?"
- Do listen to the child/young person and your gut feelings.
- Do take action
- If the concern is long term rather than immediate, for example a child/young person who is often dirty, smelly or who has disruptive behaviour, you should discuss this with the Safeguarding Officer who will decide whether to make a referral.
- If a child/young person has a serious injury (for example involving pain and bleeding) or is in immediate danger dial 999 and request assistance from the ambulance service and/or police.
- If you know or suspect the child/young person has come to harm through the actions of another make sure that the professional staff you hand the child over to understand this and take their name and record it. It will generally be appropriate to inform the child/young person's parent or carers what has happened once the child is safe with an appropriate professional.
- **Do:**
  - escalate to your Head of Service and the Safeguarding Lead for Children if no response is received
  - report concerns to your Head of Service and the Safeguarding Lead for Children so that:
    - Concerns that have been raised are tracked, monitored and appropriately escalated
    - Outcomes of concerns raised are centrally recorded and:
      - Reported quarterly to the Chief Executive
      - Reported quarterly to the Council of Management
      - Reported annually in the Annual Report
      - Assessed by Managers and Trustees annually.

## Reporting Abuse

All members of the Cambridge House team have a duty to report any suspicions, allegation or disclosure to their line manager. The Line manager will then support the team member on what to do next and inform the Head of Service. Cambridge House acknowledges that safeguarding cases are often complex and we endeavour to give appropriate support to team members managing safeguarding activities.

- If the child/young person is in immediate danger or in need of emergency treatment, contact the emergency services, and then inform your manager and Head of Service.
- If the situation does not require the emergency services inform your manager who will support and give guidance through the process.
- The manager will help you decide whether to refer to social services. It is best to make a referral based on your concerns as opposed to doing nothing
- If the decision is to refer contact the relevant duty team and explain what you witnessed or have been told.
- Then fill in the Cambridge House Alert Form and send this to them and keep one on the person's file or with the Safeguarding Officer if the child/young person is not one that an individual case file is held for.
- If there is not a manager at Cambridge House to talk to you can contact the local authorities safeguarding children coordinator for advice so that you are not working in isolation.
- If your line manager is implicated in the abuse, contact their manager who will advise.



## Preventing and responding to bullying/peer-to-peer abuse

Bullying is when individuals or groups seek to harm, intimidate or coerce someone who is perceived to be vulnerable (Oxford English Dictionary, 2021), and can be a form of discrimination, particularly if it is based on a child or young person's disability, race, religion or belief, gender identity or sexuality.

It can involve people of any age, can happen anywhere, and can encompass a range of behaviours which may include:

- Verbal abuse
- Physical abuse
- Emotional abuse
- Cyberbullying/online bullying (Please refer to Cambridge House's [Digital Safeguarding Policy](#))

### Reporting

All members of the Cambridge House team have a duty to report any concerns about a child/young person being bullied to their Line Manager and the Child and Young Person's Safeguarding Lead.

If it is thought that the child/young person is in immediate danger, the team member should contact the police on **999**.

### Responding to incidents

When responding to incidents or allegations of bullying it's important for staff and volunteers to:

- listen to all the children/young people involved to establish what has happened
- record details of the incident and any actions you've taken
- inform the Child and Young Person's Safeguarding Lead
- inform parents and carers (unless doing so would put a child at further risk of harm)
- provide support to the child/young person being bullied, children who witnessed the bullying and the child/young person who has been accused of bullying
- ask the child/young person who has been bullied what they would like to happen next
- consider appropriate sanctions for child/young person that has carried out bullying
- continue to monitor the situation even if the situation has been resolved.

**When responding to online bullying** (Please refer to Cambridge House's [Digital Safeguarding Policy](#)):

- make sure children/young people know not to retaliate online or reply to any bullying messages
- make sure children/young people understand how they can take steps to prevent online bullying from happening again, for example by changing their contact details, blocking contacts or leaving a chat room
- ask the child/young person if they have shared the bullying content with anyone else (if so, who).

If bullying content has been circulated online, take action to contain it:

- if appropriate, ask the person responsible to remove the content
- contact the host (such as the social networking site) and ask them to take the content down
- contact the **NSPCC helpline** for advice about what to do.

**If the content is illegal, contact the police who can give advice and guidance.**

### Preventing bullying

Cambridge House promotes an inclusive and accepting culture, where bullying is not tolerated, and children/young people are empowered to talk about healthy relationships, challenge unhealthy behaviours, and can access support.

## Recording, confidentiality and data protection

All disclosures, suspicion and witness to abuse should be recorded and kept on file along with the Cambridge House Safeguarding Alert Form. It is important to be careful when writing up notes. Do not write speculative or judgemental comments. Make sure you include the time and the date, and that the information is factual and accurate. Record what the person said using their own words. Describe the circumstances of the alleged abuse then sign and date your report.

A copy of the report will be kept on the individual's confidential and secure HR file in line with Data Protection, Privacy and Confidentiality Policy. The Safeguarding Officer must fill in the Cambridge House Safeguarding Log once an alert has been made. The handling of files, documents, records and data entered onto a computer system must comply with the Cambridge House Data Protection, Privacy and Confidentiality Policy. However, in some cases third parties such as the police may want access to records. For information go to the Cambridge House [Data Protection, Privacy and Confidentiality Policy](#).

## Whistleblowing

All members of the Cambridge House team should be aware of the Cambridge House [Whistleblowing \(Public Interest Disclosure\) Policy](#) which is set out to enable, encourage and protect members of the Cambridge House team who report any malpractice or illegal acts which may include abuse of a child.

## Training

All members of the Cambridge House team will be expected to take part in basic Safeguarding awareness training as part of their induction and on-going training. Training given will be appropriate for their level of responsibility. All members of the Cambridge House team will have access to the E- learning package which will form part of their induction. Managers will attend a course on Child Safeguarding for Managers as appropriate. Members of the Cambridge House team should attend Safeguarding training every two years; this should also be supported by internal briefings, information and practice guides and/or individual workshops that cover new developments and/or new legislation.

## Safe recruitment

To increase the safety and protection for those who use Cambridge House Services positive steps will be taken in the recruitment process using the Cambridge House [Recruitment, Selection and References Policy](#) and adhering to the Cambridge House [DBS Disclosure Policy](#). All members of the Cambridge House team will have two references and an enhanced DBS check.

## Allegations against a member of the Cambridge House team

If a member of the Cambridge House team has an allegation of abuse against them then Cambridge House will investigate using the [Disciplinary Policy and Procedures](#).

If a member of the Cambridge House team is implicated in the abuse, the reporting procedure must be followed.

If a member of the Cambridge House team has been dismissed and had disciplinary procedures against them in relation to safeguarding, a referral must be made.

- Allegations against the Safeguarding Officer will be investigated by the Chief Executive
- Allegations against the Chief Executive will be investigated by the Safeguarding Trustee Lead

## Areas of Responsibility

Every member of the Cambridge House team has a duty to:

- Raise a concern if they suspect or witness abuse of any kind..
- Have a good understanding and awareness of Cambridge House and the Local Authorities safeguarding children procedures.
- Attend training in relation to safeguarding children and young people.
- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of this Policy.

### Trustees

Trustees have a duty to understand their safeguarding responsibilities and meet the legal minimum to promote a culture in which everyone feels safe and respected. The Council of Management therefore:

- Makes sure that there are appropriate and regularly reviewed safeguarding policies and procedures, including:
  - Receiving quarterly reports on safeguarding alerts and associated actions
  - Reporting safeguarding alerts and associated action in the Annual Report
  - Reviewing this Policy annually
- As part of a charity's risk-management process, the checks key safeguarding risks carefully and records how these are managed
- all people who work with the charity have information or training on the safeguarding policy, so they understand it, know how to speak up and feel comfortable raising concerns.

### Chief Executive

The Chief Executive is responsible for monitoring the implementation of this Policy and recommending updates and amendments to the Council of Management.

### Heads of Service

Heads of Service have a duty not only to raise a concern if appropriate but to support a team member to make or who has raised the concern. Heads of Service also have a duty to follow the recruitment policy to ensure safer recruitment. Heads of Service are responsible to ensure compliance with the local authority policies and procedures in the service delivery areas.

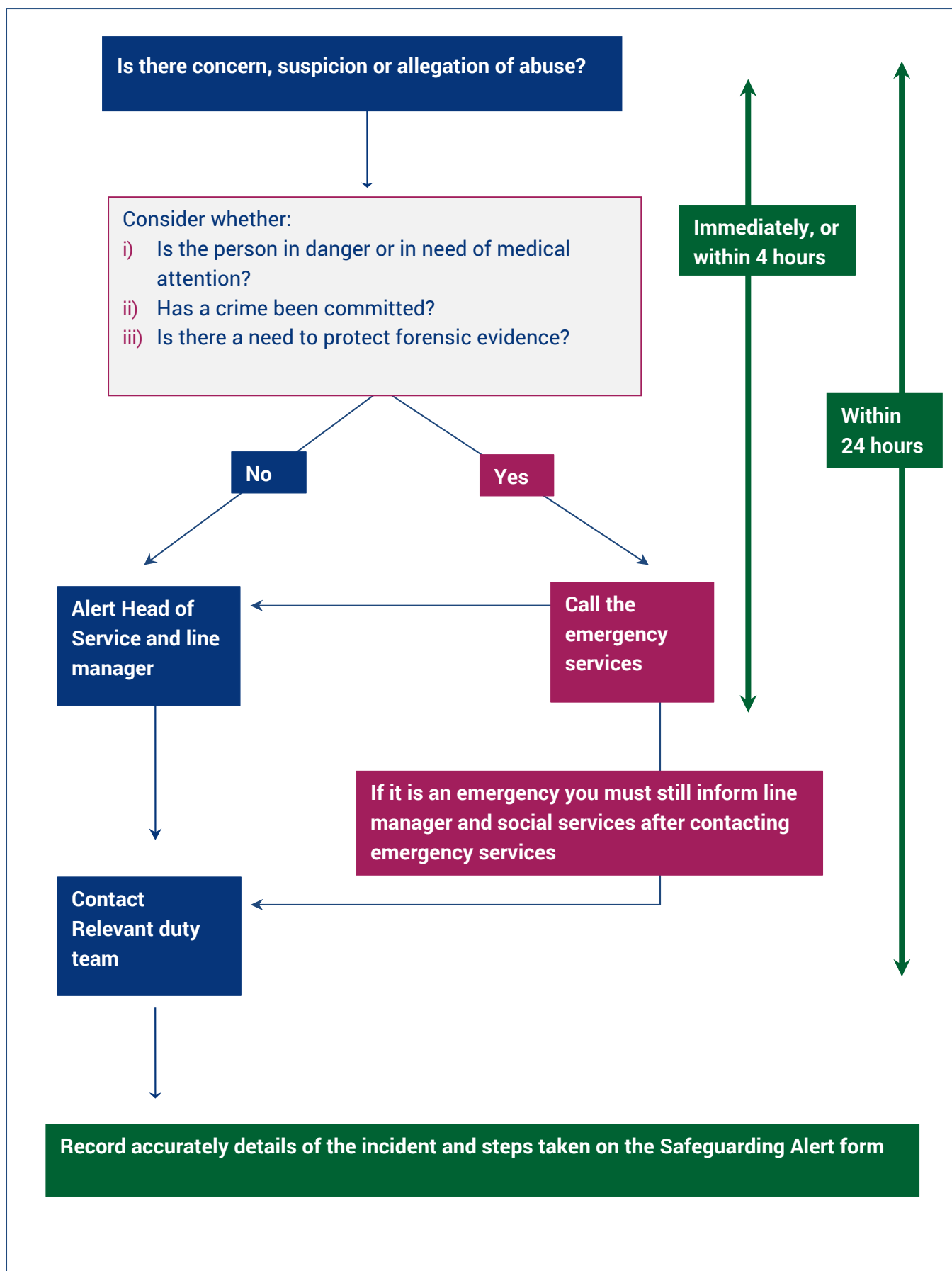
## Code of Conduct for working with Children and Young People

- a) Always remember that while you are caring for other people's children you are in a position of trust and your responsibilities to them and the organisation must be uppermost in your mind at all times.
- b) Never use any kind of physical punishment or chastisement such as smacking or hitting.
- c) Do not smoke in front of any child or young person.
- d) Do not use unprescribed drugs or be under the influence of alcohol.
- e) Never behave in a way that frightens or demeans any child or young person.
- f) Do not use any racist, sexist, discriminatory or offensive language.
- g) Generally, you should not give children presents or personal items. The exceptions to this would be a custom such as buying children a small birthday token or leaving present or help to a family in need such as equipment to enable them to participate in an activity. Both types of gift should come from the organisation and be agreed with the named person for child protection and the child or young person's parent. Similarly, do not accept gifts yourself other than small tokens for appropriate celebrations, which you should mention to the activity leader.
- h) You should not invite a young person to your home or arrange to see them outside of the working relationship.
- i) You should not engage in any sexual activity (this would include using sexualised language) with a young person you meet through your duties or start a personal relationship with them, this would be an abuse of trust.
- j) Exercise caution about being alone with a child or young person. In situations where this may be needed (for example where a young person wants to speak in private) think about ways of making this seem less secret for example by telling another worker or volunteer what you are doing and where you are, leaving a door ajar, being in earshot of others and lastly note the conversation in the log.
- k) Physical contact should be open and initiated by the child's needs, e.g. for a hug when upset or help with toileting. Always prompt children to carry out personal care themselves and if they cannot manage ask if they would like help.
- l) Do talk explicitly to children and young people about their right to be kept safe from harm.
- m) Do listen to children and young people and take every opportunity to raise their self-esteem.
- n) Do work as a team with your co-workers/volunteers. Agree with your Line Manager what you expect from young people and be consistent in enforcing it.
- o) Do make sure you have read this Safeguarding Policy and Procedure and that you feel confident that you know how to recognise when a child may be suffering harm, how to handle any disclosure and how to report any concerns.
- p) Do seek advice and support from one of our Safeguarding Officers, your Head of Service or your colleagues.

## Monitoring of the Policy

Cambridge House will keep the implementation of this policy under review and will monitor its use annually.

# Appendix 1: Safeguarding Children Flow Chart



## Appendix 2: Alert Form

|  |      |  |         |
|--|------|--|---------|
| <b>Safeguarding Alert Form</b>                                     |      |  |         |
| <b>All correspondence should be marked 'STRICTLY CONFIDENTIAL'</b> |      |  |         |
| Name of alleged victim:  |      | Known as:                                    |         |
| <b>Details</b>   |      |  |         |
| D.O.B:   |      | Ethnicity:                                   |         |
| Age:   |      | Contact number:                              |         |
| Address:   |      |  |         |
| First Language:  |      | Is an interpreter or signer required? Yes No |         |
| Does the person have a disability? Yes No                          |      |  |         |
| <b>Carer details (if known)</b>                                    |      |  |         |
| Carer's name:  |      |  |         |
| Relationship to person:  |      |  |         |
| <b>Family details</b>  |      |  |         |
|  | Name | D.O.B  | Address |
| Mother   |      |  |         |
| Father   |      |  |         |
| Siblings   |      |  |         |
| Relevant Others  |      |  |         |
| <b>Details of GP/Health Visitor (if known)</b>                     |      |  |         |
| Name of GP/Health Visitor:   |      |  |         |

|   |  |
|---|--|
| Address:  |  |
| Contact Number:   |  |
| Reason for referral:  |  |
|   |  |
| Details of allegation, suspicion or concern (including time, date, venue and witnesses):  |  |
|   |  |
| <i>Please continue on a separate sheet if necessary. This should be signed and dated.</i> |  |
| Has the person given you explicit consent to report your concern to the Local Authority?  |  |
|   |  |
| Does the alleged victim know a referral is being made?                                    |  |
|   |  |
| If not, what is the reason for this?  |  |
|   |  |
| Details of alleged perpetrator  |  |
| Name:   | Known as:                                    |
| D.O.B:  | Ethnicity:                                   |
| Age:  | Contact number:                              |
| Address:  |  |
|   |  |
| Do they live with the alleged victim?   |  |
| If yes, do they care for the alleged victim?  |  |
| First Language:   | Is an interpreter or signer required? Yes No |
| Does the person have a disability?  | Yes No                                       |
| Service making referral   |  |
| Contact details of service / person making referral                                       |  |

|   |  |
|---|--|
| Signed by the team member reporting incident                      |  |
| Date and time   |  |
| Date and time discussed with line manager                         |  |
| Signed by line manager  |  |
| Name of person contacted in Social Services, police etc           |  |
| Date and time of contact:   |  |
| Action agreed to be taken and by whom?                            |  |
| Date confirmation letter sent to Social Services (if applicable): |  |
| Name (please print):  |  |
| Signature:  |  |
| Date:   |  |

**Distribution for those in operations**

E-mail an electronic copy immediately to:

1. Safeguarding/social services
2. The Cambridge House Children and Young People Safeguarding lead
3. The relevant Cambridge House Head of Service

**Southwark Children's Concerns**

Southwark Multi-Agency Safeguarding Hub (MASH)

Tel: 020 7525 1921

Out of hours: 020 7525 5000

[mash@southwark.gov.uk](mailto:mash@southwark.gov.uk)

For detail of Children's safeguarding teams in other London boroughs refer to [Children's Safeguarding Contacts London – London Safeguarding Children Board \(londonscb.gov.uk\)](#)

**ENDS**