



YOUNG ROOTS

Children & Adults at Risk Safeguarding Policy & Procedure

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Contents		Page
	POLICY	
1.	Policy Framework	
1.1	Purpose and Commitment	4
1.2	Equality and Diversity	5
1.3	Scope	5
1.4	Underpinning Legislation	5
1.5	Alignment with Other Policies	6
2	Identifying Abuse and Neglect for Adults at Risk	
2.1	Defining an 'Adult at Risk'	7
2.2	Six Principles in Adult Safeguarding	7
2.3	Who Abuses and Neglects Adults?	7
2.4	Ten Categories and Indicators of Abuse and Neglect	8
3	Identifying Abuse and Neglect for Children	
3.1	Definitions of 'Child' and of 'Safeguarding'	10
3.2	Paramountcy Principle	10
3.3	Defining 'Abuse' and 'Neglect'	10
3.4	Four Categories and Indicators of Abuse and Neglect	10
4	Additional Types of Harm	
4.1	Sexual Exploitation, Child Sexual Exploitation	13
4.2	Grooming	13
4.3	Human Trafficking	14
4.4	(Child) Criminal Exploitation & County Lines	14
4.5	Radicalisation and Extremism	15
4.6	Online Safety	16
4.7	Female Genital Mutilation (FGM)	16
5	Additional Vulnerabilities	
5.1	Disability	18
5.2	Looked After Children, Care Leavers & UASCs	18
5.3	Race & Racism	18
5.4	Young Carers	18
5.5	Contextual Safeguarding	18
6	How Safeguarding Concerns May Arise	19
7	Roles and Responsibilities	
7.1	Everyone	20
7.2	Designated Safeguarding Officer	20
7.3	Deputy Designated Safeguarding Lead	20
7.4	Designated Safeguarding Lead	21
7.5	Trustees	21
8	Responding to Safeguarding Concerns	
8.1	Barriers to Speaking Out for those we work with	23
8.2	Barriers for Young Roots in Listening	23
8.3	Responding to a Child or Adult at Risk	23
8.4	Information sharing & confidentiality	24
8.5	Recording	26
9	Safeguarding Learning & Development	
9.1	Induction	27
9.2	Safeguarding Learning & Development for all staff	27
9.3	Safeguarding Learning & Development for DSOs	27
9.4	Safeguarding Learning & Development for DSL and Trustees	27
9.5	Safeguarding Governance for Trustees	27
Contents		
	PROCEDURES	
10	Procedure for Managing Safeguarding Concerns about Clients	

10.1	Responding to an Emergency	28
10.2	Responding to a Safeguarding Concern about a Child or Adult	28
11	Procedure for Managing Allegations against Staff	
11.1	Responding to a Safeguarding Concern about Staff	30
11.2	Disclosure and Barring Service	33
11.3	Other Considerations	33
	APPENDICES	
	1: Key Internal Contacts	35
	2: Key External Contacts and Resources	36
	3: Safeguarding Reporting Form	40
	4: Flowchart for Managing Concerns about Adults & Children	42
	5: Flowchart for Managing Allegations Against Staff	43
	6: Young Roots Threshold Document	44
	7: Staff Confirmation of Awareness of Policy & Procedure	48
	8. Code of Conduct	49

POLICY

1. Policy Framework

1.1. Purpose and Commitment

Young Roots' main priority is the protection of the people that we support and who are some of the most vulnerable in our society. We have a responsibility to promote their welfare and keep them safe. We recognise our duty of care for the people who use our services and for our staff and volunteers. We strive to create a safe and secure environment where children, adults, volunteers and staff can work together confidently in mutual respect. To ensure this, the organisation adheres to this safeguarding policy and procedures.

We promote safeguarding throughout our organisation in the following ways:

- create and maintain a safeguarding environment of identifying and responding to concerns in a timely way and providing a safe physical environment for service users and staff
- listen to and value our service users' wishes and feelings, ensuring that we act in their best interests.
- Require all staff, volunteers, trustees and session leads to work within our Code of Conduct
- employ staff who have a focus on preventing abuse and safeguarding people, including from the risks associated with being in a new and unfamiliar country and having language barriers.
- follow safer recruitment processes: all staff and volunteers have a DBS check and complete safeguarding training during their induction.
- provide guidance for staff and volunteers so that they know what is expected of them and how they can contribute to promoting the safety and welfare of the people we support.
- record and store information securely
- share information about safeguarding and good practice with young people, and where appropriate, their families, carers or responsible adults
- share concerns and information with agencies who need to know, as long as the criteria for such information sharing is met.
- require staff to update their safeguarding training on a yearly basis.
- have clear reporting procedures supported by our safeguarding policy and procedures so that appropriate and immediate action is taken when needed.
- work collaboratively with other agencies and professionals to ensure that the safety and welfare of our clients is paramount.
- appoint a Designated and Deputy Safeguarding Lead (DSL) and Designated Safeguarding Officer (DSO) roles and a lead board member for safeguarding.
- provide effective management for staff and volunteers through supervision, support, training and quality assurance measures
- ensure we have effective policies and practices that promote safeguarding across our organisation
- ensuring that our trustee board is aware of safeguarding matters and can oversee and govern our safeguarding work

We recognise the need to consider how safeguarding concerns may become apparent within a 'think family' approach, for those who have a family here in the UK. For example, a safeguarding concern about a child may lead to worries about the safety of their adult carer, or a concern about an adult may lead to worries about their child. We will consider this 'think family' approach in all of our work, where this is applicable to the young person, and this combined 'child' and 'adult at risk' safeguarding policy and procedure serves to promote the 'think family' approach.

Young Roots works with children (up to the age of 18) and adults (between the ages of 18-25). If a young person is being age-assessed, Young Roots will assume they are their claimed age until the appeal process has been exhausted. This policy and the procedures apply to all the young people we work with, and we outline how they differ depending on whether the young person is a child or an adult.

We are committed to reviewing this policy and procedure annually, learning from experience and updating it in accordance with changes in law and good practice. It will be re-issued to staff accordingly.

1.2 Equality & Diversity

The welfare of all of our service users is paramount. All children and adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, identity, or any other difference, have a right to equal protection from all types of harm or abuse. We recognise that some of our clients may be additionally vulnerable due to their unique personal circumstances. We will ensure that in all our work, we are respectful of our services users' unique identity and background and seek to work in partnership with them.

1.3 Scope

This policy applies to everyone working for or with Young Roots whether in a paid or voluntary capacity. It includes Trustees, paid staff, volunteers, sessional workers, students, and anyone working on behalf of Young Roots. Hereafter for ease, all will be called 'staff' in this policy and procedure.

It is expected that this policy and procedure will be read, understood and applied by all staff. It will be made available at induction and be available on our shared drive.

Our clients and the public will be made aware of the existence of this policy and procedure, and we will make it available to them. It will be available on Young Roots' website.

1.4 Underpinning Legislation

Our safeguarding policy and procedures are underpinned by law and statutory guidance to safeguard children and adults at risk, including the legislation below:

- Charity Commission Safeguarding Guidance 2019
- Data Protection Act 2018 and the GDPR 2018
- Human Rights Act 1998
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Counter Terrorism and Security Act 2015
- Sexual Offences Act 2003
- Serious Crime Act 2015
- Female Genital Mutilation Act 2003
- Modern Slavery 2015
- Domestic Abuse Act 2021
- Care Act 2014
- Care & Support Statutory Guidance 2020
- Mental Capacity Act 2005
- London Multi-agency Adult Safeguarding Policy & Procedures, 2019
- UN Convention on the Rights of the Child 1991
- Information Sharing Guidance 2018
- Children Act's 1989 and 2004
- Children and Families Act 2014
- Working Together to Safeguard Children 2018 (2020 update)
- London Child Protection Procedures and Practice Guidance, 2021
- Care of unaccompanied migrant children and child victims of modern slavery, 2017
- Safeguarding unaccompanied asylum seeking and refugee children, 2017

1.5 Alignment with Other Policies

Young Roots has a number of policies, procedures and guidance documents which are linked, and which should be read in conjunction with this policy and procedure. They include:

- Health and Safety
- Confidentiality
- Diversity and Equality
- Complaints
- Data protection

- Safer recruitment
- Code of conduct for staff and volunteers
- E Safety
- Online Safety
- Whistleblowing
- Anti-harassment and bullying
- Suicide prevention
- Modern Slavery
- Preventing Violent Extremism
- Disciplinary Procedure
- Guidance on taking photos

2. Identifying Abuse and Neglect for Adults at Risk

2.1. Defining an 'adult at risk'

Safeguarding adults applies to people who are 'adults at risk', defined as someone who is aged 18 years and over and who:

- has care or support needs (whether or not these needs are being met by the local authority)
- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect

An adult may be in need of care and support and unable to protect themselves from harm for a variety of reasons such as physical or learning disability, mental health difficulties, addiction, age and infirmity.

Young Roots works with young people until they are 25 years of age, and therefore we commit to safeguarding any adults we work with.

2.2. The Care Act 2014 – Six Principles in Adult Safeguarding

The Care Act (2014) sets out the legal framework for how we should work to protect adults who may be at risk of abuse and neglect. The principles set out in the Act are:

- Empowerment – We empower adults to make their own decisions by providing them with support, advice and guidance to make informed choices.
- Prevention – Guidance is in place to ensure people know how to recognise abuse and how to seek help and to take action before harm occurs.
- Proportionality – Our response is based on balancing risk to provide the least intrusive response necessary whilst ensuring all risks are addressed.
- Protection – We provide advice and guidance about keeping safe and signpost or refer to relevant agencies.
- Partnership - We work together with other agencies to provide holistic oversight and effective support whilst ensuring confidentiality is maintained.
- Accountability – We are clear about the roles and responsibility of all those involved in safeguarding. We deliver a transparent service that provides a robust and effective safeguarding policy and procedure.

2.3. Who abuses and neglects adults?

Anyone can perpetrate abuse or neglect, including:

- family members including spouses/partners and children
- neighbours, friends, acquaintances
- local residents, community members, strangers
- paid staff, professionals and volunteers, carers

It is far more likely that the person responsible for abuse is known to the adult and may even be in a position of trust and power, than for the abuser to be a stranger.

Abuse can happen anywhere: for example, in someone's own home, in a public place, in a care setting, a community setting or on the streets. It can take place when an adult lives alone or with others.

2.4. Ten categories and indicators of abuse and neglect

The Care and Support Statutory Guidance 2020 sets out ten categories of abuse and neglect that adults may experience. This is not an exhaustive list and abuse, and neglect can take place in many forms and in many circumstances. It is important that when working with people, we are alert to any concerns about their wellbeing and safety.

The ten categories are defined in the following ways and particular signs and indicators that may alert to the type of harm are also noted. Please note the signs and indicators listed are not exhaustive either and there may be no or few signs for some people.

Category of Harm	Possible Signs & Indicators
Physical Abuse	
<ul style="list-style-type: none"> assaults: e.g., hitting, slapping, pushing, misuse of medication inappropriate restraint inappropriate physical sanctions 	<ul style="list-style-type: none"> bruising, cuts, burns and/or marks on the body, clumps of hair loss frequent injuries, unexplained falls inconsistent or no explanation for injury subdued or noticeable change in behaviour signs of malnutrition failure to seek medical treatment
Sexual Abuse	
<ul style="list-style-type: none"> rape indecent exposure sexual harassment sexual teasing or innuendo sexual photography subjection to pornography or witnessing sexual acts sexual assault sexual acts to which the adult has not consented or was pressured to consent to 	<ul style="list-style-type: none"> bruising or injuries, particularly to areas such as thighs, buttocks, genital area torn, stained or bloody underclothing difficulty walking or sitting infections or sexually transmitted diseases changes in sexual behaviour or attitude self-harming poor concentration, withdrawal from others, sleep disturbance excessive fear of certain relationships
Neglect	
<ul style="list-style-type: none"> ignoring emotional or physical needs such as food, water, shelter, guidance failure to provide access to appropriate medical, health, care and support or educational services withholding life's necessities, such as medication, adequate nutrition and heating 	<ul style="list-style-type: none"> unkempt appearance poor personal hygiene malnutrition and dehydration infections illness
Psychological Abuse	
<ul style="list-style-type: none"> emotional abuse threats of harm or abandonment deprivation of contact, isolation humiliation, blaming, controlling coercion, harassment, intimidation cyber bullying unreasonable withdrawal of services or support networks 	<ul style="list-style-type: none"> air of silence when an individual is present withdrawal or change in the behaviour and temperament of the person uncooperative and aggressive behaviour signs of distress: tearfulness, anger low self-esteem insomnia change of appetite, weight loss or gain
Domestic Abuse	
<p>Domestic abuse covers the following:</p> <ul style="list-style-type: none"> physical abuse; psychological abuse; sexual abuse; financial abuse; emotional abuse; so, called 'honour' based violence. <i>'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.</i> (CPS and Home Office definition). <p>Coercion and control often underpin domestic abuse: what can seem like agreement from one</p>	<ul style="list-style-type: none"> low self-esteem self-blame for events outside of their control injuries hearing derogatory or intimidating comments about self fear of an individual isolation – not seeing friends and family, partaking in activities limited access to money, without reason

party could be false representation due to the power another individual can gain.	
Financial Abuse	
<ul style="list-style-type: none"> • theft, fraud, internet scamming • coercion about finances including about wills, property, inheritance or financial transactions • misuse or theft of property, possessions or benefits • move into a person's home without consent 	<ul style="list-style-type: none"> • fear of particular people • unable to make reasonable purchases • in debt (without reason) • unable to pay bills • unkempt looking • hungry
Modern Slavery	
<ul style="list-style-type: none"> • Slavery • human trafficking • forced labour and domestic servitude, sexual exploitation, debt bondage 	<ul style="list-style-type: none"> • physical, emotional abuse or sexual abuse signs as above • malnourishment • withdrawn and / or fearful of others • poor living or work conditions • lack of identification documents • fear of police or authorities
Discriminatory Abuse	
<ul style="list-style-type: none"> • harassment • slurs or similar treatment because of: <ul style="list-style-type: none"> ○ race ○ gender and gender identity ○ age ○ disability ○ sexual orientation ○ religion 	<ul style="list-style-type: none"> • withdrawn and isolated • anger, frustration, fear or anxiety
Organisational	
<ul style="list-style-type: none"> • neglect and poor practices in organisations and care settings, including care provided in own home. • ranging from one off incidents to ongoing ill-treatment. • arising from neglect or poor professional practices 	<ul style="list-style-type: none"> • lack of policy, procedure, supervision and management • low numbers of staff or poorly trained staff • denial of basic needs, e.g., food, water • disrespectful or abusive attitudes to clients and families
Self-neglect	
Covers a wide range of behaviour in which a person neglects to care for their own hygiene, health or surroundings and includes behaviour such as hoarding.	<ul style="list-style-type: none"> • unsanitary conditions that pose risk • hoarding • non-attendance at health appointments • not taking prescribed and recommended medication.

3. Identifying Abuse and Neglect for Children

3.1. Definition of ‘child’

A ‘child’ is anyone who has not yet reached their 18th birthday. This is regardless of whether a person under age 18 years has left home or is working. ‘Children’ therefore also means ‘children and young people’. Young Roots works with young people up until the age of 25. Where a young person has been age assessed, we will assume the young person is the age they believe themselves to be, until the appeals process is exhausted.

3.2. Definition of ‘Safeguarding’

The legal definition of ‘safeguarding’ is:

- Protecting children from abuse and maltreatment
- Preventing harm to children’s health or development
- Ensuring children grow up with the provision of safe and effective care
- Taking action to enable all children and young people to have the best outcomes

Child protection is part of safeguarding and promoting welfare and it refers to the work that is done to protect children who are suffering, or are likely to suffer, significant harm.

3.3. Paramountcy Principle

A key principle of the Children Act 1989 is that the welfare of the child is paramount. This refers to a child centred approach which is fundamental to safeguarding every child. It means keeping the child’s best interests in focus and at the heart of all decisions.

3.4. Defining ‘abuse’ and ‘neglect’

Abuse and neglect are types of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

3.5. Four categories and indicators of abuse and neglect

Working Together 2018 (2020 update) sets out four categories of abuse and neglect that children may experience. This is not an exhaustive list and abuse, and neglect can take place in many forms and in many circumstances. It is important that when observing or talking with people, we are alert to any concerns about their wellbeing and safety.

The four categories are defined below with some signs and indicators also listed. The signs are not exhaustive and there may be no or few signs for some children. Often, we are looking for clusters of signs or signs that something for the child has changed. We should also be mindful of the language and behaviours of parents/carers and the interactions and relationship between them and their child.

Category of Harm	Possible Signs & Indicators
Physical Abuse	
<p>May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.</p> <p>Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.</p>	<ul style="list-style-type: none"> • bruising, cuts, burns, marks, fractures • inconsistent explanations or unexplained injuries • subdued, aggressive or noticeable change in behaviour • flinching, fear • covering up injuries • frequent medical visits
Sexual Abuse	
<p>Forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.</p>	<ul style="list-style-type: none"> • injuries to thighs, buttocks, genital area • torn, stained or bloody underclothes • sexually transmitted infections

<p>The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.</p> <p>They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse</p> <p>Sexual abuse can take place online, and technology can be used to facilitate offline abuse.</p> <p>Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.</p>	<ul style="list-style-type: none"> • age-inappropriate sexual behaviour or knowledge • self-harming • poor concentration or sleep • excessive fear of certain relationships • running away • access to money/items without explanation
Neglect	
<p>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/carer failing to:</p> <ol style="list-style-type: none"> a. provides adequate food, clothing and shelter (including exclusion from home or abandonment) b. protects a child from physical/emotional harm or danger c. ensures adequate supervision (including the use of inadequate caregivers) d. ensure access to appropriate medical care or treatment <p>It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.</p>	<ul style="list-style-type: none"> • unkempt appearance • poor hygiene • hungry, stealing food, cramming food • malnutrition and dehydration • infections, illness • poor school attendance • obesity or underweight • not meeting developmental milestones • frequent accidents • poor attendance for medical or health needs
Emotional Abuse	
<p>Persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.</p> <p>It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel</p>	<ul style="list-style-type: none"> • withdrawal, sullen, quiet • uncooperative and aggressive behaviour. • distress: tearfulness, anger • low self-esteem • insomnia • change of appetite, weight loss or gain • self-harm • isolation

<p>frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.</p>	
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4. Additional Types of Harm

The categories of abuse and neglect listed above for children and adults at risk are taken from the statutory guidance but are not exhaustive. Abuse and neglect are complex issues which can occur in additional ways such as those listed below.

4.1. Sexual Exploitation / Child Sexual Exploitation (CSE)	
Definition	Signs & Indicators
<p>Sexual exploitation occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a person into sexual activity. Child sexual exploitation (CSE) is when this occurs when the person is a child or young person under the age of 18. It occurs:</p> <p>(a) in exchange for something the victim needs or wants, including attention and affection, drugs, alcohol, or gifts and/or</p> <p>(b) for the financial advantage or increased status of the perpetrator or facilitator.</p> <p>The victim may have been sexually exploited even if the sexual activity appears consensual. Children and adults are often tricked and groomed into believing that the sexual activity is consensual, or they may be forced or intimidated.</p> <p>Anybody can be a perpetrator of CSE, no matter their age, gender or race. The relationship between the perpetrator and victim could be framed as friendship or as romantic. Victims can be trafficked to be sexually exploited, by being moved around towns, cities or even internationally to be abused, often with more than one person. Sexual exploitation does not always involve physical contact; it can occur through the use of technology.</p>	<ul style="list-style-type: none"> • unhealthy or inappropriate sexual behaviour • being frightened of some people, places or situations • being secretive • sharp changes in mood or behaviour • having money or things they can't or won't explain • physical signs of abuse, like bruises or bleeding in their genital or anal area • alcohol or drug mis/use • sexually transmitted infections • pregnancy • having an older boyfriend or girlfriend • staying out late or overnight • missing from home or care, or stopping going to school or college • having a new group of friends • hanging out with older people, other vulnerable people or antisocial groups, or a gang
4.2. Grooming	
Definition	Signs & Indicators
<p>Grooming is when someone seeks to build a relationship, create trust and emotional connection with a child or adult at risk in order to manipulate, exploit and abuse them. The groomer may set up a relationship with their victim which could appear to be romantic, educative or friendly.</p> <p>The groomer may use tactics such as pretending to be someone else, showing care, buying gifts, giving attention, taking the victim on outings. They may try to isolate the victim from their family and friends, create dependency, use blackmail to gain a hold over the victim, introduce the idea of 'secrets' to control the victim or frighten and intimidate them.</p> <p>People who are groomed can be sexually abused, sexually exploited or abused in other ways.</p>	<p>Child / Vulnerable Adult</p> <ul style="list-style-type: none"> • secretive about how they spend time • having money or items like they can't explain • drinking or drug taking • upset, withdrawn or distressed • sexualised behaviour • spend time away from home or going missing <p>Groomer</p> <ul style="list-style-type: none"> • sexualised talk, 'jokes', 'banter', questioning, images • physical contact e.g. hugging, touching, kissing, tickling, wrestling • not respecting privacy • spend excessive time with victim; gives special attention,

<p>Grooming can take place over a short or long period of time by a male or female, old or young, a stranger or someone who is known. Victims can be groomed online, in person or both.</p> <p>People in the victim's life (e.g., parent/carer, friends, professionals) can also be groomed so that the groomer appears trustworthy or authoritative and so that they can gain access to the victim.</p> <p>People may not realise they have been groomed. They may have complicated feelings, like loyalty, admiration, love, as well as fear, distress and confusion.</p>	<p>favouritism, finds ways to be alone with the victim</p> <ul style="list-style-type: none"> • not adhering to rules of the agency or activity • giving gifts (including cigarettes/alcohol/drugs) or money for no apparent reason • set up inappropriate relationships e.g., treating a child as a peer/spouse, treating an adult client like a friend • isolating victim from others • encouraging silence, secrets, criminal behaviour, lies
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4.3. Human Trafficking

Definition	Signs & Indicators
<p>Human trafficking is a crime that involves the movement of people by the use of force, fraud, coercion or deception, with the aim of exploiting them. It is a form of modern slavery. It involves transporting people across nations as well as trafficking around the UK. It can be for commercial, sexual and bonded labour.</p> <p>Three elements form part of trafficking:</p> <ul style="list-style-type: none"> • The act of recruiting, transporting, transfer, harbouring or receiving persons • Use of the means of force, fraud, coercion, deception • The purpose of exploitation. 	<ul style="list-style-type: none"> • acts as if instructed by another • signs of physical or psychological abuse • untreated medical conditions • has money deducted from their salary/wages • little or no contact with family or loved ones • not in possession of their own legal documents • seems held in the employer's home/workplace • works in excess of normal hours • appears frightened, withdrawn or confused? • with a group of workers of a similar nationality, age, gender • speaks as if 'coached'?

4.4. (Child) Criminal Exploitation & County Lines

Definition of Criminal Exploitation	Signs & Indicators
<p>Criminal exploitation is a form of abuse where adults or children are manipulated and coerced into committing crimes. Through the use of violence or grooming and pressure, they may be forced into doing things like stealing or carrying drugs or weapons and be put into dangerous situations. This may involve being part of a gang which is linked to illegal activity (a gang could be a peer group or an organised criminal gang).</p>	<ul style="list-style-type: none"> • going missing, unexplained absence from school, college or work • excessive travelling, being found out of their home area • unexplained access to money, clothes or mobile phones • signs of drug misuse, alcohol abuse • excessive use of internet, social media, texts, phone calls • relationships with controlling individuals or groups; gang-association and/or isolation from peers/social networks • using new slang words. • suspicion of physical assault, unexplained injuries
<p>Definition of County Lines</p> <p>'County Lines' is a term the police use for urban gangs that exploit children and adults at risk into moving drugs from a hub, normally a large city, into other areas such as suburbs and market and coastal towns, using mobile phone lines or "deal lines". This can involve victims being trafficked away from their home area, staying in accommodation and selling and manufacturing drugs. Accommodation can include Airbnb's,</p>	

<p>private rental properties, budget hotels or the home of a drug user or other victim that is taken over by a criminal gang (called cuckooing).</p> <p>Perpetrators of criminal exploitation and county lines use different tactics to recruit and exploit children and vulnerable adults including bribing, befriending, threatening or coercing them. It can be difficult for victims to cut off ties with the gang, e.g., because their own safety or that of their friends and family is threatened or because they have become addicted to drugs and alcohol supplied by gang leaders or because they are forced to commit crime to settle actual or fabricated debts.</p> <p>Children and adults at risk involved in criminal exploitation and county lines are also at risk of all other forms of abuse.</p>	<ul style="list-style-type: none"> • carrying of weapons such as knives • self-harm or significant changes in emotional well-being • committing petty crimes like shop lifting or vandalism
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4.5. Radicalisation & Extremism

Definition	Signs & Indicators
<p>Adults and children are exposed to information which may be considered radical or extreme.</p> <p>Radicalisation is the process through which a person comes to support extremist ideologies. It can result in a person becoming drawn into terrorism and it is a form of harm. The process of radicalisation may involve being groomed (online or in person), exploited, exposed to violent material, manipulated, harmed or threatened. Anyone can be radicalised, but some people may be more vulnerable if they are more easily influenced or impressionable, isolated, they feel rejected or discriminated against or experience community tension amongst different groups.</p> <p>Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to British fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. It also includes calls for the death of members of our armed forces as extremist. Extremism can involve targeting vulnerable people by seeking to sow division between communities on the basis of race, faith or denomination; or argue against the primacy of democracy and the rule of law in society.</p> <p>The government has established a Prevent Duty (under s26 Counterterrorism and Security Act, 2015) to reduce the numbers of people supporting extremism or becoming radicalised and to prevent them being drawn into terrorism. It is a statutory duty for local authorities, educational provisions, the health sector, police and prisons which means they must have “due regard to the need to prevent people from being drawn into terrorism.” However,</p>	<ul style="list-style-type: none"> • isolating self and spending time alone via social media • feelings that they have no purpose in life; don't belong; low self esteem • change in emotions and behaviour • change of routines, in appearance or online activities • fixated on an ideology, belief or cause • intolerant of difference such as race, faith, culture, gender or sexuality • justifying violence to others • change in language or use of words; closed to new ideas; 'scripted' speech • have materials or symbols associated with the cause • attending events, rallies etc of an extremist nature • sense of grievance (e.g., anti-West, anti-Muslim); sense of 'them and us' • conflict with family/friends or lose interest in people who do not have same beliefs • try to recruit others to join the 'cause'

<p>all organisations that work with children and vulnerable people have a responsibility to protect them from harm and becoming radicalised and/or being exposed to extreme views.</p> <p>Please refer to Young Roots' policy on preventing extremism.</p>	
4.6. Online Safety	
Definition	Signs & Indicators
<p>Technologies and the internet are an important source of communication, education and entertainment. Unfortunately, some people will use them to harm children and vulnerable adults.</p> <p>Technology can be used to groom and harm people and be involved in sexual exploitation, radicalisation, cyber-bullying, criminal exploitation etc. Abusers can adopt an identity to befriend possible victim's, people can be manipulated into sharing sensitive information and images, hackers can access online accounts and financial information.</p> <p>'Sexting' or youth produced sexual imagery is the use of technology to share indecent images or videos of a sexual nature which young people have taken of themselves – sharing images of children in this way is illegal.</p> <p>Online safety can fall into these areas of risk:</p> <p>content: exposure to illegal, inappropriate or harmful material e.g., sexual or violent material, offensive material which serves to breed hatred, fabricated news, radical and extremist views</p> <p>contact: subjected to harmful online interaction with other users e.g., adults posing as children or as 'friends', commercial advertising</p> <p>conduct: personal online behaviour that increases causes harm, e.g., to peers, such as trolling, making, sending and receiving explicit images or online bullying.</p> <p>contract: identity theft, online scams, security risks, phishing.</p> <p>Further advice and guidance on this topic are on the websites of the NSPCC, CEOP, Internet Watch Foundation and the UK Safer Internet Centre.</p>	<ul style="list-style-type: none"> • meeting older or new friends they've met online • receiving gifts or money • withdrawn and secretive • new phone or more than one phone • receiving large numbers of calls or messages • worried about being away from their phone • excessive time on phone or online
4.7. Female Genital Mutilation (FGM)	
Definition	Signs & Indicators
<p>FGM is a term given to a range of procedures whereby a female's genitals are cut, injured, removed or changed without a medical reason or</p>	<ul style="list-style-type: none"> • long visit abroad; 'ceremony' to be 'woman'

other health benefit. It is commonly carried out without anaesthetic, medicines, sterile equipment or medical training. FGM is carried out on females of any age, from new-borns to older teenagers and adult women.

The practice is carried out in certain parts of the world and also in the UK from those communities that practice it, although it is illegal in the UK and in many other countries. It is done for cultural reasons, with those that practice it arguing that it benefits the woman or girl, keeps her 'clean', retains her virginity or makes her 'marriageable'. In fact, it causes extreme pain, infection, and life-long physical and psychological damage to the healthy functioning for women and girls and causes risk to the unborn child.

It is a criminal offence (Female genital Mutilation Act 2003) in the UK to either perform FGM (including taking a child abroad for FGM) or to enable/facilitate FGM on a British National or a permanent British resident, with the crime incurring a maximum 14-year imprisonment. Certain professionals have a mandatory reporting duty if they are aware of FGM occurring for a child (aged under 18).

- relative or 'cutter' visiting from abroad
- female relative being cut
- prolonged absence from school
- difficulty walking, standing or sitting
- spend longer in the toilet
- pain urinating or menstruating
- appear withdrawn, anxious or depressed
- reluctant to have normal medical exams
- severe pain, shock, bleeding, infections, organ damage, blood loss

5. Additional Vulnerabilities

Some adults and children may be more likely to be targeted to be exploited, abused or neglected due to characteristics that make them more vulnerable. Listed here are some such circumstances but it should be noted that not all vulnerabilities translate into harm.

5.1 Disability

People with disabilities are additionally vulnerable because they:

- may have signs of abuse/neglect which are misinterpreted as being due to the disability
- have impaired capacity to resist or avoid abuse
- have difficulties communicating to others what is happening
- have fewer outside contacts than other people
- receive care from several carers which increases exposure to abusive behaviour
- receive personal care which makes it more difficult to maintain physical boundaries
- fear making a complaint in case they lose services or aggravate their carers

5.2 Looked After Children, Care Leavers & UASCs

People who have experienced abuse, neglect and family breakdown such that they have spent parts of their childhood in foster care or residential care may be particularly vulnerable. Many people who have experienced being in care may have poorer outcomes in terms of education, employment or health care needs – both physical and psychological - being met. This particularly applies to Unaccompanied Asylum-Seeking Children who are here in the UK without the protection of their families.

5.3 Race and Racism

People from black and minority ethnic groups may have experienced harassment, racial discrimination and institutional racism. Experiences such as these are likely to have a cumulative impact on their sense of identity and self-worth, limit their opportunities or serve to isolate from communities and sources of support. There is also a potential dynamic whereby professionals may not intervene soon enough in safeguarding matters (e.g., for fear of being seen as racist or in the mistaken belief that certain behaviours are acceptable in Black, Asian and Minority Ethnic groups) and in so doing, offer fewer safeguards.

5.4 Young carers

Young carers are those under age 18 who provide care for someone else (often a parent). Doing so may limit opportunities for young carers, including academic and social experiences and the burden of caregiving may be excessive or long term. Some young carers may be in need of protection, for example if the person they care for is abusive.

5.5 Contextual Safeguarding

This refers to harm that people can experience from outside of their families. The environment and relationships that people form in their neighbourhoods, schools and online can feature violence and abuse and so there may be vulnerability to harm in social contexts.

Adolescents particularly may be affected as they begin to spend more time, independently of their families, outside the home, and this particularly applies to unaccompanied asylum-seeking children (UASC). Their social environment may lead them to encounter either forms of protection or forms of abuse and exploitation. Examples such as street robbery; sexual violence in parks; gang-related violence; online bullying; harassment from peers and abuse in their intimate relationships, show that young people can be exposed to significant harm in settings outside their families. Parents/carers may not be present in the UK and so may not be able to promote their safety and well-being. Equally, young people who are exposed to harm at in the place they live may avoid going home and therefore be exposed to crime or exploitation outside the home, or they may adopt the harmful behaviour they are exposed to, as a behaviour toward others.

6. How Safeguarding Concerns May Arise

To help us identify safeguarding concerns, below are examples of the different ways in which safeguarding concerns may arise at Young Roots. These is not an exhaustive list, and it is important we remain vigilant to safeguarding matters.

- In a session with an adult or child at risk, they disclose they have been abused.
- A third party, including a child or adult Young Roots works with, tells you that an adult or child you are working with has experienced abuse.
- An adult tells you about childhood experiences of abuse and you find out that the perpetrator currently has access to children.
- You are working with an adult who is struggling to cope (e.g., mental health difficulties, addiction, homelessness).
- A child or adult tells you that they have witnessed the support worker in their accommodation having inappropriate relationships with other children or adults in the setting.
- A child or adult tells you that a person in position of authority (including Young Roots staff) is trying to connect with them on social media.
- You observe a child or adult bullying or acting inappropriately with another service user in an activity.
- You see physical signs of what could be abuse or neglect.
- You are working with someone in a position of authority (e.g., a social worker) and you note their behaviour or attitude towards a child which leaves you with concerns.
- A young person tells you they want to accept an offer of work and lodging sent to them in a text message from someone they do not know.
- A young person we work with reports a concern via the Young People's Space on the website, in person, on the phone or by email

7. Roles and Responsibilities

7.1. Everyone

This policy and procedure apply to everyone working at or for Young Roots and everyone is responsible for safeguarding. Staff who interact regularly with our clients are much more likely to encounter safeguarding concerns so should be aware of how to recognise and respond. Everyone should:

- read and apply this safeguarding policy and procedure
- be mindful of their own actions and behaviour, ensuring that we are promoting safeguarding, being aware of our position of trust and our duty to our service users
- be alert to potential indicators of abuse or neglect; aware of the risks which abusers, or potential abusers, may pose
- respond to any safeguarding concerns, however small they may appear. Speaking with colleagues and supervisors to clarify any queries or concerns and sharing information so that a full assessment can be made.

Some staff at Young Roots have specific responsibilities for safeguarding and these are detailed below.

7.2. Designated Safeguarding Officer (DSO)

The DSOs are the Head of Teams in Brent and Croydon, Casework Managers and Youth Welfare Manager. They have operational responsibilities for safeguarding across Young Roots. Their responsibilities include:

- promoting a safeguarding and listening culture across our services.
- being aware and updated about changes in safeguarding law and best practice; safeguarding matters at Young Roots and in the local multi-agency setting.
- providing advice and support on safeguarding matters for staff.
- managing individual safeguarding cases including making decisions about them, seeking specialist advice, referring to the police or social care when necessary, working with external agencies, escalating concerns if required, managing record keeping.
- alerting the Deputy DSL or DSL to any safeguarding concerns relating to allegations against staff; poor practice concerns, staff training needs or any other matters relating to the management of safeguarding.
- assisting the Deputy DSL or DSL including contributing to the broader safeguarding work e.g., policy development, data collection, safer recruitment, induction and training of staff.
- Adults or children we work with will be kept up to date with the actions we take in response to safeguarding concerns, as far as this is possible, appropriate and safe.

7.3. Deputy Designated Safeguarding Lead (DDSL)

At Young Roots, although the Chief Executives holds overall responsibility for Safeguarding as the DSL, elements of this are delegated to the Deputy DSL, who is the Head of Programmes & Quality. The responsibilities of the DSL are therefore:

- promotes a safeguarding and listening culture across Young Roots.
- keeps updated with safeguarding law, best practice and of emerging trends and themes in safeguarding.
- With the DSL, sets the safeguarding policy and procedure direction in line with statutory guidance, ensures annual reviews are undertaken and is responsible for its implementation.
- monitors effectiveness and compliance with safeguarding policy and procedures as well as related procedures such as Code of Conduct, Safer Recruitment, Disciplinary, Whistleblowing and Online Safety.
- ensures effective safeguarding systems and processes are in place, including secure recording and retrieval systems; DSOs are appointed and that safeguarding responsibilities are stated in all staff job descriptions.

- sets out required safeguarding training, including induction, and provides training and updates as per staff members roles and responsibilities. Maintains a record of staff attendance at safeguarding training.
- assists and oversees the work of the DSOs and quality assures management of safeguarding cases, including decisions made.
- briefs trustees on a regular basis about safeguarding activity and issues, maintains a risk register and provides a twice-yearly report on safeguarding.

7.4. Designated Safeguarding Lead (DSL)

The DSL is the Chief Executive who has strategic responsibilities for safeguarding across Young Roots. The Chief Executive may delegate parts of the role but remains responsible overall. The DSL:

- promotes a safeguarding and listening culture across Young Roots.
- keeps updated with safeguarding law, best practice and of emerging trends and themes in safeguarding.
- sets the safeguarding policy and procedure direction in line with statutory guidance, ensures annual reviews are undertaken and is responsible for its implementation.
- monitors effectiveness and compliance with safeguarding policy and procedures as well as related procedures such as Code of Conduct, Safer Recruitment, Disciplinary, Whistleblowing and Online Safety.
- ensures effective safeguarding systems and processes are in place, including secure recording and retrieval systems; DSOs are appointed and that safeguarding responsibilities are stated in all staff job descriptions.
- sets out required safeguarding training, including induction, and provides training and updates as per staff members roles and responsibilities. Maintains a record of staff attendance at safeguarding training.
- assists and oversees the work of the DSOs and quality assures management of safeguarding cases, including decisions made.
- oversees the management of safeguarding allegations against staff.
- briefs trustees on a regular basis about safeguarding activity and issues, maintains a risk register and provides an annual report on safeguarding.

7.5 Trustees

The Trustees are ultimately responsible for the governance of safeguarding at Young Roots, ensuring that the organisation is legally compliant and delivering services safely. Their responsibilities include ensuring:

- a culture of safeguarding is promoted whereby staff and clients can raise concerns and feel supported.
- there is a staff code of conduct and policies such as Whistleblowing and safer recruitment (which includes information about statutory checks on the suitability of staff).
- a safeguarding policy and procedure is in place (which includes how to deal with allegations against staff) which is reviewed at least annually, and which is available to and understood/applied by staff.
- safeguarding concerns are managed effectively; there are systems in place for its management; safeguarding is resourced including for training; a DSL is appointed whose role is stated in their job description.
- they receive and review regular feedback on safeguarding activity (such as gaps, threats, risks), oversee a risk register and understand remedial actions required from the Chief Executive and track progress.
- Chair of Trustees would undertake enquiries in the event of an allegation being made against the Chief Executive.
- compliance with the Charity Commission serious incident notification requirements, and other bodies such as regulators, commissioners, grant-makers, insurance companies.
- a Lead Safeguarding Trustee is nominated who liaises at least quarterly with the DSL and Deputy DSL and ensures they are effectively resourced/supported to do their role, helping the DSL to oversee safeguarding arrangements and prepare reports to Board. The Lead Safeguarding Trustee will help the Board of Trustees to ensure:
 - that safeguarding is well-managed across the organisation
 - that the work is compliant, e.g., policies, safer recruitment, recording

- safeguarding is championed at the highest level and learning is promoted
- strengths and weaknesses are understood, risk assessments are done and there is a development plan which is monitored
- reports are made twice a year to the Board thereby linking the Board with the operational part of the organisation
- serious incidents are reported to Charity Commission.

8. Responding to Safeguarding Concerns

8.1. Barriers to Speaking Out for those we work with

Many children and adults at risk are reluctant to talk about their experiences of abuse and neglect. The reasons for this are profound and complex but explain why there are often delays in people coming forward and why some people never tell. People may be reluctant to speak out because they:

- do not have anyone that they can turn to or that they can trust
- may have sought help before but felt let down
- fear not being believed or being taken seriously
- feel shame, guilt or responsibility for the abuse
- feel embarrassed about talk to someone about what happened
- fear the consequences of telling, fear the situation could become worse
- believe they are protecting others (e.g., the abuser, family members)
- have been groomed
- have experienced abuse and/or neglect for so long that it seems to be a 'normal' part of their life experience
- lack language skills, e.g., because they are pre-verbal, have communication impairment, don't speak English fluently

8.2. Barriers for Young Roots in listening

As professionals, staff and volunteers, we may feel reluctance to listen fully to accounts of abuse and neglect and to act swiftly. This may be due to:

- not understanding or not recognising the signs and indicators
- not knowing how to react
- feeling overwhelmed
- not knowing who to tell
- loyalty to family or colleagues
- fear of getting it wrong or making things worse
- worried that there isn't any hard evidence
- being worried about breaching the person's confidentiality
- lack of knowledge or trust in the multi-agency safeguarding system
- believing it is not our role
- thinking someone else is dealing with the issue

These concerns may be normal but serve to limit our responses to people who need our help. Young Roots has several systems and processes to ensure that staff are supported to have supportive discussions with supervisors and colleagues and a reflective space to make sure that we are open to listening and acting on our safeguarding concerns, however small or vague they may at first appear.

8.3. Responding to a child or adult at risk

If a child or adult at risk tells you about abuse and neglect it may need to be reported to another agency and there may be criminal or safeguarding inquiries that commence. The role of staff at Young Roots is to support people to speak out. Our role is not to investigate allegations of abuse, that is the job of trained professionals to whom we will refer as needed.

This guidance is helpful in terms of responding to a child or adult at risk.

- Make time and provide a comfortable and uninterrupted space to listen and understand what is being said.
- Respond naturally, with compassion and empathy.
- Reassure the person that they are right to tell you/someone.
- Take the matter seriously.
- Actively listen - allow the person to speak freely and recall significant events. Do not interrupt or push the person to tell you more than they wish or directly question them about the details of the incident.
- Remain 'neutral' and do not show strong reactions or feelings such as shock, denial.

- Do not ask leading questions. Where you need to ask questions, use open questions, such as those starting 'who', 'when', 'where', 'how'. Avoid asking 'why' questions.
- Do not speculate or blame anyone.
- Never ask to look at injuries, especially if it entails them lifting/removing clothing.
- Never promise confidentiality or make other promises such as 'it will all be okay now'.
- Explain what will happen next, who you will tell, that you have guidelines to follow.
- Consult immediately with the named safeguarding person within your organisation.
- Record the conversation immediately on the safeguarding incident report form (see Appendix 3).

8.4. Information Sharing and Confidentiality

Sharing internally

It is expected that information about service users will be shared internally with colleagues at Young Roots on a 'need to know' basis. This will be, for example, for reasons such as registering them as clients on our database, supervising the work undertaken with them or managing safeguarding concerns. All such information will be securely managed.

Sharing externally with other agencies

When sharing information about service users with external agencies, the law on confidentiality and information sharing must be applied. The general principle is that clients have a right to expect that their personal information will not be shared with other agencies and that their consent is obtained before sharing. This principle helps to develop trusting relationships with our service users and supports them to engage with us.

There are important exceptions to this general principle. Confidentiality is not offered absolutely, and we have a duty to make reports and share information in certain circumstances when it is in the public interest and may override their consent to share information in these circumstances:

- a person aged 16 years and over lacks the mental capacity to make that decision
- there are emergency or life-threatening situations
- other people are, or may be, at risk, including children or other adults at risk
- seeking consent could place the individual or others at risk
- sharing the information could prevent a serious crime
- a serious crime has been committed
- the risk is unreasonably high
- staff and/or other professionals are implicated

Information sharing about adults at risk

For adult safeguarding, it is important to make decisions with adults about their circumstances, to share information with their informed consent or empower them to make their own decisions about information sharing. However, the law does not prevent the sharing of information without consent in certain circumstances such as those set out above.

If an adult at risk does not give their consent to sharing safeguarding information, the reasons for this should be explored. Reassurance and support may help to change their view on whether it is best to share information. If they remain firm in their view and do not consent to information being shared, in general, their wishes should be respected, and they should be offered support to build confidence and regular reviews provided to continue supporting them. If there is uncertainty about how to proceed, seek advice.

If the decision is to take action without the adult's consent, then unless it is unsafe to do so, the adult should be informed that this is being done and the reasons why.

The Social Care Institute for Excellence (SCIE) have produced a more detailed guide called *Safeguarding Adults: Sharing Information (2019)* which is available here: <https://www.scie.org.uk/safeguarding/adults/practice/sharing-information>

Information sharing about children

Government advice about when and how information can be shared is found in 'Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers 2018' which can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf

It offers 'Seven Golden Rules to Sharing Information' which are:

- i. the General Data Protection Regulation 2016 (GDPR), Data Protection Act 2018 and human rights law are not barriers to justified information sharing but provide a framework to ensure that personal information about individuals is shared appropriately.
- ii. be open and honest with the individual (and/or their family) from the start about why, what, how and with whom information may be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- iii. seek advice from others including external agencies, if there is any doubt about sharing the information without disclosing the identity of the individual.
- iv. where possible, share information with consent. Where possible, respect the wishes of those who do not consent to having their information shared. You may share information without consent if you consider on the facts presented that there is a lawful basis such as where safety may be at risk.
- v. consider safety and well-being: base information sharing decisions on the safety and well-being of the individual and others who may be affected by their actions.
- vi. necessary, proportionate, relevant, adequate, accurate, timely and secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.
- vii. keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Information sharing principles

For both adults at risk and children, consent to share information should not be sought if this will place the person at further risk. This might include situations where, for example, there has been an allegation of familial sexual abuse or fabricated/induced illness where the detection of the crime may be jeopardised. If there is any doubt, seek advice before asking for consent or informing the individual.

In any situation where information is not shared because consent has not been given and it is judged that it cannot be shared, advice, signposting and guidance can be offered to support the client. Further opportunities to discuss matters, including concerns about safeguarding and to share information in the future should be given.

Mental Capacity

Mental capacity is the ability that a person has to make a decision for themselves. The Mental Capacity Act 2005 provides the legal framework for making decisions on behalf of people aged over 16 years who lack the mental capacity to make decisions themselves. A person may not be able to make a decision at a certain point in time if they have an impairment in their functioning e.g., a learning disability, and the impairment means that they cannot make a certain decision because they are unable to understand information about the decision, retain, use or communicate their decision and understand the consequences.

The Mental Capacity Act 2005 sets out five principles where a person:

- i. is assumed to have capacity unless it is established that they lack capacity
- ii. should not be treated as unable to make a decision unless all steps to help them to do so have been taken without success
- iii. should not be seen as unable to make a decision because they make an unwise decision
- iv. who lacks capacity must have decisions made in their best interests
- v. must have decisions made which are least restrictive of their rights and freedoms.

8.5 Recording

Recording is a key task in safeguarding practice and includes recording of concerns, interventions, decisions, actions and reasoning. Records may be used in future legal proceedings and be accessed and scrutinised by all parties to proceedings. The following checklist is good practice in recording of safeguarding concerns. Records:

- can be made during the session with the adult or child with the practitioner explaining why this is being done or failing that. immediately afterwards. They must be completed as soon as possible after the event/incident and at the latest within 24 hours
- as far as possible, use the adult/child's own words and phrase should be legible and avoid acronyms or initials unless these are properly explained and unambiguous. They must be in plain language and free from jargon
- should be clear, legible accurate, concise and up to date.
- should differentiate between fact and professional opinion or observations
- must state the date, time, place and who is present.
- be made only on Young Roots systems and not on personal equipment such as phones or notebooks. Records will only be held by Young Roots and all records are stored in a secure cupboard or a password protected electronic file. Records must never be kept at home or in places outside of Young Roots.
- be accessed only by those who are authorised and, on a need-to-know basis.
- must never be amended. Additional information or corrections of fact must be written as a separate record and explaining why the additional note is being made.

Please refer to Young Roots' Data Protection policy.

9. Safeguarding Learning & Development

In relation to safeguarding children and adults at risk, all staff should be equipped with the knowledge and skills to recognise the possible signs of abuse, neglect, exploitation and radicalisation and to know what to do if they have a concern. Everyone should be familiar with this policy and procedure and be willing and able to apply it when required.

Designated Safeguarding Officers and the Designated and Deputy Safeguarding Leads and Trustees must be able to undertake their specific responsibilities supported by training.

Young Roots offers safeguarding learning opportunities which may take place through training, briefings, team meetings, reading or other learning opportunities. Records will be kept of attendance. In addition, Young Roots provides supervision to support all staff and promote reflective learning about safeguarding.

9.1 Induction

All new staff, volunteers and Trustees, at the time of their starting work at Young Roots will receive this safeguarding policy and procedure. They are expected to read it and to agree to apply it if and when it is so required (see Appendix 7).

9.2 Safeguarding learning and development for all staff

Within 6 months of starting their role, all staff and volunteers and Trustees will receive safeguarding learning and development which will help them to identify abuse and neglect and report it using this policy and procedure and statutory guidance. This training will be renewed annually.

9.3 Safeguarding training for Designated Safeguarding staff

The DSOs and the DSL and any deputy roles will receive training within 6 months of their role commencing and then refresher/update briefings every two years. This training will focus on managing children and adults at risk safeguarding, including making decisions, referrals, and contributing to multi-agency work, consent, confidentiality and information sharing, staff support and promoting a safeguarding culture.

9.4 Safeguarding training for Designated Safeguarding Leads & Trustees

Those senior roles will need to complete 'safer recruitment' training and training in managing allegations against staff. This training should be updated every two years.

9.5 Safeguarding Governance for Trustees

Trustees will have development opportunities to be able to fulfil their safeguarding governance responsibilities. This should take place for all Trustees and be updated every two years.

Procedures

10. Procedure for managing safeguarding concerns about service users

It is not our responsibility to decide whether an adult or child has been abused or to undertake enquiries into abuse, but we are responsible for responding to and reporting concerns. Regardless of how safeguarding concerns emerge, it is important to act on them and to report them in accordance with this procedure. Reports must be made immediately or as soon as possible after the concern comes to light and within the day.

Please refer to Young Roots' Threshold document (Appendix 6), the flowchart for managing concerns about adults at risk and children (Appendix 4) and the Safeguarding Incident Report Form (Appendix 3).

10.1. Responding to an emergency

In an emergency, where a child or adult at risk has been seriously hurt or is in imminent danger, you should ring 999 and ask for the emergency service required - police and/or ambulance. Alert the DSO as soon as possible.

The procedures, set out below in the paragraph 'Responding to a safeguarding concern about a child or adult' must then be followed by the DSO.

10.2. Responding to a safeguarding concern about a child or adult

For safeguarding concerns that are not immediately life-threatening, follow these steps:

Stage 1: Speak to your DSO about your concern. This should be done as soon as possible and on the same day that you identify the concern.

Stage 2: Record all relevant details on the Safeguarding Incident Form (Appendix 3). All subsequent actions and decisions must be recorded.

Stage 3: Where a child or adult at risk is already known to the Local Authority and has an allocated Social Worker, that worker must be appraised of the safeguarding concern.

Stage 4: The DSO, having listened and understood any relevant background, will make decisions about the next steps to take. The DSO may seek advice from others either at Young Roots or from external agencies. The DSO will ensure that the safeguarding concern has been discussed with the client (where it is safe to do so) to obtain their view of what they would like to happen and tell them of our duty to pass on our concerns if this is required. The DSO will clarify matters regarding consent to share information have been addressed properly. Thereafter the DSO will make decisions accordingly within 24 hours of being alerted to the concern.

If there is any disagreement between Young Roots staff and the DSO about the decision that is to be taken, then the matter must be referred to the DSL to make a decision.

The DSO may make any of these decisions:

- i. There is no further action to take. This is because there are no safeguarding concerns.
- ii. The threshold has not been met to refer onwards however the service user does have additional needs. Young Roots will continue to provide support to the individual child or adult at risk. This may involve signposting to other sources of help including helplines, counselling or other avenues of external support. It may involve ongoing monitoring of safeguarding for the person.
- iii. Referral is made to other agencies, either voluntary or statutory agencies. for support and early help. Such referrals will require the informed consent of the client. It may involve ongoing monitoring of safeguarding for the person by Young Roots.

- iv. Referral is made to Local Authority Adult or Children's Social Care department if there is reasonable cause to suspect that the person has experienced or is at risk of abuse or neglect or there are serious concerns about the wellbeing of the person. Information sharing with other agencies should be in line with the principles set out in this policy and procedure.

The referral must be made immediately by the DSO using the procedures and forms as set out by the Local Authority Adult or Children's Services (see contact details in Appendix 2). If the referral is made by telephone, this must be followed up in writing immediately and within 24 hours. Adult or Children's Services and Police should acknowledge your written referral within one working day of receiving it. If the DSO has not heard from them within 3 days of the referral, they must make contact again to clarify. Having made the referral, there may need to be ongoing work required by the DSO, including providing further reports or attendance at meetings, in line with the multi-agency procedures.

If a referral is not accepted or there are delays, the DSO should be advised by the Local Authority and given reasons for these decisions. If the DSO remains concerned, they should be proactive in pursuing further discussions with the Local Authority and consider escalating their concerns through the Safeguarding Partnership procedure.

- v. Refer to the Police or other Emergency Services if there is an emergency situation requiring immediate action.

At any time, the DSO can seek advice from one or more of the following: the DSL, Deputy DSL, Local Authority, Police or any of the specialist providers in the local authority area or nationally (see agencies listed in Appendix 2).

Stage 5: In all cases, records must be kept of all conversations, observations and reasons for decisions. A decision to take no further action or monitor a situation is as serious as a decision to take action or make a referral out.

Stage 6: The DSO also has a role at Young Roots to debrief with staff and to offer support and supervision during and after any safeguarding incidents. The DSL/Deputy DSL should also be appraised.

11. Procedure for managing allegations against staff

N.B 'Staff' includes trustees, paid staff and volunteers.

Young Roots' practices seek to reduce the potential for staff to act in ways that may cause harm to our service users, to other staff and to our reputation. This procedure is relevant in the event that there are safeguarding concerns about a member of Young Roots staff.

Staff should raise any concerns about the behaviour of colleagues and Young Roots will fully support anyone who, in good faith, reports that a colleague may pose risk to a child or adult at risk.

Safeguarding concerns can include where a staff member may have:

- i. behaved in a way that has – or may have - harmed a child or an adult; behaved in a way that could lead to a child or an adult being harmed
- ii. possibly committed, or is planning to commit a criminal act towards a child or an adult
- iii. behaved toward a child or an adult in such a way that it indicates that they could pose a risk of harm to service users or be unsuitable to work with service users

whether this has occurred whilst working at Young Roots or elsewhere, including online.

Safeguarding concerns about a staff member may arise in various circumstances, for example:

- a service user (child or adult) or a third party makes an allegation implicating a staff member
- concerns about a staff member's behaviour emerge from another route e.g., a complaint or an enquiry
- a specific known person is not victimised but there are concerns about a staff member's behaviour, e.g., a staff member is looking at abusive images of children online or expressing inappropriate views online
- someone has breached the Code of Conduct, or they engage in poor working practices
- they no longer work at Young Roots and allegations come to light about them (historical or non-recent concerns)
- there are safeguarding concerns related to them outside of their work at Young Roots, for example they have harmed their own children or another adult that leads to concerns about their fitness to work at Young Roots
- new information is contained in a Disclosure and Barring List (DBS) check.

These concerns may be unfounded, or the allegations may be false or malicious, but they may also be founded. The outcome cannot be known until a proper enquiry has been undertaken using this procedure. It is important that all allegations are taken seriously and not ignored. All allegations and concerns must be reported so they can be properly addressed in line with this procedure and outcomes recorded. The report must be made immediately or as soon as possible after the concern comes to light and within 24 hours.

11.1. Responding to a safeguarding concern about staff

Where there are safeguarding concerns about staff, including concerns about poor working practices, follow the steps below. Refer to the flowchart for Managing Allegations against Staff (Appendix 5) and the Safeguarding Incident Reporting form (Appendix 3).

Speak to the DSL about your concern on the same day that you identify it. It is not necessary for you to be completely certain, and it is expected that you notify any concerns that may impact on the wellbeing of our service users. The subject of the allegation should not be notified. If the concern is about the DSL or a Trustee, then the Chair of Trustees (or another Trustee) must be notified.

Record all relevant details on the Safeguarding Incident Form (Appendix 3) and hand to the DSL. The DSL will ensure that all subsequent actions and decisions are recorded.

Steps the DSL may take

The DSL will follow this procedure, dealing with matters quickly, fairly and consistently so that individuals are safeguarded, any evidence is secured, and the staff member is supported. This will involve working with others, both internally (including Trustees) as well as external agencies including Police, Local Authority and (if it relates to children), the Local Authority Designated Officer (LADO).

There may be up to four strands in the management of any safeguarding allegation and any or all of them may be required depending on the circumstances.

1. A police investigation, if a criminal offence may have been committed
2. Enquiries by social care about child or adult at risk safeguarding
3. Young Roots internal process, including considerations about disciplinary action
4. Referral to the Disclosure & Barring Service and/or referral to a professional registration body for professional misconduct.

An initial plan for the enquiry with proposed actions and timescales must be confirmed within one working day by the DSL or DDSL. Consideration should be given to these areas:

- which of the four stands of inquiry (see above list) are thought to be required at this stage. This may change as the enquiry progresses.
- if any immediate action is required to safeguard service users, staff, the building or services, including securing or 'locking down' any records; removing equipment from the subject of the allegation (including devices which contain evidence) or removing their access to parts of the building or shared drives etc.
- what other information is required, how it will be sought, when, from whom
- if advice is required from the Police, the Local Authority, LADO or other agency
- what information to share with the subject of the allegation and with any other employer / agency (if they work or volunteer elsewhere); any arrangements to support the person
- decisions about temporary suspension or altering duties of person subject to allegation
- what information to share, and when, with other staff and clients; managing speculation, leaks and gossip; managing media interest if it should arise
- if the criteria are met for referral to the Police, Local Authority, the Local Designated Safeguarding Officer (LADO).
- if the criteria are met for a serious incident report being made to the Charity Commission

Liaison with the Local Authority Designated Officer – LADO (children only)

- Where there are concerns about staff who work with children, the LADO must be contacted within one working day. The LADO for the local authority area where the child resides is the responsible agent unless there is no known child in which case it is the area where the subject of the allegation lives.
- The LADO will advise on whether the threshold for their involvement is met. If it is, then the LADO is involved from the initial phase of the allegation through to the conclusion of the case and will ensure all the relevant reports and lines of inquiry are made.
- The LADO is responsible for:
 - providing advice, information and guidance to employers and voluntary organisations around allegations and concerns about staff.
 - managing and overseeing individual cases from all partner agencies.
 - ensuring the child's voice is heard and that they are safeguarded.
 - ensuring there is a consistent, fair and thorough process for all adults working with children against whom an allegation is made.
 - monitoring the progress of cases.
 - recommending a referral and chairing the strategy meeting in cases where the allegation requires investigation by police and/or social care.
 - advising about referrals to other agencies such as DBS.

There is no LADO equivalent for adult safeguarding but matters relating to staff working with adults are dealt with by Adult Social Care. Where there may be crossovers between adult and child safeguarding, the LADO can advise.

A police investigation if a criminal offence may have been committed

A report must be made to the Police and a crime reference number obtained where:

- there has been a crime, or a crime is suspected
- allegations about staff/volunteers who are no longer working for Young Roots must also be reported to the Police.

Enquiries by social care about adult or child safeguarding

Adults and children who are victims of harm must be protected and provided with support. The immediate safety of an individual client must be considered as well as the safety needs of all other clients (current or historical) and any others that the subject of the allegation may have encountered. This will involve making referrals to the Local Authority as per the above 'Procedure for managing concerns about clients.'

YOUNG ROOTS' internal process including considerations about disciplinary action

Internal investigations must be initiated without delay, but are secondary to reports being made to Police, Adults or Children's Social Care and LADO.

Internal enquiries should follow Young Roots' Staff Handbook and HR advice and consult with other relevant colleagues and address these areas:

- maintaining confidentiality for the subject of the allegation during the investigation period.
- the subject of the allegation has a right to have their case dealt with fairly, quickly and consistently and to be kept informed of its progress. They should have a named contact at Young Roots and be signposted to external support, e.g., union or counselling services.
- decisions about suspension or other alternatives such as allocating other duties during the investigation period. Suspension should not be the default option and alternatives to suspension should always be considered. Where suspension takes place, it is viewed as a neutral act which does not imply guilt. Suspension should be considered where Police are investigating allegations; the allegation is so serious that if it is substantiated, it would be grounds for dismissal; the person against whom the allegation is made may put pressure on others who are witnesses or may pose ongoing risk which cannot be managed satisfactorily without suspension. Whether suspended or not, whilst inquiries are ongoing, the worker in question should not be in contact with clients.
- Outcomes of the investigation may fall into these areas:
 - there is sufficient evidence to state that the allegation is substantiated and there has been harm to the client.
 - there is sufficient evidence to disprove the allegation and say it is malicious. Malicious allegations made by a member of staff may result in disciplinary procedures against them. Where police are involved, this may lead to charges of 'wasting police time' or 'perverting the course of justice'.
 - there is sufficient evidence to disprove the allegation, but it was not made to deceive. False allegations are rarely made by service users, although this is possible, and it is more likely there has been a misunderstanding or misinterpretation of events. Where it transpires that there has been a false allegation, it is important to consider what may have driven this, including other welfare concerns.
 - there is insufficient evidence to either prove or disprove the allegation which is therefore unsubstantiated.
 - there is no evidence or proper basis which supports the allegation being made, e.g., due to a misinterpretation, so the allegation is unfounded.

The range of options open will depend on the circumstances of the case and take into account the result of any Police investigation or criminal trial, any safeguarding enquiries about the child or adult as well as the organisations duty to safeguard the charity, its staff and clients. Options may include:

- reintegrating the member of staff into the job role
- changes to the job description or working patterns
- invoking the disciplinary process

- dismissal
- alerting other known employers of the individual concerned (which the LADO can do for staff working with children)
- referring to the DBS
- alerting the Charity Commission or the charity's commissioners, insurance company or professional regulating bodies of the subject of the allegation
- consequences for staff who have made malicious allegations. There should be no consequence for staff who make allegations in good faith where those allegations are not substantiated or are unfounded.

Decisions must be implemented as soon as possible and within three working days of the decision of Young Roots. The subject of the investigation must receive a letter within five working days of the conclusion of the investigation clarifying its outcome and any implications for their employment.

11.2 Refer to the disclosure and barring service (DBS)

Young Roots has a duty to refer to DBS any person engaged to work in regulated activity where the allegation has been substantiated or where there has been harm caused. DBS will consider whether the person should be barred from working with children or adults at risk.

Referrals to DBS will be made where Young Roots withdraws permission for a person to work in regulated activity with children and/or adult at risk, including moving them to do work that is not regulated activity. Young Roots must also refer to DBS where we would have taken this action, but the person was re-deployed, dismissed, resigned, retired, or left. The DBS referral can take place at any time during the allegations process and at the earliest stage possible. Failure to report to DBS in these circumstances is an offence.

The referral process is outlined on the DBS website, and they can be contacted for advice if there is uncertainty as to what to do.

11.3 Other considerations

Lack of co-operation

In all cases, the process of recording the allegation, identifying any supporting evidence and making a judgement as to whether it is substantiated should continue as far as possible. Full opportunity will be given to the person to respond to the allegation. Every effort will be made to conclude all cases where allegations are made, even where:

- the person concerned refuses to cooperate, resigns or otherwise stops providing their services
- it is difficult to reach a conclusion
- the person is deceased.

Managing communications

Service users and their families or carers may need to be advised about the allegation and the decisions about how this occurs and what is shared will be made by the DSL. Service users should ideally be told about the allegation as soon as possible, depending on the individual situation. They should be kept informed about the progress of the case and told of the outcomes where there is not a criminal prosecution. That includes the outcome of any disciplinary process.

The person against whom the allegation is made should be kept apprised by the nominated person at Young Roots.

If there is media interest, this will be carefully considered by the leadership and Trustees.

Compromise, settlement or non-disclosure agreements

These are agreements whereby a person agrees to resign with an arrangement that the employer will not pursue disciplinary action, and where both parties agree a form of words to be used in any future reference.

These types of agreement must never be used in these cases nor can Young Roots' duty to report to DBS be overridden.

References

Where allegations are considered to be false, unsubstantiated or malicious, these should not be included in employer references.

Record keeping

Details of allegations that are found to be malicious should be removed from personnel records.

For all other allegations, detailed and clear records of the allegation, how it was managed, actions taken, and decisions reached, is kept on the confidential personnel file of the subject of the allegation. The record should be kept at least until the accused has reached normal pension age or for a period of 10 years from the date of the allegation if that is longer.

Supervision, support & learning

The DSL will ensure that after any allegation management, staff who were involved in the issues surrounding the allegation are supported, supervised and effectively de-briefed.

There may need to be a learning review arising from the experience of managing the allegation and practice changes made accordingly, if there are features of the organisation that have contributed to the occurrence of the harmful behaviour. In some circumstances an individual case review may be required to learn lessons and improve practices, amend policies and procedures or lead to staff training.

This policy and procedure, or other policies may need to be reviewed in relation to the learning from the allegation management. These updates should be made at the time of learning rather than waiting for the next scheduled policy and procedure review.

Appendix 1

Key Internal Contacts			
Designated Safeguarding Officer (DSO)			
Name:	Shonam Rashidi-Khaki	Mobile	07825 012 820
Job title:	Casework Manager, Croydon	Email	shonam@youngroots.org.uk
Designated Safeguarding Officer (DSO)			
Name	Dan Smith	Mobile	07824 998 619
Job title	Casework Manager, Brent	Email	daniel@youngroots.org.uk
Designated Safeguarding Officer (DSO)			
Name	Allys Brown	Mobile	07761514188
Job title	Head of Services Brent	Email	allys@youngroots.org.uk
Designated Safeguarding Officer (DSO)			
Name	Jane Markey	Mobile	07881349096
Job title	Head of Services Croydon	Email	jane@youngroots.org.uk
Designated Safeguarding Officer (DSO)			
Name	Jane Lucas	Mobile	07874866299
Job title	Youth Welfare Manager	Email	janel@youngroots.org.uk
Deputy Designated Safeguarding Lead (DDSL)			
Name:	Hayley Cohen	Mobile	07874 872 812
Job title	Head of Programmes & Quality	Email	hayley@youngroots.org.uk
Designated Safeguarding Lead (DSL)			
Name:	Paola Uccellari	Mobile	07557414773
Job title:	Chief Executive	Email	paola@youngroots.org.uk
Chair of Trustees			
Name:	Grace Capel	Mobile	07894 509 320
Title:	Chair	Email	grace@youngroots.org.uk
Lead Trustee for Safeguarding			
Name:	Andrew Haley	Mobile	07538 600 046
Title:	Trustee	Email	haleyandrew7@gmail.com

Appendix 2:

Key External Contacts and Resources	
Police, Ambulance, Fire Services	
Police (non-emergency)	Tel 101
Emergency Services	Tel 999
Police Anti-terrorism Hotline	Tel 0800 789 321
Police Prevent Team	Tel 101
Local Authority	
Local Authority Adults Social Care	<p>Brent: Tel: 020 8937 4300 Emergency/Out of Hours: 020 8863 5250 Email: Web-link: https://www.brent.gov.uk/adult-social-care</p> <p>Croydon: Tel: 020 8726 6500 Web-link: https://www.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult</p>
Local Authority Children Social Care [MASH Hub]	<p>Brent: Tel: 0208 937 4300 (option 1) Emergency/Out of Hours: 0208 863 5250 Web-link: https://brentsafeguardingpartnerships.uk</p> <p>Croydon: Tel: 020 8255 2888 (Single Point of Contact Team) Out of hours: 0208 726 6400 Web-link: https://www.croydon.gov.uk/children-young-people-and-families/child-protection-and-safeguarding/report-concern-about-child Email: childreferrals@croydon.gov.uk</p>
London Safeguarding Children Partnership	London Safeguarding Children Board (londonscb.gov.uk)
London Safeguarding Adult Partnership	London Safeguarding Adults Board – LondonADASS
Local Authority Designated Officer	<p>Brent: Email: Family.FrontDoor@brent.gov.uk</p> <p>Croydon LADO:</p>

	<p>Jane Parr : jane.parr@croydon.gov.uk Telephone: 020 8255 2889 Email: LADO@croydon.gov.uk LADO Service Manager Steve Hall : steve.hall@croydon.gov.uk</p>
Domestic Abuse	
Domestic Abuse	<p>National DV helpline: 0808 2000 247</p> <p>Advance (Mon-Fri 9am - 6pm): 07398454898</p> <p>Male Victim Advice Line (Mon-Fri 9am - 8pm): 0808 8010327</p> <p>Rise Mutual Domestic Abuse Perpetrator programmes and integrated victim support service Phone: 07495099694 Email: info@risemutual.org</p>
Sexual Assault Referral Centres	<p>Brent: Chrysalis One stop shop for male and female survivors to access specialist legal, housing and benefits advice around domestic abuse and VAWG. Every Tuesday 9:30 - 12:30 Phone: 07398454898 Email: brent.admin@advancecharity.org.uk</p> <p>West London Rape Crisis For women who have experienced any kind of sexual violence, recent or historic Phone: 08088010770</p> <p>Croydon: Family Justice Centre (FJC) Telephone: 020 8688 0100 Email: fjc@croydon.gov.uk</p> <p>Rape and Sexual Abuse Centre: 0808 802 9999 www.rasasc.org.uk</p>
Radicalisation	
HM Govt Report radicalisation online	https://act.campaign.gov.uk/
Home Office Radicalisation e-learning module	https://www.elearning.prevent.homeoffice.gov.uk
Adult Safeguarding	
Ann Craft Trust Resources and support for safeguarding adults at risk	Tel 0115 951 5400 Website: http://www.anncrafttrust.org/safeguarding-adults-sport-activity/
NAPAC (National Association for People Abused in Childhood) Helpline and online support	Tel 0808 801 0331 Email support@napac.org.uk
Mencap Direct	Tel: 0808 808 1111

Helpline and support	E-mail help@mencap.org.uk www.mencap.org.uk
MIND Helpline and support	Tel 0300 123 3393 Text 86463 E-mail info@mind.org.uk www.mind.org.uk
National Autistic Society Helpline and support	Tel 0808 800 4104 Website www.autism.org.uk
Children's Safeguarding	
NSPCC Helpline For anyone concerned about a child	Tel 0808 800 5000 Email help@nspcc.org.uk
Childline For children to use	Tel 0800 1111
NSPCC Whistleblowing Helpline	Tel 0800 028 0285 Email help@nspcc.org.uk .
NSPCC FGM Helpline	Tel 0800 028 3550 Email fgmhelp@nspcc.org.uk
Triangle Support and advocacy for disabled children	Tel 01273 305 888 https://triangle.org.uk/
Family Lives Parent advice line.	Tel 0808 800 2222
Child Trafficking Advice Centre	0808 800 5000
Child Exploitation and Online Protection Centre (CEOP) Investigates online behaviour such as grooming	0870 000 3344
Other National Services	
Victim Support	Tel 0808 168 9111 www.victimsupport.org.uk
National Domestic Violence Helpline	Tel 0808 2000 247
FGM FORWARD Training and support	Tel 020 8960 4000 Email forward@forwarduk.org.uk
Forced Marriage Helpline	Tel 0800 599 9247
Forced Marriage Unit	Tel 0207 008 0151 Out of office hours contact: 0207 008 1500 (ask for Global Response Centre).
UNSEEN Specialist charity giving advice and support about Modern Day Slavery	Telephone: 0303 040 2888 Helpline: 08000 121 700 Website: https://www.unseenuk.org/
British Institute of Learning Difficulties Training and resources	Tel 0121 415 6960 www.bild.org.uk
The UK Safer Internet Centre Provides advice for professionals and responds to reports about sexual abuse images of children online	0844 381 4772

Disclosure & Barring Scheme

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Young Roots' Safeguarding Incident Report Form

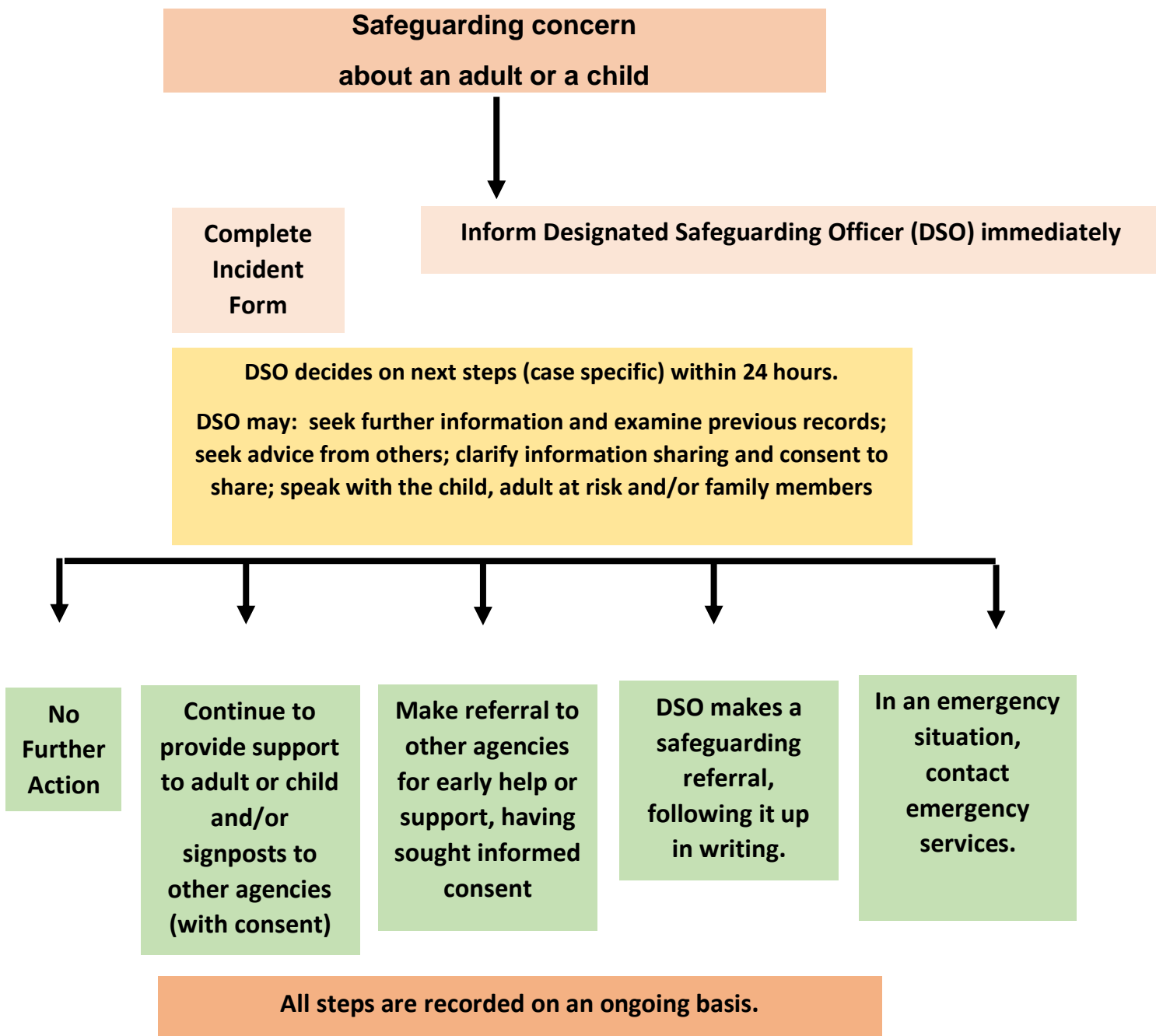
To be completed as soon as possible following the safeguarding incident and within 24 hours.

Copies of this form can be found on Sharepoint.

Details of the Child or Adult at Risk		
Name of Child or Adult at Risk		
Age	Date of Birth	Gender
Religion	Ethnicity	Language
Any additional needs (e.g., disability, interpreter needed)		
Parent's/Carer's name(s):		
Any other family member names:		
Home address and telephone number of child/ren or adults at risk:		
Details of safeguarding concern		
Describe the safeguarding concerns. Include:		
<ul style="list-style-type: none"> • How did the concern come to light? • Dates/times of incidents, dates/times of actions taken etc. • Details of specific incidents. • Physical signs or behaviour's that were noted 		
Have you spoken to the adult at risk or the child? If so, what was said?		
Have you spoken to the parent(s) or carers? If so, what was said?		
Details of the person/s that the concern or allegation is against:		
Full Name		

Role or Relationship to the alleged victim		
Age/Date of Birth		
Address		
Telephone Number		
Have you asked for consent from the adult at risk or the child/child's parents to pass on information? YES/NO		
Has consent to pass on information to other agencies been given? YES/NO		
Is the adult at risk or the child/child's parents aware that you are sharing concerns with another agency?		
Please explain if there are any issues or concerns about consent.		
Have you sought advice from anyone? Give details of who (full name and contact details), when and the advice they gave.		
Your Details		
Your Name:	Your Position:	Your contact details
Report		
Are you reporting your own concerns or responding to concerns raised by someone else?		
If responding to concerns raised by someone else, please provide their name, role and contact details (if known):		
Date and Time reported to DSO or DSL		
Your Signature		
Signature of DSO or DSL		

Flowchart for Managing Safeguarding Concerns about Children or Adults at Risk
 (see policy and procedure for detailed guidance)



Flowchart for Managing Allegations Against Staff*

(see policy and procedure for detailed guidance)

*Staff includes paid staff, volunteers, students, contractors, Trustees

Safeguarding concern about a member of staff or volunteer who has:

- Behaved in a way that has harmed an adult or a child
- Possibly committed a criminal act to an adult or a child
- Behaved in a way that indicates they could pose a risk of harm

whether this has occurred whilst working at Young Roots or elsewhere, including online



Complete
Safeguarding
Incident Form

Inform Designated Safeguarding Lead (DSL)
Inform Chair of Trustees if concern is about the DSL



DSL or Chair decides on next steps (case specific) within 24 hours.

DSL or Chair may: seek further information and examine previous records;
seek advice from others e.g. Local Authority, LADO, Police, DBS;
speak with staff, volunteers and/or clients.

These steps apply for current staff/volunteers as well as those who have left.

Undertake internal
investigation in
relation to
employment or
volunteering at
Young Roots

Refer to Local
Authority
Designated Officer
(LADO) (in
children's cases)
or Adult Services

Make a safeguarding
referral, followed up in
writing where there
are safeguarding
concerns for child or
adult at risk.

Report
to
Police

Report to
DBS and or
Charity
Commission

All steps are recorded on an ongoing basis.

Safeguarding Thresholds

Level 1 - Low

Minor concerns for a young person in relative stability where other agencies and professionals (Social Worker, Foster Carer, GP, teachers) are involved and the young person is engaging with them regularly and in a positive way.

There are no current unmet needs or need is low level and can be met by the universal services or with some limited additional advice or guidance.

This applies to young people attending Young Roots who have a good level of English and no other communication difficulties and have a stable immigration status.

These does not mean that young people at this stage do not experience difficulties but that they can manage these by asking for help and the help is available to them.

Examples:

Young person seems

- withdrawn or we notice a sharp change in behaviour
- Stops attending suddenly
- Suddenly becomes more unreliable than usual with appointments or stops engaging with professionals.
- Young person makes any general but concerning comments during group discussions
- Signs of poor self-care
- Confusion / worries about rights and entitlements, lack of understanding of the system.

Actions to take:

- Record on Lamplight under safeguarding and discuss with line- manager or during debrief.
- Upon this, staff to monitor and engage with the young person by phone/ text and with immediate contacts (foster carer, keyworker, social worker) within a week.
- DSO will pick this up from LT on weekly meeting (Current Safeguarding Issues list on LT).
- Support the young person to refer themselves to other support may be needed (advocacy, mental health, mentoring etc) or in-house at Young Roots.
- Young Roots can continue working with the young person and team around the young person and explore/ resolve issues within a month.

Level 2 - Emerging Needs

This applies to young people who:

- Their immigration status is still pending.
- Have communication and language difficulties.
- Have poor access to services, incl. unstable and/ or inappropriate accommodation.
- Are socially isolated.
- Level 2 relates to safeguarding concerns, including a disclosure by the young person or other young person about them, or a professional. On this level, their wellbeing may be compromised but they are not experiencing significant harm which applies to Levels 3 and 4.
- Most young people we work with will fall under this category.

(NB: mental health incl. sleep problems, flashbacks, “overthinking”, thinking of suicide but not planning it – applies to children and adults).

Examples:

- Not attending college regularly missing lessons or appointments (children and adults).

- Disclosure or abuse or exploitation in the past but not at immediate harm now (children and adults)
- Unhealthy relationships with peers, partners, friends, or family members (children and adults).
- Associating with anti-social or criminally active peers (children and young adults).
- Housing arrangements are temporary, unsafe, or unsecure, changes address frequently due to sofa- surfing (for adults).
- Concerns about potential substance misuse (for adults).

Actions

- Discuss with the young person (see guidelines on handling disclosures)
- Discuss with the line- manager or session leader immediately.
- Record details of disclosure on Lamplight and during weekly safeguarding meetings
- Inform DSO - DSO and Deputy will discuss these cases their weekly safeguarding meeting.
- A referral to appropriate agencies, for example, Children’s Services, the NRM, or a mental health support service, other voluntary or statutory organisations is necessary here.
- Follow up with the young person on a regular basis, keeping them informed. This could be done by their allocated caseworker or DSO/ Deputy DSO.
- Young Roots can continue working on this issue and aim to address it within 2 weeks.
- This could potentially lead to referring to the Casework Service or Hub services, if not already a client.

Level 3 - Complex & multiple needs, young person experiences significant harm & wellbeing is compromised

This level refers to situations where:

- There are ongoing safeguarding concerns already known to Young Roots (see examples on Level 2).
- Young person was already under Level 2 previously for more than 2 weeks.
- Young Roots have attempted to refer elsewhere but issues remain, or little progress has happened.
- Young person is not engaging with other support services and agencies, or not taking up available options.
- Case is not progressing, resulting to deterioration in young person’s wellbeing and/ or safety.

Actions:

- Need to escalate and refer.
- DSO and Deputy DSL will discuss these cases at weekly meeting to check progress and decide on next steps.
- This level would require a child protection referral to Children’s Services / Local Safeguarding Board if a child.
- For adults who are care-experienced/ care- leavers a concern with the Care Leaving Team needs to be raised.
- For adults in asylum support accommodation, HO/ MH will need to be informed.
- For adults with health needs and allocated social worker – contact them directly.
- Record details of on Lamplight complete an incident report and keep notes during weekly safeguarding meetings.
- Young Roots Services Manager/ Head of Service and staff may need to lead on coordinating professionals and request a “network meeting” for this young person.
- Legal action will be considered at this stage.

Level 4 - Immediate risk to themselves or others

This applies if:

The young person is presenting with aggressive or abusive behaviour, verbal or physical, towards staff members, volunteers, or other young people.

- The young person is at immediate risk to themselves or others.
- Ill mental-health that prevents the young person from engaging with services and professionals.
- Ongoing mental health issues not being addressed by services and/ or young person rejects support.
- Ongoing housing needs not met despite referrals being made such as street - homelessness.

Actions

- DSO or Deputy DSL to act within 24 hours of information being brought to the attention of Young Roots.
- DSO/ Deputy DSL to notify Safeguarding Trustee & update SMT incl. DSL on the day.
- CEO to inform the trustee board immediately.
- Immediately notify social worker or Duty (for those in care under 18) or the Police if Duty Services not available.
- MASH referral for children not in care of social services
- Urgent adult safeguarding concern to be made for under those over 18.
- Direct to A&E and/ or call an ambulance for the young person if at immediate risk.
- Consider requesting a welfare check to their address.
- Record details of on Lamplight and complete an incident report.
- In the unlikely event that a serious incident takes place within Young Roots services or premises, by Young Roots staff and volunteers, and/ or harm is caused by Young Roots, then consideration should be given to notifying the Charities Commission.

Note on Consent and Confidentiality

Young Roots staff will discuss their concerns openly and honestly with the child or adult where appropriate, and their parents or carers/ those with parental responsibility.

Exception: if speaking to carers/ parents places the child or adult at likelihood/ immediate risk of harm. Where this is the case, consent to refer is not required and contact should be made with external agencies, such as Children's Services, Social Services, health professionals and or the Police.

Young Roots staff will need to keep young people informed at all stages and in the case of vulnerable adults (18 to 25), would need to request their consent before referring to other services.

Exception: if the person lacks the capacity to make an informed decision/ choice and/ or is at immediate risk then Young Roots will have to contact the Police or other external agencies and break confidentiality. This needs to be explained to the adult, recorded on Lamplight and Young Roots staff need to be cautious

Definitions

"Harm" is the "ill treatment or the impairment of the health or development of the child" (Section 31, Children Act 1989). Seeing or hearing the ill-treatment of another person is also a form of harm (Section 120, Adoption and Children Act 2002). Harm can be determined

“significant” by “comparing a child’s health and development with what might be reasonably expected of a similar child”. NSPCC, updated September 2020

An incident is defined as serious in the following circumstances:

Young Roots participants (adults or children) have been, or alleged to have been, abused or mistreated while under the care of the charity, or by someone connected with the charity, for example a trustee, staff member or volunteer or partner, during the delivery of Young Roots services.

Someone has been abused or mistreated (alleged or actual) and this is connected to the charity’s activities beyond its services (i.e. events).

There has been a breach of procedures and protocols which has put Young Roots participants at risk, including failure to carry out checks which would have identified that a person is disqualified in law, under safeguarding legislation, from working with children or adults.

Appendix 7

**CONFIRMATION OF HAVING READ, UNDERSTOOD AND AGREEMENT TO
APPLY SAFEGUARDING POLICY AND PROCEDURE
BY STAFF, VOLUNTEERS AND STUDENTS**

To be completed during induction and within two weeks of
new policy and procedure being issued annually

NAME:

DATE OF APPOINTMENT:

DATE POLICY AND PROCEDURE DISCUSSED IN SUPERVISION:

I have read and I understand the Safeguarding Adults and Children Policy and Procedure. I agree to adhere to the requirements of the Safeguarding Adults and Children Policy and Procedure during my work at Young Roots.

YES/NO (circle as applicable)

I have had the opportunity to discuss the Safeguarding Adults and Children Policy and Procedure it in supervision.

YES/NO (circle as applicable)

NAME OF WORKER:

SIGNATURE OF WORKER:

DATE:

NAME OF MANAGER:

SIGNATURE OF MANAGER:

DATE:



Safeguarding Code of Conduct for Staff, Volunteers and all others who provide services at Young Roots

Last updated: September 2022

Young Roots aims to improve the well-being and life chances of young refugees and asylum seekers. We work to create a safe environment for all those participating in its work and places safeguarding at the core of its services, activities, events and practices. Please read our safeguarding statement on our website. A copy of our safeguarding policy is also available on our website. Staff and volunteers will receive safeguarding training annually.

The young people that we work with face numerous challenges. Young Roots staff, volunteers and those providing services within our activities should strive to follow best practice and agree to the following:

- Be kind and respectful to the young people we support.
- Be inclusive and involve all young people without selection or exclusion on the basis of gender, language, disability, ethnicity, religion or any other status.
- Encourage and respect young people's voices and views.
- Plan and organise the work and the workplace so as to minimise risks to young people and those representing Young Roots.
- Ensure that a culture of openness exists to enable any issues or concerns to be raised by young people or staff.
- Be willing to accept questions or criticism regarding good practice.
- Be aware of the potential for peer abuse (e.g. children bullying, discriminating against, victimising or abusing other children) and be aware of and attempt to minimise harm caused by unequal power relations between young people.
- Avoid giving or receiving personal items or presents outside of appropriate celebrations and ensure gifts are of token value (e.g. chocolates) rather than anything that could be misconstrued (such as expensive items).
- Unless it is part of your role avoid asking young people sensitive questions.
- Be professional and maintain a high standard of personal behaviour at all times. Be friendly with young people, but not friends.
- Avoid spending time alone with young people unless required by your role (i.e casework)

Staff/volunteers and those providing services within our work must never:

- Hit or otherwise physically assault or abuse the young people we support.
- Develop romantic or sexual relationships with young people.

- Swear or make sexual or suggestive comments to any young person. If a young person makes inappropriate comments to you be ready to enforce these boundaries in your response.
- Act in ways intended to shame, humiliate, belittle or degrade children and young people, or otherwise perpetrate any form of emotional abuse.
- Develop relationships with children which could in any way be deemed exploitative or abusive.
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- Invite young people to your home.
- Offer a lift to a young person upon completion of a Young Roots activity or at any other time.
- Offer to accompany a young person to appointments or any other activities without Young Roots' knowledge.
- If on a residential trip do not sleep in the same room as a young person or enter their room by yourself.
- Do things for young people of a personal nature that they can do themselves.
- Condone or participate in behaviour with young people which is illegal, unsafe or abusive.
- Take photographs or videos of young people on personal phones and cameras. (See photo and video guidance document for more information.)
- Use your personal phones whilst with young people.
- Give your personal email address, telephone number or other contact details to children and young people you come into contact with through Young Roots.
- Use personal accounts to become friends with a young person or follow them on social media sites, such as Facebook, Instagram, Tik-Tok etc.
- Maintain a personal relationship with a young person upon completion of working, volunteering or providing a service to Young Roots.

Reporting concerns:

- Take any suspicion or allegation of abuse seriously and report any concerns (either verbally or non-verbally expressed) by a young person to the staff member in charge without delay, who will pass it on to Designated Safeguarding Officer.

The Director and Designated Safeguarding Officer will ensure:

- A culture of openness exists to enable any issues or concerns to be raised and discussed and that young people know what they can do if there is a problem.

This is not an exhaustive or exclusive list, so please talk to the Designated Safeguarding Officer if you have any further suggestions or concerns.

Declaration:

I understand and agree to comply with all the above requirements

Signed:	Date:
Name:	Position: