



Croydon Voluntary Action (CVA) Safeguarding Policy & Procedures Concerning Children, Young People & Adults at risk

CVA SAFEGUARDING POLICY

1. Introduction

Every child or vulnerable adult deserves to be safe and secure in their activities. Their parents or carers (if they have them) need to feel sure that the people in charge of these activities are trustworthy, responsible and will do everything they can to keep the adult or child at risk safe from harm. Unfortunately, sometimes people who work or volunteer may pose a risk to children or adults at risk and may wish to harm them.

CVA has put in place safeguards to protect children, young people or adults at risk. CVA has also put in place safeguards to avoid putting their workers in positions where abuse might be alleged, and to ensure that all workers know exactly what to do should abuse be suspected. CVA believes it is important to not only protect those at risk from abuse but to actively promote the welfare of children, young people and adults at risk - not just to protect, but to safeguard.

For the purpose of this document 'adult' means a person aged 18 years or over, and children below 18 years. The broad definition of an 'adult at risk' referred to in the 1997 Consultation Paper 'Who decides?' issued by the Lord Chancellor's Department, is a person: "who may be in need of community care services by reason of mental or other disability, age or illness; and who is unable to protect him or herself against significant harm or exploitation," and is also referred to in the "No Secrets government report.

2. CVA Values for Safeguarding Children & Young People at risk

- The needs of the child are paramount and should underpin all child protection work working to the London Child Protection Procedures.
- Responsibility for safeguarding children and young people must be shared as they can only be protected effectively when all the relevant agencies and individuals accept responsibility and co-operate with one another. The Children Act 2004 places new duties on public bodies to share information in order to safeguard the welfare of children and young people.
- All children and young people have the right to grow up in a caring and safe environment.

- Children and young people have the right to be protected from abuse of all types, and to expect that adults in positions of responsibility will do everything possible to foster those rights.
- The protection of children and young people from abuse is seen as part of the general responsibility of CVA.
- CVA has a responsibility to promote non-abusive relationships and create anti-abusive environments.
- The primary duty of staff, whatever their nominated role is to protect children and young people from significant harm.
- CVA has a responsibility to inform parents, children and young people of its duty to follow up any safeguarding concerns and report suspected cases of abuse when disclosed or observed.

3. CVA Values for Safeguarding Adults at risk:

- **Privacy:** The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs.
- **Dignity:** Recognition of the intrinsic value of people regardless of circumstances by respecting their uniqueness and their personal needs; treating with respect.
- **Independence:** Opportunities to act and think without reference to another person, including a willingness to incur a degree of calculated risk.
- **Choice:** Opportunity to select independently from a range of options.
- **Rights:** The maintenance of all entitlements associated with citizenship.
- **Fulfilment:** The realisation of personal aspirations and abilities in all aspects of daily life.
- **Valuing Diversity:** Respect for different cultures, ethnic backgrounds, disabilities, religions, ages, genders, and sexual preferences.

CVA has a responsibility to inform adults at risk and carers (where appropriate), of its duty to follow up any safeguarding concerns and report suspected cases of abuse to the appropriate body, when disclosed or observed

CVA SAFEGUARDING PROCEDURES & GUIDANCE

4. CVA Contact with Children, Young People & Adults at risk

CVA works with children and young people and adults at risk directly and indirectly through project work including Croydon Xpress, Mental Health Forum, Older People's Network, Volunteer Centre, Capacity Building and other networks and projects.

5. Preventing Opportunities for Abuse

CVA's aims to:

- Ensure we practice safe recruitment in checking the suitability of staff and volunteers to work with children and people at risk
- Raise awareness of safeguarding issues, equipping children and adults at risk with the skills needed to keep them safe through training and awareness raising
- Develop and then implement procedures for identifying and reporting cases, or suspected cases of abuse.
- Make our Safeguarding Policy available
- Statutory guidance and legislation requires that all social care agencies designate specific, appropriately trained and informed individual/s to be the person/s with whom child protection/safeguarding concerns are discussed initially
- All CVA managers will have training on safeguarding children and adults at risk and will be the first point of contact for concerns of abuse etc.

5.1. Safer Recruitment and Supervision of staff/volunteers

- All CVA staff/volunteers will complete a Disclosure & Barring Service application if they are working with children or adults at risk. If the post holder is likely to be unsupervised at any time they should apply for an Enhanced Disclosure. A Standard Disclosure is only appropriate if the post holder is guaranteed not to have unsupervised access to children or vulnerable adults. CVA will also seek at least 2 references for every paid or unpaid post. In addition all CVA workers are subject to regular one to one supervision and an annual appraisal of their work and personal development.
- From 2012 the Disclosure and Barring Service (DBS) has replaced the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA) at the heart of the Government's drive to increase the protection of vulnerable members of our society. CVA will be able to check with the DBS that individual staff members who will be working with children or vulnerable adults have been assessed for work with these groups.
www.gov.uk/government/organisations/disclosure-and-barring-service/about

5.2. Training & Development

- All CVA staff working with children and vulnerable adults to maintain up to date knowledge of Safeguarding adults and children and young people at risk through training.
- All CVA staff/volunteers will have access to ongoing training opportunities to promote their safeguarding knowledge. This will include basic training on the CVA Policy and procedures with access to specific training where necessary.

5.3. Safer Practice in Direct Work

- No CVA member of staff or volunteer will be alone with a child or adult at risk without alerting others to the reason.
- At least 2 DBS checked workers/volunteers to be present during all direct work.
- All allegations of abuse against a worker, however minor, are reported to the worker/volunteers line manager
- Parent, carer or next of kin consent (where appropriate) and contact details to be recorded for all children or adults at risk accessing CVA services
- All staff are responsible for acting on any suspicion or evidence of abuse (see the Public Interest Disclosure Act 1998, and to pass on their concerns to a responsible person/agency)
- If any allegation is made against a member of CVA staff concerning alleged abuse of a child the procedure to be followed will be in line with the London Child Protection Procedures 3rd Edition see <http://www.londonscb.gov.uk/procedures/>

5.4 Safer Practice for Staff who may come into contact with Children and Adults at risk but do not directly work with them

- All staff in this context to have a Standard DBS check, this would include some administrators and VAC Managers and workers
- Where practical no CVA member of staff or volunteer will be alone with a child or vulnerable adult without alerting others to the reason
- Safeguarding considerations should be included on the Access & Security Policy for all Voluntary Action Centres

6. Definitions of types of Abuse

6.1 Physical Abuse of Children, Young People or Adults at risk

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or vulnerable adult. Physical harm may also be caused when a parent/carers fabricates the symptoms of, or deliberately induces, illness in a child or adult at risk.

Physical Abuse - Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> ▪ Unexplained injuries – bruises / abrasions / lacerations ▪ The account of the accident may be vague or may vary from one telling to another. ▪ Unexplained burns ▪ Regular occurrence of unexplained injuries • Unlawful or inappropriate use of restraint or physical interventions • Inappropriate deprivation of liberty • Misusing medication, • scalding, inappropriate sanctions, • Exposure to heat or cold and not giving 	<ul style="list-style-type: none"> ▪ Withdrawn or aggressive behavioural extremes ▪ Uncomfortable with physical contact ▪ Seems afraid to go home ▪ Complains of soreness or moves uncomfortably ▪ Wears clothing inappropriate for the weather, in order to cover body. ▪ The interaction between the child, adult at risk and its carer ▪ None communication – refusing to talk ▪ Fearful of someone ▪ Refusing to eat or drink

adequate food or drink. Most accidental injuries occur on parts of the body where the skin passes over a bony protrusion.	▪ Confusion or docile behaviour
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6.2 Neglect and acts of omission

Neglect is the persistent failure to meet a child's or adults at risk basic physical and / or psychological needs, likely to result in the serious impairment of the child's or adults at risk health or development.

Neglect may involve a parent/carer failing to:

- ❖ Provide adequate food, clothing and shelter
- ❖ Protect a child or adult at risk from physical and emotional harm or danger;
- ❖ Ensure adequate supervision (including the use of inadequate care-givers);
- ❖ Ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's or adults at risk basic emotional needs. Neglect is also the failure of any person who has responsibility for the charge, care or custody of an adult at risk to provide the amount and type of care that a reasonable person would be expected to provide. Neglect can be intentional or unintentional.

Neglect - Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> ▪ Unattended medical or physical need ▪ Underweight or obesity ▪ Recurrent infection ▪ Unkempt dirty appearance ▪ Smelly ▪ Inadequate / unwashed clothes ▪ Consistent lack of supervision ▪ Consistent hunger ▪ Inappropriately dressed ▪ failing to allow access to appropriate health, social care and educational ▪ withholding the necessities of life such as medication, adequate nutrition, hydration or heating 	<ul style="list-style-type: none"> ▪ Poor social relationships ▪ Indiscriminate friendliness ▪ Poor concentration ▪ Low self-esteem ▪ Regularly displays fatigue or lethargic ▪ Frequently falls asleep ▪ Frequent unexplained absences ▪ Feeling cold, hungry ▪ Confusion

6.3 Psychological/Emotional Abuse

Psychological/emotional abuse results from threats of harm or abandonment, being deprived of social or any other sort of contact, humiliation, blaming, controlling, intimidation, coercion and bullying. Psychological/Emotional abuse is the persistent emotional maltreatment of a child or adult at risk such as to cause severe and persistent effects on the child's or adults at risk emotional development, and may involve:

- ❖ Conveying to children or a adult at risk that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person;
- ❖ Imposing age or developmentally inappropriate expectations on children. These may include interactions that are beyond the child's or adult's at risk developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child or adult at risk participating in normal social interaction;
- ❖ Seeing or hearing the ill-treatment of another;
- ❖ Serious bullying, causing children or adults at risk frequently to feel frightened or in danger, or the exploitation or corruption of children or adults at risk;

Psychological/Emotional Abuse - Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> ▪ Poor attachment relationship ▪ Unresponsive / neglectful behaviour towards the child's or adults at risk emotional needs ▪ Persistent negative comments about the child or adult at risk ▪ Inappropriate or inconsistent expectations ▪ Self harm ▪ mental distress ▪ the denial of basic human and civil rights such as self-expression, privacy and dignity ▪ negating the right to make choices and undermining their self esteem ▪ isolation and over-dependence that is harmful 	<ul style="list-style-type: none"> ▪ Low self-esteem ▪ Unhappiness, anxiety ▪ Withdrawn, insecure ▪ Attention seeking ▪ Passive or aggressive behavioural extremes

6.4 Sexual Abuse

Sexual abuse involves forcing or enticing a child, young person or adult at risk to take part in sexual activities, including prostitution, whether or not the child or adult at risk is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts.

Sexual abuse includes non-contact activities, such as involving children or vulnerable adult's in looking at, or in the production of pornographic materials, watching sexual activities or encouraging children or adult's at risk to behave in sexually inappropriate ways.

Sexual Abuse - Indicators	
Physical Indicators	Behavioural Indicators
<ul style="list-style-type: none"> ▪ Sign of blood / discharge on the child's or adult's at risk underclothing. ▪ Awkwardness in walking / sitting 	<ul style="list-style-type: none"> ▪ Sexually proactive behaviour or knowledge that is incompatible with a child's age & understanding. ▪ Drawings & or written work that is

<ul style="list-style-type: none"> ▪ Pain or itching – genital area ▪ Bruising, scratching, bites on the inner thighs / external genitalia. ▪ Self harm ▪ Eating disorders ▪ Enuresis / encopresis ▪ Sudden weight loss or gain 	<p>sexually explicit</p> <ul style="list-style-type: none"> ▪ Self harm / Suicide attempts ▪ Running away ▪ Substance abuse ▪ Significant devaluing of self ▪ Loss of concentration
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6.5 Discriminatory forms of Abuse

This form of abuse involves direct or indirect discrimination of children or vulnerable adults because of their race, gender, sexuality, disability, religion, mental health status or age. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. It can result from situations that exploit a person's vulnerability by treating the person in a way that excludes them from opportunities they should have as equal citizens, for example, education, health, justice and access to services and protection.

Discriminatory Abuse – Examples:	
	<ul style="list-style-type: none"> • Lack of culturally or gender sensitivity in care practices • Access to services denied due to lack of disability awareness and access needs of members • No attempt to address language barriers • No provision of culturally sensitive food • No awareness of importance of faith festivals etc

6.6 Institutional forms of Abuse

Institutional abuse is the mistreatment or abuse or neglect of an adult at risk by a regime or individuals within settings and services that adults at risk live in or use, that violate the person's dignity, resulting in lack of respect for their human rights.

Institutional Abuse – Examples:	
	<ul style="list-style-type: none"> ▪ when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice the whole setting and ▪ denies, restricts or curtails the dignity, privacy, choice, independence or fulfilment of adults at risk.

Institutional abuse can occur in any setting providing health and social care.

Institutional abuse is most likely to occur when staff:

- receive little support from management
- are inadequately trained
- are poorly supervised and poorly supported in their work
- receive inadequate guidance.

The risk of abuse is also greater in institutions:

- with poor management
- with too few staff
- which use rigid routines and inflexible practices
- which do not use person-centred care plans
- where there is a closed culture.

6.7 Financial forms of abuse

Financial abuse is a crime. It is the use of a person's property, assets, income, funds or any resources without their informed consent or authorisation.

Financial abuse - Examples

- theft
- fraud
- exploitation
- undue pressure in connection with wills, property, inheritance or financial transactions
- the misuse or misappropriation of property, possessions or benefits
- the misuse of an enduring power of attorney or a lasting power of attorney, or appointeeship.

7. How to Report Suspected Abuse

Where a worker or volunteer suspects a child or adult at risk has or is being physical abused, neglected, emotionally or sexual abused the worker will follow the process below:

1. Practitioner has concerns about a child or vulnerable adult's welfare



2. Practitioner discusses with his/her line manager/and/or other CVA Senior Manager as appropriate as soon as possible



3. Practitioner believes the child or vulnerable adult is in immediate danger - call the police on 999. If not go to 4.



4. Practitioner / Manager records concerns using as much information as possible such as what was said, what was observed, when, where and who else was there, date, time and place of disclosure/concerns.



5.

- Practitioner / Manager calls Croydon Children's Services on **020 8726 6400 (24 Hours)** childreferrals@croydon.gov.uk

- or the Adult Abuse Reporting Line **020 8760 5697**/off duty number: **0208 726 6500** or the Practitioner/Manager wishing to consult on a case of safeguarding adults at risk can contact the Safeguarding Co-coordinator on **020 8686 4433 ext 63149** or email at vincent.docherty@croydon.gov.uk



6. Followed up in writing within 48 hours with copy kept in CVA Incidents file.



7. CVA to review safeguarding practice at a special meeting.

8. Responding appropriately to an allegation of abuse

8.1 In the event of an incident or disclosure:

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Explain areas of confidentiality; immediately speak to your manager for Support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.

DON'T

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the designated Vulnerable Adult Protection Officer.

8.2 Confidentiality

Adults at risk protection raises issues of confidentiality which should be clearly understood by all.

Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of vulnerable adults with other professionals, particularly investigative agencies and adult social services.

Clear boundaries of confidentiality will be communicated to all.

All personal information regarding an adult at risk will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

If an adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.

Within that context, the adult should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the vulnerable adult is the priority.

Where a disclosure has been made, staff should let the adult know the position regarding their role and what action they will have to take as a result.

Staff should assure the adult that they will keep them informed of any action to be taken and why. The adults' involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

9. Legislation

The Protection of Freedom Act 2012

The Act established the DBS and amended the definition of regulated activity relating to children and adults from 10 September 2013 www.hrbc.co.uk

Safeguarding Vulnerable Groups Act 2006

In response to Richard Inquiry Report into child protection procedures following the Soham murders, new arrangements for people whose jobs and voluntary work bring them into contact with children and adults at risk (previously referred to as the vetting and barring scheme) is due to be phased in from autumn 2008 under the Safeguarding Vulnerable Groups Act.

The Mental Capacity Act 2005, recommendation 19 of the covering England and Wales

This provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this.

Every Child Matters and the Children Act 2004

In September 2003 the Government set out in the Green Paper 'Every Child Matters' its proposals for a radical reorganisation of children's services – from hospitals and schools, to police and voluntary groups. Subsequently 'Every Child Matters: Change for Children' was issued and the Children Act 2004 was passed. Every local authority will lead on integrated delivery of services for children and young people through multi-agency children's trusts. Local authorities have a statutory Local Safeguarding Children Boards which have replaced the non-statutory Area Child Protection Committees. The London Child Protection Procedures 2007 and the 'Working Together Guidance' 2006 are very useful resources when concerned about child abuse and have a section called 'What to do if?' See: www.londonscb.gov.uk/files/procedures/london_cp_procedures_v.3_print__10.01.08.pdf The Children's trusts are a direct response to Lord Laming's report of the inquiry into the death of Victoria Climbié, which highlighted the extent to which better working together and better communication was crucial. Further details from <http://www.everychildmatters.gov.uk/>

The 'No Secrets' Guidance, Department of Health 2000

The 'No Secrets' guidance from the government says that all agencies working with vulnerable adults living within the local authority boundary must work together to protect them from abuse. The purpose of the Croydon Multi-Agency Safeguarding Vulnerable Adults Policy and Procedures 2011, is to ensure that all partner agencies in Croydon work together to safeguard vulnerable adults from abuse. It follows the guidance laid down in 'No Secrets' (DH 2000).

Care Standards Act 2000

A CRB disclosure is required for most roles in organisations providing care or health services regulated under this act. This act also sets out the Protection of Vulnerable Adults scheme. (please see guidance document for the process of CRB checks)

The Public Interest Disclosure Act 1998 (PIDA)

This created a framework for whistle blowing cross the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act's provisions.

The Children Act 1989

This act provided legislation to ensure that the welfare and developmental needs of children are met, including their need to be protected from harm.

10. Further Advice & Guidance

Children, Young People & Families:

John Scott, Head of Service for Safeguarding, Croydon Council,
John.Scott@croydon.gov.uk tel 0208 726 6400

Croydon Information and Support Services (CRISS), Croydon Council 02087266400 (option 5)

Service for children with disabilities, Croydon Council
0208 726 6400 Special Educational Needs (SEN) 0208 760 5768

Croydon Education Welfare service, Croydon Council
0208 726 6000

Croydon Health, Maria Davis and Lynda Skilton (named nurses for Child Protection)
kate.kay@croydon.gov.uk and maria.davis@croydon.gov.uk tel 0208 4013996

Family Lives (local) 0208 655 2402 (national) 0808 800 2222

Foreign and Commonwealth Office Forced Marriages Unit 0207 008 0151
fmf@fco.gov.uk

NSPCC Child Protection Helpline: 0808 800 5000 <http://www.nspcc.org.uk/>

NSPCC Asian Child Protection helpline: 0800 096 7716

Childline: 0800 1111 <http://www.childline.org.uk/>

Save the Children: 0207 703 5400 www.savethechildren.org

Action for Children: 01923 361 500 www.actionforchildren.org.uk

Vulnerable Adults:

Action on Elder Abuse: 0808 808 8141
www.elderabuse.org.uk

Croydon Trading Standards 0208 407 1310

Sapphire Units www.met.police.uk/sapphire (investigates rape and serious sexual assaults)

Men's Advice Line and Enquiries (MALE) 0808 801 0327

Victim Support Croydon 0208 681 7711

The Anne Craft Trust: 0115 951 5400 A.C.T. - The Ann Craft Trust is concerned with facilitating the protection of all adults and children with learning disabilities who are vulnerable to abuse. Website: <http://www.anncrafttrust.org>

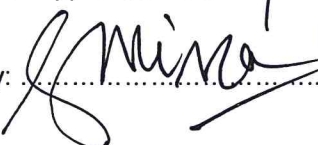
Respond: 020 7383 0700 Provides services to people with learning disabilities who have experienced abuse, loss or trauma. www.respond.org.uk

Witness: 08454 500 300 (Helpline not in use due to lack of funding)

Helping people who have been abused by health or social care staff or anyone who is concerned that abuse might be occurring.

www.witnessagainstabuse.org.uk

Date Approved: 28/1/14

By:  for CVA