

SAFEGUARDING POLICY

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Section 1: Details of Organisation

Name:	Embracing Age
Address:	ETNA Community Centre, 13 Rosslyn Road, East Twickenham, TW1 2AR
Tel:	02037780035
General email address:	(please use contact form on website – contact details are on our safeguarding policy, available on request, but have been removed from this website linked policy to avoid spam)
CEO:	Sinéad Crosbie
CEO contact details:	(please use contact form on website)
Safeguarding Co-ordinator:	Sinéad Crosbie
Contact details	as above
Charity number:	1160400
Activities undertaken:	<ul style="list-style-type: none">• We recruit and train volunteers aged over 16 to befriend and support care home residents.• We support informal carers through weekly zoom gatherings

Section 2: Introduction

Good governance and culture underpin the ethos of Embracing Age in terms of “The Way we do things around here”. It helps an organisation prevent abuse and means it can respond quickly and with integrity when concerns arise.

“The culture of a charity goes beyond mere compliance with legal and regulatory demands. Charity governance is most effective when it provides assurances not just that legal requirements are met, but that the behaviour of people working for the charity, and those who come into contact with it, is proper and ethical. Culture, alongside good governance, can be pivotal to whether a charity achieves its stated object” (ICSA The Governance Institute, 2017)

Positions of Trust

All adults working with children, young people and vulnerable adults are in a position of trust. All those in positions of trust need to understand the power this can give them over those they care for and the responsibility they have because of this relationship.

It is vital that all workers ensure they do not, even unknowingly, use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted.

The following Safeguarding Policy and Statement aims, to not only meet the requirements of ensuring a safe environment for those accessing activities in Embracing Age but to also build an open culture where:

- those who lead do so by example,
- staff and volunteers are committed to the safeguarding of all
- those that work or volunteer are safely recruited and trained for their roles
- there are accountability structures with codes of conduct
- the values of the organisation are embedded in its day to day actions and behaviours of its people
- and there is open communication.

Our Commitment

As an organisation we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual, spiritual, financial, institutional, psychological/emotional abuse, and exploitation and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As an organisation we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

This policy and any attached practice guidelines are based on the ten safeguarding standards published by Thirtyone:eight (thirtyoneeight.org/ten-standards)

Section 3: Prevention

Understanding abuse and neglect

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

To safeguard those in Embracing Age we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19:

1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or

negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Detailed definitions, and signs and indicators of abuse, are included in APPENDIX 1

Safer recruitment

Embracing Age will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form
- Those short-listed have been interviewed
- Safeguarding has been discussed during the recruitment process
- Written references have been obtained, and followed up where appropriate
- A self-declaration form and disclosure and barring check (DBS) has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant
- The applicant completes a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.
- Enhanced DBS checks are repeated every 3 years for staff and volunteers who are eligible

Safeguarding training

Embracing Age is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake safeguarding training on a regular basis, usually every 3 years with a review of the safeguarding policy annually.

Practice Guidelines and Codes of Conduct

As an organisation working with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

We have specific good practice guidelines for activities we are involved in and these are attached or in the appendices.

For some activities we use specific forms, including:

- Parental consent form for volunteers aged 16 and 17 (shown in appendices)
- [Risk assessments for various volunteer activities](#)

Embracing Age is committed to supporting all workers and ensuring they receive support and supervision. All workers have been issued with a code of conduct towards children, young people and adults with care and support needs, and will be given clear expectations about what is expected of them both within their job role and out. They will also receive further training as necessary.

Our trustees have a duty of care to protect people, and safeguarding is a governance priority, so that people who come into contact with Embracing Age are protected from harm. The trustees are committed to promoting an open and positive culture, so that people feel open to report concerns and confident that they will be heard and responded to. They will make sure Embracing Age:

- has appropriate policies and procedures in place, which are followed by all trustees, volunteers and beneficiaries
- checks that people are suitable to act in their roles
- knows how to spot and handle concerns in a full and open manner
- has a clear system of referring or reporting to relevant agencies as soon as concerns are suspected or identified
- sets out risks and how they will be managed in a risk register which is regularly reviewed
- follows statutory guidance, good practice guidance and relevant legislation
- is quick to respond to concerns and carry out appropriate investigations
- does not ignore harm or downplay failures
- has a balanced trustee board and does not let one trustee dominate its work, rather trustees will work together
- makes sure protecting people from harm is central to its culture
- has enough resources, including trained staff/volunteers/trustees for safeguarding and protecting people
- conducts periodic reviews of safeguarding policies, procedures and practice
- has safeguarding on the agenda of every trustee meeting.

To contact the trustees directly about safeguarding concerns email trustee@embracingage.org.uk

Section 4: Partnership working

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines with regards to our expectations of those with whom we work in partnership. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

Section 5: Responding to allegations of abuse

Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

- Documenting a concern

The worker or volunteer should make a report of the concern in the following way:

Report any concern immediately or within 4 hours to your line manager, either by telephone or email.

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible in writing to:

Name: Sinéad Crosbie (hereafter the "Safeguarding Co-ordinator")

Tel: 02037780035

Email: via contact form on website (removed in this website linked policy to avoid spam)

The above is nominated by the trustees to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

- In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to:

Name: Rebecca Savage (hereafter the "Deputy")

Tel: 02037780035

Email: via contact form on website (removed in this website linked policy to avoid spam)

If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to:

thirtyone:eight PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111. Option 2

Alternatively contact Social Services or the police.

- The Safeguarding Co-ordinator should contact the appropriate agency or they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives. Since Embracing Age has projects in various parts of the country they should look up the contact details on the relevant council website.

- The Safeguarding Co-ordinator may need to inform others depending on the circumstances and/or nature of the concern
 - Chair or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.
 - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from Thirtyone:eight.
- The trustees will support the Safeguarding Co-ordinator/Deputy in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from Thirtyone:eight, although the trustees hope that volunteers and staff will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency directly. We hope by making this statement that the trustees demonstrate their commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed procedures where there is a concern about a child:

Allegations of physical injury, neglect or emotional abuse.

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact Children’s Social Services (or Thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children’s Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.

- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services directly for advice.
- Seek and follow advice given by Thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team directly. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by Thirtyone:eight if for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

Detailed procedures where there is a concern that an adult needs protection:

Suspicious or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

If there is concern about any of the above, the Safeguarding Co-ordinator/Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively Thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, the Safeguarding Co-ordinator will:

- Identify support services for the victim i.e., counselling or other pastoral support
- Contact Thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person who works with children/young people

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Children’s Social Services regarding the suspension of the worker.
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Allegations of abuse against a person who works with adults with care and support needs

The safeguarding co-ordinator will:

- Liaise with Adult Social Services in regards the suspension of the worker
- Make a referral to the DBS following the advice of Adult Social Services

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the ‘victim’ chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not Embracing Age. **Section 6**

APPENDIX 1: Types of abuse

Abuse is a single or repeated act, or lack of action, that happens within any relationship where there is an expectation of trust, which causes harm or distress to another person or violates their human or civil rights.

It is the misuse of power and control, and can be perpetrated by a wide range of people, including those who are close to the person or those who have no previous connection to them.

Each nation across the UK has their own statutory definitions of abuse which are defined within the legal framework for each nation. These are grouped together into categories or types.

Physical Abuse

Physical abuse is the deliberate use of physical force by one person against another to cause harm.

It may result in physical harm or injury to the other person or it may not, and may be a one-off act or ongoing.

Physical abuse can include:

- Hitting, slapping, biting or pinching.
- Rough handling, shaking, pushing, or throwing.
- Burning or scalding.
- Drowning, or suffocating
- Poisoning, misuse of medication or the denial of treatment.
- Intentional exposure to extreme heat or cold, or force feeding.
- Misuse or illegal restraint, inappropriate physical punishment, or depriving someone of their liberty.
- Physical harm may also be caused when a child's Parent/Carer fakes the symptoms of, or deliberately causes illness or ill health in a child.

Injuries caused by accidents such as trips and falls are not uncommon, especially in children, but these usually occur on bony or prominent areas such as knees, shins and elbows.

Abusive injuries tend to involve softer areas that are harder to damage accidentally e.g. upper arms, forearms, chest, back, abdomen and thighs.

Possible signs and indicators:

- Visible injuries and bruising.
- Unexplained cuts, marks or scars.
- Injuries that don't match the explanation given.
- Getting injured often
- Unexplained falls
- Subdued or changed behaviour
- Changes in weight, being excessively under or overweight or malnourished.
- Failing to get medical treatment or changing Doctors often.

Emotional abuse

Emotional abuse (or Psychological abuse) involves harming a person emotionally and includes any persistent emotional ill-treatment that causes severe and long-lasting adverse effects on a person's emotional development.

Some level of emotional abuse is present in all types of abuse and ill treatment of one person by another, but it can also occur on its own.

Emotional abuse can include:

- Consistently telling someone that they are worthless, unloved or inadequate.
- Using intimidation, coercion, and harassment.
- Having inappropriate expectations for a person's age or development.
- Seeing or hearing another person being mistreated, such as in domestic abuse.
- Not giving someone an opportunity to express their views or to take part in normal social interaction.
- Bullying, including online bullying.
- Causing someone to frequently feel frightened or in danger.

Possible signs and indicators:

- Low self-esteem, attachment issues, depression, self-harm, and eating disorders.
- Signs of distress, tearfulness or anger
- Reluctance to be alone with a particular person

Neglect

Neglect (or acts of omission) is the failure to meet a person's basic physical or emotional needs which is likely to have a serious negative impact on their health or development.

It happens when a person deliberately withholds, or fails to provide an appropriate level of care and support which is needed by another person.

It can involve a Parent/Carer and can also happen during pregnancy e.g. as a result of maternal substance abuse.

Neglect may happen because of a lack of knowledge or awareness, or through a failure to take reasonable action whether deliberate or not.

In its extreme form, neglect can be a significant risk as it can lead to serious long-term effects and even be life-threatening.

Neglect is the most common form of child abuse in the UK.

Neglect can include:

- Not providing adequate food, clothing, or assistance with personal hygiene.
- Not providing adequate shelter and heating.
- Failing to protect someone from harm or danger.

- Not ensuring appropriate supervision (including the use of inadequate care-givers).
- Failing to give prescribed medication or provide access to appropriate health care or treatment.
- Failing to provide access to educational services.
- Ignoring a person's basic emotional needs.
- Failing to take action when a person is taking unnecessary risk (especially when the person lacks capacity to properly assess risk).

Possible signs and indicators:

- Poor appearance or hygiene e.g. being smelly or dirty.
- Living in an unsuitable home environment e.g. having no heating.
- Inappropriate or inadequate clothing.
- Signs of malnutrition or not being given enough food.
- Having frequent and untreated medical issues or an accumulation of untaken medication.
- Body issues such as sores, skin complaints, poor muscle tone or prominent joints.
- Poor language or social skills.
- Being left alone for a long time.
- Being withdrawn, depressed or anxious.
- Tiredness or finding it hard to concentrate or take part in activities.
- Self-soothing behaviours such as drug or alcohol misuse and self-harm.
- Poor school attendance or performance.

Sexual abuse

Sexual abuse (or Sexual violence) is any behaviour perceived to be of a sexual nature which is unwanted or takes place without consent or understanding.

The abuse may involve physical contact and touching or non-contact activities.

Sexual abuse is found across all sections of society, irrelevant of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation. It can be perpetrated by family or non-family members, women, men and other children.

Children and young people

The sexual abuse of children or young people - also called Child Sexual Abuse (CSA) - is involving a child or young person in an activity for the sexual gratification or gain of another person, whether or not it is claimed they have consented or agreed.

Sexual abuse of a child can include:

- Forcing or enticing a child or young person to take part in sexual activities, including penetrative or non-penetrative acts, whether they are aware of what is happening or not.
- Including children in looking at adult sexual content or activities, or having their photo taken or being filmed for the production of indecent images.
- Using sexual language towards a child or encouraging them to behave in sexually inappropriate ways.

- Grooming a child in preparation for abuse, either in person or online.
- Child sexual exploitation is a form of child sexual abuse where a child is sexually exploited for money, power or status.

Sexual abuse may awaken premature sexual feelings in a child that they find hard to deal with and feel guilty about and they may need reassurance that they are not to blame for the abuse.

Penetrative sex with a child under 13 years by an adult or another child is classed as rape.

One of the ongoing effects of childhood sexual abuse may be that adult survivors experience difficulties forming meaningful relationships with other adults.

Sexual abuse of Adults

The sexual abuse of adults involves sexual acts to which the person has not consented or has been pressured into consenting to.

Sexual abuse of adults can include:

- Penetrative or non-penetrative sexual acts, whether they aware of what is happening or not eg. sexual assault, oral sex, rape, attempted rape, and date rape.
- Indecent exposure, sexual harassment, inappropriate looking or touching, groping, sexual teasing or innuendo.
- Being made to look at or be involved in the production of sexually abusive material, or being made to watch sexual activities.
- Stalking and grooming.

Possible signs and indicators:

- Physical injuries and bruising, particularly to the thighs, buttocks, upper arms and neck.
- Bleeding, pain or itching in the genital area or when walking or sitting.
- Sexually transmitted diseases or infections.
- Pregnancy in a woman who is unable to consent to sex.
- Uncharacteristic or age-inappropriate use of sexual language or significant changes in sexual behaviour or attitude.
- Self-harming.
- Poor concentration, withdrawal, sleep disturbance.
- Excessive fear/apprehension of, or withdrawal from, relationships or being alone with a particular person.

Domestic abuse

Domestic abuse (or Domestic Violence) is any incident of threatening behaviour, violence, or abuse by one person against another where they are or have been intimate partners or family members.

It can include violence by a son, daughter, mother, father, husband, wife, life-partner, or by an extended family member, and happens across all sections of society, regardless of gender, age, ability, religion, race, ethnicity, financial background or sexual orientation.

Both men and women can be victims, although a greater number of women experience all forms of domestic violence. Children and Young People can suffer this form of abuse directly or be impacted by the effects of witnessing or living in a household where domestic abuse is happening.

Domestic abuse is a pattern of coercive and controlling behaviour by one person over another that is usually frequent and persistent. It can happen inside and outside the home and can continue even after a relationship has ended.

Coercive control

Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse used to harm, punish, or frighten another person. It is designed to make a person dependent by isolating them from support, exploiting them, depriving them of independence and regulating their everyday behaviour.

Domestic abuse can include:

- Emotional abuse
- Physical abuse
- Sexual abuse
- Financial abuse
- Forced marriage, Female Genital Mutilation, and 'honour crimes'.

Possible signs and indicators:

- Low self-esteem, attachment issues, depression, self-harm, and eating disorders.
- Signs of distress, tearfulness or anger.
- Reluctance to be alone with a particular person.
- Visible injuries and bruising.
- Injuries that don't match the explanation given.
- Unexplained falls.
- Subdued or changed behaviour.
- Changes in weight, being excessively under or overweight or malnourished.
- Signs of coercive control.
- Feeling that the abuse is their fault when it is not.
- Isolation – not seeing friends and family.
- Limited access to money.

Financial abuse

Financial abuse (or Material abuse) is the attempted or actual misappropriation or misuse of a person's money, property, benefits, or other assets, by means of intimidation, coercion, deception, or other ways to which the person does not or cannot consent.

Financial abuse includes having money or other property stolen, being defrauded or put under pressure in relation to money or other property, and having money or other property misused.

Financial abuse can include:

- Theft, burglary, or fraud (including internet scamming).
- Exploitation and embezzlement.
- Coercion or being put under pressure concerning a person's finances (including wills, property, inheritance or financial transactions).
- Misuse or misappropriation of property, possessions or benefits.
- Withholding pension or other benefits.

Possible signs and indicators:

- Unusual financial activity such as making an unexpected change to a will, a sudden sale or transfer of a property, or unusual activity in a bank account.
- Sudden inclusion of additional names on a bank account or where a signature does not resemble the person's normal signature.
- Reluctance or anxiety by a person when discussing their finances.
- A substantial gift to a carer or other third party.
- A sudden interest by a relative or other third party in the welfare of the person.
- Bills remaining unpaid.
- Complaints that personal property is missing.
- Signs of coercive control or neglect.

Self-neglect

Self-neglect is when an adult lives in a way that puts their own health, safety or well-being at risk.

It is an extreme lack of self-care that is often related to deteriorating health and ability in older age, poor mental health, or other issues such as addictions, however not everyone who self-neglects needs to be safeguarded.

Incidents of abuse may be one-off or multiple, and affect one person or more. People who self-neglect will often decline help from others.

There are limitations to what help can be offered if the adult has mental capacity to make their own decisions about how they live, even if they may suffer significant harm or death as a result of their own action or inaction.

Any action taken should seek to minimise any risks while respecting the person's choices, trying to engage with the person to offer as much support as possible without causing distress.

It is important that all efforts to engage with and support the person are clearly recorded.

Self-neglect can include:

- Neglecting to care for personal hygiene, health or surroundings to the extent that it threatens personal health and safety.
- Inability to avoid self-harm.
- Failure to seek help or access services to meet health and social care needs.
- Inability or unwillingness to manage one's personal affairs.
- Behaviours such as hoarding.

Possible signs and indicators:

- Very poor personal hygiene.
- Unkempt appearance.
- Lack of essential food, clothing or shelter.
- Malnutrition and/or dehydration.
- Living in squalid or unsanitary conditions.
- Neglecting household maintenance.
- Hoarding.
- Collecting a large number of animals in inappropriate conditions.
- Non-compliance with health or care services.
- Inability or unwillingness to take medication or treat illness or injury.

Modern slavery

Modern slavery (or Human Trafficking) is the recruitment, movement, and holding of a person by improper means, such as force, threat or deception, for the purposes of exploitation or abuse.

Victims of human trafficking can be male or female, children or adults, and may come from migrant or indigenous communities.

Modern slavery is different from illegal immigration as people who are trafficked are tricked, coerced, lured or forced by criminals to work for them or others in their criminal networks around the world.

People are forced into and held by threats of violence and intimidation against them or their family, fear, debt bondage, isolation and the removal of identification or travel documents, or imprisonment and torture.

Children living in the UK can also be targeted and trafficked internally.

Modern slavery can include:

- Forced labour
- Domestic servitude
- Sexual exploitation such as prostitution and pornography
- Bonded labour (forcing someone to pay a debt that can't be paid)
- Criminal activity
- Private fostering
- Forced marriage

Possible signs and indicators:

- Signs of physical abuse or emotional abuse

- Signs of neglect
- Isolation from the community
- Seeming under the control or influence of others
- Lack of personal effects or identification documents
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

Discriminatory abuse

Discriminatory abuse is when a person is treated unfairly, bullied, or abused because of a particular characteristic.

It is against the law to discriminate against someone because of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

These are called protected characteristics.

Discriminatory abuse links to other forms of abuse and may have similar effects e.g. Physical abuse motivated by racism would be classified as Discriminatory abuse.

Discriminatory abuse can include:

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

Hate crime is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person's actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity.

Possible signs and indicators:

- Low self-esteem, attachment issues, depression, self-harm, and eating disorders.
- Signs of distress, tearfulness, anger or anxiety
- The person appears withdrawn and isolated
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Organisational abuse

Organisational abuse (or Institutional abuse) is when a person is abused or mistreated within an institution such as a care home or hospital, or by an organisation providing care in the person's own home.

It can include one-off incidents or long-term mistreatment, and can be through neglect or poor professional practice as a result of inadequate resources, structures, policies, processes and practices within an organisation.

The abuse may happen because of a culture that denies or restricts privacy, dignity, choice and independence, and involves the collective failure of a service provider or an organisation to provide safe and appropriate services, and to ensure that the necessary preventative and protective measures are in place.

- Organisational abuse can include:
- A run-down or overcrowded environment
- Insufficient staff or high staff turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Not offering choice or promoting independence.

Possible signs and indicators:

- Signs of neglect
- Inadequate staffing levels
- Poor standards of care
- Lack of adequate procedures
- Absence of visitors
- Few social, recreational and educational activities
- Unnecessary exposure during bathing or using the toilet
- Lack of management overview and support
- Signs of physical abuse or emotional abuse

APPENDIX 2: Practice guidelines and Codes of Conduct

A) Code of Conduct for Adults Working with Young People

This behaviour code outlines the conduct expected of staff and volunteers from Embracing Age, and staff from other organisations who engage with children and young people through Embracing Age and its activities. Embracing Age generally only works with 16 to 18 year olds, to enable them to volunteer in care homes. However, for the purposes of child protection legislation the UK government defines the term 'child' as anyone up to the age of 18 years.

Purpose

Following this code will help to protect children from abuse and inappropriate behaviour from adults. It will also help staff and volunteers to maintain the standard of behaviour expected of them and will reduce the possibility of unfounded allegations of abuse being made against them.

Upholding this code of behaviour

All members of staff and volunteers are expected to report any breaches of this code to Tina English. Staff and volunteers who breach this code of behaviour may be subject to Embracing Age's disciplinary procedures. Any breach of the code involving a volunteer or member of staff from another agency may result in them being asked to leave Embracing Age.

Serious breaches may also result in a referral being made to a statutory agency such as the police, the local authority children's social care department and/or the Independent Safeguarding Authority.

The role of staff and volunteers

When working with children and young people for Embracing Age, all staff and volunteers are acting in a position of trust. It is important that staff and volunteers are aware that they may be seen as role models by children and young people, and must act in an appropriate manner at all times.

When working with children and young people, it is important to:

- operate within Embracing Age's principles and guidance and any specific procedures;
- follow Embracing Age's child protection policy and e-safety policy and procedures at all times;
- listen to and respect children at all times;
- avoid favouritism;
- treat children and young people fairly and without prejudice or discrimination;
- value and take children's contributions seriously, actively involving children and young people in planning activities wherever possible;
- ensure any contact with children and young people is appropriate and in relation to the work of the project;
- always ensure language is appropriate and not offensive or discriminatory;
- follow the e-safety policy and report any breaches;
- always ensure equipment is used safely and for its intended purpose;
- provide examples of good conduct you wish children and young people to follow;
- challenge unacceptable behaviour and report all allegations/suspicions of abuse;
- ensure that whenever possible, there is more than one adult present during activities with children and young people or if this isn't possible, that you are within sight or hearing of other adults;
- be close to where others are working. If a child specifically asks for or needs some private time with you, ensure other staff should know where you and the child are;

- respect a young person's right to personal privacy;
- encourage young people and adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like;
- recognise that special caution is required when you are discussing sensitive issues with children or young people.

You must not:

- patronise or treat children and young people as if they are silly;
- allow allegations to go unreported;
- develop inappropriate relationships such as contact with children and young people that is not a part of the work of Embracing Age or agreed with the manager or leader;
- conduct a sexual relationship with a child or young person or indulge in any form of sexual contact with a child or young person. Any such behaviour between an adult member of staff or volunteer and a child or young person using the services of Embracing Age represents a serious breach of trust on the part of the staff member or volunteer and is not acceptable under any circumstances;
- let children and young people have your personal contact details (mobile number or address);
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people;
- act in a way that can be perceived as threatening or intrusive;
- make inappropriate promises to children and young people, particularly in relation to confidentiality;
- jump to conclusions about others without checking facts;
- either exaggerate or trivialise child abuse issues;
- rely on your reputation or that of the organisation to protect you.

The role of parents and carers

Embracing Age welcomes and encourages parental involvement. Parents and carers are regarded as valuable partners in promoting positive behaviour and will be involved as appropriate. In the event of their child becoming the subject of behaviour sanctions, parents/carers will be informed and involved.

B) Behaviour Code for Young People

This code has been developed in order to provide young people with advice on the behaviour that is expected of them when volunteering for Embracing Age. It has been shaped by the views of young people.

Purpose

To ensure young people are treated fairly by all adults working with them at Embracing Age and know what is expected of them.

Basic principles

This code of behaviour for young people is intended to:

- identify acceptable behaviour for young people;
- promote self-respect and self-control;
- raise young people's self-esteem and self-confidence;
- encourage individual responsibility for behaviour and outline the consequences of poor behaviour;
- encourage young people to recognise and respect the rights of others;
- encourage cooperation at all times and in all situations;
- promote the values of honesty, fairness and respect;
- anticipate and resolve any conflict that may arise;
- ensure that young people are aware of when sanctions will be put into place.

Dos and don'ts

Young people are expected to:

- be friendly and helpful
- stick to the e-safety policy and agreement when using the internet, social networking sites, mobile phones, etc.
- have good manners and respect other's differences
- treat staff, volunteers and residents with respect
- report anything that worries or concerns them to Tina English

Children and young people shouldn't:

- Laugh or make fun of others
- Shout at others, or be impatient with residents
- Take photos/videos of residents
- Talk about residents outside of Embracing Age or post details about residents on social media

Breach of this code of conduct

This code of conduct is only useful if it forms part of a process for guiding young people to receive appropriate support.

It is the responsibility of Tina English to ensure that all young people volunteering for Embracing Age are informed of this code of conduct and to confirm with them that they have seen, understood and agreed to follow it. Young people must also be made aware of the consequences if they breach the code.

Young people breaching this code of conduct will be subject to our disciplinary procedure and may be asked to stop volunteering with Embracing Age.

C) Online Safety Policy

Online Safety definition:

Online safety is the collective term for safeguarding involving the use of electronic devices and applications to communicate and access the Internet; often referred to as Information and Communications Technology.

Policy guidelines for Embracing Age Staff and Volunteers

- Generally maintain good and open relationships with parents and carers regarding communication with them and their children.
- Use an appropriate tone: friendly, but not over-familiar or personal.
- Be warm and friendly, but do not suggest or offer a special relationship.
- Be clear and explicit about information that you need to share; don't abbreviate or short-cut your communications.
- Be circumspect in your communications with children to avoid any possible misinterpretation of your motives or any behaviour which could be construed as grooming.
- Do not share any personal information with children, or request or respond to any personal information from a child other than that which might be appropriate as part of your role.
- Only give personal contact details to children that are within the public domain of Embracing Age, including your mobile telephone number.
- If children want you to have their mobile phone numbers, e-mail addresses or similar, and communicate with them this way, make sure that their parents know and have agreed, using the Embracing Age consent form
- Only make contact with children for reasons related to the work of the Embracing Age and maintain a log of all electronic contact with individuals or groups including messaging and texting.
- Only use official emails and phone numbers provided by Embracing Age to communicate with children.
- Respect a child's right to confidentiality unless abuse/harm is suspected or disclosed.
- Email should only be used to communicate specific information. (e.g. times and dates of events). It should not be used as a relationship building tool.
- Email History should be kept and dated.
- When using email/internet for communication with children, it is advised that it should take place between the hours of 9am-5pm and there should be no electronic communication after 9pm, except in an emergency
- Use of skype and any other web camera or visual communication via the internet is generally not permitted.

Social Media Policy

- All social media interaction between workers, paid or voluntary, and children under 18 shall be limited to monitored/administrated groups.
- Text and any other media posted shall be subject to the acceptable use policy
- All interaction on social media groups shall be recorded for safeguarding purposes
- Any private messages shall be recorded for safeguarding purposes
- Any safeguarding concerns/allegations arising from social media shall be referred onto the safeguarding co-ordinator.
- All users of social media must be above the minimum age limit i.e. 13 for Facebook

- Workers should ensure their privacy settings ensure the highest levels of security in order to restrict children being able to see any more than what is relevant to communication within the group

Consent for photographic images and videos online

- Photographs that include children will be selected carefully and will endeavour to prevent children from being easily identified.
- Children's full names will not be used on the website in association with their photographs.
- Permission will be sought before any images are taken or displayed and images will only be used for the specific purpose for which permission was sought for and how the image will be stored if not destroyed. If the intention is to use an image on the internet this must be clearly stated and further permission must be acquired if an image is to be used in a way not originally stated.
- Live streaming of events must be clearly advertised in advance and where children are involved permission should be sought in line with the photographic guidelines.

D) Parental Consent form for young people volunteering

This information is confidential to Embracing Age. The information will only be shared in case of emergency. This form is to cover all volunteering undertaken.

Student Name:		Date of birth:	
In case of emergency please provide the following information.			
Name of Parent/Carer:			
Tel (home):		Mobile:	
Please supply the name and telephone number of a second contact.			
Name:	Relationship:		Tel:
Name of Doctor:		Tel:	
Address:			
Does your child have any of the following disabilities, difficulties or health problems? (please tick if relevant)			
Learning Difficulty		Mental Health Issues	
Learning Disability		Physical Disability	
Long term or Life-limiting Illness		Sensory Disability	
Please give details of any boxes ticked:			
Any allergies (please specify)			
Please indicate any other medical condition and the treatment that may be required (e.g. asthma, epilepsy etc)			
Please give brief details if you think your child will need support to volunteer:			
<p>I give my consent for:</p> <ul style="list-style-type: none"> ● my child to take part in any activity/volunteering organised by Embracing Age. ● photographs to be taken of my child and I understand that they may be used for publicity by Embracing Age. ● Embracing Age staff to communicate directly with my child via email and phone in line with our e-safety policy ● Embracing Age to store and process data about my child in line with our confidentiality and data protection policies. This information will be held securely and not passed on to other organisations. 			
Signed:		Print Name:	Date:

APPENDIX 3: Who to contact

Report any concern immediately or within 4 hours to your line manager, either by telephone or email.

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible in writing to:

Name: Sinéad Crosbie (hereafter the "Safeguarding Co-ordinator")

Tel: 02037780035

Email: via contact form on website (removed in this website linked policy to avoid spam)

The above is nominated by the trustees to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

- In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to:

Name: Rebecca Savage (hereafter the "Deputy")

Tel: 02037780035

Email: via contact form on website (removed in this website linked policy to avoid spam)

If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to:

thirtyone:eight PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111. Option 2

If someone is in immediate danger you should call the police.

For Social Services safeguarding teams in our areas of operation, please click on the links below:

[Richmond upon Thames](#)

[Isle of Wight](#)

[Hampshire](#)

[West Sussex](#)