



# SAFEGUARDING POLICY

## Glossary of terms and abbreviations

**Admin team** : Members of the admin team who are responsible for the decisions and direction of Epsom & Ewell Refugee Network (EERN). Currently Jo Sherring and Nina Kaye.

**Members** : Admin Team, volunteers, volunteer translators and befrienders and staff who are involved in ERN planning and support in any way.

**ERN** : Epsom Refugee Network. The organisation which is part of the Good Company (Surrey) charity, registered with the Charity Commission, charity number 1197493.

**Designated Safeguarding Lead** : DSL

**Deputy Safeguarding Lead** : DepSL

**Safeguarding Group** : Includes the DSL, DepSL and one other person. A group of three ensures no safeguarding decisions are made without proper consultation.

## Introduction

Epsom Refugee Network is part of the Good Company (Surrey), a UK registered charity, charity number 1197493. It was set up in 2015 with the goal of welcoming refugees and asylum seekers to the Epsom & Ewell area and was originally operated under Ewell Christian Fellowship, changing to Good Company (Surrey) in April 2022.

## What is safeguarding?

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live in safety, free from harm, abuse and neglect.

Our safeguarding policies and procedures are intended to prevent abuse and neglect, not simply to give information on how to spot and report abuse.

'Safeguarding is everyone's responsibility' is a principle we will be promoting, particularly around the safeguarding of children. Everybody involved in supporting refugees and asylum seekers will have a role to play in safeguarding and will be encouraged to report any concerns. It is unlikely that a single individual's insight into a situation will form the complete picture and by raising concerns, however small, and sharing information, it will allow for more informed decision making and decisive action to be taken.

## **Purpose of this document**

This document has been produced for the following reasons:

- To be clear to all about our commitment to ensuring that all those supported are safe in their contact with Epsom Refugee Network,
- To outline our policy to ensure they are safe.
- To outline our procedures for responding if there is a concern.
- To provide further information where help and advice can be received for dealing with specific situations.
- To ensure the Members who work directly with those we support are aware of their role and responsibilities.
- To enable us to provide information easily to members of the community who wish to know our arrangements for keeping people safe.

This document has been developed using materials produced by The Home Office, RESET (Community Sponsorship support organization); Thirtyone:eight safeguarding organization; Citizens UK (through their Sponsor Refugees initiative); Epsom & Ewell Council Safeguarding Policy for Children and Adults, Surrey County Council Safeguarding Policies and Ashted Churches Community Trust (Community Sponsorship group). It is not available for copying by other groups or organisations without prior written consent.

## **Our safeguarding policy**

- We recognise that the welfare and safety of those we support is paramount in all the work we do. Those we support should not experience distress, harm, or abuse of any kind as a result of our actions or those of partner agencies.
- Our commitment to safeguarding, protecting, and promoting their welfare applies to everyone we support, regardless of age, disability, gender, race, religion or belief, or sexual orientation.

## **Scope**

Epsom & Ewell Refugee Network intends to safeguard those we support from the following types of abuse: physical, sexual, psychological, emotional, financial, neglect, discriminatory, institutional, and self-neglect. There is further information on categories, signs, and definitions of abuse in the annexes (Annex A : Indicators of Abuse & Trauma in Children and Annex B : Indicators of Abuse and Trauma in Adults).

Abuse and neglect are forms of maltreatment. Someone may abuse by inflicting harm and neglect by failing to act to prevent harm. Individuals may be abused in a family, institutional, or



community setting, by those known to them, or by a stranger. They may be abused by an adult, a child, adults or children, or both adults and children.

The emphasis in our work with adults is to promote their empowerment and well-being through the support we provide and to act in a way which supports the rights of individuals to lead a life based on self-determination and personal choice as well as recognise those people who are unable to take their own decisions or protect themselves and their assets.

This policy applies to anyone working on behalf of Epsom Refugee Network, including members, staff / sessional workers, volunteers, translators and befrienders (collectively referred to as **members** in this document).

Epsom & Ewell Refugee Network will fulfil their responsibilities as laid out in the following documents :

Information Sharing : Advice for practitioners providing safeguarding services to children, young people, parents and carers (HM Government 2015) (see link below).

<https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>

[Working Together to Safeguard Children \(DfE 2013\)](#)

[The Children's Act 1989](#)

[Children and Families Act 2014](#)

[The Human Rights Act 1998](#)

[Data Protection Act 2018](#)

[Sexual Offences Act 2003](#)

[Epsom & Ewell Borough Council Safeguarding Policy](#)

[Surrey Safeguarding Children Partnership](#)

[Surrey Safeguarding Adults Board](#)

## **Implementing our safeguarding policy**

### **Recruitment and vetting**

For members who directly encounter those we support, our recruitment process includes:

- Providing a role description relevant to the work they will undertake.
- Providing 1 reference.
- Undergoing a Disclosure and Barring Service (DBS) check where the role meets the set criteria. See below for DBS criteria.
- Providing a Role Description to outline the duties expected of them. This includes a declaration that needs to be signed to agree to work within our guidelines (see below). The declaration will read :  
“I understand the nature of the work I am to do. I have been issued with and have read the relevant guidelines. I agree to work within the safeguarding policies which have been explained to me. I understand that I have responsibilities to share concerns and act in accordance with these policies. I understand that as part of Epsom Refugee Network, we together seek to create a safe and caring culture. I confirm that I have no criminal convictions and am happy to undergo a Disclosure and Barring (DBS) check where the role meets the set criteria.
- Providing relevant guidelines and policies relevant to the role they are taking on, these will in all cases include :
  - Ethos, values and practices
  - Code of Conduct
  - Volunteer Guidelines
  - Safeguarding Policy
  - Transport Policy
  - Complaints Procedures

Links to these policies and procedures can be found on page 16 of this document.

- A formal interview for staff.
- An informal interview for volunteers.

### **DBS checks and references**

All Members who have direct contact with those we support will be vetted and referenced. Where the role requires it, DBS checks will be obtained. Epsom & Ewell Refugee Network aims to have completed DBS checks (criminal record checks) and to have references in place prior to Members starting work with those they support. Epsom & Ewell Refugee Network will consider whether DBS checks are required based on the level and nature of the work being undertaken



by volunteers. Epsom & Ewell Refugee Network will accept copies of DBS checks from other trusted organisations that are less than 3 years old.

**Criteria for needing to apply for a DBS check.** We understand that refugees are not generally considered as vulnerable, however, they may be deemed vulnerable due to additional factors such as age, illness or disability. If they are classed as vulnerable because of one of these factors, or the nature of the support being given will involve intimate care or sharing personal information, then a DBS check will be obtained for those Members.

A DBS check will be required for any Member who may need to supervise children in the absence of a parent.

If references or criminal records (DBS) checks are delayed, group members may work with those we support under supervision which includes never being alone with a person in our care who has specific needs.

All the admin team of Epsom Refugee Network will require a valid DBS check.

### **Training**

When necessary we will hold cultural and safeguarding training for our members who have direct contact with those we support. Such Members will be alerted to types of child abuse that may be specific to certain cultures, such as female genital mutilation, forced marriage and faith-based abuse. Whilst these types of abuse are not necessarily common amongst refugees, group members do need to know how to recognize risk indicators. In addition to culturally specific practices, group members need to be aware of indicators of domestic abuse and how to refer to children's services any child who may witness or be a victim of this.

See later in this Safeguarding Policy Annex A : Indicators of Abuse and Trauma in Children and Annex B : Indicators of Abuse and Trauma in Adults.

The Members will be trained in how to :

- Respond to urgent safeguarding concerns.
- Record non-urgent concerns and give the record to the Designated Safeguarding Lead (DSL) as soon as possible. If the member is not able to contact the DSL then the report can be made to the Deputy Safeguarding Lead (DepSL).
- Deal with a disclosure of abuse from a child, young person or vulnerable adult in line with the guidance given later in this document (see Annex C). You must inform the DSL or DepSL immediately, and provide a written account as soon as possible.

Records of training and who has attended will be kept by the Designated Safeguarding Lead.

### **Reporting adult safeguarding concerns**

The flow chart at Annex C shows the action that should be taken if there is a safeguarding concern. Our training will enable the group members working with the family to understand the difference between an *emergency*, on which immediate action should be taken, and a *referral* which needs to be reported to the DSL or DepSL.

In the case of a referral to the Designated Safeguarding Lead (DSL) or DepSL the following steps will be taken :

- The DSL or DepSL will record what is reported to them, ensuring that reporting is factual and specific without any opinions.
- The DSL or DepSL will either make an immediate referral to the statutory bodies (see Partner Agencies below) or discuss with the Safeguarding Group whether a referral needs to be made.
- If there is no referral made, a note will be kept to cover the conversations within the Safeguarding Group and the reasons why a referral is not being made at this time and will record any action that is being taken.
- If further evidence of safeguarding concerns emerges then it may be necessary to escalate this and make a referral further down the line.

Within 48 hours of their arrival, a refugee family will be made aware of the responsibilities the members have to report safeguarding concerns and, with the help of a translator, will be helped to understand the situations where a safeguarding referral will need to be made. It is very important that the family understands what is acceptable within our culture and the responsibility Epsom Refugee Network has to make reports if necessary.

Potential issues that may trigger a referral to the relevant agencies include, but are not limited to:

- Domestic abuse - including evidence of violence and patterns of controlling, coercive or threatening behaviour.
- Financial abuse, such as benefit payments received being controlled by one family member and used for their sole benefit rather than equally distributed.
- Hate crime - any criminal offence which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice towards someone's race, religion, sexual orientation, transgender identity, or disability.

Epsom & Ewell comes under Surrey County Council which operates a Surrey Multi Agency Safeguarding team (MASH). They can be contacted Monday to Friday 0900 – 1700 via the Hub Phone on 0300 470 9100, or emailed at [mash@surreycc.gov.uk](mailto:mash@surreycc.gov.uk). Outside of these hours contact



can be made to the Emergency Duty Team on 01483 517 898, or e mail [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk). See full details under Partner Agencies below.

### **Radicalisation**

Epsom & Ewell Refugee Network are committed to ensuring that relevant members are aware of local authority programmes for preventing people from being drawn into terrorism. We understand and will communicate to our group members as part of their training the principles of the Prevent programme which are to:

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

Surrey is a low-risk county for terrorist activity, but we still need to be alert to tensions and extremist groups in our communities. If any of our group members are concerned that someone we are supporting may be at risk of being drawn in to terrorism we will support them to take one of the following actions :

- Contact Surrey Police by dialling 101
- Report concerns anonymously to CrimeStoppers 0800 555 111
- Call the Anti-Terrorist Hotline on 0800 789 321
- If it's an emergency, always dial 999

Further information about Prevent can be found at:

[www.gov.uk/government/publications/prevent-duty-guidance](http://www.gov.uk/government/publications/prevent-duty-guidance)

Local information about Surrey County Council Prevent programme are available at :

<https://www.surreycc.gov.uk/schools-and-learning/adult-learning/news/updates/safeguarding-and-the-prevent-strategy>

Information on what happens when a Prevent referral is made can be found at:

<https://homeofficemedia.blog.gov.uk/2019/11/05/factsheet-prevent-and-channel/>

Information on how to prevent individuals from being drawn into serious or organised crime can be found at:

<https://www.gov.uk/government/publications/individuals-at-risk-of-beingdrawn-into-serious-and-organised-crime-a-prevent-guide/>

**Designated safeguarding lead and support.**

Epsom & Ewell Refugee Network's DSL will keep up to date with any specific guidance issued by the Government or Local Authority Resettlement, Asylum Support and Integration Directorate and will attend appropriate training. They will also have regard to advice and guidance available from the Surrey Safeguarding Children Board <https://www.surreysafeguarding.org.uk/> and the Surrey Safeguarding Adults Board <https://www.surreysab.org.uk/>.

To support the DSL, there is a DepSL who can act if the DSL is absent. There is a small Safeguarding Group (total of 3) to ensure that no safeguarding decisions are made without proper consultation. The Safeguarding Group will be liaising around any issues and will keep secure records. The Home Office requires us to record any Safeguarding concerns and upload them to the secure Movelt folders set up by the Home Office.

**Responding to allegations about Members.**

We expect all Members in direct contact with those we support to respect our commitment to safeguarding those we support and to report any concerns or allegations about a Member immediately, without any delay. Some matters may need to be urgently reported to the police or referred to statutory social care services (see partner agencies below). The responsibility for making these reports is with the DSL or the DepSL.

Allegations from another Member : Non urgent matters should at first be raised with the DSL or, if they are not able to get hold of that person, then the DepSL. Contact details for these two people will be shared with all Members who are working with those we support. Concerns should be reported via phone at first and advice will then be given on any further action, this may include a written report of concerns being sent to the DSL. It is important to stress to all involved that reporting should be factual and not include opinions or speculation. If the matter has been reported to the police or statutory social care services then an investigation may be conducted by them. For non-urgent allegations, the report will be fully investigated by the DSL working with the safeguarding team and moving to reporting the allegations if necessary. All discussion and decisions will be recorded and stored in a secure area and will be reported to the relevant Local Authority Resettlement, Asylum Support and Integration Directorate.

Allegation from a refugee or asylum seeker : Allegations or complaints from a refugee or asylum seeker will be made in the same manner outlined above. Where translation support is needed we will use a professional translation service rather than a volunteer translator. ERN works with Clear Voice translation services.



### **Complaints Procedure :**

Complaints from Members or a refugee or asylum seeker which are not a safeguarding concern will be handled as outlined in our Complaints Procedure. See links to policies and procedures on page 16 below.

### **Information sharing**

Relevant Members will be made aware of their responsibility to manage confidential information about the people we will be supporting. This includes not sharing confidential information about a refugee or asylum seeker with others, both within and outside ERN. Confidential information and personal paperwork relating to the family will be securely saved and stored in our Google WorkSpace account so that only designated people will have access to confidential information. All relevant Members will be made aware that they must have their own secure email account for communications; anyone who shares an email account will be told to set up a separate account.

Epsom Refugee Network manages all information in line with the Data Protection Act 2018 and the European Union General Data Protection Regulation which came in to effect in May 2018 and the Data Sharing Protocol at Schedule 4 of the Sponsor Agreement which provides a set of principles for sharing and handling information classed as 'personal data'.

Epsom Refugee Network adheres to the seven golden rules for information sharing as outlined in the UK Governments advise published in July 2018 (see page 4 in link below).

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/721581/Information\\_sharing\\_advice\\_practitioners\\_safeguarding\\_services.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf)

Records and notes of any decision making around information sharing will be kept by the admin team in a secure Google Work Space folder which will be password protected and accessed only by authorized people.

If any volunteer needs to send confidential information, for example relating to a safeguarding report, they will be told to do this via Egress secure emails to ensure full confidentiality.

We understand that GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe. We understand that this Act includes 'safeguarding of children and individuals at risk' as a condition that allows practitioners to share information without consent. Information can be shared legally without consent, if a practitioner is unable to, cannot be reasonably expected to gain consent from the individual, or if to gain consent could place a child at risk. Relevant personal information can be shared lawfully if it is to keep a child or individual at risk safe from neglect or physical, emotional or mental harm, or if it is protecting their physical, mental or emotional well-being.

### **Code of conduct**

ERN Code of Conduct will be issued to all relevant Members who are required to read and sign it to show they agree to adhere to the code. A copy of the signed copy will be retained and filed by ERN. A copy of the Code of Conduct can be viewed via the link on page 16.

### Boundaries

Relevant Members will be given guidance on appropriate boundaries prior to working with those we support. Boundaries will include :

- Personal details, do not share too much personal information about yourself with those you support.
- Contact details of the Member should not be shared unless this is agreed as being necessary by the admin team.
- Physical contact or personal care will only be sanctioned for specific volunteer roles which will be subject to DBS checks and training.
- Relevant members must avoid creating a culture of over-dependence. Their role will be outlined to them in the Volunteer Roles document.

Relevant members must behave consistently and appropriately, ensuring that nothing occurs that could be misinterpreted or misunderstood.

### Resettlement and integration support

Members of ERN can be deemed to hold an actual or assumed position of authority over those they support. There is, therefore, an increased risk of abuse occurring, be that emotional, physical, financial, spiritual, sexual, domestic, discriminatory, or organisational. Where pastoral care and friendship overlaps, there can emerge a conflict of roles and blurring of boundaries for all parties. Relevant Members and staff involved in pastoral care therefore need to:

- Avoid any behaviour that may give the impression of favoritism or a 'special' relationship.
- Clearly define any mentoring or counselling roles.
- Be aware of the dangers of over-dependency (can be both ways).
- Be aware of your own limitations.
- Avoid making decisions for the people you support.

Where a person displays challenging behaviour or exhibits obsessional-type interest in spiritual or other matters, we will act with caution and careful discernment before accessing any spiritual advice or ministry.

### Decision making

Everyone must be treated in a way that respects their individuality and does not undermine their dignity or their human or civil rights. This includes allowing them to make informed decisions and taking the greatest possible control of all aspects of their lifestyle. In the Mental Capacity Act 2005, all individuals are assumed to have capacity to make informed decisions unless there is clear evidence to the contrary. This includes the right that individuals retain to make what might be unwise decisions. Members and staff need to avoid taking decisions for those we support, however inadvertent or well-meaning. Where Members and staff cannot support decisions made, or have any concerns related to decision-making, including any doubts regarding capacity to make decisions, they must report to the DSL, Jo Sherring.

### **Digital**

The above Information Sharing section covers how we will communicate and store information in a secure way. All relevant Members will be made aware of the dangers of digital exploitation and the need for confidentiality around the people we support.

It is likely that the people we welcome will be new to using computers, e mail and managing things like online banking, bill paying online and other areas that could leave them open to exploitation. We undertake to give them training, advise and support around these areas and ensure that a translator is available at these sessions to help them to fully understand the risks. This will most likely require ongoing training during their first few years in the UK. This training will also help parents understand their responsibility to safeguard their children when they are online.

### **Transport**

ERN has a transport policy in place to cover times when we may need to provide transport services to those we support. See page 16 for link to our Transport Policy.

### **First aid and medical issues**

Emergency situations must be dealt with by the emergency services. First Aid should be administered only by trained members where available.

### **Contact with people who use our services outside of ERN support.**

Don't invite anyone who uses our services to your home alone. Where a person we support initiates a request to visit your home, clarify the reason for the request, decline (preferable) or make arrangements only after taking appropriate advice from the admin team or Designated Safeguarding Lead. Where a person we support visits a Member's home without warning, do not, if you are alone, invite them in. If there is another adult present, make sure the person's visit is short. Make alternative arrangements where a long conversation is required.

### **Telephone, Text, Internet, and Email contact**

When using technology such as text, email or instant messaging, members should follow the below guidelines:

- A record of significant messaging, emails or text conversations, stating with whom and when they communicated should be immediately emailed to the admin team.
- Save conversations, emails and text messages as text files where possible and make the person aware that you are doing this.
- Use technology at appropriate times, agreeing lengths of time and curfews.
- Pass on or show any texts, emails or conversations that raise concerns to the admin team or DSL.
- Use clear language, avoiding words or abbreviations which might be misinterpreted.

### **Photographs**

To protect the privacy of those we support and avoid unwelcome publicity, Members must avoid producing photographs, video, or any other media involving them without their explicit consent.

### **Risk assessments**

Appropriate risk assessments are undertaken by ERN. If concerns around people's safety arise, then a risk assessment for home and external visits should be considered. In addition, individual Members and staff may be asked to conduct their own risk assessments. For more information, contact the admin team or DSL.

### **Review and assurance**

This policy is subject to review at least once a year on the anniversary of the registration of the charity (24<sup>th</sup> September each year). The policy will also be under review if there are any changes to laws and policies referred to within this policy. Any changes will be communicated to all relevant Members highlighting any changes that have been made.

## **CHILDREN**

### **Scope**

ERN intends to safeguard children we support from the following types of abuse: physical, sexual, psychological or emotional, financial, neglect, discriminatory, institutional, and

self-neglect. There is further information on categories, signs, and definitions of abuse specific to children at annex A.

Abuse and neglect are forms of maltreatment. Someone may abuse by inflicting harm and neglect by failing to act to prevent harm. Individuals may be abused in a family, institutional, or community setting, by those known to them, or by a stranger. They may be abused by an adult, a child, adults or children, or both adults and children.

Promoting children's welfare includes creating opportunities to enable those we support to have optimum life chances in adulthood, namely:

- Physical, mental and emotional health and wellbeing.
- Protection from harm and neglect.
- Education, training and recreation.
- The contribution made by them to society.
- Social and economic wellbeing.

### **Good Practice**

When working with children it is important to follow the good practice outlined below :

- Adults should not behave in a manner which would lead any reasonable person to question their suitability to work with children, or act as a role model.
- Adults must not work on their own with children. If a situation occurs when this arises, due to sickness or an emergency, always inform colleagues or parents/carers to ensure that someone can be present or nearby.
- It is inappropriate to offer lifts to a child or young person. There may be occasions where the child or young person requires transport in an emergency situation or where not to do so may place a child at risk. If circumstances permit, the parent/carer or line manager should be informed before the lift is provided.
- The event must always be recorded and reported to the Designated Safeguarding Lead (or Deputy Lead).
- Physical contact is discouraged and should only take place when it is absolutely necessary and in a safe and open environment i.e. one easily observed by others.
- Always report any accidents / incidents or situations where a child becomes distressed or angry to the Safeguarding Lead so that it can be recorded.

### **What to do if a child or third party makes an allegation**

If a child or third party makes an allegation or discloses information which raises concern about significant harm, the initial response should be to listen carefully to what the child or third party says so as to :

- Clarify the concern
- Offer reassurance about how the child will be kept safe and
- Explain that what they say cannot be kept in confidence and will be passed to Children's Services and / or the police.

If the allegation is made by a child, the child must not be pressed for information, led or cross examined or given false assurances of absolute confidentiality. Such well-intentioned actions could prejudice police investigations, especially in cases of sexual abuse. Any such allegation should be acted upon immediately after the disclosure is made, calling 999 if it is an emergency or the DSL if not. An interpreter should be used if necessary.

### **Reporting child safeguarding, protection, and welfare related concerns**

In the case of any safeguarding concerns regarding children, ERN will immediately make a safeguarding referral to Surrey County Council's Children's Services and will notify them of a child who is at risk of abuse, has come to harm, or needs care and support. Referrals can be made to Surrey County Council Children's Services – see partner agency list below. Where the situation is an emergency or a crime has taken place, the police will first be notified. Out-of-hours safeguarding concerns can be reported via the 24 hour MASH (Multi Agency Safeguarding Hub) listed in partner agencies below.

It is essential that the people we support are aware of our responsibilities to report safeguarding issues. ERN will outline this responsibility to the people we support. It will be made clear to them the expectations for parenting in the UK and the areas that could lead to a safeguarding intervention. Potential child specific issues that may trigger such interventions include, but are not limited to:

- Physical punishment of children, including slapping or hitting.
- Leaving children under the age of 12 alone at their place of residence.
- Non-attendance at school for children aged 5-16 years.
- Leaving children in the care of people who are not well known to the family.
- Unrestricted access to the internet for children.]

The following "How to make a referral relating to children or adults" document will be given to all Group Members working with the family after they finish their training. See Annex C below.

### **Digital Safety**

Children must not be able to access inappropriate websites or inappropriately share personal information. We anticipate that the people we support may not be familiar with using the internet widely and so undertake to help them understand the dangers for children in accessing such sites or sharing such material. With the help of our IT Lead and a translator we will explain this to the people we support and help them understand the need to supervise their children when using computers. We can help them set up their computers in a way that children cannot access inappropriate sites. We also undertake to ensure the relevant members and volunteers provide adequate supervision whenever an activity requires them to use the internet with children.

If members or volunteers are concerned about inappropriate internet use by a child this should be reported to the parents and also to the DSL. We can refresh any training in this area, helping the people we support understand the risks and how to report them. If the concern is more serious and there are worries about possible grooming or exploitation then this must immediately be reported to the police. The DSL can help manage the reporting and follow up action, which may require communication with the child's school.

### **Personal Care**

Privacy must always be respected. Young children may be taken to the toilets (with parental permission), but the relevant member or staff must not invade their privacy. Where a child soils themselves, the parent(s) or carer(s) should be asked to clean the child. Where the parent(s) or carer(s) are not available or cannot assist without delay, the relevant member or staff shouldn't manage this situation alone. Remember to maintain the child's dignity, privacy and feelings. Inform the parent(s) or carer(s) of the situation.

### **First aid and medical issues**

Emergency situations must be dealt with by the emergency services. First Aid should be administered only by trained group members and staff where available. Care needs to be taken when dealing with a minor situation involving children, with the following considered: parent(s)' or carer(s)' availability to deal with the situation; not being alone with a child; the child's dignity and privacy; the child's views; allergies and reactions.

### **Physical contact**

Relevant members and volunteers must not initiate physical contact with a child. Inappropriate physical approaches must be discouraged. Reject the physical expression, not the person. Young children who are hurt or upset may need comfort, but this should be minimal, appropriate and not hidden. The child's wishes must be considered.



### **Our safeguarding partners - List of partner agencies.**

**Surrey Multi Agency Safeguarding Team :** Epsom & Ewell comes under Surrey County Council which operates a Surrey Multi Agency Safeguarding team (MASH). They can be contacted Monday to Friday 0900 – 1700 via the Hub Phone on 0300 470 9100, or emailed at [mash@surreycc.gov.uk](mailto:mash@surreycc.gov.uk). Outside of these hours contact can be made to the Emergency Duty Team on 01483 517 898, or e mail [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk).

**Surrey CC Adult Safeguarding :** Safeguarding concerns around adults can be reported to the Surrey Safeguarding Hub on 0300 470 9100 or emailed to [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk) (open Monday - Friday 0900 - 1700). Out of hours emergencies can be reported to 01483 517898 (open Friday 1700 to Monday 0900 and 24 hours at weekends).

**Surrey CC Child Safeguarding :** Safeguarding concerns around children can be reported to the C-SPA (Children’s Single Point of Access) on 0300 470 9100 or emailed to [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk). Out of hours emergencies can be reported to 01483 517898. For opening hours see Adult Safeguarding.

**Epsom & Ewell Borough Council Safeguarding Lead :** Francesca Hyde, Community Safety and Enforcement Officer 01372 732133.

**Thirtyone:eight.** Thirtyone:eight is an independent safeguarding agency. They provide support and advise around safeguarding matters and give ERN access to safeguarding training. Thirtyone:eight also facilitating DBS checks where needed. [Thirtyoneeight.org](http://Thirtyoneeight.org), telephone 0303 003 1111.

**Local Community Police :** ERN are in contact with Epsom & Ewell Community Support Officers James Dawborn and Will Cottee.

**Surrey Police :** Call 101. Child sexual exploitation, modern slavery and Prevent referrals should be made to Surrey Police on this number, in an emergency call 999.

**Emergency services :** 999 calls will put us in touch with Fire, Police and Ambulance in an emergency.





**ECS Policies and Procedures Documents** : Here are links to the various Policies and Procedures for ECS.

[Code of Conduct](#)

[Complaints Procedure](#)

[Ethos, Values and Practices](#)

[Transport Policy](#)

[Volunteer Guidelines](#)

### **Commencement**

Prior to commencement, this policy was shared for comment with This safeguarding policy came into force on 1st January 2022.

**Signed:** [Joanna Sherring, Designated Safeguarding Lead for Epsom & Ewell Refugee Network.](#)

## Annex A - Categories, signs, and definitions of child abuse

Categories of child abuse are described in [Working Together to Safeguard Children \(2018\)](#) from which the following definitions are taken

### Physical abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

#### Physical signs

- Bruises, black eyes and broken bones are obvious signs of physical abuse, but they are not the only ones.
- Other signs include:
  - Injuries that the child cannot explain or explains unconvincingly.
  - Untreated or inadequately treated injuries.
  - Injuries to parts of the body where accidents are unlikely, such as thighs, back, abdomen.
  - Bruising which looks like hand or finger marks.
  - Cigarette burns, human bites, scalds and burns.

#### Behavioural signs

Sometimes if a child is being physically abused they may show changes in behaviour, such as:

- Sad, withdrawn or depressed.
- Having trouble sleeping.
- Behaving aggressively or being disruptive.
- Showing fear of certain adults.
- Showing lack of confidence and low self-esteem.
- using drugs or alcohol.

### Sexual abuse

Involves 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. 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. 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. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

### **Child sexual exploitation**

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

### Physical signs of sexual abuse

- Pain, itching, bruising or bleeding in the genital or anal areas.
- Genital discharge or urinary tract infections.
- Stomach pains or discomfort walking or sitting
- sexually transmitted infections.

### Behavioural signs of sexual abuse

- A marked change in the child's general behaviour. For example, they may become unusually quiet and withdrawn, or unusually aggressive. Or they may start suffering from what may seem to be physical ailments, but which can't be explained medically.
- A young person may refuse to attend school or start to have difficulty concentrating so that their schoolwork is affected.
- They may show unexpected fear or distrust of a particular adult or refuse to continue with their usual social activities.
- They may start using sexually explicit behaviour or language, particularly if the behaviour or language is not appropriate for their age.
- The child may describe receiving special attention from a particular adult, or refer to a new, "secret" friendship with an adult or young person.

### **Neglect**

The persistent failure to meet a child's basic physical or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during

pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment).
- Protect a child from physical and emotional harm or danger.
- Ensure adequate supervision (including the use of inadequate caregivers).
- Ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

#### Physical signs

- Abandonment.
- Unattended medical needs.
- Consistent lack of supervision.
- Constant hunger, inappropriate dress, poor hygiene.

#### Behavioural signs

- Regularly displays fatigue or listlessness, falls asleep in sessions.
- Steals food, begs from others.
- Reports that there is no carer at home.
- Frequently absent or late.
- Lice, distended stomach, emaciated.
- Inadequate nutrition.
- Self-destructive.
- Extreme loneliness and need for affection.
- School dropout (adolescents).

#### **Emotional abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. 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 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.

### Physical signs

- Speech disorders.
- Delayed physical development.
- Substance abuse.
- Ulcers, severe allergies.

### Behavioural signs

- Habit disorder (sucking, rocking, biting) antisocial, destructive.
- Neurotic traits (sleep disorders, inhibition of play).
- Passive and aggressive behavioural extremes.
- Delinquent behaviour (especially adolescents).
- Developmentally delayed.

### **Extremism**

Extremism goes beyond terrorism and includes people who target the vulnerable (including the young) by seeking to sow division between communities based on race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremis.

## **Annex B – Categories of abuse experienced by adults**

The Care Act 2014 recognises 10 categories of abuse that may be experienced by adults. These have been summarised by the ann craft trust as follows:

(<https://www.anncrafttrust.org/resources/types-of-harm/>)

### **Self-neglect**

This covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health, or surroundings. An example of self-neglect is behaviour such as hoarding.

### **Modern Slavery**

This encompasses slavery, human trafficking, forced labour, and domestic servitude.

### **Domestic Abuse**

This includes psychological, physical, sexual, financial, and emotional abuse perpetrated by anyone within a person's family. It also includes so-called 'honour' based violence.

### **Discriminatory**

Discrimination is abuse that centres on a difference or perceived difference, particularly with respect to race, gender, disability, or any of the protected characteristics of the Equality Act.

### **Organisational**

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

### **Physical**

This includes hitting, slapping, pushing, kicking, restraint, and misuse of medication. It can also include inappropriate sanctions.

### **Sexual**

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

### **Financial or Material**

This includes theft, fraud, internet scamming, and coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.

### **Neglect and Acts of Omission**

This includes ignoring medical or physical care needs and failing to provide access to appropriate health, social care or educational services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition, and heating.

### **Emotional or Psychological**

This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.

The ann craft trust has identified four additional types of harm, while not included in the Care Act 2014, it believes are relevant to safeguarding adults. These are:

### **Cyber Bullying**

Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various different types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

### **Forced Marriage**

This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-Social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

### **Mate Crime**

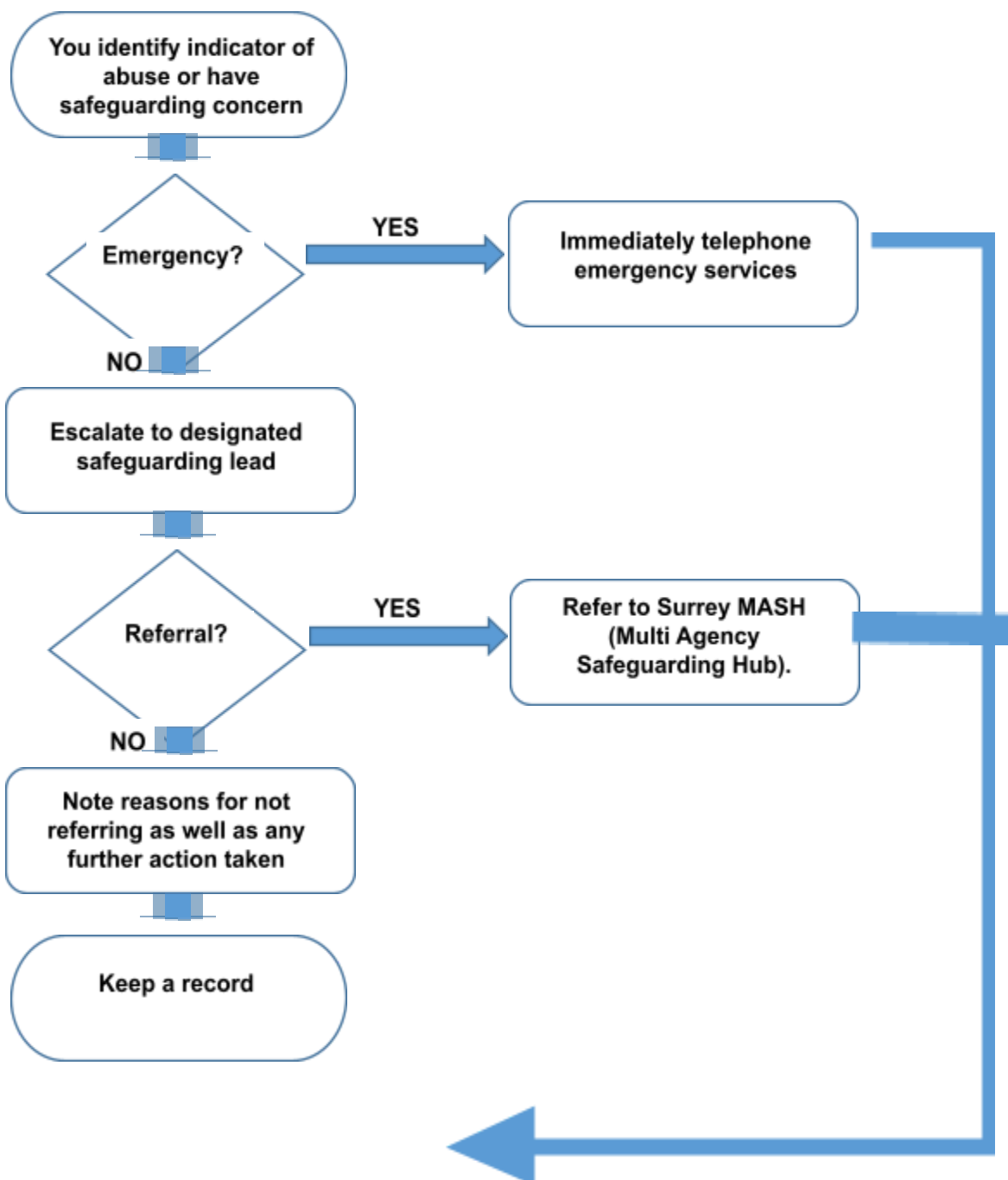
A 'mate crime' is when a vulnerable person is befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private. In recent years there have been a number of multi-agency safeguarding

reviews relating to people with a learning disability who were seriously harmed, or even murdered, by people who purported to be their friend.

**Radicalisation**

The aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.

**Annex C: Flowchart for reporting safeguarding concerns (relating to adults or children)**





## **HOW TO MAKE A SAFEGUARDING REFERRAL RELATING TO CHILDREN OR ADULTS**

### **You have a Safeguarding concern**

This could be a suspicion, an allegation, an observation or a disclosure of abuse or risk of abuse.

### **Is there immediate risk of harm?**

#### **YES**

Call **Emergency services on 999** and following the call to Emergency Services, report the concern to one of the designated safeguarding contacts :

Designated Safeguarding Lead : Joanna Sherring 07775 798 047

Admin team : Nina Kaye 07778 406834

You may be asked to send a report about what you have witnessed, if you do this you will be provided with a secure e mail address to send the report to.

#### **NO**

If there is no immediate risk or harm but you have concerns please make contact with the safeguarding leads listed above at the earliest opportunity. You will be asked to explain your concerns and must do so in a fact-based way without giving your opinions. You may be asked to do a written report and will be given a secure e mail address to send this to.

Once the report has been made the ERN Safeguarding Team will discuss the concerns and decide if a referral needs to be made to the Surrey Multi Agency Safeguarding Hub (MASH) on 0300 479 9100.

You may not find out the outcome of the alert as information is only provided on a need-to-know basis.