



**WORTHING
4 REFUGEES**

Safeguarding Policy

Updated April 2023

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Worthing 4 Refugees Safeguarding Policy

1 Introduction

Worthing 4 Refugees (W4R) is a registered charity initiated by church leaders, with our ethos drawn from a Christian tradition which cares for all people, especially those in need of shelter, food, clothing and support as a result of being displaced or circumstances beyond their control.

W4R VISION: Our vision as a group of churches and people of goodwill is for the Worthing area to be a place of welcome, safety, integration and justice for refugees and displaced peoples.

W4R MISSION: Creating communities of welcome where internationally displaced people and families can thrive:

1. Providing person-centred support
2. Creating integrated communities and networks
3. Mobilising the goodwill of Worthing Churches and the community to connect with displaced people.

Our faith is our motivation, not our hidden agenda.

W4R VALUES:

- Empowering and supportive
- Loving and relational
- Family and communities
- Respect and graciousness
- Listening and learning
- Professional and caring
- Available and boundaried

We work with West Sussex County Council, Adur and Worthing Borough Council, The Good Faith Partnership and the Home Office to resettle refugees and to provide a safe place, helping them to integrate with their local community. We recognise that for a variety of reasons, refugees (children and adults) may have experience or are at risk of abuse or neglect, and are unable to protect themselves. Therefore appropriate guidelines and policies are needed to ensure such individuals are safeguarded from harm, and all refugees are treated to the high standards based on our agreed key standards:

- Listening to the voices of the refugees and the Worthing Community
- Facilitating independence and sustainability for the refugees
- Respect for faith choice or none
- Working in partnership with others to achieve the vision

- Working towards community cohesion through peace-making and advocacy

We value each individual we encounter and recognise their individual uniqueness (whatever their age, situation, ability, disability, gender, sexual orientation, ethnicity or religious belief), and will always seek to develop high quality relationships that reflect these values. If we are aware of harm or risk of harm, we will respond according to our responsibilities as members of the community. We are aware of the Equality Act 2010, including the provisions relating to disability, and seek to do all we can to protect people from discrimination and ensure accessible services. We also keep abreast of other appropriate legislation as it becomes law.

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.

In line with The Care Act 2014, our safeguarding policies and procedures are intended to prevent abuse and neglect, not simply to give information on how to spot and report abuse.

Who is a refugee?

A refugee is someone who has been forced to flee his or her country because of persecution, war or violence. A refugee has a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership in a particular social group. Most likely, they cannot return home or are afraid to do so. War and ethnic, tribal and religious violence are leading causes of refugees fleeing their countries.

A refugee is separate from a person seeking asylum who has left their country of origin and formally applied for asylum in another country but whose application has not yet been concluded.

2 Purpose of this Document

This document has been produced for the following reasons:

- to be clear to all about our commitment to ensuring all refugees are safe in their contact with Worthing 4 Refugees
- to outline our policy to ensure they are safe
- to outline our key 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 those who work with refugees 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 refugees safe

This document has been developed using materials produced by Maybridge Community Church, the Safeguarding Adults Boards of Brighton & Hove, East Sussex and West Sussex, Adur & Worthing Council's Safeguarding Adults and Children's Policy, 'Safeguarding Adults' produced by Thirtyone:eight (formerly the Churches' Child Protection Advisory Service), and from a range of other adult safeguarding materials from Christian denominations (such as the

Baptist Union and the Church of England) as well as from charitable and statutory agencies. This document is not available for copying by other organisations or individuals without prior written consent.

3 Our Policy

Everyone has the right not to be abused. Worthing 4 Refugees recognises the need to provide a safe and caring environment for all people. We also acknowledge that in our society individuals can sometimes be the victims of abuse (physical, sexual, financial, emotional/psychological, domestic, discriminatory, organisational, spiritual or modern day slavery) and/or neglect including self-neglect. We recognise that refugees by definition have fled adverse experiences, have the same right not to be abused and may face particular and unique challenges in this respect.

- o We commit ourselves to the nurturing, protection and safekeeping of all people, especially refugees, who are experiencing or are at risk of abuse or neglect, and are unable to protect themselves.
- o Every child matters and is a child first and foremost
- o Whilst it is not our responsibility to establish whether or not abuse is taking place, it is our responsibility to report any abuse discovered or suspected, promote good practice and prevent any type of abuse
- o We undertake to exercise proper care in the selection and appointment of those working with refugees, whether paid or volunteers
- o We are committed to supporting, resourcing and training those who work with refugees
- o We are committed to following the agreed procedures and statutory and specialist guidelines
- o Each worker with refugees must read the appropriate safeguarding guidelines and undertake to observe them
- o We review our policy annually.

We have therefore adopted the procedures set out in this document and seek to have constructive links with the relevant statutory and voluntary safeguarding agencies so that refugees can be safeguarded from harm. We acknowledge that the welfare of each refugee, whether adult or child, is of paramount importance.

In addition, we will work with statutory agencies as appropriate to support refugees who have been affected by abuse.

4 Scope and Definitions

In respect of this policy the term 'refugee' includes refugees, people seeking asylum and displaced people. The term 'child' means a person under the age of 18 years. An 'adult' (formerly 'Vulnerable Adult' or 'Adult at Risk') means any person aged 18 years or over. The term 'vulnerable' is not used because this is seen to imply that abuse happened because of vulnerability, but abuse happens because people exercise power over others and abuse them. The Care Act 2014 shifts away from linking a victim of abuse with some kind of weakness, onto the perpetrators of serious crime.

The services offered by Worthing 4 Refugees have the potential to positively impact on the lives of refugees through safeguarding and welfare.

Worthing 4 Refugees aims to safeguard and promote the welfare of all individuals irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief, marital/civil partnership status, pregnancy/maternity status and/or sexual orientation. There are three parts to safeguarding:

- a duty to protect children from maltreatment – The Children Act (2014)
- a duty to prevent impairment – The Children Act (1989)
- a duty to safeguard adults – The Care Act (2014)

We intend to safeguard refugees from the following types of abuse: physical, sexual, psychological/emotional, financial, neglect, discriminatory, institutional and self-neglect.

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

Promoting welfare includes creating opportunities to enable refugee children to have optimum life chances in adulthood, namely:

- Physical and 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.

The emphasis in our work with adult refugees is to promote the empowerment and well-being of adults 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 and/or protect themselves and their assets.

5 Our Safeguarding Procedures

The following key procedures are to be followed to prevent harm and respond to concerns. These procedures apply to all refugees in our care. All workers with refugees must be familiar with them and observe them. There may be *additional* guidance available for certain circumstances as situations are often complex. Sources for additional guidance are in a later section (section 8).

5.1 Safe Practice – Reducing risks and avoiding misunderstandings

In working with refugees we continually seek to provide a safe environment and prevent situations where harm may occur. We therefore take steps, individually and collectively, as part of our responsibilities to reduce risk and avoid any potential misunderstandings. An annual Risk Assessment Register is completed with a view to being aware of and mitigating any risks that may arise. The steps we take are outlined below.

5.2 Code of Conduct

We expect trustees, staff, volunteers and associates of Worthing 4 Refugees to follow this code of conduct:

- To seek at all times to live out and model the values and ethos of Worthing 4 Refugees
- To place the safety and well-being of refugees using our support before loyalty to friends and colleagues or any personal or organisational goals
- To be familiar with safeguarding arrangements and follow them, recognizing everyone has responsibilities in this area (not just those working directly with refugees)
- To avoid situations that might be misunderstood by others in relation to work with refugees that use our support
- To only form appropriate relationships with refugees that use our support that are based on mutual trust and respect, being aware of the potential abuse of trust
- To follow any directions from the leadership of Worthing 4 Refugees in relation to working with refugees as part of the safeguarding arrangements
- To be committed to actively preventing the exploitation and abuse of children and adult refugees.

The leadership of the charity reserves the right to place restrictions and boundaries on anyone in relation to working with refugees, including preventing them from any work with refugees with specific needs.

5.3 Recording

If a concern is noticed it is good practice for this to be recorded. This includes concerns that are noticed, disclosures made and action taken. Further details are found in sections 8.1; 8.2; 8.3 and Appendix A.

5.4 Recruiting and supervising volunteers and staff

Recruiting

For those with direct access to refugees, our volunteer recruitment process includes:

- Providing a role description relevant to the work they will be involved with
- Providing a document explaining the ethos, values and practices of Worthing 4 Refugees
- Providing relevant guidelines/policies
- An informal interview
- A formal interview for staff
- Completing and signing the following declaration 'I understand the nature of the work I am to do. I have read the relevant guidelines. I agree to work within the safeguarding policies for refugees. I understand that I have responsibilities to share concerns and take action in accordance with these policies. I understand that as part of Worthing 4 Refugees, we together seek to create a safe and caring culture.' In addition, applicants are asked about criminal convictions.
- Providing a reference
- Undergoing a Disclosure and Barring Service (DBS) check (previously Criminal Record Bureau check, if the role meets the criteria set by the Disclosure and Barring Service)

For volunteers without direct access to refugees, Worthing 4 Refugees will require one reference.

Disclosure and Barring Service (DBS) checks and references

Worthing 4 Refugees aims to have completed DBS checks and references in place prior to volunteers or staff starting any work with refugees. If references or criminal records checks are delayed, volunteers and staff may work with refugees under supervision which includes never being alone with a refugee with specific needs in our care.

Training

Safeguarding and induction training is provided for all volunteers working with refugees.

The Designated Safeguarding Manager must have received Safeguarding training from West Sussex County Council.

Supervision

Volunteers will have a named person to oversee their work and for supervision, if appropriate.

Safeguarding responsibilities

We understand that we have a responsibility to refer to the Disclosure and Barring Service any member of staff or volunteer who has left the job/role due to a safeguarding issue. Safeguarding incidents will also be reported to the Charity Commission as Serious Incidents if they fall within the scope of their reporting guidance.

5.5 Safeguarding roles

Everyone who is connected with Worthing 4 Refugees has a role and responsibility with regard to safeguarding refugees. The details of these responsibilities are contained within this document. In addition we have some specific roles, which are described below:

Designated Safeguarding Manager: Gay Jacklin (contact details in Section 9, p.29)

The role of the Designated Safeguarding Manager is to:

- o Oversee policy and practice
- o Link with safeguarding agencies, making referrals as necessary
- o Keep central records
- o Consider training needs
- o Ensure safeguarding has a high profile amongst Trustees and associates

5.6 General Arrangements

Transport

From time to time there may be a requirement to transport refugees as part of the charity's activities. Where this is the case, the following applies:

- Volunteers transporting refugees have gone through the recruitment process previously described and should be familiar with the safeguarding procedures and therefore able to abide by them
- Emergency contact details have been provided
- The office is aware of any organised trips in advance
- Drivers are suitably qualified and insured
- Drivers follow the highway code and all legal requirements for road users. This includes safety procedures in the event of a breakdown, the correct use of child seats, booster seats and seatbelts, the correct and lawful use of mobile phones or other electronic devices, not driving under the influence of drugs or alcohol or with medical conditions/medication that might affect safe driving.
- Drivers are aware of issues of frailty, disability, and manual handling when offering transport
- Drivers follow Health and Safety guidelines including specific risk assessments if appropriate
- Drivers behave appropriately and that nothing occurs that could be misunderstood

- Adults should not spend unnecessary time alone with a child in a vehicle and should ensure that nothing occurs that could be misunderstood. Lengthy conversations should be arranged for another time/venue.
- Lifts are not given to children on their own, other than for short trips and if there is no other reasonable alternative. Always ensure another adult knows (and the parent) about the arrangement.
- Children are not left on their own at collection or dropping off points.
- Young people are not allowed to drive their own cars.
- Drivers wait to ensure that those being transported are safely inside their home (or alternative destination) before driving away
- Vehicle owners are aware that they are responsible for the roadworthiness and safety of the vehicle in accordance with current law
- Vehicle owners check with their own insurance policy for cover and restrictions of use.
- Volunteers or staff can always refuse to take a client in their vehicle where they believe that they are putting themselves or others at risk.
- No volunteer or member of staff should be a passenger in a client's vehicle.

For further guidance, contact the Designated Safeguarding Manager in advance of the trip.

Trips in general

Volunteers must remain vigilant and look out for unexpected or unknown dangers and not rely only on having completed a risk assessment.

Children must be properly supervised with clear arrangements to keep them safe and deal with emergencies.

Visiting people in their homes

Prior to visiting people in their homes:

- This should only be done where there is a clear need to do so and with permission in advance from Worthing 4 Refugees.
- Ensure the details of your visit, including times and location, are up to date and available to be accessed by colleagues.
- If you are going to be back later than the time you anticipated, ring a colleague and tell them what time you will now be back.
- When visiting unfamiliar territory, verify details first.
- Organise yourself effectively to avoid difficulties.
- Ensure you have emergency contact numbers and colleague details, and your own ID, and a charged mobile phone.
- Be aware that one of the biggest dangers is complacency, knowing your client for months or years is no guarantee of safety

At the visit in their homes:

- Assess the environment before committing yourself.
- Be prepared to show your credentials or ID at the door straight away.

- Show respect for other people, their property and cultural differences. Workers and volunteers demonstrate the values and ethos of Worthing 4 Refugees by remembering the following: You are entering someone else's home: it is their space; knock before entering; identify yourself clearly; wait to be invited in; do not move personal possessions without permission; avoid taking over; avoid reacting to surroundings where there is poor personal hygiene/housekeeping; avoid handling any money/financial affairs (unless this is specifically part of your volunteer role); avoid handling personal medication (unless this is specifically part of your volunteer role); avoid becoming a key holder; avoid crossing emotional boundaries.
- If you feel uncomfortable or think something is 'not quite right', leave immediately and do not take risks.
- If you are in crisis and for some reason you cannot leave, consider the following options: ring the police on 999 for an emergency or 101 for non-emergency; or if you feel that this option would put yourself in greater danger because of the person who is a threat to you, ring the Charity Lead/Designated Safeguarding Manager or Project Manager
- Following your visit, alert the Charity Lead/Designated Safeguarding Manager of any concerns or identified risks, or harassment, incidents or potential issues as this could also be vital if someone else visits that client later.

If any situation arises regarding these, alert the Designated Safeguarding Manager as soon as possible.

Meeting up with people who use our services

Meet in public places (such as a cafe) or at a venue used by Worthing 4 Refugees. Ensure a colleague knows where you are meeting; ensure the venue is a safe space and you are in a position with access to exits; prepare for the meeting and put your visitors at ease and make them feel welcome. If the visit is unplanned (the client turns up or sees you and comes over), assess the situation and if unable or unwilling to hold the meeting, offer alternatives. Otherwise go ahead, utilising the safeguarding arrangements outlined in this document.

If meeting after dark, keep to well-lit routes; ensure someone knows where you are; carry relevant emergency contact numbers with you and a charged mobile phone and torch.

If a visit involves manual handling of any description, please discuss Health and Safety implications with the Designated Safeguarding Manager. (Health and Safety documentation available from the office).

Internet

If an activity needs to use the internet with children then the workers/volunteers must make sure there is adequate supervision. Children must not be able to access inappropriate sites or disclose personal information.

Counselling

Only trained and suitably qualified counsellors may undertake counselling. When talking with refugees about life issues or their concerns, problems may occur. Arrangements for these discussions will be undertaken with care. Issues such as not being alone with a child and respect for privacy will be expected. Parental consent may need to be obtained when working with children. See the section on confidentiality for guidelines on private matters (section 5.7).

Lone Working

- Lone workers/volunteers need to ensure someone knows where they are and be aware of personal safety issues. If at any time workers/volunteers feel uncomfortable, they must leave the situation and report to the Designated Safeguarding Manager.
- One to one work with children may sometimes be necessary, but needs to be undertaken wisely. If a worker/volunteer is alone with a child, another adult should be informed when and where it is taking place, and a second adult should be in the building. The young person should be aware that this person is there and available to them. Ideally, one to one work should take place in a **public and appropriate area** such as a local coffee shop. Workers should note basic details of these meetings in the log system provided by Worthing 4 Refugees.
- One to one work in the majority of cases should be instigated by the individual.
- Records should be kept of any significant conversation or concerns in the log system provided by Worthing 4 Refugees.
- At no time should one adult be alone with a child or group of children in any premises used by Worthing 4 Refugees and access must not be given to any people using our services unless responsible adults are present.
- Please read the up to date advice on lone working provided by the Suzy Lamplugh Trust which can be found at www.suzylamplugh.org

People with disabilities or special needs

It is recognised that people with disabilities or special needs may be at greater risk of abuse. For example children with disabilities may be more dependent on others for intimate care and may be less able to tell people about any abuse they experience. Workers with children at Worthing 4 Refugees are asked to remain particularly aware of this.

Toileting

The privacy of children is to be respected at all times. Young children may be taken to the toilets (with parental permission) but the adult should not invade the child's privacy. If a child has soiled themselves the parent or carer should be asked to clean the child. If they are not available or cannot come without a delay, then an adult shouldn't deal with this situation on

their own. Remember to maintain the child's dignity, privacy and feelings. Inform the parent of the situation.

First aid and medical issues

Emergency situations should be dealt with by the emergency services. First Aid should be administered by trained adults if available. Care needs to be taken if dealing with a minor situation with children and the following need to be considered: parents' 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 with children

Never 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 taken into account.

Contact with people who use our services outside of Worthing 4 Refugees

Don't invite anyone who uses our services to your home alone unless you have first discussed this with your line manager.

If someone initiates a request to visit your home, clarify the reason for the request, decline (preferable) or make arrangements only after taking advice from the Designated Safeguarding Manager. If someone turns up on your doorstep without prior warning, do not invite them in if you are alone. If another adult is present in the house make sure the visit is short and make alternative arrangements if a lengthy conversation needs to occur.

Integration

As the aim of resettlement is full integration to British society, we recognise that this includes making friendships that go beyond befriending. This needs to be handled with care, and with the emphasis on promoting any refugee family member to choose their own friends. It is recognised that initially the refugee family members are likely to make friends with those volunteers they come into contact with, e.g. social workers, translators, ESOL teachers, general volunteers. Therefore W4R will carefully manage any volunteers that are initially introduced, both to ensure the refugee family are not swamped with too many people, and to be mindful that the befriending role has the potential to become friendship. Initially volunteers should not assume friendship within their roles, and must avoid dependence at all times. W4R will be careful to ensure that volunteers are not put under pressure to do more than a befriending role, unless they wish to. However, as W4R also wishes to encourage genuine friendships to develop and promote kindness and hospitality such as offers for days out, visits to the home of volunteers etc., volunteers will need to be accountable to their line manager (W4R lead or social worker) who can discuss appropriate boundaries and any safeguarding matters around friendship. Accountability needs to remain until the line manager is confident

that the refugee family members are able to choose to say no to any offers of friendship, and are therefore able to make their own decisions.

If a friendship develops, as long as a volunteer or staff member remains part of W4R, they are still subject to this policy and this supersedes any 'friendship'.

Training will be provided on request on boundary issues related to befriending/friendship.

Definitions

Accountability means openly reporting and discussing activities and their implications with a line manager.

Befriending means a supporting role managed by W4R for a specific task or time with members of the refugee family.

Friendship means the refugee family members initiating contact with a volunteer or asking for more contact than the befriending role.

Phone, Text, Internet and Email contact

When using technology such as texting, email or instant messaging, workers/volunteers should follow these guidelines:-

- A record of significant messaging, emails or text conversations, stating with whom and when they communicated should be immediately emailed to the Designated Safeguarding Manager.
- Save conversations, emails and text messages as text files where possible and make the person aware that they are doing this; we recommend using Whatsapp where possible.
- Use technology at appropriate hours of the day, agreeing lengths of time and curfews (e.g. not after 10pm);
- Pass on or show any texts, emails or conversations that raise concerns to the Designated Safeguarding Manager.
- Use clear language, avoiding words like 'luv' or abbreviations like 'lol' (which could mean 'lots of love' as well as 'laugh out loud') which might be misinterpreted.

Boundaries

Workers/volunteers must discuss appropriate boundaries with the project leader or the Designated Safeguarding Manager prior to working with refugees. Boundaries may include:

- Personal details
- Contact details of the worker/volunteer and use of phone
- Physical contact
- Specific issues related to the worker/volunteer or person using the charity's services (e.g. disabilities)
- Anything that results in over-dependence on the worker/volunteer

In regards to physical contact, workers/volunteers should not initiate physical contact with a person using our services; and should behave appropriately, ensuring that nothing occurs that could be misunderstood.

Photos

To protect the privacy of refugees, support their settlement into the local community and avoid unwelcome publicity, photos, video and other media involving refugees using our services must be avoided.

Risk Assessments

Appropriate risk assessments will be undertaken by the charity. In addition, individual workers/volunteers may be asked to carry out their own risk assessments. (For more information, contact the Designated Safeguarding Manager.

Pastoral care

Where one person is in a position of authority over another there is an increased risk of emotional, physical, financial, spiritual, sexual, domestic, discriminatory, organisational, abuse occurring. Where pastoral care and friendship overlaps, there can emerge a conflict of roles and blurring of confidentiality boundaries. Workers/volunteers involved in pastoral care therefore need to:

- Avoid any behaviour that may give the impression of favouritism or a 'special' relationship
- Clearly define any support/mentoring and ensure it is not considered counselling
- Be aware of the dangers of over-dependency (can be both ways)
- Be aware of own limitations
- Avoid making decisions for the refugee(s) you are working with.

If someone displays odd or challenging behaviour, or exhibits obsessional-type interest in spiritual or other matters, caution is needed and careful discernment before any spiritual advice or ministry (e.g. prayer ministry) is offered.

Decision-making

All adults should be treated in a way that respects their individuality and does not undermine their dignity or 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 seen as unwise decisions. Workers/volunteers therefore need to avoid taking decisions for those using our services, however inadvertent or well-meaning. If workers/volunteers 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 Designated Adult Safeguarding Manager.

5.7 Confidentiality

Maintaining confidentiality, avoiding gossip and having integrity in relationships are important to Worthing 4 Refugees. However workers/volunteers must be clear that a safeguarding concern overrides all matters of confidentiality in order to ensure those using our services are kept safe from harm. The Designated Safeguarding Manager should be consulted if someone has any concerns about someone using our services and he/she will seek professional advice as appropriate.

6 Recognising Abuse

The effects of abuse vary but are often wide-ranging and profound, and can be long-lasting. An adult or child may experience one or more types of abuse. The impact of abusive behaviour may be greater when there is a disproportionate balance of power involved, for example, when an adult or child is reliant on another person for providing their care.

By operating this policy and procedures we aim to both prevent abuse and equip people to recognise signs of abuse at the earliest opportunity so that harm can be stopped and the damage can start to be repaired.

Safeguarding work operates on the following principles (from 'Sussex Safeguarding Adults Policy and Procedures Edition 4):

- Empowerment: Presumption of person led decisions and informed consent.
- Prevention: It is better to take action before harm occurs.
- Proportionality: The least intrusive response appropriate to the risk presented.
- Protection: Support and representation for those in greatest need.
- Partnership: Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability: Accountability and transparency in delivering safeguarding.

In addition we recognise that:

- Every child matters and is a child first and foremost
- The focus of safeguarding should always be to identify and endeavour to meet the desired outcomes (focus away from 'needs' to 'outcomes') ('making safeguarding personal')

- Every person has a right to live a life free from abuse, neglect and fear
- Safeguarding is everyone's business and responsibility
- There is zero tolerance to abuse
- All reports of abuse will be treated seriously
- Every person should be able to access information about how to gain safety from abuse, violence and neglect.

6.1 Who do we need to safeguard?

For the purposes of this policy, any refugee who is using our services who:

- Needs care and support (whether or not the local authority is meeting those needs)
- Is experiencing, or at risk of, abuse or neglect
- As a result of their care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect

Since the Care Act 2014, there is no need to specifically list types of adults that formerly were deemed 'vulnerable'.

A child is a male or female under the age of 18 years.

6.2 What is abuse?

Although different types of abuse and neglect are listed (Section 7), abuse should not be limited to these alone, as it can take many forms and individual circumstances should always be considered.

It can occur for a number of reasons that may be interrelated and complex (see 'Sussex Safeguarding Adults Policy and Procedures Edition 4 for examples).

Child abuse is defined as occurring **where a child has suffered from, or is believed likely to be, at significant risk of physical injury, neglect, emotional abuse or sexual abuse.** It may be deliberate harm or failure to prevent harm. There are Government guidelines that help agencies decide if abuse has occurred.

The effects of abuse vary but are often wide-ranging and profound and emotional trauma can last beyond the time when physical injuries heal. By operating this policy and procedures we aim to equip people to recognise signs of abuse at the earliest opportunity so that harm can be stopped and the damage can start to be repaired.

6.3 Who abuses?

Anyone can carry out abuse or neglect; there is no single stereotype that can describe them. It can include a person who themselves has care and support needs.

The vast majority of people do not abuse children and adults and actively care for their wellbeing. However all sorts of people have harmed others and there is no single stereotype that can describe them. It is usually (but not exclusively) done by adults. Most often it is someone who is close to the person, such as a parent, carer, baby-sitter, relative or friend of the family. Sometimes it is someone in authority such as a teacher, youth leader, children's worker or church worker. Rarely is it a stranger, although this can happen. Sometimes those who harm others set out to join organisations such as churches or children's groups to obtain access to children and vulnerable people.

6.4 Where does abuse happen?

Abuse can happen anywhere. For example in someone's own home, in a public place, in hospital, in a care home or in college.

7 Categories and Indicators of Abuse

Abuse can be defined in terms of types or categories, but this is not an exhaustive list. These are not mutually exclusive and many situations will contain a combination of different kinds of abuse. The indicators lists are not exhaustive.

It is important that the indicators below are not taken as indicating that abuse has taken place and in the case of refugees who may have had to flee traumatic situations the repercussions may present in similar ways. However, the possibility of abuse should be considered and taken seriously.

7.1 Physical abuse

Physical abuse is the infliction of pain or physical injury, which is either caused deliberately, or accidentally. Examples include slapping, pushing, kicking, rough handling, twisting of limbs/extremities, misuse of medication or inappropriate sanctions or restraint.

It could also be by giving a child alcohol, inappropriate drugs or poison. Physical abuse includes actions where physical harm or suffering has failed to be prevented.

Indicators may include:

- Any injury not fully explained by the history given
- Injuries inconsistent with the lifestyle of the individual, or on parts of the body where accidental injury is unlikely (such as cheeks or chest)
- Bruises and or other marks, including welts, slap marks, finger marks, bite marks
- Clusters of injuries forming regular patterns (or reflecting the shape of an article)
- Scalds and burns – especially those with upward splash marks where hot liquids have been deliberately thrown, or 'tide marks' from immersion into hot water, friction burns, rope burns, electrical appliances, cigarettes
- Untreated or inadequately treated injuries
- Multiple fractures (especially in children under 2 years of age)

- Lacerations or abrasions
- Injuries at different stages of healing
- Misuse of medication
- Inappropriate use of physical restraint
- Person showing signs of fear or emotional abuse, including fear of going home or running away
- Aggressive behaviour or severe temper outbursts
- In the case of children, a reluctance to have their parents contacted or unnatural compliance with parents or carers
- Covering of arms or legs even when hot
- Flinching when approached
- Depression or moods that are out of character with the child's/adult's general behaviour.

7.2 Domestic abuse

Domestic abuse is an incident or pattern of incidents of controlling, coercive or threatening behaviour, and/or violence or abuse by someone who is or has been an intimate partner of a family member regardless of gender or sexuality. The age range for domestic abuse is extended down to 16 years and over. Examples include psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence.

7.3 Sexual abuse

Sexual abuse is direct or indirect involvement of a person in sexual activities to which the adult or child has not consented, could not consent or was pressured into consenting. It can include rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts.

Most acts of sexual abuse (but not all) are likely to happen in private and the abuser may go to great lengths to prevent discovery. A victim may be threatened to keep silent and many victims feel such a strong sense of shame and guilt that they are reluctant to speak about what has happened to them. Consider both physical signs and behavioural signs when concerned.

Indicators may include:

- Significant changes in sexual behaviour or attitude
- Poor concentration
- Person appears withdrawn, depressed, stressed
- Stomach pains or unusual difficulty or sensitivity in walking or sitting
- Changes to urinary continence or soiling
- Pregnancy in a woman or girl who is unable to consent to sexual intercourse
- Torn, stained or bloody underclothing
- Bruises, bleeding, pain or itching in genital or anal area
- Sexually transmitted diseases, urinary tract or vaginal infection

- Bruising to thighs or upper arms, neck or 'love bites'
- Self-harming behaviour including drug and alcohol abuse
- Attempts at suicide
- Showing signs of fear or emotional distress
- Running away from home
- Nightmares or bedwetting
- Sexualised knowledge or behaviour by young children, including sexual drawings or language
- Possession of unexplained amounts of money
- Not being allowed to have friends, particularly in adolescence
- Alluding to secrets they cannot reveal

7.4 Psychological/Emotional abuse

Psychological abuse is treating a person in a way that is inappropriate to their age and/or cultural background, blaming, swearing, intimidation, overriding of consent, choices or wishes, insulting, harassing, 'cold-shouldering', deprivation of contact with others. It includes emotional abuse, threats of harm or abandonment, humiliation or blaming, coercion, verbal abuse, cyber-bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks. Emotional/psychological abuse will usually occur in conjunction with other forms of abuse.

For children, emotional abuse is the persistent or severe emotional ill-treatment or rejection of a child that has, or is likely to have, a serious effect on the child's development. It includes persistently withholding love and affection or constantly shouting at, threatening or demeaning the child. It could also include being persistently over-protective to the extent that the child is not allowed to mix with others. Harassment (including racial harassment) that undermines the child's self-esteem, preventing the child developing a positive self-image, may be considered emotional abuse.

Indicators may include:

- Emotional withdrawal and a failure to grow or thrive (especially if they thrive away from home)
- Sudden speech disorders
- Delayed physical or emotional development in children
- Low self-esteem, deference, passivity, and resignation
- Fear, defensiveness, and ambivalence
- Feeling worthless or unloved
- Change in appetite
- Self-harming behaviour
- Sleep disturbance
- Compulsive nervous behaviour such as hair twisting or rocking
- Other indicators associated with discriminatory abuse
- Other indicators that are specific to an individual that would indicate they are experiencing distress
- In children

- o An excessive fear of making mistakes
- o An unwillingness or inability to play
- o Reluctance to have parents contacted
- o An excessive deference towards others
- o An excessive need for approval, attention or affection
- o An excessive lack of confidence
- o An inability to cope with praise

7.5 Financial abuse

Financial abuse is the main form of abuse recorded. It can occur in isolation but it is also likely to be connected to some other forms of abuse, so everyone should be aware of this possibility. It includes theft, fraud, exploitation, scamming, coercion in relation to financial affairs (including wills, property, inheritance), or the misuse of property, possessions or benefits.

Indicators may include:

- Change in living conditions
- Lack of heating, clothing or food
- Inability to pay bills or unexplained shortage of money
- Unusual or inappropriate bank account activity
- Unexplained loss or misplacement of financial documents
- The recent addition of authorised signatories on a client or donor's signature card
- Sudden or unexpected changes in a will or other financial documents

7.6 Modern slavery

Modern slavery exists in the UK and can be perpetrated against men, women and children, UK nationals, and those from abroad. It includes being forced to work illegally against their will in many different sectors including exploitation in the sex industry, forced labour, domestic servitude, forced criminal activity, cannabis farms, nail bars and agriculture. These types of crime are often called human trafficking.

Indicators are often hidden but may include:

- Signs of physical or psychological abuse, looking malnourished or unkempt, or appear withdrawn
- Rarely allowed to travel on their own, seem under the control or influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work.
- Living in dirty, cramped or overcrowded accommodation, and/or living and working at the same address
- No identification documents, have few personal possessions and always wear the same clothes day-in day-out. Clothes may not be suitable for their work.
- Little opportunity to move freely and have their travel documents retained
- Transport provided for work dropping off very early or late at night

- Avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers, not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family

7.7 Discriminatory abuse

The principles of discriminatory abuse are embodied in legislation including the Human Rights Act 1998 and the Equality Act 2010. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals. It is the exploitation of a person's characteristics, which excludes them from opportunities in society, for example education, health, justice, civic status and protection. It includes discrimination on the basis of age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion or belief, sex or sexual orientation and includes hate crime incidents.

Discriminatory abuse includes treating a person in a way that is inappropriate to their cultural background, unequal treatment, verbal abuse, inappropriate use of language, deliberate exclusion, forms of harassment and slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

Indicators may include:

- Lack of respect shown to an individual
- Signs of a sub-standard service offered to an individual
- Repeated exclusion from rights afforded to citizens, such as health, education, employment, criminal justice and civic status
- Failure to follow aspects of a person's agreed support or care plan that reflects their individual identity

7.8 Organisational abuse

Organisational abuse occurs when an organisation's systems and processes, and /or management of these, fails to safeguard a number of people leaving them at risk of, or causing them, harm. Organisational abuse can occur when the routines, systems and norms of an organisation override the needs of those it is there to support, or fail to provide those individuals with an appropriate quality of care. This can be the product of both ineffective and/or punitive management styles, creating an environment within which abuse can take place, intentional or otherwise.

Organisational abuse 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 a person's own home. It may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Indicators may include:

- Inappropriate or poor care, or lack of appropriate access to medical or social care
- Misuse of medication
- Inappropriate restraint methods
- Lack of respect shown to the person
- Denial of visitors or phone calls
- Restricted access to toilet or bathing facilities
- Failure to ensure appropriate privacy or personal dignity
- Lack of flexibility and choice e.g. activities, lifestyle choices, mealtimes, bedtimes, food choice
- Controlling relationships between staff and service users
- Lack of adequate procedures and/or robust management arrangements, staff supervision, and/or training including poor professional practice
- Poor communication and recording of essential care information
- Sensory deprivation, e.g. denial of use of spectacles or hearing aid
- Lack of personal clothes or possessions
- Insufficient account taken of the views of individuals, carers or relatives
- Significant numbers of 'low level' concerns

7.9 Neglect and self-neglect

Neglect can take several forms and can be the result of an intentional or unintentional act(s) or omission(s). It can be committed by anyone responsible for that person's care and support including paid staff, family carers and those with legal authority to act on that person's behalf. Under the Mental Capacity Act 2005 wilful neglect and ill-treatment of a person lacking capacity is a criminal offence and can result in a fine or imprisonment. Under the Criminal Justice and Courts Act 2015 it is an offence for a care worker or care provider to ill-treat or wilfully neglect an individual in their care. Ill-treatment covers both deliberate acts of ill-treatment and also those acts which are reckless which results in ill treatment. Wilful neglect requires a serious departure from the required standards of treatment and usually means that a person has deliberately failed to carry out an act that they knew they were under a duty to perform.

Neglect includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support of educational services, the withholding of the necessities of life, such as medication (under or over use), food, shelter, clothing, hygiene, personal care, heating, and a failure to adhere to relevant standards of care and professional codes of conduct. Children who are left unsupervised in situations which represent possible dangers (at home or elsewhere) or left alone at an age when it is inappropriate for their physical or emotional development may be suffering from neglect.

Indicators may include:

- Poor physical condition e.g. bed sores, unwashed, ulcers, poor personal hygiene
- Poor clothing condition, e.g. unclean, wet, ragged
- Inadequate physical environment, inadequate protection from the sun or heat, inadequate heating
- Untreated injuries or medical problems

- Inconsistent or reluctant contact with health or social care agencies
- Failure to engage in social interaction
- Being constantly hungry, even stealing food
- Malnutrition, inadequate diet, insufficient fluid intake, dehydration
- Failure to take prescribed medication
- Avoidable and unnecessary deterioration of health or well-being of the individual

Self-neglect is the inability (intentional or not) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to health and well-being. A person may be considered as self-neglecting and therefore at risk of harm where they are unable or unwilling to provide adequate care for themselves, unable or unwilling to obtain necessary care to meet their needs, and/or declining essential support without which their health and safety needs cannot be met.

Indicators may include:

- Living in a very unclean environment
- Neglecting household maintenance and therefore creating hazards or fire risks
- Having eccentric behaviour or lifestyles
- Poor diet and nutrition
- Refusing necessary help from health and/or social care staff
- Having poor personal hygiene, poor health, sores etc.

7.10 Spiritual abuse

Linked with emotional / organisational abuse, spiritual abuse could be defined as an abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves. Spiritual abuse can include imposed views (e.g. demon possession) or imposed ministry without informed consent.

7.11 Abuse of Trust

Workers/volunteers at Worthing 4 Refugees are in a position of trust. It is unacceptable for those in a position of trust to engage in any behaviour which might allow a physical or sexual relationship to develop for as long as the relationship of trust continues.

8 Disclosures of abuse – How to respond to an individual who tells you something that concerns you

Anyone involved with any type of care for adults or children has the responsibility to be aware of the possibility of abuse. They have a responsibility to take appropriate action whenever there is concern that abuse may have taken place or may occur unless someone does something to stop it. This is called “alerting”. It is important that any allegation of abuse is taken seriously, however insignificant it may seem.

Children may tell you about experiences that are happening to them (or a friend) that indicate abuse may be occurring. A child may do this because they trust you and have therefore built up the courage to disclose something. On other occasions a child may say something without intending to that raises a concern (a drawing or piece of writing might also indicate a concern). Either way, you must take action on what you have been told.

WHAT TO DO:

- DO treat any allegations extremely seriously and keep an open mind
- DO remain calm and receptive, accepting what you hear without passing judgement
- DO listen carefully
- DO allow them to share whatever is important to them
- DO reassure them they have done the right thing by telling you
- DO reassure them that they are not to blame
- DO ask them what they would like to do about what has happened
- DO reassure the person that their wishes will be taken into account at all times.
- DO be aware of the possibility of forensic (scientific) evidence. Preserve the evidence. Do not clean up.
- DO be honest about your own position, explain clearly and gently who you have to tell and why, including your Designated Safeguarding Manager
- DO take further action, following the Steps in section 8 below
- DO record your actions and the concerns (See Appendix A)

WHAT NOT TO DO:

- DON'T be judgemental, don't allow your shock or distaste to show, or cast doubt over what has happened
- DON'T interrupt or stop someone who is freely recalling events
- DON'T make promises you can't keep, such as 'everything will be alright'
- DON'T ask questions for more details or interrogate – it is not your job to carry out an investigation, this is the role of the Police and Social Services.
- DON'T speculate or make assumptions
- DON'T agree to keep the information secret
- DON'T talk to others, only those involved with the safeguarding procedures
- DON'T confront anyone who is alleged to be responsible for the abuse
- DON'T DO NOTHING

8.1 Responding to abuse - What to do if you notice or are told something that concerns you

Action for Individuals with a concern

If you have a concern that an adult or child may be suffering from, or be at risk of, abuse you must take action without delay.

Preliminary Step – if an adult or child is in immediate danger or needs urgent medical attention, obtain this as a matter of urgency. This may include calling the appropriate emergency services by dialling 999.

Step 1 – Be mindful of the descriptions of abuse and the physical and behavioural signs outlined in section 7. Remember these are examples, not a comprehensive list.

Step 2 – Without delay, alert the Designated Safeguarding Manager making clear what you know or suspect. Contact details are in Section 9. If there is no-one available to contact, then for adults, call Adult Services for West Sussex 01243 642121 or out of hours 0300 222 7007; for children call the Integrated Front Door (IFD) also known as West Sussex Multi-Agency Safeguarding Hub (MASH) on 01403 229 900 or out of hours 0330 222 6664 or 07711 769 657, Thirtyone:eight Helpline on 0303 003 1111 or the NSPCC Child Protection Helpline on 0808 800 5000. They will advise you and guide you what to do.

(Adult Services in West Sussex are the multi-agency body for safeguarding adults. Agencies involved include West Sussex Adult Services (Social and Caring Services); Sussex Police; West Sussex NHS Trusts; West Sussex primary Care Trust; district councils' housing departments; Commission for Social Care Inspections (CSCI); West Sussex Forum; Carers' groups; Mencap; MIND; and Age Concern West Sussex).

Step 3 – Record your concerns (see Appendix A for details) as soon as possible and provide these including all hand written notes (even if subsequently typed up) to the Designated Safeguarding Manager who will store them in a safe place. Remember – Under no circumstances should a worker/volunteer carry out their own investigation into the allegation or suspicion of abuse. Investigations are the responsibility of the statutory authorities and interference in them may jeopardise a criminal case.

What if I'm not sure about the abuse?

Not all abuse and neglect is deliberate. Some routine care can be just as damaging as deliberate acts of harm. Lack of respect for privacy, dignity, choice, rights and fulfilment can add up to a bad experience for the individual whilst still stopping short of a criminal act. If the information has come from the person being abused who has a history of making untrue allegations, it is still important to report the matter. If in doubt, report.

What happens when I report my concerns?

Someone may want to talk to you about them some more and look at the notes you made about it at the time. Your concerns will be treated seriously by any of the agencies you talk to. Police, Social Services and other agencies will work together to ensure that steps are taken to

protect an individual, to prosecute crimes and make sure poor practice is dealt with. Their first job will be to protect a person from immediate harm. They will then set about finding out what has gone on so that it doesn't happen again. The Local Authority Adult Social Care Department has lead responsibility for the coordination of adult safeguarding services.

The Designated Safeguarding Manager may ask that concerns are first discussed with the child's parents or carers if this is appropriate. This decision will be made in conjunction with the Designated Safeguarding Manager but no parent will be contacted if this will put the child at risk (for example if the parent is suspected of the physical abuse or sexual abuse). The Designated Safeguarding Manager will usually make any referral to Social Services or the Police.

Direct Referrals

These procedures have been developed so that they are followed and direct referrals should not be made. However it is, of course, the right of any individual as a citizen to make a direct referral to Adult Services or the Commission for Social Care Inspection (CSCI) or Multi Agency Safeguarding Hub (MASH), seek advice from other agencies or from an agency such as Thirtyone:eight (see section 8 for contact details and further information). If the individual with the concern feels that there has not been an appropriate response from the Designated Safeguarding Manager or where they have a disagreement as to the appropriateness of a referral they are free to contact an outside agency direct. By making this statement the Leadership seeks to demonstrate that their overriding commitment is to effective safeguarding.

Can I make things worse?

This is a common worry, but it's everyone's duty to report abuse. You may be the one who stops it happening.

Action for Safeguarding Coordinators with a concern

In addition to steps 1-3, the safeguarding coordinators must report incidents to appropriate agencies, e.g. Adult Services, Mental Health Care Team, CSCI, Multi Agency Safeguarding Hub (MASH). The details should include the following:

- When the incident happened
- Where the incident happened
- Who was involved (names and relationships)
- Whether there is an immediate or future risk

Where abuse may have occurred, the safeguarding coordinators must ensure that the adult/child concerned has the protection and support they need at all stages.

If an adult concerned indicates a wish for action to follow as a result of alleged or actual abuse, the Designated Safeguarding Manager should offer necessary support.

Do not confront anyone who is alleged to be responsible for what has happened. Do not give any information to such persons regarding the alleged abuse.

8.2 Raising concerns - What to do if you are concerned about how a volunteer or member of staff is behaving towards a refugee using our services

Anyone connected with Worthing 4 Refugees, including workers/volunteers, are required to follow the Code of Conduct (see Section 5.2) and behave in a way that is in keeping with the expectations as laid out in the ethos, values and practices of the organisation. If a volunteer or member of staff is observed or known to be behaving in a way that is concerning or could lead to a misunderstanding, action should be taken.

- For minor behaviour issues, these should be discussed directly with the person concerned. The leader/organiser of the activity should be informed and notes may be taken as appropriate. It may be that further guidance or training is required for the worker/volunteer.
- For situations where abuse may be a concern or a risk, the leader/organiser of the activity should be informed who will then agree the action to be taken with the Designated Safeguarding Manager as appropriate. This will be recorded and safely stored.
- If the concern is about a leader's or organiser's actions (or any member of staff), then the Designated Safeguarding Manager should be contacted who will determine (taking advice as appropriate) what action should be taken. This will be recorded and safely stored.
- If the Designated Safeguarding Manager is not available then the trustees of Worthing 4 Refugees may be contacted.(info@worthing4refugees.org.uk)
- If the concern is about the Designated Safeguarding Manager, the Safeguarding Manager for Maybridge Community Church (Ruth Stanley) should be contacted on 01903 700522 and she will liaise with the trustees of W4R as appropriate.
- If no-one is available within Worthing 4 Refugees, you may seek advice from appropriate statutory agencies (see Section 9 for contact details and further information).

We seek to have an open culture where issues can be raised in ways that are helpful, supportive and that fulfil our responsibilities. There may be perfectly reasonable explanations for situations that are observed but we do not discount the potential for something to be a genuine concern.

8.3 Allegations against workers (including volunteers) - What we do if an allegation is made

In responding to concerns that are raised it is important to distinguish between general complaints (clear expressions of dissatisfaction with a group, its personnel or the activities it is delivering) and allegations. Both will be taken seriously. Our complaints procedure is outlined in Appendix B. If an allegation is made against a worker/volunteer with refugees we will seek guidance and take professional advice in considering the course of action. The sources of advice might include published guidance regarding safeguarding adults, speaking to Adult Services, child protection groups, Social Services or the Police, speaking to Thirtyone:eight (formerly Churches Child Protection Advisory Service) or the NSPCC. The result may be a formal referral to Social Services or the Police.

We will put the welfare of the refugee first and also consider the implications for the worker/volunteer (who may or may not have done what is alleged). Social Services and the Police may undertake an enquiry to establish what may have happened. We will cooperate with any such enquiry and will urge that the enquiry is conducted both quickly and fairly.

During an enquiry the worker/volunteer will be supervised as closely as possible without raising suspicion during the period between the matter being raised, the authorities being informed and the appropriate action being taken. Should the worker/volunteer be suspended following an allegation, this will be considered a neutral act. Suspension allows for an individual to stand down or stand aside while matters of concern are considered. It may also be necessary to ensure the fulfilment of our priority of safeguarding refugees or to ensure refugees are not being influenced in any way by the person subject to the allegation. As mentioned in Section 4.3 'The leadership of the charity reserves the right to place restrictions and boundaries on anyone in relation to working with refugees, including preventing them from any work with refugees with specific needs.'

8.4 Support for those affected by abuse

The reality of abuse is distressing and disturbing and it is natural that it will arouse strong feelings. It is important that these feelings do not prevent appropriate action being taken. In dealing with a situation, or after the event, support will be given within the restrictions of not informing a wider group of people. Therefore the Designated Safeguarding Manager will be the first port of call to arrange support. It may also be helpful for individuals to contact the appropriate agencies.

Awareness of abuse can remind individuals of painful situations in their own past. Pastoral care is available through the churches, working with statutory agencies as appropriate, to support those who have been affected by abuse.

9 Contact details and Further Information

Designated Safeguarding Manager for Worthing 4 Refugees:

Gay Jacklin
c/o Maybridge Community Church
77 The Strand
Worthing
BN12 6DR
Tel: 01903 700522/07906 372947

Adults' Services and Social and Caring Services Office (Worthing):

Telephone: 01243 642121
Out of hours: 0300 222 7007
Email: adult.carepoint@westsussex.gov.uk

Children's Services: Integrated Front Door & Multi Agency Safeguarding Hub (MASH)

Telephone: 01403 229900
Out of hours: 0330 222 6664 or 07711 769 657
Email: WSchildrenservices@westsussex.gov.uk

West Sussex Safeguarding Adults Board:

Email: safeguardingadultsboard@westsussex.gov.uk
Web: westsussexsab.org.uk
Telephone: 0330 222 7952

Local Social Services Office:

Centenary House,
Durrington Lane,
Worthing, BN13 2QB
Telephone: 01903 839100
Fax: 01903 839248
For an emergency situation out of office hours, see numbers above for adults or children's services as appropriate

Police:

For an emergency situation call 999
For all other situations call 101

Prevent in West Sussex (safeguarding vulnerable people from being radicalised to supporting terrorism or becoming terrorists themselves):

Email: prevent@sussex.pnn.police.uk

Phone: 101 (ext. 531355)

Prevent e-learning:

<https://www.elearning.prevent.homeoffice.gov.uk/>

Preventing individuals from being drawn into serious and organised crime:

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

Safer Communities Team:

Adur and Worthing Councils
Worthing Police station
21 Chatsworth Road
Worthing, BN11 1LY
Telephone: 101, extension 581712

Care Quality Commission:

Email: enquiries@cqc.org.uk
Telephone: 03000 616161

Hourglass - Elder Abuse:

Telephone (24 hours): 0808 808 8141
Email: helpline@wearehourglass.org

Respond (for people with learning difficulties):

Telephone: 0808 8080 700
Email: admin@respond.org.uk

Sussex Mental Health Helpline (24/7):

Telephone: 0800 0309 500
Hearing/speech impaired telephone: 0300 5000 101

Other Sources of Guidance

Thirtyone:eight (also advises on adult safeguarding)
PO Box 133,
Swanley,
Kent
BR8 7UQ
Safeguarding Helpline - telephone: 0303 003 1111 (M-F 9am-5pm)
Email: info@thirtyoneeight.org
www.thirtyoneeight.org

NSPCC
Weston House
42 Curtain Road
London
EC2A 3NH
Helpline (24 hours): 0808 800 5000
Email: help@NSPCC.org.uk
www.nspcc.org.uk

o Appendix A

Recording Your Concerns

When a safeguarding concern arises, it is essential that someone records what is said or seen and what action was taken. A written record of the concerns should be made in accordance with these procedures and provided to the Designated Safeguarding Manager who will keep them in a secure place. Suspicions must not be discussed with anyone other than those nominated in our procedures.

Items to be included in the Record of Concern:

- Name of person concerned, and date of birth if available or approximate age
- Address
- Name of parent(s)/next of kin/carers
- Phone number for parent(s)/next of kin/carers and person concerned (if adult)
- What is said to have happened or what was seen
- When and where did it occur?
- Who else, if anyone, was involved and how?
- What was said by those involved?
- Were there any obvious physical signs or behavioural signs?
- Was the adult/child concerned able to say what happened – if so, how did they describe it?
- Who else has been told about it and when?
- Do the next of kin/carers' know?
- Signature of person filing the record
- Date of record

o Appendix B

Worthing 4 Refugees Complaints Policy

Introduction

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the work of Worthing 4 Refugees (including Community Sponsorship), their trustees, staff, volunteers, activities or premises, and their fundraising (including by third parties). Anyone may make a complaint including children, parents/carers, users of our community services, volunteers, donors or other people outside the group. We treat complaints seriously and aim to always learn from them and improve what we do.

Where complaints refer to the actions/responsibilities of other parties (e.g. public sector services, businesses, landlords, health professionals etc.) their policies and procedures should be used in place of this policy.

Worthing 4 Refugees views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the individuals that have made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for both resettled refugees, asylum seekers and displaced persons that we work with wishing to make a complaint; and volunteers/staff working with Worthing 4 Refugees
- To publicise the existence of our complaints procedure so that both resettled refugees, asylum seekers and displaced persons that we work with, staff and volunteers know how to make a complaint
- To make sure everyone providing resettlement support and other support for displaced people knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To resolve the matter 'as near to source' as soon as possible.
- To gather information which helps us to improve on the services provided as part of the sponsorship agreement or other activities of Worthing 4 Refugees

How to make a complaint

- Complaints may be made in writing, by email, by telephone or in person. Complaints made in person should be made with someone else in the room to witness the complaint.
- Complaints made in writing should be addressed to Gay Jacklin, CEO Worthing 4 Refugees, % Maybridge Community Church, 77 The Strand, Worthing, BN12 6DR.
- Complaints made by email should be sent to gay@worthing4refugees.org.uk or in the event that the complaint is about Gay, they should go to info@worthing4refugees.org.uk

- Complaints made by phone should use 01903 700522 and ask to speak to Gay Jacklin or leave a message for her.
- Complaints made in person could be to the Case worker, support worker, volunteer, translator or the lead sponsor
- Complaints should include the name and contact details of the complainant (anonymous complaints will be equally considered but it will naturally be difficult to provide a response or feedback to the complainant if we do not have their contact details); details of what has gone wrong or causing a concern; who has been told about this concern or tried to respond to it (if relevant) and the resolution the complainant is seeking.
- Complaints should be directed to the person immediately responsible for the activity or situation in the first instance (i.e. to the case worker/group leader/volunteer coordinator). If a person is not sure, then the complaint should be addressed to the CEO, Worthing 4 Refugees.
- If complaints need to be translated, Worthing 4 Refugees will seek interpreters.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Receiving Complaints

Complaints received by telephone or in person need to be recorded in the complaints log held by Worthing 4 Refugees at Maybridge Community Church.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Stage One: Responding to complaints

- Complaints will be dealt with promptly, politely and respectfully
- The person receiving the complaint will look into the matter and respond to the complainant in the first instance. It may sometimes mean a written response to the complainant.
- Whether or not the complaint has been resolved, the complaint information must be passed to the lead sponsor within 10 working days.

- If there will be a delay in looking into the issue, then the complainant should be informed of this delay and the reasons for the delay.
- Complaints will be acknowledged by the person handling the complaint within 10 working days. The acknowledgement will say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure will be attached. This information will be translated if necessary.
- Ideally complainants will receive a definitive reply within one calendar month. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.
- Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two: Escalation

- If the matter hasn't been resolved or the complainant is not satisfied with the initial response, the matter can be escalated by being referred to the Board of Trustees who will seek to bring the matter to a suitable resolution.
- The request for escalation should be made in writing to The Board of Trustees, Worthing 4 Refugees, c/o Maybridge Community Church, 77 The Strand, Worthing, BN12 6DR. This will be acknowledged within 10 working days of receiving it. The acknowledgement will say who will deal with the case and when the complainant can expect a reply.
- The Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint previously.
- If the complaint relates to a specific person, they will be informed and given a further opportunity to respond.
- The person who dealt with the original complaint at stage one will be kept informed of what is happening.
- Ideally complainants will receive a definitive reply within 2 calendar months. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- The decision taken at this stage is final, unless it is appropriate to seek external assistance with resolution. The Board of Trustees will make a decision for external resolution should this be necessary. Resolution would be sought from appropriate bodies with understanding of the case, e.g. The Home Office, West Sussex County Council, Church pastoral care etc.

- Although every effort will be made to resolve concerns, we reserve the right to not enter into extensive correspondence after escalation and there is no right of appeal.

Variation of the Complaints Procedure

The Board of Trustees may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a person who is responsible for reviewing a complaint.

Monitoring and Learning from Complaints

Complaints are reviewed annually by the Board of Trustees to identify any trends which may indicate a need to take further action.

Responsibility

Overall responsibility for this policy and its implementation lies with the trustees of the charity.

Review

This policy is reviewed regularly and updated as required.

Adopted January 2017

Reviewed and revised November 2020

Reviewed November 2023