



## Safeguarding Policy

Version Control table				
Version	Date reviewed	Amendments	By	Next review date
1	13/11/2014	Policy created	Sarah Wilks	13/11/2015
2	24/03/2015	General review	Sarah Wilks	24/03/2016
3	26/10/2016	General review	Sarah Wilks	26/10/2016
4	06/06/2017	Policy simplified	Sarah Wilks	06/06/2017
5	24/04/2018	General review	Sarah Wilks	24/04/2019
6	01/12/2020	Updated with Mark Bareford and Claire Robinson as Team Managers and Designated Safeguarding Leads, removed Stephanie Lewis and added Daun Beresford and Paul Brett as Team Leaders. Added version control table.	Sarah Wilks	01/12/2021
7	19/01/2021	<ul style="list-style-type: none"> <li>reworded to make procedures clearer for staff</li> <li>updated DSLs and contact details</li> <li>explained in more detail the role of the DSLs and who they are</li> <li>explained in more detail about LADO and how to get in touch with them</li> </ul>	Sarah Wilks	19/01/2022
8	28/01/2021	<ul style="list-style-type: none"> <li>including of information about risk assessments and references to relevant policies related to the policy</li> </ul>	Sarah Wilks	28/01/2022
9	10/03/2022	Removed staff who have left and added new staff who have joined.	Sarah Wilks	10/03/2023
10	28/07/22	<ul style="list-style-type: none"> <li>Included E-Safety</li> </ul>	Gareth Herbert	01/08/23

Safe Haven Accommodation (SHA) is committed to protecting and promoting the welfare of all our service users, and that of any other children we may come across. To fulfil this commitment, it is critical that all staff understand that safeguarding is your responsibility, and it is a requirement of your role that you must play your full part.

For the purposes of this policy, the word “children” refers to anyone under the age of 18.

This policy aims to ensure that all staff:

1. understand what the term safeguarding means;
2. know what your duties and responsibilities are; and
3. have clear guidance on what action to take when a safeguarding concern or incident arises.

Our service users are particularly vulnerable because they have either already suffered, or are likely to suffer, significant harm due to a lack of parental care or control.

All staff need to know that:

- there are some people who **purposefully set out to harm children;**
- there are other people who do not maliciously set out to harm children, but through their own **choices and behaviour pose a risk of harm** to them; and
- perpetrators come in many forms and ages and **there is no stereotypical type of a perpetrator.**

## What does ‘Safeguarding’ mean?

Safeguarding is defined as:

- protecting children from abuse;
- preventing the destruction of children’s health or development;
- ensuring that children grow up in circumstances where they consistently receive safe and effective support; and
- taking action to enable all children to have the best outcomes.

“Child Protection” is a specific multi-agency procedure that falls under Safeguarding, which sets out specific actions that professionals (e.g., police, Social Care, schools, Doctors etc) must take within specific timeframes to prevent children from suffering, or being likely to suffer, significant harm.

## What is abuse and how can it occur?

Abuse is any act, or failure to act, by a person / people, that results in actual or potential harm to a child.

Abuse can come in different forms and can be carried out by parents or other caregivers, or other people who have some form of relationship with a child.

Child abuse can occur in a child's home, or in the organisations, schools or communities the child interacts with.

Different forms of abuse are:

- Discriminatory Abuse
- Child Criminal Exploitation (CCE)
- Child Sexual Exploitation (CSE)
- Child Trafficking
- Domestic Abuse
- Emotional Abuse
- Financial Abuse
- Neglect
- Physical Abuse
- Radicalisation
- Sexual Abuse
- Trafficking
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More information about these types of abuse and signs that they are happening, are given further below. You must familiarise yourself with these so that you can spot the signs and take the relevant action to safeguard children.

## Your duties and responsibilities

Safeguarding is everyone's responsibility. This means it is **your** responsibility to act when a concern arises, so even if you are unsure whether something is significant enough to report or not, **the concern should always be reported**, no matter how big or small the concern is.

You should:

- **always be vigilant;**
- **never turn a blind eye** to any suspicions or knowledge of abuse, whether it is within SHA, or, even if it is happening to a child outside of the organisation; and
- **never delay in reporting** any safeguarding concern

## How do you know if someone is being abused?

The signs of child abuse are not always obvious, and a child might not tell anyone what is happening to them because they;

1. might be scared that the abuser will find out, and worried that the abuse will get worse; or
2. might think that there is no-one they can tell or that they will not be believed; or
3. believe it is their fault; or
4. might not even realise that what is happening to them is abuse; or
5. do not want to be seen as 'snitches'.

If you are worried that a child is being abused, watch out for any **unusual behaviour**. Further information on signs and symptoms of abuse is listed under each category of abuse below.

## Who is responsible for reporting abuse?

**You** are responsible for reporting abuse immediately and you should have a supportive approach towards children when dealing with concerns or disclosures of abuse in line with SHA's Disclosure Policy.

## Training and supervision

You will undergo a full induction when you start your role with SHA before being able to go on shift, and you must attend / undertake regular training to ensure that you are aware of any changes in the law in relation to Safeguarding. This training may be a mixture of formal and informal training.

You will also be required to attend an annual induction, regardless of how long you have worked for SHA to ensure your knowledge of internal policies and procedures is refreshed.

You will also receive regular supervisions as part of SHA's commitment to safeguarding.

Further information can be found in SHA's Training Policy and Supervision Policy.

## Risk Assessments

All service users have a full and robust risk assessment in place to ensure staff have clear instructions on actions to take when a risk arises. These are reviewed at least once a month and are always updated following any incidents. Whenever the risk assessment is updated, the date is changed on the system to reflect this. You can check this where it states **"Risk assessment last updated"** at the top of the screen on the online case management system.

As a minimum, you should always check the risk assessment if it has been updated since you were last on shift. However, we recommend you always read the risk assessment on every shift to refresh your memory on the procedures in place, even if it has not been updated since you were last on shift.

Team Leaders hold quarterly 'Risk Review Meetings' with professionals to ensure that the contents of the risk assessment are regularly reviewed and re-evaluated over time, and to ensure that the procedures in place are aligned to the protocols of the Local Safeguarding Children's Partnership and SHA's policies and procedures.

Service users are encouraged to comment on the contents of their risk assessments as part of the risk review process. Team Leaders then discuss the service users' views with professionals to see if there are any procedures that can be altered to take into account the service user's voice.

Further information can be found in SHA's Risk Assessment Policy.

## Local authority (LA) protocols

Each LA has their own Local Safeguarding Children Partnership (LSCP). This is a board which sets out the safeguarding procedures in their respective areas. While the procedures are very similar across most areas, some LA's may have some differences.

The procedures can be accessed online by typing in the name of the Local Authority followed by 'Safeguarding Children Partnership' (e.g., 'Nottingham Safeguarding Children Partnership'). Team Leaders will work with Social Workers to ensure that area specific safeguarding procedures are reflected in the service user's risk assessment. Team Leaders who need further support with this can contact a Designated Safeguarding Lead (DSL). Contact details for all DSLs is found on the following page.

## Designated Safeguarding Leads (DSLs)

DSLs are senior members of staff within SHA who have overall responsibility for safeguarding. Within SHA, there are two named DSLs.

Team Leaders and BSOs also attend the annual DSL training as they are also involved in the day-to-day handling of safeguarding concerns for service users in their caseloads. The DSLs, Team Leaders and BSOs attend regular safeguarding team meetings to review and discuss all safeguarding concerns that have arisen to ensure the DSLs have oversight of any issues so that effective plans and actions are put in place. These meetings are always minuted so they can be referred to if needed.

Name	Role	Responsible for	Contact details
Gareth Herbert	<b>Operations Director</b>	<ul style="list-style-type: none"> <li>Strategic responsibility for ensuring SHA has robust safeguarding policies, procedures and staff training</li> <li>DBS risk assessments for applicants</li> <li>Safeguarding investigations</li> <li>Overseeing allegations against staff</li> <li>Overview of safeguarding concerns</li> </ul>	<ul style="list-style-type: none"> <li>07889 569 585</li> <li><a href="mailto:g.herbert@safehavenaccommodation.co.uk">g.herbert@safehavenaccommodation.co.uk</a></li> </ul>
Claire Robinson	<b>Designated Safeguarding Lead, Team Manager (North)</b>	<ul style="list-style-type: none"> <li>Safeguarding investigations</li> <li>Managing allegations against staff</li> <li>Overview of safeguarding concerns</li> </ul>	<ul style="list-style-type: none"> <li>07808 550 349</li> <li><a href="mailto:c.robinson@safehavenaccommodation.co.uk">c.robinson@safehavenaccommodation.co.uk</a></li> </ul>
Mark Bareford	<b>Designated Safeguarding Lead, Team Manager (North)</b>	<ul style="list-style-type: none"> <li>Safeguarding investigations</li> <li>Managing allegations against staff</li> <li>Overview of safeguarding concerns</li> </ul>	<ul style="list-style-type: none"> <li>07808 556 374</li> <li><a href="mailto:m.bareford@safehavenaccommodation.co.uk">m.bareford@safehavenaccommodation.co.uk</a></li> </ul>
Daun Beresford	Team Leader		<ul style="list-style-type: none"> <li>07808 530 253</li> <li><a href="mailto:d.beresford@safehavenaccommodation.co.uk">d.beresford@safehavenaccommodation.co.uk</a></li> </ul>

		<ul style="list-style-type: none"> <li>• Managing safeguarding for service users in caseload</li> <li>• Supporting with safeguarding investigations</li> </ul>	
Flossie Kainja	Team Leader	<ul style="list-style-type: none"> <li>• Managing safeguarding for service users in caseload</li> <li>• Supporting with safeguarding investigations</li> </ul>	<ul style="list-style-type: none"> <li>• 07522 654 165</li> <li>• f.kainja@safehavenaccommodation.co.uk</li> </ul>
Jenny Jordan	Team Leader	<ul style="list-style-type: none"> <li>• Managing safeguarding for service users in caseload</li> <li>• Supporting with safeguarding investigations</li> </ul>	<ul style="list-style-type: none"> <li>• 07889 517 386</li> <li>• j.jordan@safehavenaccommodation.co.uk</li> </ul>
Natasha Sterling	Team Leader	<ul style="list-style-type: none"> <li>• Managing safeguarding for service users in caseload</li> <li>• Supporting with safeguarding investigations</li> </ul>	<ul style="list-style-type: none"> <li>• 07808 866 421</li> <li>• n.sterling@safehavenaccommodation.co.uk</li> </ul>
Stephen Barrett	On Call Manager	<ul style="list-style-type: none"> <li>• Managing safeguarding for service users out of hours</li> <li>• Supporting with safeguarding investigations</li> </ul>	<ul style="list-style-type: none"> <li>• 07542 002 223</li> <li>• s.barrett@safehavenaccommodation.co.uk</li> </ul>
Lauren Bailey	Business Support Officer	<ul style="list-style-type: none"> <li>• Managing safeguarding for service users in caseload</li> <li>• Supporting with safeguarding investigations</li> </ul>	<ul style="list-style-type: none"> <li>• 07889 564 579</li> <li>• l.bailey@safehavenaccommodation.co.uk</li> </ul>

Rhonda Durose	Business Support Officer	<ul style="list-style-type: none"><li>• Managing safeguarding for service users in caseload</li><li>• Supporting with safeguarding investigations</li></ul>	<ul style="list-style-type: none"><li>• 07889 564 577</li><li>• <a href="mailto:r.durose@safehavenaccommodation.co.uk">r.durose@safehavenaccommodation.co.uk</a></li></ul>
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## What to do if a safeguarding concern / incident arises

If the matter is an **emergency**, (i.e., there is a **risk of immediate danger or harm**):

1. report it immediately to the police first by calling 999
2. inform the Team Leader (On-Call Manager if out of hours)
3. inform the Social Worker (EDT if out of hours)
4. complete a Disclosure Form (if you have a concern) or Significant Incident Form (if an incident has taken place) and email this to [sg@safehavenaccommodation.co.uk](mailto:sg@safehavenaccommodation.co.uk).

If the matter is not an emergency:

1. inform the Team Leader (On-Call Manager if out of hours)
2. inform the Social Worker (EDT if out of hours) to inform them
3. complete a Disclosure Form (if you have a concern) and email this to [sg@safehavenaccommodation.co.uk](mailto:sg@safehavenaccommodation.co.uk).

SHA has created specific report templates for you to use for reporting:

- significant incidents;
- disclosures;
- missing episodes; and
- whistleblowing.

Each template has clear guidance to guide you through what action you should be taking at the time. You should always use the relevant template when reporting a concern or incident. To access the blank templates, you will need to log on to Lamplight and access the Library section. You must always download a copy the template from here to ensure you are using the most up-to-date version, as guidance may change over time. If you need support with this, contact your Business Support Officer, (BSO) or Team Leader.

Once you submit a report to the safeguarding inbox, ([sg@safehavenaccommodation.co.uk](mailto:sg@safehavenaccommodation.co.uk)) the Team Leader and BSOs will review the report to ensure it contains all the facts and details needed, and send it to the Social Worker and / or other professionals to ensure the concern is properly reported in writing.

Further information can be found in SHA's Significant Incident Policy.

## Reporting concerns about children who are outside of SHA

If the matter is an **emergency**, (i.e., there is a **risk of immediate danger or harm**):

1. report it immediately to the police by calling 999

If the matter is not an emergency:

1. call the Multi-Agency Safeguarding Hub (MASH Team) for the relevant Local Authority to make the referral. This must be done no later than **one working day** of identification or disclosure of harm or risk of harm.
  - Details for the MASH team can be found by doing a google search, by writing the name of the city in which the child is (e.g. Nottingham) followed by "MASH". For example, in Google, you would type "**Nottingham MASH phone number**". Team Leaders and Business Support Officers (BSOs) can support with this.



## Concerns about colleagues, managers or external professionals

If you suspect that the abuse is being carried out by another staff member, or another professional, then this must be reported **immediately** to Gareth Herbert, Claire Robinson, or Mark Bareford, using the Whistle Blowing Policy.

The DSLs will then refer the matter to the “**Local Authority's Designated Officer**” (otherwise known as LADO – also known as “**Designated Officer**”) in the relevant Local Authority within one working day in line with SHA's Allegations Policy and the Allegation Management Checklist.

Every Local Authority has their own LADO. Sometimes, an allegation can be made for an area in which SHA do not have any properties or relationship with the LA, and LADOs can often change within LAs. To be able to best determine the correct LADO to report allegations to, the DSLs will need to identify which Local Authority area the alleged incident took place in and report it to the respective LADO in that area.

Contact details for the relevant LADO can be obtained from the DSLs who will always call the LA to find out who the relevant LADO is, or the secure LADO email address to send referrals to.

DSLs should update the LADO tracker to ensure they:

1. have oversight of referrals;
2. can spot any concerning trends about staff;
3. can identify if the service user poses a risk of making false allegations; and
4. to ensure that referrals are followed up until the matter is concluded.

This tracker should be stored securely on the management drive and must be password protected for confidentiality.

Further information can be found in SHA's Whistle Blowing Policy, and SHA's Allegations Policy.

## Types of abuse

### Child Criminal Exploitation (CCE)

CCE often occurs without the victim being aware that they are being exploited and involves young people being encouraged, persuaded, or threatened to carry out crime for the benefit of others. In return they are offered friendship or peer acceptance, but also money, clothes, cigarettes, drugs (especially cannabis), alcohol, mobile devices or even food and accommodation.

People who are criminally exploited to sell drugs are referred to by professionals as running **County Lines**. This describes gangs, groups or drug networks that supply drugs from urban to suburban areas across the country, using dedicated mobile phone lines or 'deal lines'. They exploit children and vulnerable adults to move the drugs and money to and from the urban area, and to store the drugs in local markets. They will often use intimidation, violence and weapons, including knives, corrosives and firearms.

Young people become involved in CCE due to several factors, including vulnerabilities identified and being targeted by an abuser. Young people who run away or go missing from home, care or education are recognised as being more at risk of being targeted as a victim of exploitation.

The following are typical vulnerabilities in young people prior to abuse:

- living in a chaotic or dysfunctional household (including parental substance use, domestic violence, parental mental health issues, parental criminality)

- history of abuse (including familial child sexual abuse, risk of forced marriage, risk of 'honour'-based violence, physical and emotional abuse and neglect)
- recent bereavement or loss
- gang association either through relatives, peers or intimate relationships
- attending school with children who are exploited
- learning disabilities
- unsure about their sexual orientation or unable to disclose sexual orientation to their families
- friends with children who are exploited
- homelessness
- lacking friends from the same age group
- living in a gang neighbourhood
- living in residential care
- living in a hostel, bed and breakfast accommodation, a foyer or homeless
- low self-esteem or self-confidence
- young carer

The following signs and behaviour are generally seen in young who are already being exploited:

- regularly missing
- parents / carer not reporting young person missing
- drug or alcohol misuse
- has extra money / new items / 'gifts' that cannot legitimately be accounted for / received from unknown sources
- change in physical appearance or behaviour
- pregnancy, termination or repeat testing for sexually transmitted infections
- young person has been coerced to take / share indecent images
- arrested / involved in criminality
- found / travelling out of Borough
- multiple mobile phones
- young person feels indebted to an individual or group
- family or young person having to move or leave their home
- items missing from home
- young person carrying / concealing weapons
- absent from school / Non-school attendance
- services have not been able to engage with child
- self-harm indicators and/or mental health concerns and/or suicidal thoughts/attempts
- injuries – evidence of physical or sexual assault
- relationship breakdown with family and or peers
- association with older and/or risky peers
- change in education attendance / change in education provider / missing from education / non-attendance in education

### **Child Sexual Exploitation (CSE)**

CSE is a type of sexual abuse. Children in exploitative situations and relationships receive something such as gifts, money, or affection as a result of performing sexual activities or others performing sexual activities on them.

Children may be tricked into believing they are in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed online.

Some children are trafficked into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to young people in gangs.

CSE is a hidden crime. Young people often trust their abuser and do not understand that they are being abused. They may depend on their abuser or be too scared to tell anyone what is happening. It can involve violent, humiliating and degrading sexual assaults, including oral and anal rape. In some cases, children are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection, or status.

CSE does not always involve physical contact and can happen online. When CSE happens online, young people may be persuaded, or forced, to:

- send or post sexually explicit images of themselves
- take part in sexual activities via a webcam or smart phone
- have sexual conversations by text or online.

Abusers may threaten to send images, video or copies of conversations to the young person's friends and family unless they take part in other sexual activity. Images or videos may continue to be shared long after the sexual abuse has stopped.

## Child Trafficking

Child trafficking and modern slavery are child abuse. Children are recruited, moved or transported and then exploited, forced to work or sold. Children are trafficked for:

- child sexual exploitation
- benefit fraud
- forced marriage
- domestic servitude such as cleaning, childcare, cooking
- forced labour in factories or agriculture
- criminal activity such as pick pocketing, begging, transporting
- drugs, working on cannabis farms, selling pirated DVDs, bag theft.

Many children are trafficked into the UK from abroad, but children can also be trafficked from one part of the UK to another.

## Domestic Abuse

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. But it isn't just physical violence – domestic abuse includes emotional, physical, sexual, financial or psychological abuse.

Abusive behaviour can occur in any relationship. It can continue even after the relationship has ended. Both men and women can be abused or abusers.

Domestic abuse can seriously harm children. **Witnessing domestic abuse is child abuse**, and teenagers can suffer domestic abuse in their relationships.

It is often difficult to tell if domestic abuse is happening, because it usually takes place in the family home and abusers can act very differently when other people are around.

Children who witness domestic abuse may:

- become aggressive
- display anti-social behaviour
- suffer from depression or anxiety

- not do as well at school - due to difficulties at home or disruption of moving to and from refuges

## Emotional Abuse

Emotional abuse is the persistent emotional ill-treatment of a young person such as to cause severe and persistent effects on the young person's emotional development. Some level of emotional abuse is involved in all types of ill-treatment of a young person, though it may occur alone. Emotional abuse may involve:

- telling the young people or making them feel that they are worthless or unloved, inadequate, or, valued only insofar as they meet the needs of another person;
- imposing age or developmentally inappropriate expectations on young people. These may include interactions that are beyond the young people's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the young person participating in normal social interaction;
- seeing or hearing the ill-treatment of another e.g. where there is domestic violence and abuse;
- serious bullying, causing young people frequently to feel frightened or in danger;
- exploiting and corrupting young people

## Financial Abuse

Financial abuse consists of actions that force a victim to be financially dependent on the abuser. In this form of abuse, the abuser cuts off the victim's access to money and financial information, often by:

- stealing money from the victim
- withholding money or credit cards
- preventing the victim from holding a job
- controlling bank accounts or refusing to account for the spending of the family money.

Financial abuse particularly affects the elderly, who are often abused by unscrupulous relatives.

## Neglect

Neglect is the persistent failure to meet a young person's basic physical and/or psychological needs, likely to result in the serious damage of the young person's health or development.

Neglect may occur during pregnancy as a result of maternal substance misuse, maternal mental ill health or learning difficulties or a cluster of such issues. Where there is domestic abuse and violence towards a carer, the needs of the young person may be neglected.

Neglectful acts can be divided into six sub-categories:

1. **Supervisory Neglect:** characterised by the absence of a parent or guardian which can lead to physical harm, sexual abuse or criminal behaviour;
2. **Physical Neglect:** characterised by the failure to provide the basic physical necessities, such as a safe and clean home;
3. **Medical Neglect:** characterised by the lack of providing medical care;
4. **Emotional Neglect:** characterised by a lack of nurturance, encouragement and support;

5. **Educational Neglect:** characterised by the caregivers lack to provide an education and additional resources to actively participate in the school system; and
6. **Abandonment:** when the parent or guardian leaves a child alone for a long period of time without a babysitter.

Children who suffer neglect may have poor appearance and hygiene. They may:

- be smelly or dirty
- have unwashed clothes
- have inadequate clothing, e.g. not having a winter coat
- seem hungry or turn up to school without having breakfast or any lunch money
- have frequent and untreated nappy rash in infants

Children who are neglected may also have health and development problems. They may have:

- untreated injuries, medical and dental issues
- repeated accidental injuries caused by lack of supervision
- recurring illnesses or infections
- not been given appropriate medicines
- missed medical appointments such as vaccinations
- poor muscle tone or prominent joints
- skin sores, rashes, flea bites, scabies or ringworm
- thin or swollen tummy
- anaemia
- tiredness
- faltering weight or growth and not reaching developmental milestones (known as failure to thrive)
- poor language, communication or social skills.

Neglected children may also experience housing and family issues. They may be:

- living in an unsuitable home environment e.g. dog mess being left or not having any heating
- left alone for a long time
- taking on the role of carer for other family members.

## Physical Abuse

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

## Sexual Abuse

Sexual abuse involves forcing or enticing a young person to take part in sexual activities, not necessarily involving a high level of violence, regardless of whether the young person is aware of what is happening. The activities may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.

Sexual abuse includes non-contact activities, such as involving young people in looking at, including online and with mobile phones, or in the production of, pornographic materials, watching sexual activities or encouraging young people to behave in sexually inappropriate ways or grooming a young person in preparation for abuse (including via the internet).

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other young people. Sexual abuse includes abuse of young people through sexual exploitation. Penetrative sex where one of the partners is under the age of 16 is illegal. However, where a child is under the age of 13 it is classified as rape.

Children who are sexually abused may display the following signs and symptoms:

- Stay away from certain people
- they might avoid being alone with people, such as family members or friends
- they could seem frightened of a person or reluctant to socialise with them.
- Show sexual behaviour that's inappropriate for their age
- a child might become sexually active at a young age
- they might be promiscuous
- they could use sexual language or know information that you wouldn't expect them to.
- Have physical symptoms
- anal or vaginal soreness
- an unusual discharge
- sexually transmitted infection (STI)
- pregnancy

### **E-safety**

E-safety covers all forms of electronic communication including texts, emails, mobile phone and any internet enabled devices including social networking sites and on-line gaming/games consoles.

With internet access often available at our fingertips, it can be very challenging to keep young people safe online.

To help manage risks we must never assume they are safe from potential harm, no matter how knowledgeable or confident they seem. Staff must always be aware and manage the use of the internet, especially when young people have their own computers, laptops, smart phones/mobile phones, tablets and/or games consoles.

Staff must maintain the privacy of their own profiles on social networking sites and keep confidential their E mail address and domain name sites from young people.

Staff must not accept any 'friend requests' from any young person supported by Safe Haven Accommodation, relating to any social media activity / group / online gaming site, or share and connect via private email or personal telephone number. This must be made clear to young people on admission to our service.

The company's computer systems, software and their contents belong to the company, and they are intended for business purposes. Employees and young people are not permitted to use devices/systems for their own personal communication.

However, where there is an educational purpose or direct information is necessary to support young people, then staff are permitted to supervise the young person to use a company device such as a telephone. (Staff should be vigilant about not disclosing passwords or allowing young people to 'tether' from company devices.

Safe Haven Accommodation has the right to monitor and access all aspects of its systems, including data which is stored on the Company's computer systems in compliance with the Data Protection Act 1998.

The Company believes that to manage safety of young people, it is most important to have good relationships and an open communication. Where this breaks down and becomes difficult, staff must assess how to maintain safety and amend the young person's risk assessment.

A careful balance is required to maintain a young person's independence and privacy but to remain aware of their vulnerability as a young person in supported living.

Potential online risks can include:

- access and exposure to inappropriate or disturbing images and content
- access and exposure to racist or hate material
- sexual grooming, luring, abuse and exploitation by or with strangers
- sharing personal information with strangers that could identify and locate a young person offline
- online bullying, cyber bullying by peer and people they consider their 'friends'
- being encouraged take part in violent behaviour such as 'happy slapping'
- Sending or receiving sexually explicit films, images or messages of themselves or others, this is known as sexting when sent by mobile phone.
- glorifying activities such as drug taking or excessive drinking
- physical harm to young people in making video content, such as enacting and imitating stunts and risk-taking activities
- leaving and running away from home as a result of contacts made online

To manage the risk, we must **never assume** they are safe from potential harm, no matter how knowledgeable or confident they seem. Staff must always be aware and manage the use of the internet and mobile phones.

The Company will have an individual means of monitoring the young people according to their relationship and knowledge of the young person and the circumstances under which they are accessing the media; there is several ways to help keep young people safe online:

- Agree with the young person how and where they will use the computer and how staff will monitor to try to gain an open communication that they agree to wherever possible
- When young people refuse to cooperate with staff will need to take action which may mean increased supervision. However young people can access the internet at College, friend's homes, and friend's phones and in libraries, so any restriction is not absolute.
- Staff, Team Leader and BSO must constantly update themselves with the young person's friends in school, in the local location, and their acquaintances online and discuss these with the young people, this information then needs to be shared with admin so the young person's essential information can be updated
- Together, staff and young people should access online courses so they can learn more about the dangers online

- tell them what they should do if anything goes wrong online or upsets them i.e. tell someone about it
- explain that anything shared online or by mobile phone could end up being seen by anyone
- use parental settings, filtering software and privacy setting to block inappropriate sites and content on Company devices

### **Young person's use of phones**

Company mobiles must not be used for personal use by young people or by staff, however staff must never restrict a young person from calling a family member or their Social worker, but this must not be abused and will need to be supervised.

Both Staff and Young People are made aware of our whistle-blowing, complaints and abuse reporting procedures and that all incidents are investigated, logged and reported upon. We keep people informed of progress on concerns and action taken if substantiated

Staff are made aware of our Safeguarding procedures, Whistle-blowing policy and their obligations in their induction training. This includes external routes if the concern relates to senior staff within the Company.

Each young person is issued with a home guide/Welcome pack on admission to one of our homes and staff go through the guide with them to make clear our complaints policy and safeguarding procedure, including how to complain / raise concerns and who to complain to – both internal processes and with external agencies – including for example Childline.

Appropriate family members / other key parties are made aware of our safeguarding policies and complaints procedure, including how they can raise concerns

### **Radicalisation**

Radicalisation is a process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. Radicalisation can be difficult to spot. Signs that may indicate a child is being radicalised include:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use

Children who are at risk of radicalisation may have low self-esteem or be victims of bullying or discrimination. Extremists might target them and tell them they can be part of something special, later brainwashing them into cutting themselves off from their friends and family.

However, these signs don't necessarily mean a child is being radicalised – it may be normal teenage behaviour or a sign that something else is wrong. If you notice any change in a child's behaviour and you're worried, follow SHA's Disclosure Policy.

### **Discriminatory Abuse**



Discriminatory abuse may manifest itself as any of the other categories of abuse previously stated. What is distinctive, however, is that discriminatory abuse is motivated by oppressive and discriminatory attitudes. Examples of discriminatory abuse may include:

- disability - physical or learning disability, mental, ill-health or sensory impairment
- race
- gender
- age
- religion
- cultural background
- sexual orientation
- political convictions
- appearance
- Indicators of discriminatory abuse may include:
  - a tendency for withdrawal and isolation
  - fearfulness and anxiety
  - being refused access to services or being excluded inappropriately
  - resistance or refusal to access services that are required to meet assessed needs
- The examples and indicators of discriminatory abuse may take the form of any of those listed under any of the other categories of abuse. The difference lies in that the abuse is **motivated by** discriminatory attitudes, feelings or behaviour towards an individual.

Job title: Finance and Operations Director

Signed: *Syounas*

