



Safeguarding Policy and Procedures

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Insurance Company:	Access Insurance-Markel International Insurance Co Ltd Insurance Cover: Public Liability, Employer's Liability, Professional Liability, Management Liability, Entity Defence, Property Damage, portable Equipment, Money and Personal Assault, Fidelity, and Personal Accident.

Organisational Aim

Changing the Story for Women. Restored is a Christian charity working to transform relationships and end violence against women and girls seeking a world where women live free from the fear of violence.. Our mission is:

*To **Speak Up** about the realities of violence against women and girls and to **Equip the Church to** stand against domestic abuse and **Support Survivors**.*

We work with, through and alongside the church to achieve this aim.

Policy Statement

Due to the nature of Restored's work, staff, volunteers and consultants, may have indirect and direct contact with survivors of domestic abuse and perpetrators. It is important then that Safeguarding procedures are adhered to and followed to ensure the safety and welfare of all concerned.

This policy and procedure provides an outline of our organisational commitment to safeguarding, from the Trustee's through to every member of the organisation. It details the key points of the legal and the safeguarding context for adults and children and sets out what to do if anyone at Restored is concerned about an individual. Restored also has a duty of care to those who work for us or on our behalf. The intention of this policy is to provide a policy framework to safeguard staff, volunteers and service users and to preserve the reputation of Restored.

We understand the importance of thinking broadly about how safeguarding concerns may become apparent, for example, a safeguarding concern about a child may lead to worries about the safety of their adult carers, or a concern about an adult may lead to concerns about their children. We will consider this 'think family' approach in all of our work and this combined 'child' and 'adult' safeguarding policy and procedure serve to promote the 'think family' approach.

Annual Review

The CEO and trustees are committed to reviewing our policy annually, learning from experience and updating them in accordance with changes in law and good practice.

Why the policy is needed

Restored has developed this policy and procedures to ensure service users are safe, and are kept safe from harm and abuse. Restored believes all children and adults, no matter their sex, disability, racial or ethnic background, religious beliefs or sexual orientation have the right to flourish and be safe.

Who must follow the policy

Everyone working with Restored, including its trustees, employees and volunteers, are responsible for ensuring that children and vulnerable adults are safe.

Every Trustee, member of staff and volunteer must familiarise themselves with this policy, a copy of this policy and procedures will be given to all Trustees on their election/ appointment to the Board, and to all staff and volunteers.

Our Commitment

Restored uses the statutory definition of Domestic Abuse in England and Wales:

'Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional.'

Domestic abuse can take different forms, including but not exclusively:

- physical abuse
- sexual abuse
- financial abuse
- coercive control and gaslighting / emotional abuse
- digital / online abuse
- 'honour-based' violence
- forced marriage
- female genital mutilation (FGM).

At Restored we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be victims of all forms of abuse and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also agree with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.”

As an organisation, we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and attached practice guidelines are based on the ten **Safe and Secure** safeguarding standards published by Thirty One:Eight. Restored undertakes to provide a:

- Safeguarding Policy for protecting children and adults with additional care and support needs, and a procedure for what to do if there are concerns about a child’s or vulnerable adult’s welfare
- named person for dealing with concerns or allegations of abuse and step-by-step guidance on what actions to take
- rigorous recruitment and selection process for paid staff and volunteers
- written code of behaviour that outlines good practice when working with children and vulnerable adults
- training opportunities for all those in contact with children or vulnerable adults, to learn about safeguarding and health and safety
- whistle-blowing policy that allows for an open and well-publicised way for to voice any concerns about abusive or unethical behaviour
- policy review by the trustees of the charity every three years

Scope

Safeguarding is everyone’s responsibility.

This policy and procedure applies to everyone working for or with Restored. This includes Trustees, the Leadership team, staff, Volunteers, and Sessional workers – hereafter all, except trustees will be referred to as ‘staff’ in this policy and procedure.

It is expected that this policy and procedure will be read, understood and applied by all staff.

The policy and procedure will be made available at induction and be placed on Restored's website. It will also be available on our shared policy drive. The policy and procedure will be reviewed annually or amended in light of changes in safeguarding practice and, learning or other changes. **We will explore making the policy available in accessible formats and producing a simplified summary version to support wider understanding.**

Whilst we are all responsible for safeguarding, Restored has appointed the following roles to form part of the safeguarding team:

- The Designated Safeguarding Officer (DSO) will be responsible for taking appropriate action when abuse is disclosed, discovered or suspected.
- The Designated Safeguarding Lead (DSL) will be responsible for the strategic aspects of safeguarding, ensuring all statutory obligations are met and that all staff understand the relevant policy documents. Where appropriate the DSL can delegate to other staff.
- The Safeguarding Trustee will be responsible for raising the profile of safeguarding within Restored and oversee and monitor the implementation of the safeguarding policy and procedures on behalf of the Board of Trustees.

If you have any comments or queries about this policy and procedure, please speak with the DSO or DSL.

DSL - Bekah Legg: bekah@restored-uk.org

DSO - Jenni James: jenni@restored-uk.org

Equality and diversity

The welfare of all individuals is paramount.

All adults and children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, identity, or any other difference, have a right to equal protection from all types of harm or abuse. **We are committed to making reasonable adjustments and offering appropriate support to individuals with disabilities or other specific needs to ensure their full inclusion and safety.**

Some individuals we come into contact with may have additional vulnerabilities or experience additional hurdles in their lives. This may be due to the impact of their previous experiences, their family or environmental situation or their personal characteristics. All those involved in our Survivor's Network have experienced actual or suspected domestic abuse and possibly other types of harm as well which may impact on their physical, emotional or social well-being as well as their relationships, including parenting.

We will always remain mindful of these vulnerabilities when offering our communication and services. Whilst our work focus is mainly on the experience of domestic abuse, we recognise that many people experience other types of abuse

and neglect. Further, we will remain mindful of the ‘think family’ approach. We will guard against not sharing concerns in the belief that we are protecting a person’s cultural or religious beliefs.

Legislation and guidance

Our safeguarding policy and procedure is underpinned by English law and statutory guidance. This includes the documents in the table below, some are intended specifically for adult safeguarding, some for child safeguarding but most relate to both adults and children. **Where applicable, we also align with international safeguarding frameworks such as the Core Humanitarian Standard (CHS) and the Inter-Agency Standing Committee's Minimum Operating Standards on Protection from Sexual Exploitation and Abuse (PSEAH).**

- Charity Commission Safeguarding Guidance 2018
- Data Protection Act 2018 and the GDPR 2018
- Information Sharing Guidance 2018
- Safeguarding Vulnerable Groups Act 2006
- Care Act 2014
- Care & Support Statutory Guidance 2020
- Mental Capacity Act 2005
- UN Convention on the Rights of the Child 1991
- Children Act 1989
- Children Act 2004
- Working Together to Safeguard Children 2018
- Protection of Freedoms Act 2012
- Counter Terrorism and Security Act 2015
- Sexual Offences Act 2003
- Serious Crime Act 2015
- Female Genital Mutilation Act 2003
- Modern Slavery 2015

Alignment with other policies

Safeguarding is a broad concept and Restored has several policies and procedures which are linked and work together in specific circumstances. These policies are listed in the table below and should be read in conjunction with this policy and procedure. Note: **where there is a safeguarding concern, this policy takes precedence over internal reporting mechanisms such as grievance or performance management processes. This ensures that duty of care and safety are prioritised above procedural sequencing.**

These policy documents links can be found in the [Staff Handbook](#).

Policy	Version dated
Grievance Policy	October 2025
Equality and Diversity	October 2025

Confidentiality	
Home Working	October 2025
Data Protection	May 2021
DBS document storage	
Whistleblowing policy	July 2025
Code of Personal Conduct	October 2025
Prevention of Bullying and Harassment	October 2025
Capability Policy	October 2025
Disciplinary and Misconduct Policy and Procedure	
Safer recruitment procedure	
Email and Internet Policy	May 2021
Domestic Abuse Policy (for team)	October 2025

What to do if Abuse is Suspected or Disclosed

Identifying abuse for adults at risk

Defining an 'adult at risk'

Safeguarding adults applies to people who are 'adults at risk', defined as someone who is aged 18 years and over who:

- has care or support needs (whether or not these needs are being met)
- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

An adult may be in need of care and support and struggle to protect themselves from harm for a variety of reasons. These can include personal characteristics, factors associated with their situation, or environment and social factors. Examples may include physical or learning disability, mental health difficulties, trauma, addiction, age, and infirmity.

The Care Act 2014 – Six principles in adult safeguarding

The Care Act (2014) sets out the legal framework about how we should work to protect adults who may be at risk of abuse and neglect. The principles as set out in the Act are:

- Empowerment – We empower adults to make their own decisions by providing them with support, advice and guidance to make informed choices.
- Prevention – Guidance is in place to ensure people know how to recognise abuse and how to seek help and to take action before harm occurs.

- Proportionality – Our response is based on balancing risk to provide the least intrusive response necessary whilst ensuring all risks are addressed.
- Protection – We provide advice and guidance about keeping safe and signpost or refer to relevant agencies.
- Partnership - We work together with multi-agencies to provide holistic oversight and effective support whilst ensuring confidentiality is maintained.
- Accountability – We are clear about the roles and responsibility of all those involved in safeguarding. We deliver a transparent service that provides a robust and effective safeguarding policy and procedure.

Who abuses and neglects adults?

It is important that we are aware that anyone can perpetrate abuse or neglect, including:

- family members including spouses/partners and children
- neighbours, friends, acquaintances
- local residents, community members, strangers
- paid staff, professionals and volunteers, carers

It is far more likely that the person responsible for abuse is known to the adult and may be in a position of trust and power, than for the abuser to be a stranger.

Abuse can happen anywhere: for example, in someone's own home, in a public place, in a care setting, a community setting or on the streets. It can take place when an adult lives alone or with others.

Ten categories and indicators of abuse and neglect

The Care and Support Statutory Guidance 2020 sets out ten categories of abuse and neglect that adults may experience. This is not intended to be an exhaustive list and abuse and neglect can take place in many forms and in many circumstances. It is important that in making observations, having conversations and working together with people, we are alert to any concerns about their wellbeing and safety.

The ten categories are defined in the following ways and particular signs and indicators that may alert to the type of harm are also noted. Please note the signs and indicators listed are not exhaustive either and there may be no or few signs for some people.

Category of Harm	Possible Signs & Indicators
Physical Abuse	
<ul style="list-style-type: none"> • assaults: e.g. hitting, slapping, pushing, • misuse of medication • inappropriate restraint • inappropriate physical sanctions 	<ul style="list-style-type: none"> • bruising, cuts, burns and/or marks on the body, clumps of hair loss • frequent injuries, unexplained falls • inconsistent or no explanation for injury

	<ul style="list-style-type: none"> • subdued or noticeable change in behaviour • signs of malnutrition • failure to seek medical treatment
Sexual Abuse	
<ul style="list-style-type: none"> • rape • indecent exposure • sexual harassment • sexual teasing or innuendo • sexual photography • subjection to pornography or witnessing sexual acts • sexual assault • sexual acts to which the adult has not consented or was pressured to consent 	<ul style="list-style-type: none"> • bruising or injuries, particularly to areas such as thighs, buttocks, genital area • torn, stained or bloody underclothing • difficulty walking or sitting • infections or sexually transmitted diseases • changes in sexual behaviour or attitude • self-harming • poor concentration, withdrawal from others, sleep disturbance • excessive fear of certain relationships • hypervigilance
Neglect	
<ul style="list-style-type: none"> • ignoring emotional or physical needs such as food, water, shelter, guidance • failure to provide access to appropriate medical, health, care and support or educational services • withholding life's necessities, such as medication, adequate nutrition and heating 	<ul style="list-style-type: none"> • unkempt appearance • poor personal hygiene • malnutrition and dehydration • infections • illness
Psychological Abuse	
<ul style="list-style-type: none"> • emotional abuse • threats of harm or abandonment • deprivation of contact, isolation • humiliation, blaming, controlling • coercion, harassment, intimidation • cyber bullying • unreasonable withdrawal of services or support networks 	<ul style="list-style-type: none"> • air of silence when an individual is present • withdrawal or change in the behaviour and temperament of the person • uncooperative and aggressive behaviour • signs of distress: tearfulness, anger • low self-esteem • insomnia • change of appetite, weight loss or gain
Domestic Abuse	
<p>Domestic abuse covers the following:</p> <ul style="list-style-type: none"> • physical abuse; psychological abuse; sexual abuse; financial abuse; emotional abuse; so called 'honour' based violence. <i>'Honour-based' violence is a crime or incident which has or may have been committed to protect or defend the honour of the family and/or community.</i> (CPS and Home Office definition). <p>Coercion and control often underpins domestic abuse: what can seem like agreement from one party could be false representation due to the power another individual can gain.</p>	<ul style="list-style-type: none"> • low self-esteem • self-blame for events outside of their control • injuries • hearing derogatory or intimidating comments about self • fear of an individual • isolation – not seeing friends and family, partaking in activities • limited access to money, without reason • hypervigilance
Financial Abuse	
<ul style="list-style-type: none"> • theft, fraud, internet scamming 	<ul style="list-style-type: none"> • fear of particular people • unable to make reasonable purchases

<ul style="list-style-type: none"> • coercion about finances including about wills, property, inheritance or financial transactions • misuse or theft of property, possessions or benefits • move into a person's home without consent 	<ul style="list-style-type: none"> • in debt (without reason) • unable to pay bills • unkempt looking • hungry
Modern Slavery	
<ul style="list-style-type: none"> • slavery • human trafficking • forced labour and domestic servitude, sexual exploitation, debt bondage 	<ul style="list-style-type: none"> • physical, emotional abuse or sexual abuse signs as above • malnourishment • withdrawn and / or fearful of others • poor living or work conditions • lack of identification documents • fear of police or authorities
Discriminatory Abuse	
<ul style="list-style-type: none"> • harassment • slurs or similar treatment because of: <ul style="list-style-type: none"> ○ race ○ gender and gender identity ○ age ○ disability ○ sexual orientation ○ religion 	<ul style="list-style-type: none"> • withdrawn and isolated • anger, frustration, fear or anxiety
Organisational	
<ul style="list-style-type: none"> • neglect and poor practices in organisations and care settings, including care provided in own home. • ranging from one off incidents to ongoing ill-treatment. • arising from neglect or poor professional practices 	<ul style="list-style-type: none"> • lack of policy, procedure, supervision and management • low numbers of staff or poorly trained staff • denial of basic needs, eg food, water • disrespectful or abusive attitudes to clients and families
Self-neglect	
Covers a wide range of behaviour in which a person neglects to care for own hygiene, health or surroundings and includes behaviour such as hoarding.	<ul style="list-style-type: none"> • unsanitary conditions that pose risk • hoarding • non-attendance at health appointments • not taking prescribed and recommended medication.

Identifying abuse for children

Definition of 'child'

A 'child' is anyone who has not yet reached their 18th birthday. This is regardless of whether a person under age 18 years has left home or is working. 'Children' therefore also means 'children and young people'.

Definition of 'safeguarding'

The legal definition of 'safeguarding' is:

- Protecting children from abuse and maltreatment
- Preventing harm to children's health or development
- Ensuring children grow up with the provision of safe and effective care
- Taking action to enable all children and young people to have the best outcomes

Child protection is part of safeguarding and promoting welfare and it refers to the work that is done to protect children who are suffering, or are likely to suffer, significant harm.

Paramourncy principle

A key principle of the Children Act 1989 is that the welfare of the child is paramount. This refers to a child centred approach which is fundamental to safeguarding every child. It means keeping the child's best interests in focus and at the heart of all decisions. This is particularly pertinent when parents, carers or others have wishes, feelings, needs which may differ from the child's or impact on the child's well-being.

Defining 'abuse' and 'neglect'

Abuse and neglect are types of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

Four categories and indicators of abuse and neglect

Working Together 2018 sets out four categories of abuse and neglect that children may experience. This is not an exhaustive list and abuse and neglect can take place in many forms and in many circumstances. It is important that when observing or talking with people, we are alert to any concerns about their wellbeing and safety.

The four categories are defined below with some signs and indicators also listed. The signs are not exhaustive and there may be no or few signs for some children. Often, we are looking for clusters of signs or signs that something for the child has changed. We should also be mindful of the language and behaviours of parents/carers and the interactions and relationship between them and their child.

Category of harm	Possible signs & indicators
Physical abuse	
May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.	<ul style="list-style-type: none"> • bruising, cuts, burns, marks, fractures • inconsistent explanations or unexplained injuries • subdued, aggressive or noticeable change in behaviour • flinching, fear

<p>Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.</p>	<ul style="list-style-type: none"> ● covering up injuries ● frequent medical visits
Sexual abuse	
<p>Forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.</p> <p>The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.</p> <p>They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse</p> <p>Sexual abuse can take place online, and technology can be used to facilitate offline abuse.</p> <p>Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.</p>	<ul style="list-style-type: none"> ● injuries to thighs, buttocks, genital area ● torn, stained or bloody underclothes ● sexually transmitted infections ● age inappropriate sexual behaviour or knowledge ● self-harming ● poor concentration or sleep ● excessive fear of certain relationships ● running away ● access to money/items without explanation
Neglect	
<p>Persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent/carer failing to:</p> <ol style="list-style-type: none"> a. provide adequate food, clothing and shelter (including exclusion from home or abandonment) b. protect a child from physical/emotional harm or danger c. ensure adequate supervision (including the use of inadequate caregivers) d. ensure access to appropriate medical care or treatment <p>It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.</p>	<ul style="list-style-type: none"> ● unkempt appearance ● poor hygiene ● hungry, stealing food, cramming food ● malnutrition and dehydration ● infections, illness ● poor school attendance ● obesity or underweight ● not meeting developmental milestones ● frequent accidents ● poor attendance for medical or health needs
Emotional abuse	
<p>Persistent emotional maltreatment of a child such as to cause severe and</p>	<ul style="list-style-type: none"> ● withdrawal, sullen, quiet ● uncooperative and aggressive behaviour. ● distress: tearfulness, anger

<p>persistent adverse effects on the child's emotional development.</p> <p>It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.</p>	<ul style="list-style-type: none"> ● low self-esteem ● insomnia ● change of appetite, weight loss or gain ● self-harm ● isolation
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Domestic Abuse

A full definition can be found [here](#).

In summary Domestic Abuse as outlined by the 2021 Act of Parliament is Behaviour of a person towards another person is "domestic abuse" where A and B are each aged 16 or over and are personally connected to each other, and the behaviour is abusive. Behaviour is "abusive" if it consists of any of the following:

- physical or sexual abuse
- violent or threatening behaviour, controlling or coercive behaviour,
- economic abuse,
- psychological, emotional or other abuse,

and it does not matter whether the behaviour consists of a single incident or a course of conduct.

For the purposes of this Act, a perpetrator's behaviour may be behaviour "towards" a victim despite the fact that it consists of conduct directed at another person (for example, victim's child).

Economic abuse is any behaviour that has a substantial adverse effect on B's ability to acquire, use or maintain money or other property, or obtain goods or services.

Coercive Control (Controlling behaviour) is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Methods of coercion and control include humiliation, intimidation, fear and often-intentional physical, emotional or sexual injury. Domestic violence exists along a continuum from a single incident to on-going pattern of coercive control.

At Restored we also understand that children can be victims of domestic abuse where they witness it or are in any way affected by it in their household.

Spiritual abuse

Although this is not currently recognised as a distinct category of abuse, research in this area has led to the following definition.

Spiritual abuse is a form of emotional and psychological abuse. It is characterised by a systematic pattern of coercive and controlling behaviour in a religious context. Spiritual abuse can have a deeply damaging impact on those who experience it. This abuse may include: manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and silence, coercion to conform, control through the use of sacred texts or teaching, requirement of obedience to the abuser, the suggestion that the abuser has a 'divine' position, isolation as a means of punishment, and superiority and elitism¹

This definition shows that spiritual abuse, like any abuse, is about the misuse of power. Spiritual abuse may be thought to be associated with cults. However, it has been argued that spiritually abusive practices are present in some mainstream religious churches and groups.

The fact that people fail to acknowledge its existence makes it problematic for individuals who have experienced spiritual abuse first-hand, because they are unable to share their experiences with any degree of acceptance or understanding. For this reason it can be extremely difficult to identify abusive practices.

The main understanding of spiritual abuse has come from adults who felt they had to be obedient to the church/ a leader in all areas of their life, without question, and who thought they would be ostracised if they questioned the practices of their church. For children and young people, extreme spiritual abuse, such as ritual abuse, has been reported. However abuse can occur in children/young people when beliefs and practices are imposed upon them more strongly than they should – this can undermine their freedom to think and choose for themselves.

If it is felt that a particular worker is being slightly coercive, rather than lightly encouraging, procedures outlined earlier for responsibilities to fellow workers

¹ Oakley, Lisa (2018) 'Understanding spiritual abuse', Church Times. Also Oakley, L & Humphreys, J (2019) Escaping the maze of spiritual abuse, creating healthy Christian cultures. SPCK

should be followed, or, if needed, the whistle-blowing policy. (See Staff Handbook for details)

Within some of our projects, it may be appropriate for staff/ volunteers to share personal faith stories, or offer prayer to women, with consent, and in a non-coercive manner. In other projects this behavior would be deemed completely inappropriate and counter-productive to the support offered.

Please see your staff Code of Conduct for details, and ensure you are confident of the expectations of your role in this area. Please enquire with your line manager if you are unsure.

Forced marriage

Arranged marriages have worked well in parts of Society for many years, where families of potential spouses take a leading role in arranging the marriage, but the choice to accept the arrangement, or not, remains with the prospective spouses.

Forced marriages are where one, or both, potential spouses do not (or in the case of some vulnerable adults, cannot) consent to the marriage, and duress is involved. Duress can include physical, psychological, financial, sexual and emotional pressure. Forced Marriage is an abuse of Human Rights and cannot be justified on any grounds. Forced marriage is not an arranged marriage, nor is it a religious practice.

The Government defines it as: 'A marriage conducted without the valid consent of both parties where duress (emotional pressure in addition to physical abuse) is a factor.'

The Government's Forced Marriage Unit deals with 5,000 enquiries and 300 cases of forced marriage each year (30% of these concern under-18s and 15% are men). The UK Government and the Welsh Assembly Government regard forced marriage as an abuse of human rights and a form of domestic abuse and, where it affects children and young people, child abuse. It can happen to both men and women, although most cases involve young women and girls aged between 13 and 30 years. There is no 'typical' victim of forced marriage.

If a potential victim of forced marriage seeks help:

- the DSO should be informed they should be seen immediately in a secure and private place
- insist on seeing them on their own, even if they attend with others
- contact the Forced Marriage Unit as soon as possible (Phone: 020 7008 0151; email: Safe.met.police.uk), and give the potential victim the Unit's details
- if there is any suspicion that a child may have been harmed or be at risk of harm, refer the matter to the Children's Social Care Department of your Local Authority
- if there is a suspicion that a crime has been, or may be, committed against a child, or if the potential victim has children under 18 years old, refer the matter to the local Police Child Protection Unit
- handle all confidential information in a sensitive manner and store/retain it securely as required

- where the potential victim is due to travel imminently, they should be given the details of the British Embassy or High Commission in the country to which they are travelling. As much information as possible should be obtained from them e.g. their passport details, dates of travel and destination
- If an adult seeks help, they should be encouraged to contact the Police who, with other agencies, can minimize the significant risk of harm to them, working with the potential victim in a sensitive manner.

If a potential victim of forced marriage seeks help, do not:

- treat their allegations merely as a domestic issue, or an acceptable cultural issue, letting them return to the family home
- dismiss out-of-hand their need for immediate protection
- approach their family, friends, or people with influence within their community, without their express consent as this will alert them to enquiries being made and could increase the risk to the potential victim
- contact their family, either by telephone or letter, in advance of any enquiries
- try to be a mediator

Mediation, reconciliation and family counselling in response to forced marriage, can be extremely dangerous. There have been cases of victims being murdered while mediation was being undertaken. Do not attempt any of these activities, since they may place the potential victim in further danger.

Honour-based Violence (HBV)

Definition: Murder in the name of so-called 'honour' are murders where (predominantly) women are killed for actual, or perceived, immoral behaviour, which is deemed to have breached the honour-code of a family, or community, causing shame. They are sometimes called 'honour killings'. There is, however, no honour in murder.

The honour-code refers to the rules set by male relatives, for women, according to their view of what is 'acceptable behaviour'. Breaking the rules is seen as destroying the good name of the family, and is deserving of punishment (carried out at the discretion of male relatives). Honour is an unwritten code of conduct where loyalty is considered to be of paramount importance and the family name is upheld within the community, with no loss of 'face or status'.

Honour-based Violence is found in many cultures and communities² -where cultures are particularly male dominated, HBV may exist. Home Office figures suggest there are around 12 'honour' killings each year, but the total is likely to be far higher. Evidence shows that where murders occur, wives are usually murdered by their husbands, and daughters by their fathers. HBV is often a child protection issue. Males can also be victims of HBV, sometimes as a consequence of their involvement in what is deemed to be an 'inappropriate relationship' or if they are believed to be in support of the victim.

² For example, Turkish, Kurdish, Afghani, South Asian, African, Middle Eastern, South and Eastern European communities, among others.

Relatives, including females, may conspire, aid, abet or participate in the killing. Younger relatives may be selected to undertake the killing, to avoid senior family members being arrested. Sometimes contract killers are employed. The perception, or rumour, of immoral behaviour may be enough to incite HBV.

Evidence shows that these types of murders are often planned. They are sometimes made to look like a suicide, or an accident. A decision to kill may be preceded by a family council. There tends to be a degree of premeditation, family conspiracy and a belief that the victim deserves to die.

When dealing with potential victims it is important to recognise the seriousness/immediacy of the risk.

Incidents that may precede a murder include:

- forced marriage
- domestic violence
- an attempt to separate or divorce
- starting a new relationship
- pregnancy
- threats to kill, or denied access to, children
- pressure to go abroad
- house arrest and excessive restrictions
- denied access to the telephone, internet, a passport or friends

Where a victim has fled, be aware that members of the family may make false allegations of crime against them in an attempt to enlist your support to track them down. This may be in the guise of missing person reports or an alleged theft. They may also employ bounty hunters/contract killers to trace and return the victim. There is specific refuge provision available for victims of HBV and the Forced Marriage Unit are available to advise and help.

Additional types of harm

The categories of abuse and neglect listed above in the sections for adult and child safeguarding are from the relevant statutory guidance. Abuse and neglect are complex issues and can also occur in additional ways, such as those listed below. A type of abuse may occur alone, or in combination with other forms of abuse. They may apply to adults and to children.

Sexual exploitation / child sexual exploitation (CSE)	
Definition	Signs & indicators
<p>Child sexual exploitation (CSE) occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity:</p> <p>(a) in exchange for something the victim needs or wants, including attention and affection, drugs, alcohol, or gifts and/or</p> <p>(b) for the financial advantage or increased status of the perpetrator or facilitator.</p> <p>The victim may have been sexually exploited even if the sexual activity appears consensual. Children are often tricked and groomed into believing that the sexual activity is consensual, or they may be forced or intimidated.</p> <p>Anybody can be a perpetrator of CSE, no matter their age, gender or race. The relationship between the perpetrator and victim could be framed as friendship or as romantic. Children can be trafficked to be sexually exploited, by being moved around towns, cities or even internationally to be abused, often with more than one person.</p> <p>CSE does not always involve physical contact; it can occur through the use of technology.</p> <p>CSE is a particular phenomenon involving children. However vulnerable adults are also sexually exploited and the same dynamics from the definition and the signs and indicators are present for them.</p>	<ul style="list-style-type: none"> • unhealthy or inappropriate sexual behaviour • being frightened of some people, places or situations • being secretive • sharp changes in mood or behaviour • having money or things they can't or won't explain • physical signs of abuse, like bruises or bleeding in their genital or anal area • alcohol or drug mis/use • sexually transmitted infections • pregnancy • having an older boyfriend or girlfriend • staying out late or overnight • missing from home or care, or stopping going to school or college • having a new group of friends • hanging out with older people, other vulnerable people or antisocial groups, or a gang
Grooming	

Definition	Signs & indicators
<p>Grooming is when someone seeks to build a relationship, create trust and emotional connection with a child or vulnerable adult in order to manipulate, exploit and abuse them. The groomer may set up a false relationship with their victim which could appear to be romantic, educative or friendly.</p> <p>The groomer may use tactics such as pretending to be someone else, showing understanding or care, buying gifts, giving attention, taking the victim on outings. They may try to isolate the victim from their family and friends, create dependency, use blackmail to gain a hold over the victim, introduce the idea of 'secrets' to control the victim or frighten and intimidate them.</p> <p>People who are groomed can be sexually abused, sexually exploited or abused in other ways.</p> <p>Grooming can take place over a short or long period of time by a person who can be male or female, old or young, a stranger or someone who is known. Victims can be groomed online, in person or both.</p> <p>Groomers may also groom people in the child/adult's life such as a parent, carer, friends, professionals so that they appear trustworthy or authoritative and also so that they can gain access to the victim.</p> <p>People may not realise they have been groomed. They may have complicated feelings, like loyalty, admiration, love, as well as fear, distress and confusion.</p>	<p>Child / vulnerable adult</p> <ul style="list-style-type: none"> ● secretive about how they spend time ● having money or items like they can't explain ● drinking or drug taking ● upset, withdrawn or distressed ● sexualised behaviour ● spend time away from home or going missing <p>Groomer</p> <ul style="list-style-type: none"> ● sexualised talk, 'jokes', 'banter', questioning, images ● physical contact e.g. hugging, touching, kissing, tickling, wrestling ● not respecting privacy ● spend excessive time with victim; gives special attention, favouritism, finds ways to be alone with the victim ● not adhering to rules of the agency or activity ● giving gifts (including cigarettes/alcohol/drugs) or money for no apparent reason ● set up inappropriate relationships e.g. treating a child as a peer/spouse, treating an adult client like a friend ● isolating victim from others ● encouraging silence, secrets, criminal behaviour, lies
Human trafficking	
Definition	Signs & indicators
<p>Human trafficking is a crime that involves the movement of people by the use of force, fraud, coercion or deception, with</p>	<ul style="list-style-type: none"> ● acts as if instructed by another ● signs of physical or psychological abuse

<p>the aim of exploiting them. It is a form of modern slavery.</p> <p>It involves transporting people across nations as well as trafficking around the UK. It can be for commercial, sexual and bonded labour.</p> <p>Three elements form part of trafficking:</p> <ul style="list-style-type: none"> - the act of recruiting, transporting, transfer, harbouring or receiving persons - Use of the means of force, fraud, coercion, deception <p>The purpose of exploitation.</p>	<ul style="list-style-type: none"> ● untreated medical conditions ● has money deducted from their salary ● little or no contact with family or loved ones ● not in possession of their own legal documents ● seems held in the employer's home/workplace ● works in excess of normal hours ● appears frightened, withdrawn or confused? ● with a group of workers of a similar nationality, age, gender ● speaks as if 'coached'?
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Criminal exploitation, child criminal exploitation (CCE) & county lines

Definition of criminal exploitation	Signs & indicators
<p>Criminal exploitation is a form of abuse where adults or children are manipulated and coerced into committing crimes. Through the use of violence or grooming and pressure, they may be forced into doing things like stealing or carrying drugs or weapons and be put into dangerous situations. This may involve being part of a gang which is linked to illegal activity (a gang could be a peer group or an organised criminal gang).</p>	<ul style="list-style-type: none"> ● going missing, unexplained absence from school, college or work ● excessive travelling, being found out of their home area ● unexplained access to money, clothes or mobile phones ● signs of drug misuse, alcohol abuse ● excessive use of internet, social media, texts, phone calls ● relationships with controlling individuals or groups; gang-association and/or isolation from peers/social networks ● using new slang words. ● suspicion of physical assault, unexplained injuries ● carrying of weapons such as knives
Definition of county lines	
<p>'County Lines' is a term the police use for urban gangs that exploit children and vulnerable adults into moving drugs from a hub, normally a large city, into other areas such as suburbs and market and coastal towns, using mobile phone lines or "deal lines". This can involve victims being trafficked away from their home area, staying in accommodation and selling and manufacturing drugs. Accommodation can include Airbnb's, private rental properties, budget hotels or the home of a drug user or other victim</p>	

<p>that is taken over by a criminal gang (called cuckooing).</p> <p>Perpetrators of criminal exploitation and county lines use different tactics to recruit and exploit children and vulnerable adults including bribing, befriending, threatening or coercing them. It can be difficult for victims to cut off ties with the gang, e.g. because their own safety or that of their friends and family is threatened or because they have become addicted to drugs and alcohol supplied by gang leaders or because they are forced to commit crime to settle actual or fabricated debts.</p> <p>Children and vulnerable adults involved in criminal exploitation and county lines are also at risk of all other forms of abuse.</p>	<ul style="list-style-type: none"> ● self-harm or significant changes in emotional well-being ● committing petty crimes like shop lifting or vandalism
Radicalisation & extremism	
<p>Definition</p>	<p>Signs & indicators</p>
<p>Adults and children are exposed to information which may be considered radical or extreme.</p> <p>Radicalisation is the process through which a person comes to support extremist ideologies. It can result in a person becoming drawn into terrorism and it is a form of harm. The process of radicalisation may involve being groomed (online or in person), exploited, exposed to violent material, manipulated, harmed or threatened. Anyone can be radicalised but some people may be more vulnerable if they are more easily influenced or impressionable, isolated, they feel rejected or discriminated against or experience community tension amongst different groups.</p> <p>Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to British fundamental values, including the rule of law, individual liberty and the mutual respect</p>	<ul style="list-style-type: none"> ● isolating self and spending time alone via social media ● feelings that they have no purpose in life; don't belong; low self esteem ● change in emotions and behaviour ● change of routines, in appearance or online activities ● fixated on an ideology, belief or cause ● intolerant of difference such as race, faith, culture, gender or sexuality ● justifying violence to others ● change in language or use of words; closed to new ideas; 'scripted' speech ● have materials or symbols associated with the cause ● attending events, rallies etc of an extremist nature

<p>and tolerance of different faiths and beliefs. It also includes calls for the death of members of our armed forces as extremist. Extremism can involve targeting vulnerable people by seeking to sow division between communities on the basis of race, faith or denomination; or argue against the primacy of democracy and the rule of law in society.</p> <p>The government has established a Prevent Duty (under s26 Counter-Terrorism and Security Act, 2015) to reduce the numbers of people supporting extremism or becoming radicalised and to prevent them being drawn into terrorism. It is a statutory duty for local authorities, educational provisions, the health sector, police and prisons which means they must have "due regard to the need to prevent people from being drawn into terrorism." However, all organisations that work with children and vulnerable people have a responsibility to protect them from harm and becoming radicalised and/or being exposed to extreme views.</p>	<ul style="list-style-type: none"> ● sense of grievance (e.g. anti-West, anti-capitalist, anti-Muslim); sense of 'them and us' ● conflict with family/friends or lose interest in people who do not have same beliefs ● try to recruit others to join the 'cause'
Online safety	
Definition	Signs & indicators
<p>Technologies and the internet are an important source of communication, education and entertainment. Unfortunately, some people will use them to harm children and vulnerable adults.</p> <p>Technology can be used extensively to groom and harm people and be involved in sexual exploitation, radicalisation, cyber-bullying, criminal exploitation etc. Abusers can adopt an identity to befriend possible victim's, people can be manipulated into sharing sensitive information and images, hackers can access online accounts and financial information.</p> <p>'Sexting' or youth produced sexual imagery is the use of technology to share</p>	<ul style="list-style-type: none"> ● meeting older or new friends they've met online ● receiving gifts or money ● withdrawn and secretive ● new phone or more than one phone ● receiving large numbers of calls or messages ● worried about being away from their phone ● excessive time on phone or online

<p>indecent images or videos of a sexual nature which young people have taken of themselves - sharing images of children in this way is illegal.</p> <p>Online safety can fall into these areas of risk:</p> <p>content: exposure to illegal, inappropriate or harmful material e.g. sexual or violent material, offensive material which serves to breed hatred, fabricated news, radical and extremist views</p> <p>contact: subjected to harmful online interaction with other users e.g. adults posing as children or as 'friends', commercial advertising</p> <p>conduct: personal online behaviour that increases causes harm, e.g. making, sending and receiving explicit images, or online bullying.</p> <p>Further advice and guidance on this topic are on the websites of the NSPCC, CEOP, Internet Watch Foundation and the UK Safer Internet Centre.</p>	
Female genital mutilation (FGM)	
Definition	Signs & indicators
<p>FGM is a term given to a range of procedure whereby a female's genitals are cut, injured, removed or changed without a medical reason or other health benefit. It is commonly carried out without anaesthetic, medicines, sterile equipment or medical training. FGM is carried out on females of any age, from newborn's to older teenagers and adult women.</p> <p>The practice is carried out in certain parts of the world and also in the UK from those communities that practice it, although it is illegal in the UK and in many other countries. It is done for cultural reasons, with those that practice it arguing that it benefits the woman or</p>	<ul style="list-style-type: none"> ● long visit abroad; 'ceremony' to be 'woman' ● relative or 'cutter' visiting from abroad ● female relative being cut ● prolonged absence from school ● difficulty walking, standing or sitting ● spend longer in the toilet ● pain urinating or menstruating ● appear withdrawn, anxious or depressed ● reluctant to have normal medical exams

<p>girl, keeps her 'clean', retains her virginity or makes her 'marriageable'. In fact it causes extreme pain, infection, and life-long physical and psychological damage to the healthy functioning for women and girls and causes risk to the unborn child.</p> <p>It is a criminal offence (Female Genital Mutilation Act 2003) in the UK to either perform FGM (including taking a child abroad for FGM) or to enable/facilitate FGM on a British National or a permanent British resident, with the crime incurring a maximum 14 year imprisonment. Certain professionals have a mandatory reporting duty if they are aware of FGM occurring for a child (under age 18).</p>	<ul style="list-style-type: none"> • severe pain, shock, bleeding, infections, organ damage, blood loss
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Abusive Teenage Partners

At Restored we are unlikely to receive calls from teenagers however this is still a possibility. The categories outlined above would remain applicable.

There is further information from [The Children's Society](#)

Additional vulnerabilities

Some adults and children may be more vulnerable to abuse and neglect due to impairment and/or their life experiences. Whilst there are many ways in which people can be vulnerable, listed here are some of the circumstances that may lead to greater vulnerability. This is not to say that people in these situations will be abused or that vulnerabilities will translate into harm, but that these features are significant in people's lives and should be considered.

Disability

People with disabilities are additionally vulnerable because they:

- may have signs of abuse/neglect which are misinterpreted as being due to the disability
- have impaired capacity to resist or avoid abuse
- have difficulties communicating to others what is happening
- have fewer outside contacts than other people
- receive care from several carers which increases exposure to abusive behaviour

- receive personal care which makes it more difficult to maintain physical boundaries
- fear making a complaint in case they lose services or aggravate their carers

Looked after children & care leavers

People who have experienced abuse, neglect and family breakdown such that they have spent parts of their childhood and adolescence in foster care or residential care may be particularly vulnerable. Many people who have experienced being in care may have poorer outcomes in terms of education, employment or health care needs – both physical and psychological - being met.

Race and racism

People from black and minority ethnic groups may have experienced harassment, racial discrimination and institutional racism. These experiences may have impacted on their sense of identity and self-worth, limited opportunities or served to isolate them from communities and sources of support. There is also a potential dynamic whereby professionals do not intervene soon enough in safeguarding matters (e.g. for fear of being seen as racist or in the mistaken belief that certain behaviours are acceptable in black families which would not be in white families) and in so doing, offer fewer safeguards.

Young carers

Young carers are those under age 18 who provide care for someone else (often their parent). Doing so may limit life opportunities for young carers, including education, social and relationship experiences and the burden of their caregiving may be excessive or long term. Some young carers may be in need of protection for example if the person they care for is abusive. A referral into the Young Carers team in the relevant local authority could be considered to support the young person and the person needing care.

Contextual safeguarding

This refers to harm that people can experience from outside of their families. The environment and relationships that people form in their neighbourhoods, schools and online can feature violence and abuse and so there may be vulnerability to harm in social contexts.

Adolescents particularly may be affected as they begin to spend more time, independently of their families, outside the home. Their social environment may lead them to encounter either forms of protection or forms of abuse and exploitation. Examples such as street robbery; sexual violence in parks; gang-related violence; online bullying; harassment from peers and abuse in their intimate relationships, show that young people can be exposed to significant harm in settings outside their families. Parents/carers may have little influence over these extra-familial contexts and so may not be able to promote their safety and well-being. Equally, young people who are exposed to harm at home may avoid going home and therefore be exposed to crime or exploitation outside home, or they may adopt the harmful behaviour they are exposed to, as a behaviour toward others.

How safeguarding concerns may arise at Restored

There are many different ways in which safeguarding concerns may arise at Restored, this section contains a number of examples to help staff understand how they might come across safeguarding matters and what/how risk and vulnerabilities are present in the organisation. This list is not exhaustive.

Survivor's Network

- Email correspondence
- Small group facilitation
- Facebook posts and/or correspondence
- A young person may contact Restored regarding abuse

In person events

- An individual may seek a member of staff out to disclose domestic abuse
- A young person may contact a member of staff regarding abuse in their own relationships or in their home

Facebook Group

Group members may disclose via:

- Private Messages
- Public posts
- Direct contact with member of staff

General

- Emails or phone calls to members of staff
- Contact from perpetrators wanting information
- Zoom bombing

- Survivors being recognised on zoom calls

Roles and responsibilities at Restored

Safeguarding is everyone's responsibility

This policy and procedure applies to everyone working at or for Restored and everyone is responsible for safeguarding. Staff who interact regularly with survivors are much more likely to encounter safeguarding concerns, and it is important that we are all aware of how to recognise and respond. For all of us, this includes:

- reading and applying this safeguarding policy and procedure
- being mindful of our own actions and behaviour, ensuring that we are promoting safeguarding and making sure we are aware of our position of trust and our duty to our clients
- being vigilant and alert to potential indicators of abuse or neglect; alert to the risks which individual abusers, or potential abusers may pose
- responding to any safeguarding concerns, however small they may appear. Speaking with colleagues and supervisors to clarify any queries or concerns and sharing information so that a proper assessment can be made and helping to review outcomes for clients.

Some people at Restored have specific responsibilities for safeguarding and these are detailed below.

Designated safeguarding officer (DSO)

The DSO is the Survivor Network Manager, they have operational responsibilities for safeguarding across Restored. Their responsibilities include:

- promoting a safeguarding and listening culture across our services.
- keeping abreast of changes in safeguarding law and best practice; safeguarding matters in the context of Restored and local multi-agency arrangements for safeguarding.
- providing advice and support on safeguarding matters for staff
- managing individual safeguarding cases including make decisions about individual cases, seeking specialist advice, referring to police or social care when necessary, working with external agencies on safeguarding cases, escalating concerns if required, managing record keeping using Restored's systems.
- alerting the DSL to any safeguarding concerns relating to allegations against staff; poor practice concerns, staff training needs or any other matters relating to the management of safeguarding at Restored.

- deputising for the DSL including contributing to the broader safeguarding work at Restored, e.g. policy development, data collection, safer recruitment, induction and training of staff.

Designated safeguarding lead (DSL)

The DSL at Restored is the Chief Executive who has strategic responsibilities for safeguarding across Restored. The CEO may delegate parts of the role but remains responsible overall for these areas.

The DSL role includes:

- promoting a safeguarding and listening culture across Restored.
- keeps abreast of changes in safeguarding law, best practice and of emerging trends and themes in safeguarding across Restored and for survivors.
- setting the safeguarding policy and procedure direction in line with statutory guidance, ensures annual reviews are undertaken and takes responsibility for its implementation.
- monitor effectiveness and compliance with safeguarding policy and procedures as well as related procedures such as Code of Conduct, Safer Recruitment, Disciplinary and Whistleblowing.
- ensuring effective safeguarding systems and processes are in place, including secure recording and retrieval systems; DSO's are appointed and that safeguarding responsibilities are stated in all staff job descriptions.
- setting out required safeguarding training, including induction, and providing training and updates as per staff members roles and responsibilities. Maintaining a record of staff attendance at safeguarding training.
- assisting and overseeing the work of the DSO's and quality assuring management of safeguarding cases, including decisions made.
- oversees the management of safeguarding allegations against staff.
- briefs trustees on a regular basis about safeguarding activity and issues (data, gaps, themes and risks), maintains a risk register and provides an annual report on safeguarding.
- Data is stored securely and maintained in line with data protection (See [Data Protection Policy](#)).

Safeguarding Trustee

The Trustees are ultimately responsible for the governance of safeguarding at Restored. The board will nominate a trustee to ensure that the organisation is legally compliant and that it is delivering services safely.

The Safeguarding Trustee is nominated to be responsible for:

- maintaining regular contact with the DSL
- ensuring a culture of safeguarding is promoted whereby staff and clients can raise concerns and feel supported.
- ensuring policy and procedures are implemented, this will include but not limited to:

- staff Code of Conduct and policies such as Whistleblowing and Safer Recruitment (which includes information about statutory checks on the suitability of staff) which support safeguarding across the organisation. Safeguarding Policy and Procedure is in place (which includes how to deal with allegations against staff) which is reviewed at least annually and which is available to and understood/applied by staff.
- ensuring safeguarding concerns are managed effectively; there are systems and processes in place for its management; there is sufficient resourcing of safeguarding including for training; a Designated Safeguarding Lead (DSL) is appointed whose role is stated in their job description.
- ensuring regular feedback on safeguarding activity, issues (such as gaps, threats, risks), oversee a risk register and understand remedial actions required from the CEO and senior leadership team and that they track progress.
- Safeguarding trustee undertakes enquiries in the event of an allegation being made against the CEO.
- ensuring compliance with the Charity Commission serious incident notification requirements, and other relevant bodies such as regulators, commissioners, grant-makers, insurance companies.

How will Restored respond?

If there is cause for concern regarding abuse (all types of abuse are considered a crime) everyone has a responsibility to take action and not keep the matter 'inside' the organisation. Thirty One:Eight will be consulted for advice/ guidance with any disclosure regarding children or an adult at risk. Police or local Children's Services may be contacted and their involvement requested if the disclosure relates to a child or is a child protection issue.

Any contact with the police with regards to domestic abuse survivors will be discussed in advance, with the exception of child protection issues. For anyone disclosing a situation where they are in immediate danger, 999 should be called straight away.

Handling a disclosure of abuse



We use the 4 R's shown above as a guide for dealing with possible disclosures/ indicators of abuse. They are summarized below (but with more detail in Appendix D of this policy).

- **Recognise** – Making sure we are aware of signs of abuse and aware of situations, signs and symptoms that may indicate abuse (See ‘Indicators of Abuse’ detailed above).
- **Respond** – Ensuring we understand what is required of us when an individual discloses abuse in the moment, and the importance of responding well (Details below).
- **Refer** – Ensuring that the information has been passed on correctly (See Disclosure Pathway Guidelines in Appendix C).
- **Record** – Information disclosed must be recorded and stored correctly on Salesforce (See [Data Protection Policy](#)).

Barriers to speaking out for survivors

Many adults and children are reluctant to tell about their experiences of abuse and neglect. The reasons for this are profound and complex but explain why there are often delays in people coming forward and indeed why some people never tell. People may be reluctant to speak out because they:

- do not have anyone that they can turn to or that they can trust
- may have sought help before but felt let down
- fear not being believed or be taken seriously
- feel shame, guilt or responsibility for the abuse
- feel embarrassed about talk to someone about what happened
- fear the consequences of telling, fear the situation could become worse
- believe they are protecting others (e.g. the abuser, family members)
- have been strongly groomed
- lack language skills, e.g. because they are pre-verbal, have communication impairment, don’t speak English fluently

Barriers for us in listening

As staff, we may feel reluctance to listen fully to accounts of abuse and neglect and to act swiftly. This may be due to:

- Not understanding or not recognising the signs and indicators
- Not knowing how to react
- Feeling overwhelmed
- Not knowing who to tell
- Loyalty to the family or colleagues
- Fear of getting it wrong
- Being worried about breaching the person’s confidentiality
- Lack of knowledge or trust in the multi-agency safeguarding system

These feelings may be normal but serve to limit our responses to people who need our help. Restored has several systems and processes to ensure that staff are supported to have supportive discussions with line managers and colleagues and a reflective space to make sure that we are open to listening and acting on our safeguarding concerns, however small or vague they may at first appear.

Responding to a disclosure of abuse:

General Points:

- accept what the child/young person/adult at risk says (however unlikely the story may sound to you)
- remain calm
- look directly at them
- be aware that they may have been threatened
- listen, but DO NOT directly question them
- be aware of your body language; don't appear shocked, or move away
- keep listening, stay calm, and don't appear shocked or horrified
- show acceptance and belief
- reassure them that you will help
- do not offer absolute confidentiality
- do not ask leading questions like 'Did he do X Y?'
- try to reflect back what has been said in order to confirm their account

Do not say:

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- Never make statements such as, 'I am shocked' 'don't tell anyone else' or 'do you realise you could get (name of alleged perpetrator) into a lot of trouble about this.'

In Conclusion:

- reassure the child/young person/vulnerable adult that they were right to share
- let them know what will happen next
- refer the case to your line manager immediately. If they cannot be contacted, refer to the DSL or the Safeguarding Trustee. (See Disclosure Pathway in Appendix 6)
- all suspicions, observations and investigations should be kept confidential and shared only with those who need to know
- make notes ASAP (preferably within an hour of the interview), writing down exactly what was said, when they said it and what was happening immediately beforehand (e.g. description of the activity). Use the same words that they used and do not change what they may have called particular body parts, replacing them with medical/biological terms; stay as true to the original conversation as possible
- record dates and times of these events and when you made the record
- give the record to your line manager and they will contact the relevant people.

- Any notes/ reports must be kept strictly confidential. (See Data Protection Policy)

Remember:

- do not panic, do not delay, and do not start to investigate
- over reaction can be extremely harmful to the child/ young person/vulnerable adult, the accused, the group, the authorities, and you
- In most cases a small piece of information will be shared and it is for those with more training and experience, to evaluate this information
- contacting your line manager, or the DSL is the necessary priority
- do not attempt to manage the situation alone
- following correct procedure is in the child's best interests. A record should be made ASAP, giving accurate details of what the child said, when and to whom
- if workers are concerned that the DSO or DSL is involved in any of the allegations, they should approach the Safeguarding Trustee
- local Social Services or the Police should only be contacted directly by a worker/volunteer if no member of the Safeguarding Team or Church Leader is available, and where serious or recent, physical or sexual abuse has been disclosed and the child/young person is thought to be in immediate danger

We encourage those who have experienced a disclosure to get the support they need in order to process the experience. However, the real names of those involved in the case (abused and abusers) should not be disclosed in these support sessions.

See the Disclosure Pathway Guidelines in Appendix C to see how a concern will be dealt with.

Communicating with parents when working with children

If a child discloses any safeguarding concerns that need to be referred to an external agency, the general principle is that it is good practice for the parent to be told that a referral is to be made or has been made. As far as possible, this should be discussed with the child first and they should be encouraged to speak with their parents or agreement obtained for their parent to be advised. In many circumstances, parents can be a source of protection, support and comfort to the child and their involvement should be welcomed.

There are circumstances in which parents must not be told and these relate to where telling parents may place the child at greater risk or may mean that the child is primed to withdraw allegations. This may relate to allegations made against the parent of sexual abuse, FGM, forced marriage, fabricated or induced illness or other concerns.

Recording

Recording is a key task in safeguarding practice which includes recording of concerns, allegations, interventions, decisions, actions and reasoning. Records may

be used in future legal proceedings and be accessed by all parties to proceedings and be scrutinised. The following checklist should be followed as good practice in recording of safeguarding concerns.

Records:

- can be made during the session with the adult or child or failing that immediately afterwards
- as far as possible, should use the adult/child's own words and phrases
- should be legible and avoid acronyms or initials unless these are properly explained and unambiguous
- must be completed as soon as possible after the event/incident and at the latest within 24 hours
- should be clear, legible accurate, concise and up to date
- Write in black ink to ensure good reproduction if photocopying is necessary
- should differentiate between fact and professional opinion or observations
- must be in plain language and free from jargon
- must state the date, time, place and who is present.
- be made only on Restored secure systems and be held by Restored. Records should never be kept at home or in places outside of Restored, nor be made on personal equipment such as phones.
- be accessed only by those who are authorised and, on a need,-to-know basis.
- must never be amended. Additional information or corrections of fact must be written as a separate record and explaining why the additional note is being made.

Restored has a data protection policy which sets out our procedure for data retention and storage guidelines.

All hand-written notes should be scanned and stored on Salesforce with the original documents destroyed. A safeguarding form, once complete, should be sent to the Designated Safeguarding Lead. The form will then be saved in the Restored Safeguarding Reports folder in the shared drive and scanned on to Salesforce.

Procedure for managing safeguarding concerns about survivors

It is not our responsibility to decide whether or not an adult or child has been abused, but we are responsible for responding to and reporting concerns.

Regardless of how safeguarding concerns emerge, it is important to act on them and to report them in accordance with this procedure. Reports must be made immediately or as soon as possible after the concern comes to light and within the day.

In an emergency, practitioners can make a report directly to an external agency. It is expected that in all cases, the practitioner will alert a Designated Safeguarding Officer (DSO) or if the DSO is not available, then the Designated Safeguarding Lead (DSL).

Please refer to the flowchart for managing concerns about adults and children (Appendix 6) and the safeguarding form (Appendix 1).

Responding to a child or adult emergency

In an emergency where a child or adult at risk has been seriously hurt or is in imminent danger of being harmed you should:

- Inform the DSO as soon as possible.
- If the DSO is not immediately available, ring 999 and ask for the emergency service required - police and/or ambulance
- If a DSO is not aware, then inform a DSO after having made the referral. The procedures set out below in the paragraph 'Responding to a safeguarding concern about a child or adult' must then be followed by the DSO.

Responding to a safeguarding concern about a child or adult

For any other safeguarding concerns that are not immediately life-threatening, follow these steps:

Stage 1: Speak to your DSO about your concern. This should be done on the same day (or as soon as possible) that you identify the concern.

Stage 2: Record all relevant details on the safeguarding form (Appendix 1). All subsequent actions and decisions must be recorded.

Stage 3: The DSO, having listened and understood any relevant background, will make decisions about the next steps to take. In so doing, the DSO may seek advice from others either at Restored or externally e.g. the Multi-Agency Safeguarding Hub (MASH) if the address of the individual is known. The DSO will ensure that the safeguarding concern has been discussed with the survivor to obtain their view of what they would like to happen and tell them of our duty to pass on our concerns if this is required. The DSO will clarify matters regarding consent to share information have been addressed properly. Thereafter the DSO will make decisions accordingly within 24 hours of the concern being alerted to them. **Where concern thresholds are unclear, the DSO may consult externally to determine the appropriate course of action. Where concerns overlap with issues typically covered by other procedures (e.g. grievance or disciplinary), the safeguarding policy takes precedence in ensuring the safety of individuals.**

If there is any disagreement between the Restored staff about the decision that is to be taken then the matter must be referred to the DSL to make a decision. If the staff member disagrees with a decision not to refer the case to MASH, they are still able to do so. They must inform the DSO that they have done this.

The DSO may make any of these decisions:

- i. There is no further action to take. This is because there are no safeguarding concerns.
- ii. The threshold has not been met to refer onwards. Restored will continue to provide support to the individual adult or child. This could involve signposting the individual to other sources of help including helplines, counselling or other avenues of external support. It may involve ongoing monitoring of safeguarding for the person.
- iii. Referral is made to other agencies for support and early help. This could involve voluntary or statutory agencies. Such referrals will require the informed consent of the client. It may involve ongoing monitoring of safeguarding for the person by Restored.
- iv. Referral is made to MASH if there is reasonable cause to suspect that the person has experienced or is at risk of abuse or neglect or there are serious concerns about the wellbeing of the person and the address of the individual is known.

Information sharing with other agencies should be in line with the principles set out in this policy and procedure.

The referral must be made immediately by the DSO. There are contact details available for all local authorities on their websites.

The Restored DSO should confirm in writing, within 24 hours, any telephone referral made to the MASH or the Police. The MASH often asks for this to be done by email.

Children's Services and Police should acknowledge your written referral within one working day of receiving it, so if you have not heard from them within three days, contact them again.

It is important that Children's Services has an exact written record of the referral call you have made.

If you called to report a primary disclosure, all those notes should be sent to Children's Services, together with a covering letter.

Having made the referral, this may well require ongoing work by the DSO, including providing further reports or attendance at meetings, in line with the multi-agency procedures.

If a referral is not accepted or there are delays, the DSO should be advised by the Local Authority and given reasons for these decisions. If the DSO remains concerned, they should be proactive in pursuing further discussions with the Local Authority and consider escalating their concerns through the Safeguarding Partnership procedure.

- v. Refer to the Police or other Emergency Services if there is an emergency situation requiring immediate action.

- vi. At any time, the DSO can seek advice from one or more of the following: the DSL, Local Authority, Police or any of the specialist providers in the area or nationally (see agencies listed in Appendix x).

Stage 4: In all cases, records must be kept of all conversations, observations and reasons for decisions. A decision to take no further action or monitor a situation is as serious as a decision to take action or make a referral out.

Stage 5: The DSO also has a role at Restored to debrief with staff and to offer support and supervision during and after any safeguarding incidents. The DSL will also be appraised.

Procedure for managing allegations against staff and volunteers

Safeguarding concerns can include where an individual may have:

- I. behaved in a way that has – or may have - harmed an adult or a child or behaved in a way that could lead to an adult or child being harmed
- II. possibly committed, or is planning to commit a criminal act to an adult or a child
- III. behaved toward an adult or a child in such a way that it indicates that they could pose a risk of harm to clients or be unsuitable to work with clients

whether this has occurred whilst working at Restored or elsewhere, including online.

Safeguarding concerns about staff may arise in various circumstances, for example:

- a survivor (adult or child) or a third party makes an allegation
- concerns about someone's behaviour emerge from another route e.g. a complaint or an enquiry
- a specific known person is not victimised but for example someone is looking at abusive images of children online or using the internet to groom
- someone has breached the Code of Conduct or they engage in poor working practices
- they no longer work at Restored and allegations come to light about them (historical or non-recent concerns)
- they are involved in activities outside of their work at Restored, for example they have harmed their own children or another adult or accessed illegal online material that leads to concerns about their fitness to work at Restored
- new information is contained in a Disclosure and Barring List (DBS) renewal check.

These concerns may be unfounded, or the allegations may be false or malicious, but they may also be founded. The outcome cannot be known until a proper

enquiry has been undertaken using this procedure. It is important that all allegations are taken seriously and not ignored. All allegations and concerns must be reported so they can be properly addressed in line with this procedure and outcomes recorded. The report must be made immediately or as soon as possible after the concern comes to light and within the day.

Responding to a safeguarding concern about staff

If an adult or a child needs immediate emergency care or support, call 999 straight away. Follow the steps set out in the paragraph above 'Responding to a Child or Adult Protection Emergency'.

In any event, where there are safeguarding concerns about staff, follow the steps below. Please refer to the flowchart for Managing Allegations against Staff (Appendix 7) and the Safeguarding form (Appendix 1).

Speak to your DSL about your concern. The subject of the allegation should not be notified. The report should be made on the same day (or as soon as possible afterwards) that you identify the concern.

If the concern is about the DSL or a Trustee, then the Safeguarding Trustee (or another Trustee) must be notified. Alternatively the person can contact the Local Child Safeguarding Board.

Record all relevant details on the Safeguarding Form (Appendix 1) and hand to the DSL. The DSL will ensure that all subsequent actions and decisions are recorded.

Steps the DSL may take

The DSL will follow the process for managing allegations against staff, dealing with matters quickly, fairly and consistently so that individuals are safeguarded, any actual or potential evidence is secured and the staff member or volunteer is supported. This will involve working with others, both internally at Restored, including Trustees and Human Resources colleagues, as well as external agencies including Police, Local Authority and Local Authority Designated Officer (LADO).

There may be up to four strands in the management of any safeguarding allegation and any or all of them may be required depending on the circumstances:

- 1. Enquiries by social care about adult or child safeguarding**
- 2. A police investigation if a criminal offence may have been committed**
- 3. Restored internal process including considerations about disciplinary action**
- 4. Referral to the Disclosure & Barring Service and/or referral to a professional registration body for professional misconduct.**

An initial plan for the enquiry with proposed actions and timescales must be confirmed within one working day. This should consider at least these areas:

- which of the four stands of inquiry (see above list) are thought to be required at this stage (this may change as the enquiry progresses).
- if any immediate action is required to safeguard clients/survivors, other staff, the building or services
- what other information is required, how it will be sought, when, from whom
- if advice is required from the Local Authority, LADO, Police or other agency
- securing or 'locking down' any records; removing equipment from the subject of the allegation (including devices which contain evidence) or removing their access to parts of the building or shared drives etc.
- what information to share with the subject of the allegation and with any other known employer (if they work elsewhere) and when to do so; any arrangements to support the person
- decisions about temporary suspension or altering duties of person subject to allegation
- what information to share, and when, with other staff and clients; what information do they already have; a plan to manage speculation, leaks and gossip
- how to manage media interest if it should arise
- if the criteria is met for referral to the Local Authority, the Local Designated Safeguarding Officer (LADO) and/or Police
- if the criteria is met for a serious incident report being made to the Charity Commission

Liaison with the local authority designated officer (LADO)

- Where there are concerns about children's safeguarding, the LADO must be contacted within one working day. The LADO for the local authority area where the child resides is the responsible agent, unless there is no known child in which case it is the area where the subject of the allegation lives.
- The LADO will advise and if the threshold for their involvement is met, will convene a meeting to ensure all the relevant reports and lines of inquiry are undertaken.
- The LADO is involved from the initial phase of the allegation through to the conclusion of the case. The LADO is available to discuss concerns and to assist in decisions about making referrals or taking management action to protect a child. The LADO is responsible for:
 - providing advice, information and guidance to employers and voluntary organisations around allegations and concerns regarding paid and unpaid workers.
 - managing and overseeing individual cases from all partner agencies.
 - ensuring the child's voice is heard and that they are safeguarded.
 - ensuring there is a consistent, fair and thorough process for all adults working with children against whom an allegation is made.
 - monitoring the progress of cases to ensure they are dealt with as quickly as possible.

- o recommending a referral and chairing the strategy meeting in cases where the allegation requires investigation by police and/or social care.

There is no LADO equivalent for adult safeguarding but the matter will be dealt with by Adults Social Care. Where there may be crossovers between adult and child safeguarding, the LADO can advise.

Enquiries by social care about adult or child safeguarding

Adults and children who are victims of harm must be protected from harm and provided with support. The immediate safety of an individual must be considered as well as the safety needs of all other parties (current or historical) and any others that the subject of the allegation may have encountered.

This will involve making referrals to the Local Authority as per the above 'Procedure for managing concerns about clients'.

A police investigation if a criminal offence may have been committed

A report must be made to the Police and a crime reference number obtained where:

- there has been a crime or a crime is suspected
- allegations about staff/volunteers who are no longer working for Restored must also be reported to the Police.

Restored internal process including considerations about disciplinary action

Internal investigations must be taken without delay, but are secondary to reports being made to Police, Adults or Children's Social Care and LADO.

Internal enquiries should use Restored HR policies and HR advice as well as consultation with other relevant colleagues and address these areas.

- maintaining confidentiality for the subject of the allegation during the investigation period.
- the subject of the allegation has a right to have their case dealt with fairly, quickly and consistently and to be kept informed of its progress. They should have a named contact at Restored and be signposted to external support, e.g. union or counselling services.
- decisions about suspension or other alternatives such as allocating other duties during the investigation period. Suspension should not be the default option and alternatives to suspension will always be considered. Where suspension takes place, it is viewed as a neutral act which does not imply guilt. Suspension should be considered where Police are investigating allegations; the allegation is

so serious that if it is substantiated, it would be grounds for dismissal; the person against whom the allegation is made may put pressure on others who are witnesses or may pose ongoing risk which cannot be managed satisfactorily without suspension. In any event, whilst inquiries are ongoing, the worker in question should preferably not be in contact with survivors.

- Outcomes of the investigation may fall into these areas:
 - there is sufficient evidence to state that the allegation is substantiated and there has been harm to the service user.
 - there is sufficient evidence to disprove the allegation and say it is malicious. Malicious allegations made by another member of staff/volunteer may result in disciplinary procedure against the referrer. Where police are involved, this may lead to charges of 'wasting police time' or 'perverting the course of justice'.
 - there is sufficient evidence to disprove the allegation but it was not made to deceive. False allegations are rarely made by survivors and it is more likely there has been a misunderstanding or misinterpretation of events. Where it transpires that there has been a false allegation, it is important to consider what may have driven this, including other welfare concerns.
 - there is insufficient evidence to either prove or disprove the allegation which is therefore unsubstantiated.
 - there is no evidence or proper basis which supports the allegation being made, e.g. due to a misinterpretation, so the allegation is unfounded.

The range of options open will depend on the circumstances of the case and take into account the result of any Police investigation or criminal trial, any safeguarding enquiries about the child or adult as well as the organisations duty to safeguard the charity, its staff and survivors. Options include:

- reintegrating the member of staff into the job role
- changes to the job description or working patterns
- invoking the disciplinary process
- dismissal
- alerting other known employers of the individual concerned (which the LADO can do)
- referring to the DBS
- alerting the Charity Commission or the charity's commissioners, insurance company or professional regulating bodies of the subject of the allegation (see Appendix x)
- if there are any consequences for staff who have made malicious allegations. There should be no consequence for staff who make allegations in good faith where those allegations are not substantiated or are unfounded.

Decisions must be implemented as soon as possible and in three working days of the decision of Restored. The subject of the investigation must receive a letter

within five working days of the conclusion of the investigation clarifying its outcome and any implications for their employment.

If Restored becomes aware that any former employee who has been dismissed because of a safeguarding issue, is working for another agency, this will be reported to the Local Safeguarding Board.

Refer to the disclosure and barring service (DBS) (see Appendix 6)

- Restored has a duty to refer to DBS any person engaged to work in regulated activity where the allegation has been substantiated or where there has been harm caused. DBS will consider whether the person should be barred from working with children or adults at risk.
- Referrals to DBS will be made where we withdraw permission for a person to work in regulated activity with children and/or vulnerable adults, including moving them to do work that is not regulated activity. We will also refer to DBS where we would have taken this action, but the person was re-deployed, dismissed, resigned, retired, or left. The DBS referral can take place at any time during the allegations process and at the earliest stage possible.
- Failure to report to DBS in these circumstances is an offence.
- The referral process is outlined on the DBS website and they can be contacted for advice if there is uncertainty as to what to do.

Other considerations

Lack of cooperation

In all cases, the process of recording the allegation, identifying any supporting evidence and making a judgement as to whether it is substantiated should continue as far as possible. Full opportunity will be given to the person to respond to the allegation.

Every effort will be made to conclude all cases where allegations are made, even where:

- the person concerned refuses to cooperate, resigns or otherwise stops providing their services
- it is difficult to reach a conclusion
- the person is deceased.

Managing communications

Survivors and their families may need to be advised about the allegation and the decisions about how this occurs and what is shared will be agreed by the DSL.

If there is media interest, this will be carefully considered by the leadership and Trustees.

The child, their parents/carers and the adult at risk should ideally be told about the allegation as soon as possible (if they do not know about it already). This will be dependent on the individual situation. They should be kept informed about the progress of the case and told of the outcomes where there is not a criminal prosecution. That includes the outcome of any disciplinary process.

The person against whom the allegation is made should be kept apprised by the nominated person at Restored.

Compromise agreements, settlement agreements or non-disclosure agreements

These are agreements whereby a person agrees to resign with the agreement that the employer will not pursue disciplinary action, and where both parties agree a form of words to be used in any future reference.

These types of agreement must never be used in these cases nor can Restored's duty to report to DBS, where the criteria is met, be overridden.

References

Where allegations are considered to be false, unsubstantiated or malicious, these should not be included in employer references.

Record keeping:

Thorough records must be kept:

- Details of allegations that are found to have been malicious should be removed from personnel records.
- For all other allegations, detailed and clear records of the allegation, how it was managed, actions taken and decisions reached, is kept on the confidential personnel file of the subject of the allegation. The record should be kept at least until the accused has reached normal pension age or for a period of 10 years from the date of the allegation if that is longer.

Supervision, support & learning

- The DSL will ensure that after any allegations against staff/volunteers, that staff/volunteers who have been involved in the issues surrounding the allegation are supported, supervised and effectively de-briefed. **Where safeguarding incidents occur, learning will be documented and reflected in policy or practice updates. This learning may be captured through debriefing notes, case reflections, or supervision discussions.**
- There may need to be a learning review arising from the experience of managing the allegation and practice changes made accordingly, if there are

features of the organisation that have contributed to the occurrence of the harmful behaviour. In some circumstances an individual case review may be required to learn lessons and improve practices, amend policies and procedures or lead to staff training.

- This policy and procedure, or other policies at Restored may need to be reviewed in relation to the learning from the allegation management. These amends / updates should be made at the time of learning rather than waiting for the next scheduled policy and procedure review.

PREVENTION

Safer recruitment

As an Organisation, we are committed to safer recruitment practices. When recruiting both paid staff and volunteers, the following process will be applied:

- 1) We will develop a clear role profile, person specification and application form;
- 2) When advertising a role which involves working with adults at risk we will make it clear that any appointment is subject to a DBS check;
- 3) All applicants will be asked to complete an application form and include the names of two referees;
- 4) Shortlisting of applicants will be carried out by at least two people, including the line manager or group leader directly overseeing the role being recruited for;
- 5) Interviews will be carried out by at least two people, including the line manager or group leader;
- 6) References, a Self Disclosure Form and an enhanced DBS check must be completed satisfactorily before the appointed person starts in their role.

Records of DBS check dates, and all training received by staff/ volunteers, are kept up-to-date.

Note: Under the Criminal Justice and Court Services Act 2000, it is an offence for anyone disqualified from working with children or adults at risk to knowingly apply, accept or offer to work with children or adults at risk. It is also a criminal offence to knowingly offer work with children or adults at risk to an individual who is so disqualified or to knowingly allow such an individual to continue to work with children or adults at risk.

Additional checks for paid workers

In addition to the above checks which should be completed for both paid and volunteers, an applicant's UK residency status and/ or right to work in the UK will be checked when recruiting for a paid role.

Trustees

Trustees will sign a code of conduct as well as attend a Safeguarding presentation by the nominated Safeguarding trustee. This will be reviewed every 3 years.

Partnerships with other organisations

When work with partners is undertaken, sight of their Safeguarding policy will be requested.

References

Formal written references will be requested, ideally in the form of at least one professional and one personal reference

Appointment and Supervision

Restored's safeguarding policy and procedures will be discussed with the applicant and they will be required to sign their agreement to adhere to them. All workers will have a role description and clear lines of accountability to a Manager and Trustees.

Paid workers will also have a Line Manager whom they will meet with regularly to discuss work and address any issues or areas of concern. There will be a probationary period of six months in the role before any paid appointment is confirmed.

There will also be regular team meetings to review procedures, share concerns and identify other matters that may need clarification and guidance.

Staff Training

All staff will be equipped with the knowledge and skills to recognise the possible signs of abuse, neglect, exploitation and radicalisation and to know what to do if they have a concern. This should cover both the adults and the children safeguarding landscape.

Everyone should be familiar with this policy and procedure and be willing and able to apply it when required.

Volunteers are provided with tailored information about safeguarding expectations and reporting routes during induction and through team briefings.

Designated Safeguarding Officers and the Designated Safeguarding Lead and Trustee's must be able to undertake their specific responsibilities supported by training.

Restored offers learning opportunities about safeguarding as listed below and they may take place through face to face training, staff briefings, online, reading or other learning opportunities. Records will be kept of attendance. **We will also promote regular safeguarding messages through awareness campaigns, newsletters, or reminders to help embed safeguarding into day-to-day organisational culture.**

Induction

All new staff, volunteers and Trustees's, at the time of their starting work at Restored will receive this safeguarding policy and procedure. They are expected to read it and to agree to apply it if required.

Safeguarding learning and development / training

All staff and volunteers and Trustees's will receive within 6 months of their starting their role, safeguarding learning and development which will help them to identify abuse and neglect and report it using this policy and procedure and statutory guidance. This will be for safeguarding both adults and children. This training will then take place annually as a refresher/update.

Safeguarding training for designated safeguarding officer

The Designated Safeguarding Officers and the Designated Safeguarding Lead will receive training within 6 months of their role commencing and then refresher/update briefings every three years. This training will focus on managing adult and child safeguarding within Restored including making decisions about safeguarding, making referrals, understanding and contributing to the inter-agency process that follows, consent, confidentiality and information sharing, staff support and promoting a safeguarding culture.

Safeguarding training for designated safeguarding leads & trustee's

Those roles that will need to recruit staff and volunteers will need to have undertaken 'safer recruitment' training. In addition, those senior staff and Trustees who may be required to undertake inquiries and manage allegations against staff will be required to undertake training in this area.

Safeguarding governance briefings

Trustees will receive training to be able to fulfil their safeguarding governance responsibilities. This should take place for all Trustees and be updated every two years.

Workers Code of Conduct

Restored has a code of conduct for all those working with children and/or adults at risk so that everyone is shown the respect that is due to them. All staff are expected to:

- Abide by the policies outlined in this document and the staff handbook, and by the specific guidelines of the duties in their job description.
- Attend safeguarding training, as agreed by Line Manager.
- Treat everyone with dignity and respect.
- Use age and ability appropriate language and tone of voice. Be aware of your body language and the effect you are having on the child or adult at risk.
- Listen well to everyone. Be careful not to assume you know what a child or adult at risk is thinking or feeling.

- Keep a record of any significant incidents or concerns on a Safeguarding Incident Form (see Appendix ...). Enter the names of all those present and anything of note which you observe, e.g. details of any fights broken up by the workers, allegations made, etc. All workers who witnessed the incident, overheard it or responded in any way should record the details and sign and date the form.

Appendix 1 - Safeguarding Form

Safeguarding form

To be completed as soon as possible following the safeguarding incident and within 24 hours

Name of person disclosing:	
Name of person who received the initial disclosure:	
Date and time safeguarding concern was reported	
Record of the conversation and who was present Please use the adult/child's own words and phrases Please use plain language, avoiding acronyms or initials and jargon Please differentiate between fact and professional opinion or observations Please state the date, time, place and who is present.	

Has the following been done:

Designated Safeguarding Officer/Lead been notified	Y	<input type="checkbox"/>	N	<input type="checkbox"/>
Person asked their view on what they would like to happen	Y	<input type="checkbox"/>	N	<input type="checkbox"/>
Person informed of the duty to pass the information on	Y	<input type="checkbox"/>	N	<input type="checkbox"/>
Police were contacted in an emergency	Y	<input type="checkbox"/>	N	<input type="checkbox"/>

Actions taken already as a result of the	
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<p>safeguarding concern</p> <p>These could include:</p> <p>No further action</p> <p>Signposting for other sources of support</p> <p>Referral to Local Authority Adult or Children Social Care department by the DSO</p>	
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If there is any disagreement between the Restored staff about the decision that is to be taken then the matter must be referred to the DSL to make a decision.

<p>Future actions agreed with DSO or DSL including reason.</p>	<ol style="list-style-type: none"> 1. 2. 3. 4.
<p>Date of confirmation letter to MASH</p> <p>This must be within 24 hours of the initial referral</p> <p>This should be sent to the relevant authority</p>	
<p>Date of acknowledgement from MASH</p>	

This form should be saved into the Restored Safeguarding Reports folder in the shared drive.

Appendix 2 - Reporting to Regulating Bodies and Commissioners

The Disclosure and Barring Service (DBS)

The DBS provides information on criminal records and barring decisions. It helps employers make safer recruitment decisions and prevent unsuitable people from working with adults at risk and children.

If a safeguarding concern involves staff or volunteers who have caused harm or are a risk of causing harm to individuals, a referral to the DBS should be made. If staff or volunteers have been dismissed or removed from the charity, given that we work directly with children and adults at risk, we must make a referral.

See DBS website for further information (accessed 09/07/2020)

<https://www.gov.uk/guidance/making-barring-referrals-to-the-dbs>

The Charity Commission

Reports must be made to the Charity Commission where there are 'serious incidents' relating to the people who come into contact with the charity (i.e. clients – both adults at risk and children, staff and volunteers and others).

Reports must be made in full and promptly, i.e. as soon as reasonably possible after the incident. The report must be made even if the matter has been reported to other agencies including police, local authority, commissioners or other regulators.

The responsibility for reporting rests with the Board of Trustees. In practice, this may be delegated to someone else within the charity, such as the CEO or DSL although Trustees remain responsible for ensuring the report is made in a timely way and authorising it. If trustees decide not to report a matter, they may be asked to explain their reasoning later if the Charity Commission becomes involved.

Whilst this section solely deals with the reporting of safeguarding 'serious incidents', there are reporting requirements for other areas such as: financial crimes (fraud, theft, cyber-crime and money laundering); large donations from unknown or unverifiable sources; significant financial losses; links to terrorism or extremism and other significant incidents (insolvency, withdrawal of banking services, significant data breach/loss or incidents involving partners).

'Serious incidents' should be reported in relation to safeguarding where they have resulted in, or risked, significant harm to clients and other people who come into contact with Restored through its work. It may include these areas:

- Incidents of abuse or mistreatment (alleged or actual) of clients (adults or children) which happened when they were under our care and someone connected to Restored was responsible for the abuse or mistreatment.
- Incidents of abuse or mistreatment (alleged or actual) of people who come into contact with Restored which have resulted in or risked harm to them.

- Failures to sufficiently manage safeguarding risks such that they harm people involved in the charity.
- Incidents which result in damage to the reputation of the charity or to public trust and confidence.
- Situations where policies or procedure have not been followed properly resulting in people being placed at significant risk of harm.
- Adverse findings about the charity made by another agency or regulator.
- Police investigation of the charity or actual or alleged crimes.
- Misconduct by someone in a senior position.
- The number and nature of staffing incidents indicate there are widespread or systematic issues connected to harassment, abuse and/or other misconduct in a charity.

Safeguarding incidents that have occurred outside of the charity, e.g. where a person involved with the charity was abused outside of the charity and the alleged perpetrator was not involved with the charity, do not normally have to be reported to the Charity Commission. The exception to this would be if the charity did not handle the incident appropriately and this resulted in harm to the person concerned.

Not every internal staffing incident has to be reported, only those incidents which are considered serious in the context of the charity and where the level of harm to the victims and/or the likely damage to the reputation of or public trust in the charity is particularly high. The report must be made even if no actual harm occurred, and regardless of whether a crime was committed or whether other agencies were involved.

Trustees are to decide whether an incident is significant and should be reported. The link below to the Charities Commission document contains examples to show what should be reported, although it is not a definitive list.

[Examples table: deciding what to report](#) (PDF, 382KB, 6 pages, accessed 09/07/2020)

The report should state what action has been taken or is planned. Detailed guidance as to how to make the report to the Charity Commission can be found via this link:

<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity> (accessed 10/07/2020)

Following a report, the Charity Commission will seek to ensure that the Trustees are handling the incident appropriately and responsibly, complying with their legal duties and if necessary, putting in place improvements and controls to prevent further harm. The Commission may provide regulatory advice or guidance or use its statutory powers.

Commissioners

If Restored were to deliver commissioned services under contract. The terms of the contract may require us to make reports regarding safeguarding, including any

types of specific incidents. These will be set out in the terms of the individual contracts and commissions.

Professional bodies

Where staff or volunteers are working for Restored and are a member of a regulated profession, any concerns with regard to their employment, including where they have been subject of an allegation or concern, may need to be referred to their professional body. The relevant professional body will need to deal with issues relating to fitness to practice or bringing that profession into disrepute.

Appendix 3 - Confirmation

Confirmation of having read, understood and agree to apply safeguarding policy and procedure by staff, volunteers and students

To be completed during induction and within two weeks of new policy and procedure being issued annually

Name:

Date of appointment:

Date policy and procedure discussed in supervision:

I have read and I understand the Safeguarding Adults and Children Policy and Procedure. I agree to adhere to the requirements of the Safeguarding Adults and Children Policy and Procedure during my work at Restored.

YES/NO (delete as applicable)

I have had the opportunity to discuss the Safeguarding Adults and Children Policy and Procedure in supervision.

YES/NO (delete as applicable)

Name of worker:

Signature of worker:

Date:

Name of manager:

Signature of manager:

Date:

APPENDIX 4 - Useful Contact Numbers

Restored Designated Safeguarding Lead - Bekah Legg 07962269924

bekah@restored-uk.org

Restored Designated Safeguarding Officer - Jenni James 07754374843

jenni@restored-uk.org

Trustee Appointed Safeguarding Lead - Nathan McGuire nathan@thegodlyirritant.com

Child Protection – Some National Contact Details

Organisation	Tel	Website/ Email	Notes
Childline	0800 1111	www.childline.org.uk	24 hour line for children and young people to talk about things worrying them
NSPCC – Child Protection helpline	0808 800 5000	help@nspcc.org.uk	24 hour line for adults worried about the safety of a child
Stop it now!	0808 1000 900		Helpline for those worries about their own thoughts/ behavior towards children
Thirty One:Eight	0303 003 1111	E: info@ccpas.co.uk W: www.ccpas.co.uk	Offers help, information and advice to churches and other faith organisations.

Other forms of abuse/ exploitation – Some National contacts

Type of Abuse	Organisation	Number	Email/ Website	Notes
Domestic Violence	24 hr National DV helpline	0808 2000 247		
Spiritual Abuse	SAFE		webinfo@safeinchurch.org www.safeinchurch.org	An organization supported by Thirty One:Eight
Forced marriage and HBV	Forced Marriage Unit	020 7008 0151	Safe.met.police.uk	Website has links to other support organisations
Female Genital Mutilation	Foreign and Commonwealth Office	0207 008 1500	fgm@fco.gov.uk	If you are concerned that a British citizen may be taken overseas for the purpose of FGM
Female Genital Mutilation	NSPCC FGM helpline	0800 028 3550	fgmhelp@nspcc.org.uk	
Female Genital Mutilation	Forward		www.forwarduk.org.uk	: provide support, counselling and safe space for girls and women to talk about their FMG experiences.
Human Trafficking	NSPCC Child Trafficking Advice Centre	0808 800 5000	help@nspcc.org.uk	Monday – Friday 09:30am -4:30pm
Human Trafficking	Salvation Army Trafficking helpline	0300 3038151	www.salvationarmy.org.uk/rescue	24 hour/ 7 days a week. Call this number if you suspect someone is a victim of Human Trafficking.
Human Trafficking	NRM – National Referral Mechanism for		www.nationalcrimeagency.gov.uk	National Crime Agency gives more details on their website of referral agencies that can

	Human Trafficking			be used to support those affected by Human Trafficking
Sexual Exploitation	Beyond Support	0800 1337 870	www.beyondsupport.org.uk	Free call back service for women wanting to exit the sex industry. Open limited hours.