



Safeguarding Policy and Procedures

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Company Number: 07243226

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.

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Policy introduction

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.

About this Policy

This safeguarding policy and procedures sets out Restored's organisational commitment to safeguarding those we work with, support, engage with or otherwise come into contact with through our work. It provides the framework through which Restored seeks to ensure people are safe and are kept safe from harm and abuse. While Restored works primarily with women, safeguarding concerns may also arise in relation to children, adults at risk or others connected to those we support.

The policy and procedures include:

1. **Our safeguarding commitment:** our commitment to providing a safe and caring environment and protecting those connected with our work from abuse, neglect, exploitation and harm.
2. **Safeguarding responsibilities and procedures:** how to recognise, respond to, record and report safeguarding concerns, including concerns about children or adults at risk, and allegations against staff or volunteers.
3. **Safer working practices:** safer recruitment and selection, our code of behaviour, appropriate safeguarding training, and good practice for those working for or on behalf of Restored.
4. **Raising concerns:** named safeguarding contacts and clear procedures for raising concerns, including whistle-blowing where there are concerns about abusive, unsafe or unethical behaviour.

Using this policy at Restored

This policy applies to all trustees, employees, volunteers and others working for or on behalf of Restored. Everyone has a responsibility to

promote safeguarding and must familiarise themselves with this policy and follow the procedures relevant to their role.

Restored believes that everyone, no matter their sex, disability, racial or ethnic background, religious beliefs or sexual orientation, has the right to flourish and be safe.

Our commitment

Restored is committed to providing a safe and caring environment for those we work with, support and engage with. We acknowledge that anyone may experience abuse, neglect, exploitation or harm and that safeguarding concerns may extend to children, adults at risk, family members or others connected to those we support.

Our safeguarding procedures are adopted in accordance with statutory guidance, and we are committed to building 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 Thirtyone:eight.

Annual review and reporting

The CEO and trustees are committed to reviewing this policy annually, learning from experience and updating it in accordance with changes in law and good practice. Any necessary revisions will be incorporated into the policy and procedures and communicated to those working for or on behalf of Restored.

Excellence in safeguarding

Restored is committed to maintaining high standards of safeguarding. This includes rigorous recruitment and selection, clear safeguarding responsibilities, appropriate training, a written code of behaviour, effective procedures for responding to concerns, and accessible routes for raising safeguarding or whistle-blowing concerns.

Equality and diversity

The welfare of those we work with, support or otherwise come into contact with is paramount. Everyone has the right to equal protection from harm, regardless of age, disability, sex, gender identity, race, religion or belief, sexual orientation or any other characteristic.

We recognise that people's experiences, circumstances or personal characteristics may create additional vulnerabilities or barriers to safety and

support. We will communicate accessibly, make reasonable adjustments and respond sensitively to individual needs.

Consistent with our “think family” approach, we will consider whether a concern about one person indicates risks to children, adults at risk, family members or others. Cultural or religious considerations must never prevent an appropriate safeguarding response.

Legislative framework

This policy is underpinned by current safeguarding legislation and statutory guidance, including:

- Children Acts 1989 and 2004
- Children and Social Work Act 2017
- Working Together to Safeguard Children 2026
- Care Act 2014 and Care and Support Statutory Guidance
- Mental Capacity Act 2005
- Domestic Abuse Act 2021 and associated statutory guidance
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Sexual Offences Act 2003
- Female Genital Mutilation Act 2003
- Serious Crime Act 2015
- Modern Slavery Act 2015
- Counter-Terrorism and Security Act 2015
- Data Protection Act 2018 and UK GDPR
- current government information-sharing guidance
- current Charity Commission safeguarding guidance

This framework primarily reflects the law and safeguarding arrangements applicable in England. Where a concern relates to someone in Wales, Scotland, Northern Ireland or elsewhere, Restored will follow the relevant national and local safeguarding arrangements where applicable. Uncertainty about the correct reporting route must not delay emergency action, safeguarding advice or a necessary referral.

Where relevant to Restored’s work, we also have regard to the UN Convention on the Rights of the Child, the Core Humanitarian Standard and the Inter-Agency Standing Committee’s standards on protection from sexual exploitation and abuse.

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

Approved by and when	Restored Board - 18/09/2026
Next Review due	18/09/2027

Section 1: 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 Trustees through to every member of the organisation. It details the key points of the legal and the safeguarding context for those we work with, support, engage with or otherwise come into contact with through our work. It 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 ensure Restored remains a trusted voice in the VAWG sector.

In fulfilling our safeguarding responsibilities, Restored is committed to:

- **Preventing and responding to abuse:**

Everyone working for or on behalf of Restored has a responsibility to be alert to safeguarding concerns and to report any abuse that is disclosed, discovered or suspected in accordance with this policy and procedure. Restored will cooperate fully with statutory agencies where safeguarding concerns require their involvement.

- **Safer recruitment, support and supervision:**

Restored will exercise appropriate care in the recruitment and appointment of staff, volunteers, consultants and others working on its behalf. Appropriate safeguarding training, support and supervision will be provided according to role and responsibility.

- **Respecting children and adults at risk:**

Restored will promote a culture in which children and adults at risk are treated with dignity, listened to, respected and protected from abuse, exploitation, neglect and inappropriate behaviour.

- **Safer working practices:**

Restored is committed to maintaining working practices and organisational environments that promote the safety and wellbeing of children, adults at risk, survivors, staff and volunteers.

- **Taking concerns seriously:**

Safeguarding concerns will be responded to promptly, appropriately and proportionately. No member of staff, volunteer or consultant should assume that another person will report a concern.

The key safeguarding contacts at Restored are:

Designated Safeguarding Lead (DSL): Bekah Legg - bekah@restored-uk.org, 07962269924

Deputy DSL: Jenni James - jenni@restored-uk.org, 07754374843

Safeguarding trustee: Nathan McGuire - nathan@restored-uk.org

The DSL will take the lead in responding to safeguarding concerns and providing safeguarding advice. The Deputy DSL will support the DSL and act in their absence. The Safeguarding Trustee provides governance oversight and helps ensure that safeguarding arrangements are implemented effectively.

If you have any comments or queries about this policy and procedure, or wish to raise a safeguarding concern, please contact the DSL, Deputy DSL or Safeguarding Trustee.

Safeguarding governance and accountability at Restored

Safeguarding is everyone's responsibility. The Board of Trustees holds overall accountability for ensuring that safeguarding is embedded throughout Restored.

The Safeguarding Trustee, provides oversight at trustee level, ensuring that safeguarding policy and procedures are implemented, monitored and reviewed regularly.

The Designated Safeguarding Lead (DSL), has operational responsibility for safeguarding. This includes receiving and responding to concerns, seeking specialist advice, making referrals to statutory agencies, maintaining accurate records and providing guidance to staff and volunteers.

The Deputy DSL, supports this role and provides cover when required.

The CEO and senior leadership team support the implementation, resourcing and monitoring of safeguarding across Restored.

Managers promote safer working practices within their areas of responsibility and ensure that concerns are reported appropriately.

All trustees, employees, volunteers, consultants and others working for or on behalf of Restored must follow this policy, undertake safeguarding training appropriate to their role and report concerns without delay.

Putting our policy into practice:

- A copy of the safeguarding policy statement will be displayed permanently on our website
- Each staff member or volunteer will be given access to a copy of the safeguarding policy and procedures and will be asked to sign to confirm that they will follow them.
- A full copy of the policy and procedures will be made available on request
- The policy and procedures will be monitored and reviewed annually, and any necessary revisions adopted into the policy and implemented through our procedures.

Section 2: Safeguarding Procedures

What to do if abuse is suspected or disclosed: adults at risk

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	
• assaults: e.g. hitting, slapping, pushing, • misuse of medication • inappropriate restraint • inappropriate physical sanctions	• bruising, cuts, burns and/or marks on the body, clumps of hair loss • frequent injuries, unexplained falls • inconsistent or no explanation for injury • subdued or noticeable change in behaviour • signs of malnutrition • failure to seek medical treatment
Sexual Abuse	
• 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	• 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	
• 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	• unkempt appearance • poor personal hygiene • malnutrition and dehydration • infections • illness
Psychological Abuse	
• 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	• 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	
Domestic abuse covers the following: • 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). 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.	• 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	
• theft, fraud, internet scamming • 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	• fear of particular people • unable to make reasonable purchases • in debt (without reason) • unable to pay bills • unkempt looking • hungry
Modern Slavery	
• slavery • human trafficking • forced labour and domestic servitude, sexual exploitation, debt bondage	• 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	
• harassment • slurs or similar treatment because of: ○ race ○ gender and gender identity ○ age ○ disability ○ sexual orientation ○ religion	• withdrawn and isolated • anger, frustration, fear or anxiety
Organisational	

• 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	• 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.	• unsanitary conditions that pose risk • hoarding • non-attendance at health appointments • not taking prescribed and recommended medication.

What to do if abuse is suspected or disclosed: children

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' for children

The legal definition of 'safeguarding for children' 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.

Paramountcy 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 Domestic Abuse Act (2021) also identifies children as victims if they are in a household where domestic abuse is occurring, even if they are not the direct target of the abuse. If a concern is raised that a child may be in this position, safeguarding procedures will be followed.

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.	• bruising, cuts, burns, marks, fractures • inconsistent explanations or unexplained injuries • subdued, aggressive or noticeable change in behaviour
Physical harm may also be caused when a parent or carer fabricates the	• flinching, fear • covering up injuries • frequent medical visits

symptoms of, or deliberately induces, illness in a child.	
Sexual abuse	
Forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.	• 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	
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: - provide adequate food, clothing and shelter (including exclusion from home or abandonment) - protect a child from physical/emotional harm or danger	• 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

C. ensure adequate supervision (including the use of inadequate caregivers) D. ensure access to appropriate medical care or treatment E. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.	
Emotional abuse	
Persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.	• withdrawal, sullen, quiet • uncooperative and aggressive behaviour. • distress: tearfulness, anger • low self-esteem • insomnia • change of appetite, weight loss or gain • self-harm • isolation

Recognising 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. Current statutory guidance recognises spiritual abuse as a contributing factor to be acknowledged within domestic abuse.

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 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.

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

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. It's important to note that an arranged marriage is not necessarily a forced marriage, and that religious or cultural practices are not an excuse for forced marriage.

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 DSL should be informed the victim should be contacted as quickly as possible
- 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, or advise them to 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.

Abusive Teenage Partners

The main demographic Restored serves is adult women, however we may be contacted by teenagers who are experiencing domestic abuse or any of the other forms of harm listed above. The Office for National Statistics reports that 16-19 year olds are more likely to experience domestic abuse than any older age group.

More information on handling disclosures from under 18 can be found in the later section titled Responding to a safeguarding concern about a child or adult . Disclosures from teenagers aged 18 or above would be dealt with

in the same way as the procedure described in section Y (responding to disclosures from adults).

There is further information on supporting teenage victim/survivors of domestic abuse from [The Children's Society](#)

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
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: (a) in exchange for something the victim needs or wants, including attention and affection, drugs, alcohol, or gifts and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Children are often tricked and groomed into believing that the sexual activity is consensual, or they may be forced or intimidated. 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	• 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

be sexually exploited, by being moved around towns, cities or even internationally to be abused, often with more than one person. CSE does not always involve physical contact; it can occur through the use of technology. 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.	• having a new group of friends • hanging out with older people, other vulnerable people or antisocial groups, or a gang
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Grooming	
Definition	Signs & indicators
Grooming is when someone seeks to builds 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. 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. People who are groomed can be sexually abused, sexually exploited or abused in other ways. 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.	Child / vulnerable adult • 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 Groomer • 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)

Victims can be groomed online, in person or both. 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. People may not realise they have been groomed. They may have complicated feelings, like loyalty, admiration, love, as well as fear, distress and confusion.	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
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Human trafficking

Definition	Signs & indicators
Human trafficking is a crime that involves the movement of people by the use of force, fraud, coercion or deception, with the aim of exploiting them. It is a form of modern slavery. It involves transporting people across nations as well as trafficking around the UK. It can be for commercial, sexual and bonded labour. Three elements form part of trafficking: - the act of recruiting, transporting, transfer, harbouring or receiving persons - Use of the means of force, fraud, coercion, deception The purpose of exploitation.	• acts as if instructed by another • signs of physical or psychological abuse • 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'?

Criminal exploitation, child criminal exploitation (CCE) & county lines

Definition of criminal exploitation	Signs & indicators
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	• going missing, unexplained absence from school, college or work

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).	• 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 • self-harm or significant changes in emotional well-being • committing petty crimes like shop lifting or vandalism
Definition of county lines	
'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 that is taken over by a criminal gang (called cuckooing). 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. Children and vulnerable adults involved in criminal exploitation and county lines are also at risk of all other forms of abuse.	
Radicalisation & extremism	
Definition	Signs & indicators
Adults and children are exposed to information which may be considered radical or extreme.	• isolating self and spending time alone via social media

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.

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 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.

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

- 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
- 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'

responsibility to protect them from harm and becoming radicalised and/or being exposed to extreme views.	
Online safety	
Definition	Signs & indicators
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. 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. 'Sexting' or youth produced sexual imagery is the use of technology to share indecent images or videos of a sexual nature which young people have taken of themselves - sharing images of children in this way is illegal. Online safety can fall into these areas of risk: 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 Contact: subjected to harmful online interaction with other users e.g. adults posing as children or as 'friends', commercial advertising Conduct: personal online behaviour that increases causes harm, e.g. making,	• 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

sending and receiving explicit images, or online bullying. Further advice and guidance on this topic are on the websites of the NSPCC, CEOP, Internet Watch Foundation and the UK Safer Internet Centre.	
Female genital mutilation (FGM)	
Definition	Signs & indicators
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. 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 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. 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).	• 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 • severe pain, shock, bleeding, infections, organ damage, blood loss

Additional vulnerabilities

Some adults and children may be more vulnerable to abuse and neglect due to impairment and/or their life experiences. The Domestic Abuse Act 2021 Statutory Guidance lists the recognises the following additional vulnerabilities:

- Age
- Disability
- Sexual orientation and gender identity
- Gender and sex
- Pregnancy
- Race
- Immigration status and lack of access to public funds
- Alcohol, substance misuse and mental health

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.

Faith and religion

Faith can be a source of identity, strength and support. It can also increase vulnerability where religious beliefs, Scripture or spiritual authority are misused to justify abuse, demand obedience, impose silence, or pressure someone to forgive, reconcile or remain in an unsafe relationship.

A person may fear disbelief, exclusion from their faith community or damage to family and community reputation if they disclose abuse. Safeguarding concerns must not be minimised as religious or cultural matters. Staff should respond without stereotyping or imposing their own beliefs and must not involve a faith leader or community without the person's agreement unless sharing information is necessary and lawful to protect someone from harm.

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.

Survivors Network

- Email correspondence
- Screening calls
- Small group facilitation
- Facebook posts and/or correspondence; group members may disclose via:
 - Private Messages
 - Public posts
 - Direct contact with member of staff
- The Eve Community App
- 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

Online events

- Individuals may disclose abuse during training courses or other webinars

General

- Emails or phone calls to members of staff or volunteers
- Contact from perpetrators wanting information
- Zoom bombing
- Survivors being recognised on zoom calls
- Messages or comments on Restored's social media profiles

The most common safeguarding concern that arises within Restored is survivors of domestic abuse report that they are still living with a perpetrator in a household where children are also present.

Identifying the appropriate safeguarding response

Safeguarding concerns may arise in different ways and require different responses. A concern may fall within more than one of the following categories.

Domestic abuse disclosure from an adult

A disclosure of domestic abuse by an adult does not automatically meet the Care Act definition of an adult at risk. Restored staff and volunteers should listen, consider immediate safety, respect the adult's wishes and offer appropriate support, always referring to the DSL or DDSL. Staff and volunteers must also consider whether children or other people may be at risk.

Concern about an adult at risk

Adult safeguarding procedures apply where an adult:

- has care and support needs;
- is experiencing, or is at risk of, abuse or neglect; and
- is unable to protect themselves because of those needs.

The adult's views, wishes, mental capacity and any risks to others must inform the response.

Concern about a child

Any concern about the safety or welfare of someone under 18 must be considered under the child safeguarding procedure. This includes concerns about a child who sees, hears or experiences the effects of domestic abuse.

Concern about someone working for Restored

An allegation or concern that a trustee, employee, volunteer, consultant or other person acting on behalf of Restored has caused harm or may pose a risk of harm must be handled under the allegations procedure.

Safeguarding emergency

Where anyone is in immediate danger, has been seriously injured or requires urgent medical assistance, the emergency procedure must be followed.

If the appropriate response is unclear, advice should be sought promptly from the DSL or DDSL. Uncertainty must not delay emergency action.

How will Restored respond?

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 7 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 5).
- **Record** – Information disclosed must be recorded and stored correctly on Salesforce (See [Data Protection Policy](#)).

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
- all suspicions, observations and investigations should be kept confidential and shared only with those who need to know
- make notes within reasonable time (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
- These notes should be passed on to the DSL and stored securely in the appropriate folder in the Google Drive
- record dates and times of these events and when you made the record
- give the record to the DSL or if they are not available, the Deputy DSL) and they will contact the relevant people. If neither the DSL or Deputy DSL are present at an event, staff should contact the event Team Lead, who will pass the concern on to the DSL or deputy DSL.
- 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 the DSL (or in they are not available, the Deputy DSL) is the necessary priority
- do not attempt to manage the situation alone
- following correct procedure is in the child/ young person/vulnerable adult's best interests. A record should be made ASAP, giving accurate details of what the child/ young person/vulnerable adult 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
- Report the concern promptly in accordance with the section "Reporting and escalating a safeguarding concern".

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 5 to see how a concern will be dealt with.

Reporting and escalating a safeguarding concern

Safeguarding concerns must be reported promptly to the DSL. If the DSL is unavailable, the concern must be reported to the Deputy DSL. Urgent concerns should be reported immediately; other concerns should be reported as soon as possible and normally on the same working day.

Staff and volunteers do not need proof that abuse has occurred. Their responsibility is to report the information available and allow it to be assessed.

If neither safeguarding lead can be contacted, or waiting for an internal response could place someone at further risk, staff or volunteers may contact the relevant statutory agency directly. This may include:

- the police;
- local authority children's social care; or
- the local authority adult safeguarding team.

A concern must not be withheld because it does not involve physical or sexual abuse, because information is incomplete or because the person's address is not known.

If a concern relates to the DSL, it must be reported to the Deputy DSL and Safeguarding Trustee. Concerns relating to the Deputy DSL, CEO or a trustee must be reported through the alternative route identified in the allegations or Whistleblowing Policy.

Where someone disagrees with a decision not to refer a concern and reasonably believes that a person remains at risk, they may escalate the matter internally or contact the relevant statutory agency directly. The DSL should be informed as soon as it is safe and appropriate to do so.

All concerns, decisions, referrals and reasons for action or inaction must be recorded through Restored's safeguarding reporting procedure.

Confidentiality, consent and information sharing

Restored will handle safeguarding information confidentially and share it only with those who need it to protect people from harm. Information shared must be relevant, necessary, proportionate, accurate, timely and communicated securely.

Absolute confidentiality must never be promised. Where it is safe to do so, the person should be told what information may be shared, with whom and why.

Adults

Adults should be presumed to have capacity to make their own decisions unless there is reason to believe otherwise. Their views and wishes should be heard, and informed consent should normally be sought before sharing information.

Information may be shared without consent where there is a lawful and proportionate reason, including where:

- a child or another person may be at risk of harm;
- there is a risk of serious harm or a serious crime;
- coercion or fear may be affecting the person's decision;
- the adult lacks capacity and sharing is in their best interests; or
- disclosure is otherwise required or permitted by law.

Children

Consent is not required where sharing information is necessary to safeguard a child. The child's views should be heard and, where appropriate and safe, parents or carers should be informed.

Parents or carers must not be informed where doing so could increase risk, prejudice an investigation or place the child or another person in danger. Advice should be sought from children's social care or the police where necessary.

The DSL must record decisions about information sharing, including what was shared, with whom, the reason and whether the person was informed. Where there is uncertainty, specialist safeguarding or data-protection advice should be sought. Uncertainty about consent must not delay action in an emergency.

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 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 in the Safeguarding Google Drive 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 Google Drive.

Responding to a child or adult emergency

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: Consider immediate safety

Consider whether anyone is in immediate danger, has been seriously injured or requires urgent medical assistance.

If so, follow the **“Responding to a safeguarding emergency”** procedure and call 999 without delay.

Stage 2: Report and record the concern

Report the concern promptly to the DSL or Deputy DSL and complete Restored’s safeguarding reporting form as soon as possible.

Record:

- what was seen, heard or disclosed;
- the person’s own words where possible;
- the date, time and circumstances;
- any immediate action taken; and²
- any known risks to children, adults at risk or others.

Do not investigate or approach the person alleged to have caused harm.

Stage 3: Identify the appropriate safeguarding pathway

The DSL will consider whether the concern relates to:

- a domestic abuse disclosure from an adult who does not meet the Care Act definition of an adult at risk;
- an adult who may meet the Care Act safeguarding criteria;
- a child;

- an allegation about someone working for or on behalf of Restored; or
- more than one of these pathways.

A lack of complete information, including an address, must not prevent Restored from seeking advice or making a referral.

Stage 4: Decide and take appropriate action

For a domestic abuse disclosure from an adult, the DSL will consider immediate safety, respect the adult's wishes, provide appropriate information or signposting and consider whether children or others may also be at risk.

For an adult at risk, the DSL will consider the adult's views, wishes, capacity and desired outcomes. Where the Care Act criteria may be met, the DSL will contact the relevant local authority adult safeguarding team for advice or referral.

For a child, the DSL will consider the child's safety, views, age and understanding. Advice or referral should be sought promptly from the relevant local authority children's social care service or the police where required.

Consent and information sharing must be considered in accordance with the section **"Confidentiality, consent and information sharing."**

Stage 5: Record, follow up and escalate

The DSL must record:

- the decision and reasons for it;
- advice sought or received;
- information shared and the reason for sharing it;
- referrals made;
- agreed actions and responsible persons; and
- any required follow-up or review date.

If a referral is not accepted and concerns remain, the DSL should seek further discussion and use the relevant local authority escalation procedure where appropriate.

A decision to make no referral or take no further safeguarding action must also be recorded, together with the reasons.

Specific guidance for responding to disclosures from children

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, domestic abuse, FGM, forced marriage, fabricated or induced illness or other concerns.

Responding to allegations and concerns about those working for Restored

This procedure applies to trustees, employees, volunteers, consultants and others working for or on behalf of Restored. It also applies to concerns about former workers and conduct arising outside a person's Restored role.

A safeguarding concern may arise where someone has:

- harmed, or may have harmed, a child or adult at risk;
- possibly committed a criminal offence against, or related to, a child or adult at risk;
- behaved in a way that indicates they may pose a risk of harm;
- behaved in a way that may indicate they are unsuitable to work with children, adults at risk or survivors; or
- breached Restored's Code of Conduct or safer working practices.

Concerns about conduct or practice that do not initially meet the safeguarding allegation threshold must still be reported, recorded and reviewed so that patterns or escalating risks can be identified.

Stage 1: Report and protect

The concern must be reported immediately to the DSL. The person who is the subject of the concern must not be confronted or informed at this stage.

If the concern involves the DSL, CEO or a trustee, it must be reported to the Safeguarding Trustee or another trustee who is not involved. Concerns that cannot safely be raised internally may be reported through Restored's Whistleblowing Policy or directly to the relevant statutory agency.

If anyone is in immediate danger, call 999 before completing the internal reporting process.

Stage 2: Preserve information and manage immediate risk

The DSL or responsible trustee will:

- record the concern and any immediate action taken;
- consider the safety of the person affected and anyone else who may be at risk;
- preserve relevant records and information;
- restrict access to people, systems or information where necessary; and
- consider temporary changes to duties or working arrangements.

Equipment or records must not be searched, altered or removed in a way that could compromise evidence. Advice should be obtained from the police or relevant statutory agency where necessary.

Stage 3: Seek external advice

Before beginning an internal investigation, the DSL or responsible trustee will determine whether advice or referral is required from:

- the police, where a criminal offence may have been committed;
- the relevant local authority designated officer or equivalent arrangements, where the concern involves someone who works with children;
- the local authority adult safeguarding or position-of-trust arrangements, where an adult at risk may be affected; or
- another relevant regulator or professional body.

Where the local authority designated officer criteria apply, contact must be made without delay and within one working day.

Stage 4: Coordinate the internal response

Any internal process must be coordinated with statutory agencies so that it does not prejudice a police or safeguarding investigation.

Restored will obtain appropriate safeguarding and employment advice and ensure that:

- risks are managed throughout the process;
- confidentiality is maintained on a need-to-know basis;
- the matter is handled fairly and without avoidable delay;
- the person affected and the person who is the subject of the allegation receive appropriate information and support; and
- suspension is considered only where necessary to manage risk and is not treated as an indication of guilt.

Stage 5: Record the outcome and required action

Restored will record the outcome, supporting evidence, decisions and reasons. Depending on the circumstances, action may include changes to duties, further training or supervision, disciplinary action, dismissal or no further action.

The DSL and trustees will also consider whether the applicable criteria require referral or reporting to:

- the Disclosure and Barring Service;
- the Charity Commission;
- a professional regulator;
- a commissioner, funder or insurer; or
- another organisation with a legitimate safeguarding responsibility.

Further information about these reporting responsibilities is provided in **Appendix 2: Reporting to Regulatory Bodies and Commissioners**. Reports must be considered against the relevant legal or regulatory criteria and must not be treated as automatic in every case.

Anyone who raises a concern honestly and in good faith must not be disadvantaged because the concern is unsubstantiated or unfounded.

Additional arrangements following an allegation

Where a person leaves or does not cooperate

Restored will continue its safeguarding and employment processes as far as reasonably possible if the person who is the subject of an allegation:

- refuses to cooperate;
- resigns or otherwise stops working for Restored;
- is a former worker; or
- dies before the process is concluded.

A person leaving Restored does not remove any responsibility to make a safeguarding, regulatory or professional referral where the relevant criteria are met.

Communication and confidentiality

Information about an allegation must be restricted to those who need it to safeguard people, manage the process or fulfil Restored's legal and regulatory responsibilities.

The person affected should be kept appropriately informed, subject to their safety, confidentiality and any directions from statutory agencies. Where a child is involved, parents or carers should normally be informed unless doing so could increase risk or prejudice an investigation.

The person who is the subject of the allegation should have a named contact and be kept appropriately informed, subject to advice from the police, local authority or other investigating agency.

Any external or media communication must be coordinated by the CEO and trustees, with appropriate professional advice.

Settlement agreements and confidentiality clauses

A settlement agreement, confidentiality clause or non-disclosure agreement must never be used to conceal a safeguarding concern or prevent:

- a referral to a statutory agency, regulator or professional body;
- cooperation with an investigation;
- lawful whistleblowing; or
- the disclosure of information required by law.

Any proposed agreement relating to a safeguarding matter must be reviewed with appropriate legal and safeguarding advice.

Employment references

References must be accurate, fair and consistent with Restored's safeguarding, employment and data-protection responsibilities.

Restored must not omit relevant safeguarding information for the purpose of concealing risk. Decisions about including safeguarding information in a reference must be made with appropriate employment or legal advice.

Records

A clear record must be kept of:

- the allegation or concern;
- information and evidence considered;
- advice received;
- risk-management actions;
- decisions and reasons;
- the outcome; and
- any referrals or further action.

Records must be stored securely, accessed only on a need-to-know basis and retained in accordance with Restored's Data Protection and Records Retention policies. Corrections or additional information must be added without deleting or obscuring the original record.

Support and organisational learning

Restored will consider appropriate support for the person affected, the person who raised the concern, the person who is the subject of the allegation and others involved.

After the matter concludes, the DSL and trustees will consider whether any learning, training, supervision, risk-management or policy changes are required. Necessary improvements should be made promptly rather than waiting for the next annual policy review.

Safeguarding concerns affecting staff and volunteers

Restored recognises its duty of care to staff and volunteers who may experience abuse, neglect, exploitation or other harm in their personal or working lives.

If someone is in immediate danger, has been seriously injured or requires urgent medical assistance, follow the **“Responding to a safeguarding emergency”** procedure.

In other circumstances:

1. Listen to the person, take their concern seriously and consider their immediate safety.
2. Encourage them to speak with the DSL or Deputy DSL. If this is not appropriate, they may contact the Safeguarding Trustee, another uninvolved trustee or use Restored's Whistleblowing Policy.
3. Respect the person's views and choices, subject to the circumstances in which information may need to be shared to protect a child, an adult at risk or another person from harm.

4. Consider whether the concern identifies risks to family members, colleagues or others, in accordance with Restored's "think family" approach.
5. Offer appropriate information, signposting and workplace support in accordance with Restored's relevant employment and Domestic Abuse policies.
6. Record only the information necessary to explain the concern, decisions and actions taken. Records must be stored securely and accessed only by those who need the information.

A concern that a staff member, volunteer, trustee or other worker may have caused harm or poses a risk to others must be managed under **"Managing allegations and concerns about those working for Restored."**

Prevention and safer recruitment

Restored is committed to recruitment and selection practices that are fair, consistent and proportionate to the responsibilities and safeguarding risks of each role.

For employees, volunteers, consultants and trustees, Restored will:

1. Prepare a clear role description and person specification, including any safeguarding responsibilities.
2. Use an appropriate application and selection process.
3. Explore relevant experience, suitability, employment history and unexplained gaps.
4. Conduct interviews or suitability discussions involving at least two people where appropriate.
5. Verify identity and, for paid roles, the person's right to work in the UK.
6. Obtain appropriate references before confirming an appointment. References should normally include at least one person who knows the applicant in a professional capacity.
7. Consider additional checks where the person has lived or worked outside the UK.
8. Ensure the person understands and agrees to follow Restored's safeguarding policies and Code of Conduct.
9. Record recruitment decisions and store recruitment information securely in accordance with Restored's Data Protection Policy.

Assessment of roles and DBS checks

Every role will be assessed to identify its safeguarding risks and determine whether a DBS check is appropriate. This assessment will be particularly important where the role involves contact with those Restored works with, supports or engages with.

The assessment will consider:

- who the role involves contact with;
- the nature, frequency and circumstances of that contact;
- the activities and responsibilities carried out;
- whether contact takes place online or in person;
- the level of access to personal or sensitive information; and
- whether the role meets the legal eligibility criteria for a Standard, Enhanced or barred-list check.

Contact with a service user, child or adult at risk does not by itself establish eligibility for a Standard or Enhanced DBS check. Eligibility must be based on the actual activities and responsibilities of the role.

Where a DBS check is appropriate:

- a Basic DBS check may be considered where it is relevant and proportionate;
- a Standard or Enhanced check will be requested only where the role is legally eligible;
- a barred-list check will be requested only where legally permitted, including where the role involves regulated activity with children or adults; and
- the person must not begin the activities covered by Restored's DBS requirement until the appropriate check has been completed and considered.

When assessing roles involving children, Restored will apply the definition of regulated activity in force from 1 September 2026. Work must not be treated as falling outside regulated activity solely because the worker is supervised. The nature, frequency and circumstances of the activities must still be assessed against current DBS guidance.

For roles undertaken in Scotland or Northern Ireland, Restored will use the relevant arrangements provided by Disclosure Scotland or AccessNI.

DBS information will be handled and retained in accordance with Restored's Data Protection and DBS information-handling policies.

Trustees

Prospective trustees will be subject to appropriate identity, eligibility and disqualification checks. Trustees must sign Restored's Code of Conduct,

understand their safeguarding responsibilities and complete safeguarding training appropriate to their role.

Any DBS check for a trustee will depend on whether the trustee role or their other responsibilities meet the relevant legal eligibility criteria.

Appointment and supervision

Before beginning their role, employees, volunteers, consultants and others working for Restored will:

- receive a clear role description setting out their responsibilities and accountability;
- be given access to the Safeguarding Policy and relevant procedures;
- understand how to recognise and report a safeguarding concern; and
- confirm their agreement to follow Restored's safeguarding requirements and Code of Conduct.

Each person will have a named manager or other appropriate point of accountability. The level and frequency of supervision will reflect the nature of the role, its contact with those Restored supports and the safeguarding risks involved.

Paid employees will normally complete a six-month probationary period and meet regularly with their line manager. Safeguarding practice, concerns, training needs, workload and wellbeing should be discussed where relevant.

Team meetings may be used to review safeguarding practice and identify learning or areas requiring clarification. Information about individual safeguarding cases must be shared only where necessary and on a need-to-know basis.

Additional support and supervision should be considered following a safeguarding incident or where the nature of a person's work exposes them to distressing disclosures or material.

References

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

Working with partner organisations and at events

Before undertaking work with a partner organisation, Restored will carry out safeguarding checks proportionate to the nature and risk of the activity. This will include considering:

- the partner's safeguarding policy and reporting procedures;
- its named safeguarding contacts;
- safer recruitment arrangements where relevant;
- how allegations about workers are managed; and
- any previous or known safeguarding concerns relevant to the partnership.

Where Restored and another organisation jointly deliver an activity, their respective safeguarding responsibilities, reporting routes and information-sharing arrangements must be agreed and recorded in advance.

Where Restored is asked to handle disclosures

An event organiser may ask Restored to receive or help respond to safeguarding or domestic abuse disclosures because of Restored's specialist experience. Before accepting such a role, Restored and the organiser must establish a written safeguarding partnership agreement.

The agreement must:

- identify the safeguarding policy or framework that will apply;
- name the safeguarding lead for each organisation;
- define Restored's role in receiving, responding to and recording disclosures;
- state who is responsible for assessing concerns, making decisions and contacting statutory agencies;
- set out emergency and escalation procedures;
- establish how information will be shared, stored and protected;
- explain how allegations involving workers from either organisation will be managed; and
- identify responsibility for follow-up, communication and organisational learning.

Restored may provide specialist support, advice or an agreed route for receiving disclosures. However, Restored must not assume sole responsibility for safeguarding on behalf of an event organiser. The organiser retains responsibility for safeguarding within its event, including the conduct of its staff and volunteers and compliance with its legal and regulatory obligations.

Restored will remain responsible for concerns arising from its own work and representatives. If roles or reporting arrangements are unclear, Restored must seek clarification before accepting responsibility for handling disclosures.

Safeguarding arrangements at events

When Restored attends or contributes to an event hosted by another organisation:

- the host's safeguarding arrangements must be identified in advance;
- a Restored staff member will be identified as the safeguarding contact for Restored's staff and volunteers;
- the Restored contact will cooperate with the host's safeguarding lead; and
- concerns involving Restored's work or representatives must also be reported to Restored's DSL or Deputy DSL.

If the host does not respond appropriately to a concern, Restored must act within its own responsibilities, including seeking safeguarding advice or contacting the relevant statutory agency.

Safeguarding information must be shared only where necessary, proportionately and through secure channels.

Safeguarding training and learning

Restored will ensure that trustees, staff and volunteers receive safeguarding induction, learning and updates appropriate to their role, responsibilities and likely contact with survivors, children, adults at risk and others affected by Restored's work.

Everyone must be familiar with this policy and procedure, the Workers' Code of Conduct and the relevant reporting and recording arrangements. They must understand their responsibilities and be willing and able to apply them.

Safeguarding learning will equip people, as appropriate to their role, to:

- recognise possible indicators of abuse, neglect, exploitation, domestic abuse, online harm and radicalisation;
- respond calmly, sensitively and in a survivor-centred way;
- consider the safety and wellbeing of children and other family members through a "think family" approach;

- distinguish between adult domestic abuse support, statutory adult safeguarding, child safeguarding, concerns about a worker and an emergency;
- know when and how to report, record and escalate a concern;
- understand confidentiality, consent and lawful information sharing;
- maintain appropriate professional and digital boundaries; and
- know how to raise concerns about safeguarding practice within Restored.

Learning may be delivered through face-to-face or online training, briefings, supported reading, case discussions and other suitable learning opportunities. Regular safeguarding messages, newsletters and reminders will help embed safeguarding in Restored's day-to-day culture, but will not replace required induction or role-specific training.

Induction

All new trustees, staff and volunteers will receive safeguarding induction at the start of their role. Before undertaking unsupervised survivor-facing or other safeguarding-related duties, they must receive:

- this safeguarding policy and procedure;
- the Workers' Code of Conduct and relevant professional-boundary requirements;
- practical information about recognising, responding to, recording and reporting concerns;
- the current contact details for the DSL and Deputy DSL;
- instructions for responding to an emergency and for raising a concern where the usual internal reporting route is unavailable, inappropriate or may create delay or risk; and
- information about confidentiality, information sharing, whistleblowing and support available to them.

Induction for volunteers will be proportionate to their role and delivered through appropriate induction materials and team briefings. It must nevertheless provide every volunteer with a clear understanding of expected conduct, the limits of their role and how to report a concern.

Trustees, staff and volunteers will be required to confirm that they have received and understood the safeguarding information relevant to their role and agree to follow it.

Core safeguarding learning for staff and volunteers

All staff and volunteers will complete adult and child safeguarding learning appropriate to their role as soon as reasonably practicable and no later than six months after starting. The depth and method of learning may be

tailored according to the person's responsibilities, level of contact and the safeguarding risks associated with the role.

Core learning will be refreshed or updated annually. Additional learning will be provided sooner where there is a significant change in law, statutory guidance, Restored's activities or procedures, or where an incident, review or identified practice concern shows that further learning is required.

Training for the DSL and Deputy DSL

The DSL and Deputy DSL will complete role-specific adult and child safeguarding training as soon as reasonably practicable and no later than six months after taking up the role. Restored will ensure that appropriately trained safeguarding cover and access to specialist advice are available while a newly appointed DSL or Deputy DSL completes this training.

Their training and continuing professional development will include:

- assessing concerns and identifying the appropriate safeguarding pathway;
- domestic abuse, violence against women and girls and survivor-centred practice;
- child safeguarding and statutory adult safeguarding thresholds;
- making and escalating referrals and working with statutory agencies;
- contributing appropriately to multi-agency processes;
- emergency action;
- consent, confidentiality and lawful information sharing;
- safeguarding recording and information security;
- managing concerns and allegations involving trustees, staff, volunteers or others working on Restored's behalf;
- supporting those who raise or manage safeguarding concerns;
- safeguarding in online work and communications;
- learning from incidents, reviews and emerging risks; and
- promoting a safe, open and accountable safeguarding culture.

Formal role-specific training will be refreshed at least every two years. The DSL and Deputy DSL will also update their knowledge at least annually and whenever relevant law, guidance, local arrangements or organisational risks change.

Training for managers and those involved in recruitment or allegations

Any manager, trustee or other person who leads recruitment or makes decisions about a candidate's suitability will complete appropriate safer recruitment training before undertaking that responsibility. Refresher or additional learning will be provided when relevant law, guidance or Restored's recruitment procedures change.

Managers, trustees or others who may commission, oversee or undertake an internal process concerning an allegation against a trustee, member of staff, volunteer or other person working on Restored's behalf will receive appropriate training, advice or specialist support before acting. This will include preserving evidence, avoiding interference with any statutory investigation, maintaining confidentiality, supporting those affected and considering relevant employment, regulatory, barring and Charity Commission reporting processes.

Safeguarding governance learning for trustees

All trustees will receive safeguarding governance learning during induction and refresher training at least every two years. They will also receive updates following material changes in law or guidance, significant changes to Restored's work, or relevant learning from a safeguarding incident or review.

Trustee learning will cover:

- the board's collective safeguarding responsibilities;
- safeguarding risk identification and oversight;
- creating and assuring a safe organisational culture;
- oversight of safeguarding policies, practice, training and resources;
- responding to allegations involving senior leaders or trustees;
- oversight of online and survivor-facing activities;
- the role and independence of the DSL, Deputy DSL and Safeguarding Trustee; and
- the criteria for reporting serious incidents and making any other required external referrals.

The Safeguarding Trustee will receive additional role-specific learning sufficient to provide informed oversight, constructive challenge and support. Delegating operational responsibilities to the DSL, Deputy DSL or Safeguarding Trustee does not remove the board's collective responsibility for safeguarding.

Training records and assurance

Restored will maintain a safeguarding training record showing:

- the learning required for each role;
- induction and training completed;
- completion dates;
- the course, provider or form of learning;
- any assessment or confirmation of understanding;
- renewal or review dates; and
- action taken where required learning is overdue.

Restored will periodically evaluate whether safeguarding learning is current, relevant and effective. This may include feedback, supervision, case discussions, practice scenarios, audits and learning from concerns, incidents and reviews.

Workers' Code of Conduct

This Code applies to all trustees, staff, volunteers, contractors and others acting on Restored's behalf, whether in person, by telephone or online.

All workers must:

- follow this policy, the Workers' Code of Conduct, relevant organisational policies and the requirements of their role;
- complete the safeguarding induction and training required for their role;
- treat everyone with dignity, respect, fairness and compassion;
- communicate in a way appropriate to the person's age, understanding, needs and circumstances;
- listen carefully without making assumptions, blaming or judging;
- remain aware of their language, tone, body language, professional power and the effect of their behaviour;
- maintain clear professional boundaries and avoid discriminatory, intimidating, sexualised, exploitative or otherwise inappropriate conduct;
- work within their role, competence and authority, seeking advice when necessary; and
- report safeguarding concerns, boundary breaches and unsafe practice promptly.

Survivor-centred and faith-sensitive practice

Workers must respect a survivor's autonomy and must not pressure them to leave or remain in a relationship, report to the police, reconcile, forgive or follow a particular course of action.

Workers must not:

- investigate an allegation or seek unnecessary details;
- contact an alleged perpetrator or other person without appropriate authority and consideration of the risks;
- initiate or pursue a sexual, romantic, financial or exploitative relationship with someone currently receiving support;
- use information, access or influence gained through Restored for personal benefit;
- share personal contact details or develop private relationships through their work; or

- offer advice outside their role or professional competence.

Prayer or other faith-based support may be offered only where appropriate and freely chosen. Faith, Scripture, forgiveness, reconciliation or spiritual authority must never be used to blame, pressure or silence a survivor, justify or minimise abuse, encourage someone to remain in danger, or delay safeguarding action.

Online and telephone contact

Workers must:

- use Restored-approved accounts, platforms and communication routes;
- maintain agreed boundaries about the purpose, timing and frequency of contact;
- not move work-related contact to personal accounts or connect privately through social media;
- check that it is safe to leave messages or send communications where a person's device may be monitored;
- protect personal information, meeting links, passwords and people's identities and locations;
- not make unauthorised recordings, photographs or screenshots; and
- not upload confidential or safeguarding information to an unapproved digital or artificial-intelligence service.

Any planned contact with a child or adult at risk must follow the agreed risk assessment, supervision, consent and communication arrangements. Workers must not communicate privately with a child through a personal account or device.

Responding to a concern

A worker who receives a disclosure, witnesses an incident or has a safeguarding concern must:

1. Call 999 if someone is in immediate danger or needs urgent medical assistance.
2. Listen calmly and take the person seriously. Do not promise complete confidentiality, ask leading questions or investigate.
3. Report the concern promptly in accordance with this policy. Contact the DSL or Deputy DSL, using an alternative or direct external route where internal involvement or delay could create risk.
4. Make an accurate record as soon as possible using Restored's approved safeguarding-recording process. Include what was seen, heard or disclosed, the person's own words where possible, the people present and any action taken. Distinguish clearly between fact, observation, reported information and opinion.

5. Preserve relevant messages or other evidence securely and share information only with those who need it for safeguarding or another lawful purpose.

Each worker who witnessed, heard or responded to an incident must make their own factual record. Workers must not produce an agreed shared account or alter their recollection to match another person's.

Concerns about conduct

Workers must report allegations, boundary breaches, unsafe practice and other concerns about anyone acting on Restored's behalf. This includes apparently minor concerns, conduct outside work that may affect suitability, and concerns about senior leaders, trustees or safeguarding officers.

Workers must also report any action of their own that may have caused harm, breached a boundary or reasonably be open to misinterpretation. No person will be disadvantaged for raising a genuine concern in good faith.

A breach of this Code may result in disciplinary, contractual or volunteer-management action and, where the relevant criteria are met, referral to an appropriate statutory, regulatory or professional body.

Appendix 1 - Safeguarding Form

Safeguarding reporting form

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

DSL: Bekah Legg - bekah@restored-uk.org or 07962 269924

ThirtyOne: Eight - Call 0303 003 1111 and choose the safeguarding helpline in the options

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	☐	N	☐
Y	☐	N	☐
Y	☐	N	☐

Person asked their view on what they would like to happen

Person informed of the duty to pass the information on

Police were contacted in an emergency

Y ☐ N ☐

Actions taken already as a result of the safeguarding concern These could include: No further action Signposting for other sources of support Referral to Local Authority Adult or Children Social Care department by the DSO	
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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.

Future actions agreed with DSO or DSL including reason.	1. 2. 3. 4.
Date of confirmation letter to MASH This must be within 24 hours of the initial referral This should be sent to the relevant authority	
Date of acknowledgement from MASH	

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 – Useful Contact Numbers

Restored Designated Safeguarding Lead - Bekah Legg 07962269924
bekah@restored-uk.org

Restored Deputy Designated Safeguarding Lead - 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 Human Trafficking		www.nationalcrimeagency.gov.uk	National Crime Agency gives more details on their website of referral agencies that can be used to support those affected by Human Trafficking
Sexual Exploitation	Beyond Support	0800 1337 870	www.beyonddsupport.org.uk	Free call back service for women wanting to exit the sex industry. Open limited hours.

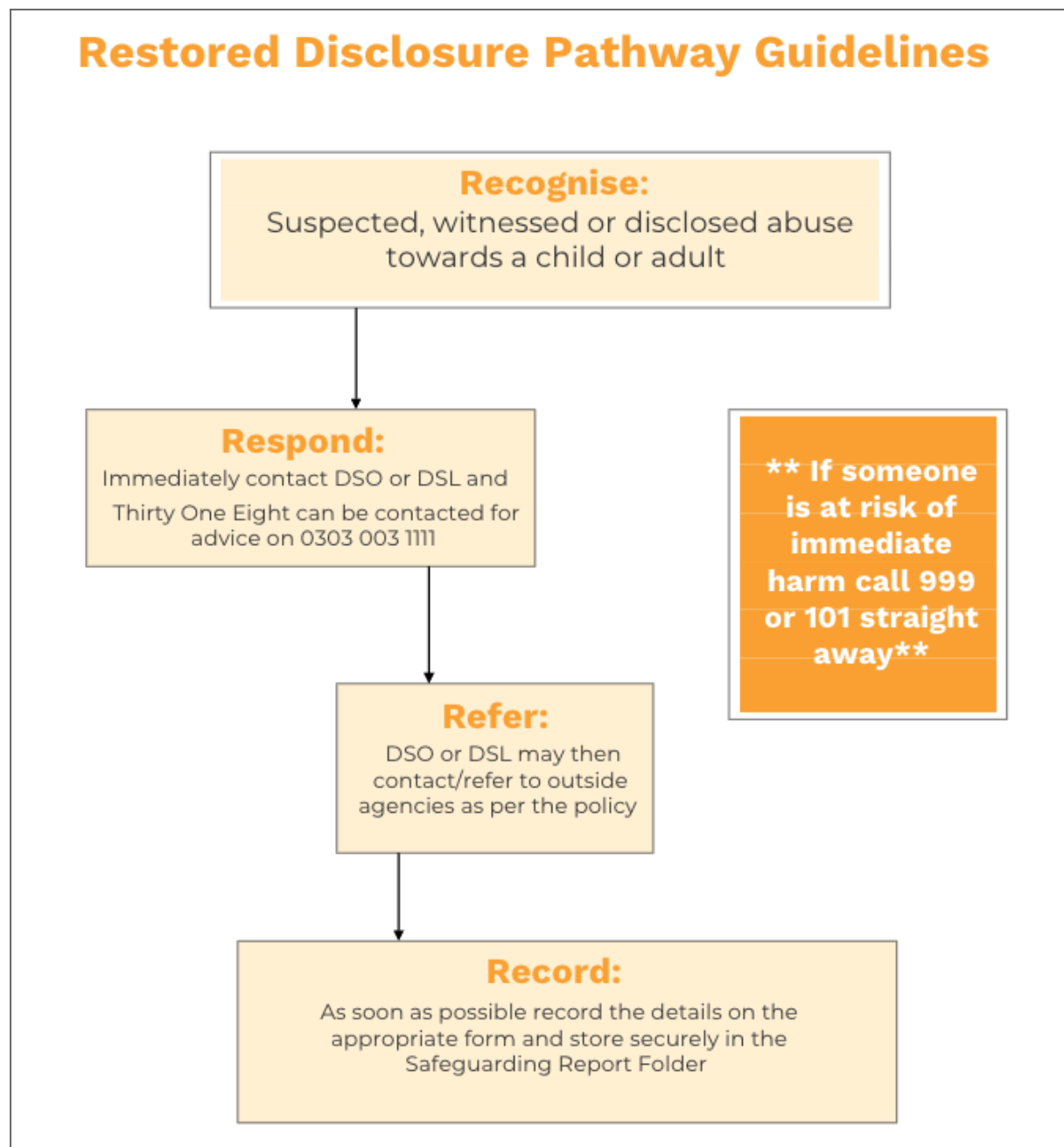
Appendix 4 – Staff training confirmation

All staff will receive annual training on safeguarding and the procedures explained in this policy. New staff members and volunteers will receive training as part of the onboarding process.

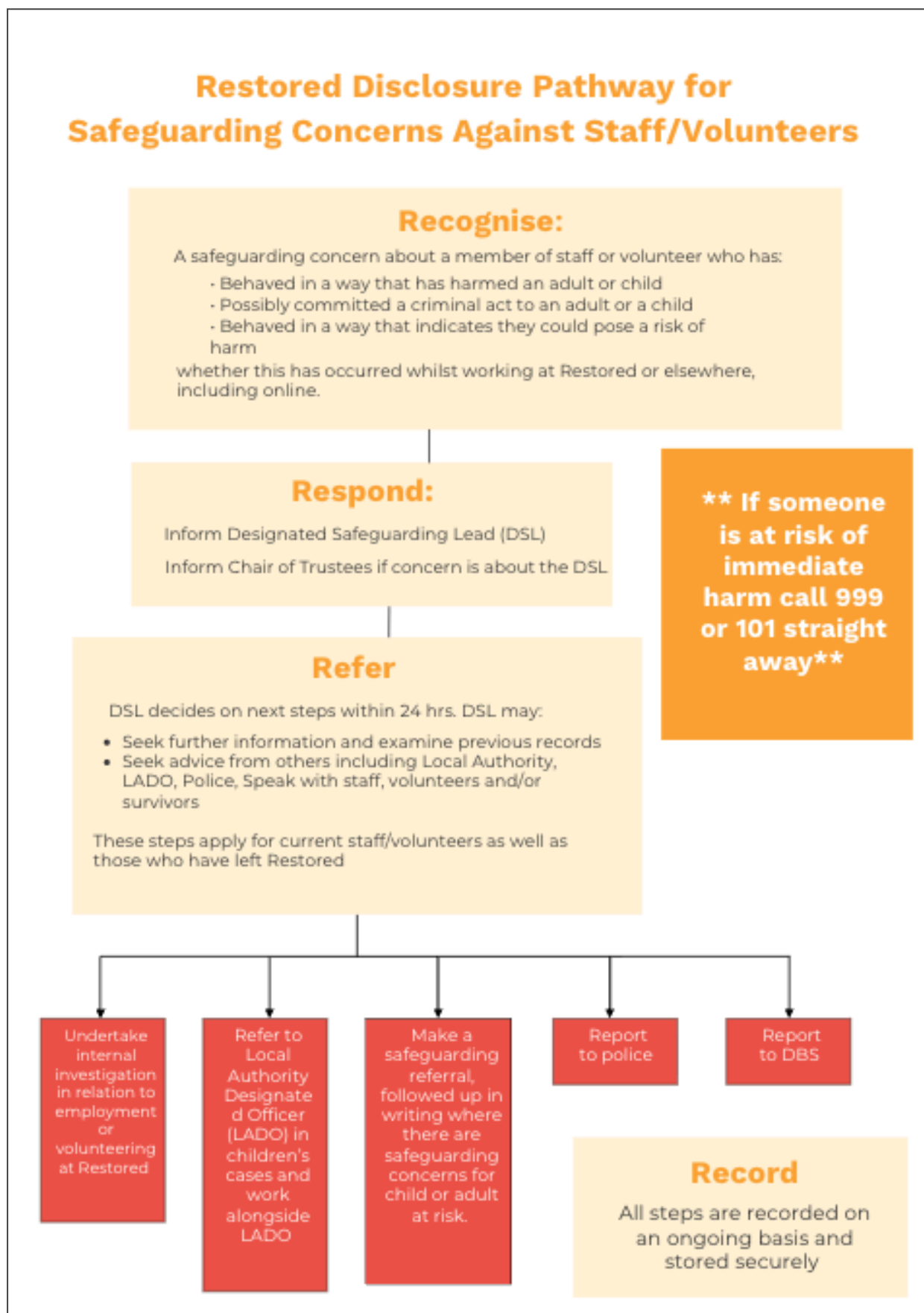
Completion of the training for new starters and existing staff members will be monitored via the Google Classroom, and each staff member and volunteer will complete the following Google form to demonstrate that the training has been completed:

- [New starter Google Classroom](#)
- [Refresher training classroom](#)
- [Refresher Safeguarding quiz/training confirmation form](#)
- [New starter quiz/training confirmation form](#)

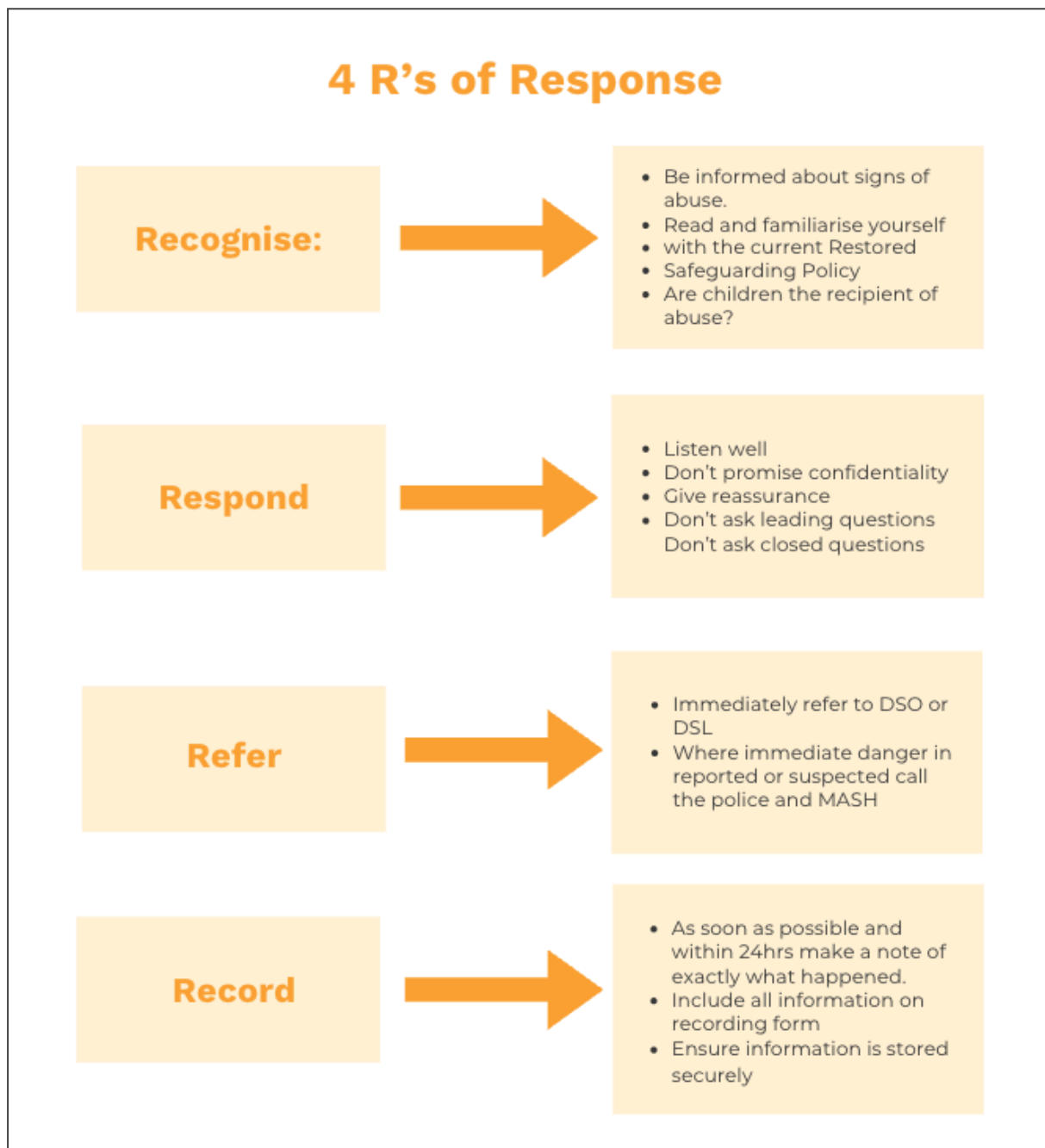
Appendix 5 - Flowchart for managing disclosures



Appendix 6 – Flowchart for allegations against staff



Appendix 7 - 4 R's of Response



Potential appendices to add follow 8th June SG meeting:

- Simple risk assessment questions to help decision make in the moment and have some thresholds for when we cross
- Guidance for video calls/calls with survivors? How to warn about confidentiality caveats etc?