



**Joint Safeguarding Children & Vulnerable Adults Policy**

## **Safeguarding Children Policy and Procedure**

### **Policy Statement**

Gilgal Birmingham (Gilgal) aims to ensure that all women and children experiencing domestic abuse, and those at risk, have a safe place to live.

Gilgal empowers women and their children through the provision of confidential and targeted support, training and opportunities for healing and growth that enables them to achieve a new independence and confidence.

The purpose of this Policy Statement is:

- To protect children and young people who use our services from abuse and harm.
- To provide staff and volunteers, as well as children and young people and their mothers/carers with the overarching principles that guide our approach to child protection.

This Policy applies to anyone working on behalf of Gilgal, including senior managers, the Trustees, paid staff, volunteers, sessional workers, agency staff and students.

### **Gilgal recognises that:**

- The welfare of children is paramount in all the work we do and in all the decisions we take, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation and that all children and young people have an equal right to protection from all types of harm or abuse.
- Some children and young people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working together in partnership with children, young people, their mothers, carers and other agencies is essential in order to ensure that children and young people remain safe from harm and ensures that statutory guidance is being followed.

### **Definition of Child Abuse:**

NSPCC definition of child abuse states that child abuse happens when a person – child or adult – harms a child.

### **Types of Abuse include:**

- Neglect.
- Emotional Abuse.
- Child Trafficking and Modern Slavery.
- Child sexual abuse.
- Harmful sexual behaviour.
- Child sexual exploitation.
- Bullying.
- Sexting.
- Physical abuse.
- Domestic Abuse.
- FGM
- Peer-on-peer sexual abuse.

## Recruitment and Selection

- Gilgal will continue to follow the procedures of our Recruitment and Selection Policy when recruiting new staff and volunteers.
- Policies included in the Application Pack will be regularly updated, within the 3yr review process.
- A completed Application Form process will be followed in order for Candidates to be considered for interview.
- All references will be followed up before the start of new staff and volunteers.
- Enhanced DBS Certificates will be obtained and approved before commencement.

## Training and Induction

- All recruits will be required to undergo a full induction into our organisation. This will include reading and digesting all Policies and Procedures relevant to their role.
- Ensure all Safeguarding Policies and Procedures are read and responsibilities understood.
- Complete an Induction Review on the completion of the Induction.
- Arrange mandatory training to be undertaken at the earliest opportunity, availability of training permitting.
- As part of the induction process, identify any additional training and development needs outside of the mandatory training requirement.

## Staff Responsibilities

- Safeguarding is the responsibility of all staff and volunteers and as an organisation Gilgal takes safeguarding *everyone* seriously.
- Staff and volunteers must become familiar with the name and contact details of the Designated Safeguarding Lead (DSL), Deputy and Safeguarding Champion (Safeguarding Team) (all have been trained to DSL level). Details of these individuals will be found at the end of this Policy.

- Reassure those concerned and make the situation safe, contact emergency services if necessary.
- Report all safeguarding concerns to the Safeguarding Lead as outlined in this Policy, as a matter of urgency then refer to external agencies if necessary.
- Ensure that an accurate record is made using the internal electronic Safeguarding Concern Form (found in the Safeguarding Folder on the internal Shared Drive) is completed immediately after a concern is raised. Any record should be stored securely.
- All staff and volunteers should adopt child protection and safeguarding best practice through our Policies and Procedures and Code of Conduct.
- All staff and volunteers must remain vigilant and take all safeguarding concerns raised seriously.
- Staff and volunteers are responsible to ensure that Safeguarding Training is kept updated and liaise with their line manager to ensure training is undertaken.
- All staff and volunteers must value, listen to, and respect all children and young people.
- Maintain an anti-bullying environment and ensuring that staff and volunteers deal effectively with any bullying that may arise.
- Staff and volunteers are expected to record, store and use information professionally and securely, in line with data protection legislation and guidance.
- Make sure that children, young people and their mothers/carers know where to go for help if they have a concern.
- Ensure that complaints and whistleblowing measures are followed.
- Ensure that staff and volunteers maintain a safe physical environment for our children, young people, mothers/carers, staff and volunteers by applying health and safety measures in accordance with the law and regulatory guidance, during their work.
- Take responsibility for their own health and safety whilst at work and out on Service User and organisation business.
- Building and maintaining a safeguarding culture where staff and volunteers, children, young people and their mothers/carers, treat each other with respect and are comfortable about sharing concerns.
- Follow the Reporting Concerns Flowchart included in this Policy document below.

## Covid-19 Pandemic

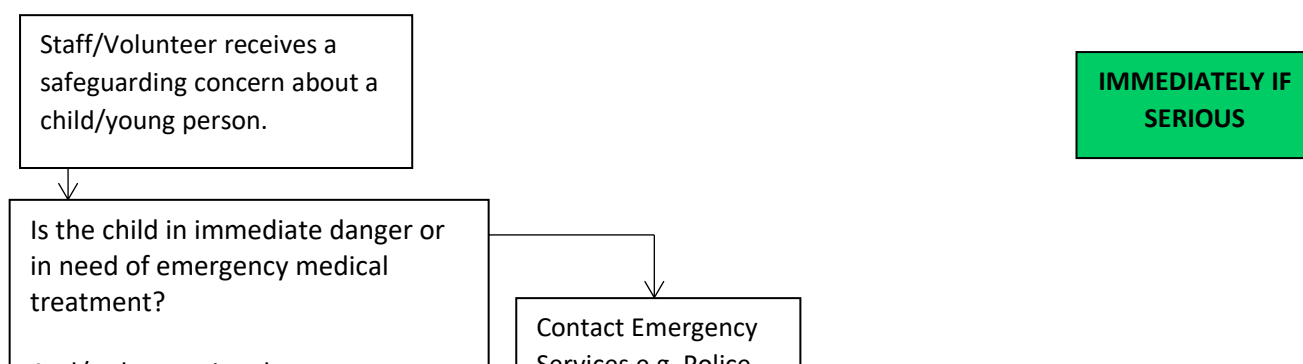
During the current Covid-19 pandemic, staff have been asked to be more vigilant and observant of behaviour changes in children and young people. This is to ensure that any emotional deterioration in mental well-being is addressed at the earliest opportunity and that where necessary, referrals are made to specialist services for appropriate support.

Where there are delays in accessing external specialist services our Children, Young People and Family Workers and in-house Mental Health and Well-being Worker will work together to provide as much support as is reasonably practicable.

Any support given will be observant of government guidelines around the wearing of appropriate PPE and maintaining social distancing. Where necessary, this may involve virtual support.

In an emergency, the Police and other emergency services will be called.

## Gilgal Birmingham Staff Reporting Procedure (Children) - Flowchart



Possible Outcome:

- a) The child needs immediate protection.
- b) A Section 47 enquiry is required by Social Care Team if they have reasonable cause to suspect a child is suffering or likely to suffer significant harm.
- c) A Section 17 enquiry is required if Social Care Team believe the child needs extra help from professionals or services.
- d) No formal assessment is required.

Whatever the outcome, our DSL will be informed of the decisions made, by a member of the Social Care Team.

## Supporting Documents

It is a requirement that the following documents (see internal shared drive for latest electronic copies) should be read in conjunction with this Safeguarding Policy.

- Anti-bullying Policy
- Equal Opportunities and Anti-discrimination Policy
- Recruitment and Selection Policy
- Data Protection
- Code of Practice
- Professional Boundaries
- Health & Safety
- Complaints Procedure
- Whistleblowing Policy and Procedure

## In-house Safeguarding Contact Details to raise Concerns are:

### Designated Safeguarding Officer

**Name:** Sanja Kalik **Tel:** 07471 479670  
**Email:** [Sanja.kalik@gilgalbham.org.uk](mailto:Sanja.kalik@gilgalbham.org.uk) 0121 773 1431

### Management Committee Safeguarding Officer

**Name:** Ken Hazel **Tel:** 07967 739933  
**Email:** [ken.hazel@gilgalbham.org.uk](mailto:ken.hazel@gilgalbham.org.uk)

## Direct Referrals should be made to:

- Birmingham City Council Children's Advice and Support Service (CASS)  
**Online Referral Form:** [www.birminghamchildrenstrust.co.uk](http://www.birminghamchildrenstrust.co.uk) or,
- Birmingham Children's Social Care (Multi Agency Safeguarding Hub - MASH)  
**Tel:** 0121 -303 1888 or,
- Birmingham Emergency Out-of-Hours  
**Tel:** 0121 675 4806 or,

- The LADO - Local Authority Designated Officers Team (Management of Allegations against Person in a Position of Trust (POT)  
**Tel:** 0121 675 1669  
**Email:** [Ladoteam@birminghamchildrenstrust.co.uk](mailto:Ladoteam@birminghamchildrenstrust.co.uk)
- Police or other emergency services – **999**

## Policy Review

This Policy will be reviewed annually.

# Gilgal Birmingham

## Safeguarding Vulnerable Adults Policy and Procedure

### Policy Statement

Gilgal Birmingham (Gilgal) aims to ensure that all women experiencing domestic abuse, and those at risk, have a safe place to live.

Gilgal empowers women through the provision of confidential and targeted support, training and opportunities for healing and growth that enables them to achieve a new independence and confidence.



## The purpose of this Policy Statement is:

- To protect vulnerable adults who use our services from abuse and harm.
- To provide staff and volunteers, as well as all our service users with the overarching principles that guide our approach to protecting vulnerable adults.

This Policy applies to anyone working on behalf of Gilgal, including senior managers, members of the management committee, paid staff, volunteers, sessional workers, agency staff and students.

## Policy

### Gilgal recognises that:

- The main legislation which underpins our work with vulnerable adults in refuge is the Care Act 2014.
- The welfare of vulnerable adults is paramount, and Gilgal takes safeguarding *everyone* seriously in all the work we do and in all the decisions we take, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation and that all vulnerable adults have an equal right to protection from all types of harm or abuse.
- Some vulnerable adults are additionally vulnerable because of the impact of previous experiences, their level of disability or dependency, communication needs or other issues.
- Working in partnership with vulnerable adults, carers and other agencies is essential in promoting the welfare of vulnerable adults.
- The Mental Capacity Act (2005) – reminds us to take into account the ability of service users to make informed choices about way they want to live and risks they want to take.

### Definition of a Vulnerable Adult:

“adults with care and support needs” – comes from Care Act 2014

### Definition of Safeguarding Adults:

Safeguarding adults is about stopping or preventing abuse or neglect of adults with care and support needs.

### Types of Abuse include:

1. **Physical Abuse** – This relates to any form of malpractice involving an individual’s physical wellbeing. May include hitting, slapping, pushing, kicking but can also extend to misuse of medication, inappropriate use of restraint or inappropriate sanctions.
2. **Emotional/ Psychological Abuse** – Usually a repeated form of verbal abuse, where an individual is subjected to verbal abuse, emotional abuse, threats,

deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, isolation or withdrawal from services or supportive networks.

3. **Financial Abuse** – Where someone in a caring role misuses the finances of the individual they care for. May include theft, fraud, exploitation, pressure in connection with wills, property of inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. This could be for personal gain or in a way originally intended to help the adult, using the adult's money without their consent.
4. **Sexual Abuse** – If the adult in need of social care is subjected to sexual activity that they did not or could not consent to, including anything from inappropriate touching to rape, the perpetrator is guilty of sexual abuse.
5. **Organisational Abuse** – This is defined as a service or agency putting its own needs before those of the service users. It includes a failure to ensure the necessary safeguards are in place to protect adults and maintain good standards of care in accordance with individual needs, including training staff, supervision and management, record keeping and liaising with external services.
6. **Neglect** – Failure to provide access to appropriate health, social care or educational services, the withholding of the basic necessities in life. Extreme cases can lead to irreparable psychological damage and even death.
7. **Discriminatory Abuse** – May include racist, or sexist remarks or comments based on a person's impairment, disability, age, religion or illness, and other forms of harassment, slurs or similar treatment.
8. **Domestic Violence** – May be defined as an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, Psychological and/or emotional abuse, Financial or economic abuse, Harassment and stalking, Online or digital abuse and Honour Based violence.
9. **Modern Slavery** – Another new category, the use of individuals working for little or no wages is now the business of the Safeguarding Adults Boards across the country. This could be perpetrated by care service employers, the adult in need to care themselves, a support worker or someone connected to that person.
10. **Honour Based Abuse** - Honour based abuse is a crime or incident committed in order to protect or defend the family or community 'honour', this may include forced marriages, honour crimes and Female Genital Mutilation.
11. **Self-Neglect** – A newly defined form of abuse, self-neglect is a condition affecting behaviour, where the individual refuses to attend to their personal care and hygiene, their environment or even refusal of care services offered to them. Support workers should be educated on this condition and must be prepared to work with the individual to improve their situation.

12. **Radicalisation** - This can be a type of process that causes someone to adopt radical positions on political and social issues which, a third party who often has their own agenda, exploits the vulnerability or susceptibility of an individual or a group towards crime or terrorism.

In all these areas intervention may be necessary by external services. In the event of such instances occurring whilst in refuge at Gilgal, a member of our Safeguarding Team should be informed immediately, and a written record of the circumstances made at the earliest opportunity.

## Recruitment and Selection

- Gilgal will continue to follow the procedures of our Recruitment and Selection Policy when recruiting new staff and volunteers.
- Policies included in the Application Pack will be regularly updated, within the 3yr review process.
- A completed Application Form process will be followed in order for Candidates to be considered for interview.
- All references will be followed up before the start of new staff and volunteers.
- Enhanced DBS Certificates will be obtained and approved before commencement.

## Training and Induction

- All recruits will be required to undergo a full induction into our organisation. This will include reading and digesting all Policies and Procedures relevant to their role.
- Ensure all Safeguarding Policies and Procedures are read, and responsibilities understood.
- Complete an Induction Review on the completion of the Induction.
- Arrange mandatory training to be undertaken at the earliest opportunity, availability of training permitting.
- As part of the induction process, identify any additional training and development needs outside of the mandatory training requirement.

## Staff Responsibilities

1. **Reassure** - make the situation safe, contact emergency services if necessary.
  2. **Report** - to Safeguarding Lead, then external agencies if necessary (see flowchart below).
  3. **Record** – make a clear accurate record and store securely.
- Safeguarding vulnerable adults is the responsibility of all staff and volunteers.
  - All Staff to have a good understanding of what is termed ‘informed consent’ which is an agreement to do something or to allow something to happen, made

with complete knowledge of all relevant facts, such as the risks involved or any available alternatives.

- Staff and volunteers must become familiar with the name and contact details of the Designated Safeguarding Lead (DSL) and Deputy (Adult Safeguarding Team). Details of these individuals will be found at the end of this Policy.
- Ensure that an internal electronic Safeguarding Concern Form (found in the Safeguarding Folder on the internal Shared Drive) is completed immediately after a concern is raised.
- All staff and volunteers should adopt safeguarding vulnerable adults' best practice through our Policies and Procedures and Code of Conduct.
- All staff and volunteers must remain vigilant and take all adult abuse concerns seriously.
- Staff and volunteers are responsible to ensure that Adult Abuse and Safeguarding Vulnerable Adults Training is kept updated and liaise with their line manager to ensure training is undertaken.
- All Staff should create and maintain a culture of sensitivity and responsiveness that respects individuality.
- All staff and volunteers must value, listen to and respect all vulnerable adults.
- Ensure that where there are adults whose first language is not English, an independent Interpreter speaking the spoken language of the adult is arranged to enable adults to speak freely and clearly about concerns. The purpose is to ensure that the adult is fully understood by Staff and volunteers and, to ensure that the adult fully understands the responses given in return.
- Support and encourage vulnerable adults to make their own decisions, with informed consent.
- Adopt the least intrusive response to the presenting risk, whilst supporting those in great need.
- Continue to work in partnership with our local communities and the women in our refuge to prevent, detect and report neglect and abuse.
- Maintain an environment free from abuse and ensuring that staff and volunteers deal effectively with all allegations of abuse.
- Staff and volunteers are expected to record, store, and use information professionally and securely, in line with data protection legislation and guidance.

- Make sure that vulnerable adults in refuge at Gilgal know where to go for help if they have a concern.
- Staff and Management Committee members complete PREVENT training provided through Counter Terrorism Policing (CTP) West Midlands.
- Ensure that complaints and whistleblowing measures are followed.
- Ongoing risk assessments regarding situations where staff will need to lone work. Taking into consideration location safety, any client risk to themselves and any other additional factors. Wearing safety pendant provided when lone working and to be used in the case of an emergency. Staff to check out with a member of the Management Team after shift or session ends. Staff ensuring, they are up to date with updated risk assessment which, will highlight whether the risk assessment is appropriate for them to work alone with various individuals.
- Ensure staff and volunteers maintain a safe physical environment for our vulnerable adults, staff and volunteers by applying health and safety measures in accordance with the law and regulatory guidance, during their work.
- All Staff must take responsibility for their own health and safety whilst at work and when out on Service User and organisation business.
- Build and maintain a safeguarding culture where staff, volunteers and vulnerable adults treat each other with respect and are comfortable about sharing concerns.

## Supporting Documents

It is a requirement that the following documents (stored electronically on the internal shared drive) should be read in conjunction with this Adult Safeguarding Policy

- Adult Abuse Policy
- Equal Opportunities and Anti-discrimination Policy
- Domestic Abuse Policy
- Recruitment and Selection Policy
- Data Protection
- Code of Practice
- Professional Boundaries
- Health & Safety
- Complaints Procedure
- Whistleblowing Policy and Procedure

## Covid-19 Pandemic

During the current Covid-19 pandemic, staff have been asked to be more vigilant and observant of behaviour changes in our service users. This is to ensure that any emotional deterioration in mental well-being is addressed at the earliest opportunity and that where necessary, referrals are made to specialist services for appropriate support.

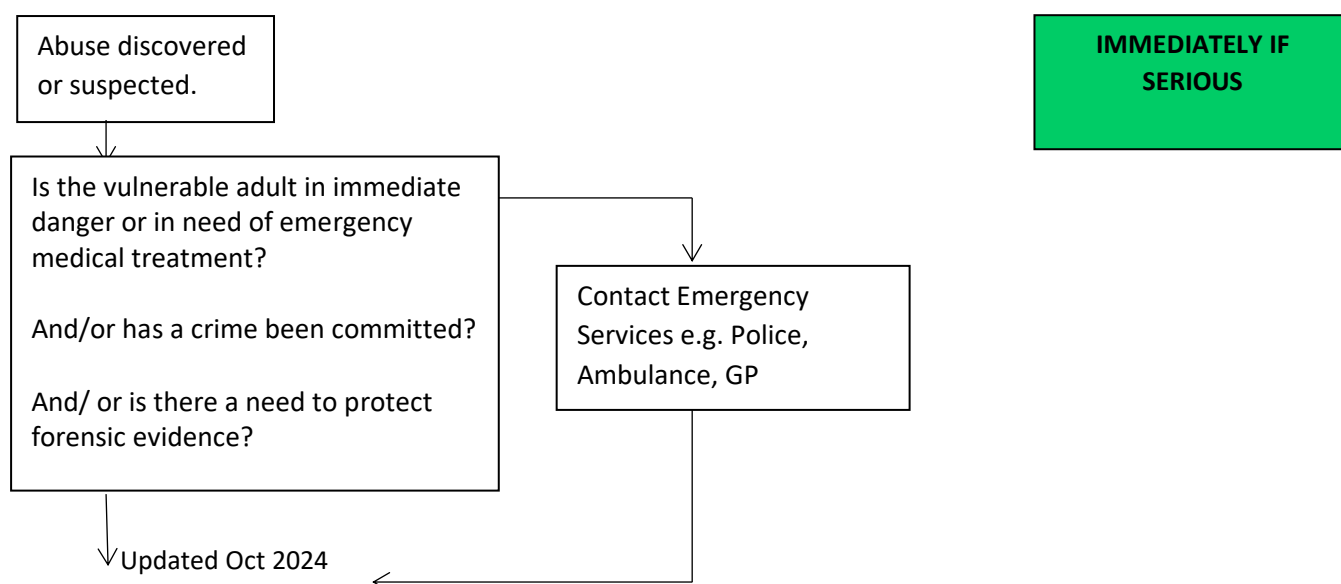
Some women have struggled with isolation as a result of the lockdown procedures and so, where there are delays in accessing external specialist services our in-house Mental Health and Well-being Worker will work together Support Workers to provide as much support as is reasonably practicable.

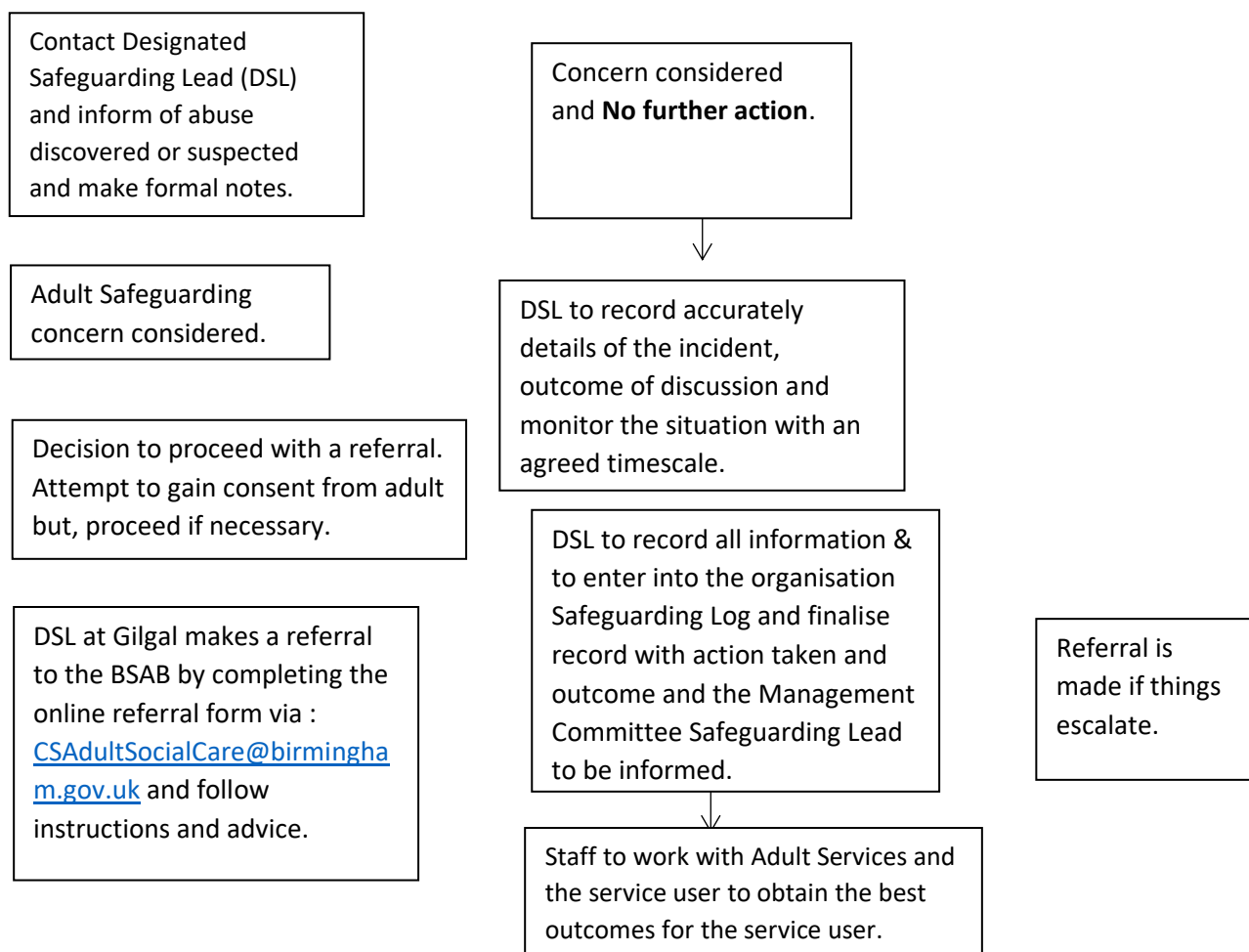
Any support given will be observant of government guidelines around the wearing of appropriate PPE and maintaining social distancing. Where necessary, this may involve virtual support.

In an emergency, the Police and/or other emergency services will be called.

## **Gilgal Birmingham** **Adult Safeguarding Guidance and Procedure**

Actions to be taken after becoming aware of an adult safeguarding concern





## In-house Contact Details

### Designated Safeguarding Lead (1)

**Name:** Sanja Kalik  
**Email:** [sanja.kalik@gilgalbham.org.uk](mailto:sanja.kalik@gilgalbham.org.uk)  
**Tel:** 07471479670  
 0121 773 1431

### Management Committee Safeguarding Lead

**Name:** Louise Bourne  
**Email:** [louise.bourne@gilgalbham.org.uk](mailto:louise.bourne@gilgalbham.org.uk)  
**Tel:** 07796488562

## Direct Referrals can be made to

- Birmingham Safeguarding Adults Board who is the strategic lead body for safeguarding adults with care and support needs who may be experiencing or are at risk of abuse or neglect.

Referrals are made online through the Birmingham Safeguarding Adults website at: [CSAdultSocialCare@birmingham.gov.uk](mailto:CSAdultSocialCare@birmingham.gov.uk) or,

- The Police **999** in an emergency or if someone is in immediate danger.
- Birmingham Emergency Out-of-Hours Contact **0121 675 4806**

### Policy Review

This Policy will be reviewed annually.