Full House Theatre
Safeguarding
Policy and Procedures
September 2019

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Information and guidance relating to specific safeguarding topics can be found on the LSCB website

1. Introduction

This policy applies to all staff including the Board of Trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Full House Theatre. It shows a commitment to protecting and safeguarding children / young people and vulnerable adults against potential harm or actual harm. It fully accepts and promotes the principle enshrined in the Children Act 1989 that the welfare of the child is paramount.

The policy also demonstrates a commitment to working with statutory bodies, voluntary agencies and communities to promote the safety and welfare of children / young people and vulnerable adults and acting promptly whenever a concern is raised about a child / young person or vulnerable adult or about the behaviour of an adult. Full House Theatre will work with the appropriate statutory bodies when an investigation into abuse is necessary.

We will endeavour to safeguard children / young people and vulnerable adults by:

- Valuing them, listening to respecting them
- Adopting safeguarding guidelines through procedures and a code of conduct for staff and volunteers
- Recruiting staff and volunteers safely ensuring all necessary checks are made
- Sharing information about safeguarding and good practice with children / young people, vulnerable adults, parents, staff and volunteers
- Sharing information about concerns with agencies who need to know, and involving parents, children / young people and vulnerable adults appropriately
- Providing effective management for staff and volunteers though supervision, support and training.
- Reviewing our policy and good practice annually.

Full House Theatre will endeavour to safeguard the children / young people and vulnerable adults who attend activities we organise or facilitate by following the procedure if a concern is raised.

The definition of a child / young person for the purpose of this document is anyone under the age of 18 years.

The definition of a vulnerable adult for the purpose of this document is a person who is 18 years of age or over. They either are or may be in need of community care services by reason of mental or other disability, age or illness. They either are or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation.

For the purposes of this document children / young people and vulnerable adults will be referred to as ‘vulnerable groups’ or ‘vulnerable person’.

It is important that everyone in the organisation is aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional child protection agencies following a referral to them of concern about a child.

2. Important contacts

Full House Theatre has an appointed individual who is responsible for dealing with any safeguarding concerns. In their absence, a deputy will always be available for workers to consult with.

The named persons for child protection within Full House Theatre are:

Designated safeguarding lead
Harriet Hardie
Work telephone number 01525 630783
Mobile number 07968732506

Name of deputy Ben Miles
Work telephone number 01525 630783
Mobile number 07889 245305

Other key contacts

Children / Young People Safeguarding

Multi Agency Support Hub (MASH):

- Bedford Borough: 01234 718700
- Luton: 01582 547653
- Central Bedfordshire: 0300 300 8585
- Out of hours 0300 300 8123

Police Child Protection Team: 01582 401212 (or in an emergency 999)
Bedfordshire Police 01234 841212
NSPCC: 0808 800 5000

Adult Safeguarding

- Luton: 01582 547730/547563 adultsafeguarding@luton.gov.uk
- Bedford Borough: 01234 276222 adult.protection@bedford.gov.uk
- Central Bedfordshire: 0300 300 8122 adult.protection@centralbedfordshire.gov.uk

Out of hours emergency number for all councils 0300 300 8123

3. Responsibilities of individuals in implementing this policy and procedure

All members of Full House Theatre are to:

- Understand and apply this policy and procedure in their activities
- Identify opportunities and undertake appropriate training to support them in their role
- Act appropriately at all times and be able to challenge inappropriate behaviour in others
- Be able to recognise abuse
- Know how to report any disclosures, allegations, concerns in a timely and appropriate way

In addition, managers in the organisation are to:

- Encourage all staff and volunteers to understand this policy and procedure
- Offer opportunities to undertake appropriate safeguarding training and refresher training
- Ensure that the policy and procedure is adhered to and to undertake regular compliance audits

The role and responsibilities of the named person(s) are:

- To ensure that all staff are aware of what they should do and who they should go to if they are concerned that a vulnerable person maybe subject to abuse or neglect
- Ensure that any concerns about a vulnerable person are acted on, clearly recorded, referred on where necessary and, followed up to ensure the issues are addressed
- The named person will record any reported incidents in relation to a vulnerable person or breach of Safeguarding policies and procedures. This will be kept in a secure place and its contents will be confidential.

4. Outcomes for vulnerable groups

In developing this policy Full House Theatre intends that it will promote the welfare of children, young people and vulnerable adults attending and taking part in activities.

Vulnerable groups and their parents / carers can be assured that Full House Theatre takes their welfare seriously and wants them to enjoy the activities in a safe and secure environment.

Every adult who works with or on behalf of Full House Theatre is aware of the contents of this policy and understands what the reporting procedures are if there are any activities that may be unsafe or may present a risk of harm, or if the vulnerable person (or their parent(s) / carer(s)) makes a disclosure of abuse or an allegation against an adult working with them. Such disclosures or allegations will be taken very seriously to ensure that the vulnerable person is protected.

All adults working for or with Full House Theatre will have been appropriately recruited and DBSs or Enhanced DBSs will be applied for and references taken up. Their induction into the organisation will include basic child protection training and a briefing on this policy.

5. Policy Statement

This policy document aims to be a reference for all members of staff and volunteers.

In implementing this safeguarding policy Full house Theatre will:

- Ensure that all workers understand their legal and moral responsibility to protect vulnerable groups from harm, abuse and exploitation by including training on safeguarding in their induction and in subsequent training that is undertaken.
- Ensure that all workers understand their responsibility to work to the standards that are detailed in the organisation's Safeguarding Procedures and work at all times towards maintaining high standards of practice.
- Ensure that all workers understand their duty to report concerns that arise about a vulnerable person, or a worker's conduct towards a vulnerable person, to the organisation's named person for safeguarding.
- Ensure that a named person responsible for safeguarding is appointed and that they understand their responsibility to refer any safeguarding concerns to the statutory safeguarding agencies (i.e. police and/or local safeguarding children / adults board).
- Ensure that any procedures relating to the conduct of workers are implemented in a consistent and equitable manner.
- Provide opportunities for all workers to develop their skills and knowledge, particularly in relation to the welfare and protection of vulnerable groups.
- Ensure that vulnerable groups are enabled to express their ideas and views on a wide range of issues.
- Ensure that parents/carers are encouraged to be involved in the work of the organisation and, when requested, have access to all guidelines and procedures.
- Endeavour to keep up-to-date with national developments relating to the welfare and protection of vulnerable groups.
- Ensure that appropriate background checks are undertaken when anyone joins the organisation and before they start working directly with vulnerable groups.
- Ensure that all people working directly with vulnerable groups have at least a basic understanding of safeguarding and as part of their training have at the very least undertaken an online, certificated child protection course.

6. Legal Framework

The Children Act 1989 sets out that the child's welfare is paramount and safeguarding and promoting it is the priority.

The Children Act 2004 set out a duty on local authorities to work closely with those providing services to children and young people.

Working Together to Safeguard Children 2015 sets out how organisations and individuals should work together to safeguard and promote the welfare of children and young people in accordance with the Children Act 1989 and the Children Act 2004.

It is important that all practitioners working to safeguard vulnerable groups understand fully their responsibilities and duties as set out in primary legislation and associated regulations and guidance.

The UN Convention on the Rights of the Child sets out key principles which are enshrined within these acts and the statutory guidance. Every child in the UK is entitled to over 40 specific rights. These include:

- The right to life, survival and development
- The right to have their views respected, and to have their best interests considered at all times
- The right to a name and nationality, freedom of expression, and access to information concerning them
- The right to live in a family environment or alternative care, and to have contact with both parents wherever possible
- Health and welfare rights, including rights for disabled children, the right to health and health care, and social security
- The right to education, leisure, culture and the arts
- Special protection for refugee children, children in the juvenile justice system, children deprived of their liberty and children suffering economic, sexual or other forms of exploitation.

The rights included in the convention apply to all children and young people, with no exceptions. (http://www.direct.gov.uk/en/Parents/ParentsRights/DG4003313)

This policy aims to support and work in accordance with the following Acts;

- Human Rights Act 1998
- Safeguarding Vulnerable groups Act 2006
- Children and Families Act 2014

7. Recognising abuse and neglect

Definition of abuse
Abuse and neglect are forms of maltreatment. Somebody may abuse or neglect a vulnerable person by inflicting harm, or by failing to act to prevent harm. Vulnerable persons maybe abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

An abused child is any boy or girl, under 18 years of age, who has suffered from, or is believed likely to be, at risk of significant risk of physical injury, neglect, emotional abuse or sexual abuse.

A vulnerable adult is a person aged 18 years or over; who may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

The following is a list of the different types of abuse that may be subjected to either children or vulnerable adults:

Physical abuse
Domestic violence
Sexual abuse
Psychological abuse
Modern slavery
Discriminatory abuse
Organisational abuse
Neglect and acts of omission
Self-neglect

For details on the different types of abuse and signs to help identify them, please refer to Appendix 1. This is not an exhaustive list. Please refer to your safeguarding training which will have provided you with all the information you need on the types of abuse and how to recognise them.

Abuse can come to someone's attention by:

1. Directly witnessing an act or an incident where a vulnerable person has been abused.
2. By being told that abuse has occurred, either by the person who has been subject to the abuse, or another person.
3. By seeing evidence or signs which lead to a suspicion of abuse.

However you may become aware of abuse, it is imperative that you follow the guidelines and report it. Any concerns regarding abuse should be reported at the earliest opportunity.

8. Disclosure, Suspicion, Allegation – Steps to follow

Full House Theatre recognises that it has a duty to act on reports, allegations or suspicions of abuse and believes that the safety of the vulnerable person should override any doubts, hesitations, or other considerations (such as the potential to have a negative impact on professional relationships with a family). When worrying changes are observed in a vulnerable person's behaviour, physical condition or appearance, staff will follow the steps set out below.

If a vulnerable person confides in you:

- Stay calm, approachable and open to what they have to say
- Listen to them carefully without interrupting
- Make it clear that you are taking what they are telling you seriously
- Acknowledge that you understand how difficult this might be for them to say what they are saying
- Reassure them that they have done the right thing by telling someone
- Let them know that you will do everything you can to help them
- Do not show any shock or disgust;
- Do not probe further;
- Do not ask leading questions that might suggest the answer;
- Do not make assumptions;
- Do not make any comments about the alleged abuser;
- Do not make promises you cannot keep, particularly about keeping the information 'secret', but explain that you will need to share it with an appropriate person;
- Do not discuss with colleagues apart from the Designated Safeguarding Lead (or their deputy); and
- Follow the steps set out below

Step 1

- Initially talk to a vulnerable person about what you are observing. It is okay to ask questions, for example: "I've noticed that you don't appear yourself today, is everything okay? **But never use leading questions**
- Listen carefully to what the vulnerable person has to say and take it seriously
- Never investigate or take sole responsibility for a situation where a vulnerable person talks about matters that may be indicative of abuse
- Always explain to them that any information they have given will have to be shared with others
- Notify the Designated Safeguarding Lead for Full House Theatre (Harriet Hardie)
- Record what was said as soon as possible using the form in appendix 4 and body maps in appendix 5 if applicable after any disclosure and send to the Designated Safeguarding Lead for Full House (Harriet Hardie);
- Respect confidentiality and file documents securely in line with GDPR;

Step 2

- The Designated Safeguarding Lead (Harriet Hardie) will take immediate action if there is a suspicion that a vulnerable person has been abused or likely to be abused. In this situation the Designated Safeguarding Lead will contact the appropriate Safeguarding Services (Children or

Adults). If a referral is made directly via telephone this must be followed up in writing within 24 hrs.

- It is your responsibility to check that your report has been received by the Safeguarding Team as email and written reports can all go astray. Your report will be acknowledged by the Safeguarding Team.

- The designated safeguarding lead can also seek advice and clarity about a situation that is beginning to raise concern through contacting Safeguarding Services through the numbers provided in the 'Key Contacts' section of this document or from the NSPCC on 0808 800 5000 www.nspcc.org.uk

- There may be occasions when the designated safeguarding lead is unsure whether to report or not e.g. the vulnerability of the adult is uncertain. If in any doubt, the designated safeguarding lead must consult the Adult Safeguarding Team for advice.

- When the concerns relate to a vulnerable person who lives or receives services in another local authority area, both local authority safeguarding services must be informed by the designated safeguarding lead.

If you are worried about a vulnerable person you have a duty to refer.

The belief or suspicion of abuse may be based on information which comes from different sources. It may come from a member of the public, the child concerned, another child, a family member or other professional staff. It may relate to a single incident or an accumulation of lower level concerns.

The information may also relate to harm caused by another child, in which case both children, i.e. the suspected perpetrator and victim, must be referred.

The suspicion or allegation may relate to a parent or professional or volunteer caring for or working with the child – see Managing allegations against an adult working with vulnerable groups.

A referral must be made even if it is known that Safeguarding / Social Services are already involved with the vulnerable person / family.

What to Record

- The Form in Appendix 4 should be used to record details of a disclosure, suspicion or allegation
- All documents must provide accurate factual information e.g. times, dates, names of people
- Where ever possible the exact words the abused person used
- Hearsay and third party information must be clearly recorded as such
- Use body maps (Appendix 5) to illustrate any physical injuries

How to Record and Store information

- Records must be kept from the time that a concern, allegation or disclosure is made
- Records must be made as soon as possible after the event, always within 24 hours
- Always check accuracy, particularly after recording in a stressful situation

- All records should be typed up and stored securely and confidentially in all forms (both electronic and physical if original handwritten notes were made).
- Any alterations to records must be made by drawing a single line through the word(s)
- Correction fluid must not be used
- All records must be stored in accordance with GDPR

9. Managing allegations against an adult working with vulnerable groups

The Central Bedfordshire Safeguarding Children Board (CBSCB) has specific guidance on their website relating to management of allegations against an adult working with children or young people. In Bedfordshire, allegations against a member of staff or a volunteer organisation working with children and young people must be referred to the relevant Local Authority Designated Officer (LADO).

An allegation against an adult who works with vulnerable groups could include any activity connected with her/his employment or voluntary activity whereby they have:

- Behaved in a way that has, or may have harmed a vulnerable person
- Possibly committed a criminal offence against / related to a vulnerable person
- Behaved toward a vulnerable person in a way which indicates s/he is unsuitable to work with children/young people/vulnerable adults

If an accusation is made against an adult (whether as a permanent, temporary or agency staff member, contract worker, consultant, volunteer of Full House Theatre) whilst following the procedure outlined below, the Designated Safeguarding Lead will need to liaise with the relevant Safeguarding Services in regards to the potential suspension of the worker, also making a referral to a Local Authority Designated Officer (LADO) who should discuss with them the need to make a referral to the Disclosure and Barring Service.

Where allegations involve staff and or volunteers, consideration must be given to whether to suspend them pending enquiries. Suspension is a neutral act so the employee is not disadvantaged. Advice should be taken from the Local Safeguarding Team as appropriate and acted upon.

Procedure

1. The person to whom an allegation is first reported should take the matter seriously and keep an open mind. S/he should not investigate or ask leading questions if seeking clarification, it is important not to make assumptions. Confidentiality should not be promised and the person should be advised that the concern will be shared on a 'need to know' basis only.

2. Actions to be taken include making a written record of the allegation using the informant's words - including time, date and place where the alleged incident took place, what was said and anyone else present. This record should be signed and dated and immediately passed on to the Designated Safeguarding Lead (Harriet Hardie) without delay.

The recipient of an allegation must not unilaterally determine its validity, and failure to report it in accordance with procedures is a potential disciplinary matter.

3. If there is an immediate or imminent risk of significant harm to a vulnerable person, you should contact the local Safeguarding Services or the Police and then speak to the Designated Safeguarding Lead (Harriet Hardie) to inform them of the actions you have taken and follow this up in writing.

4. The Designated Safeguarding Lead must take steps to ensure that the person against whom the allegation is removed from the situation immediately. This may be done by either agreement or suspension from the organisation until the matter has been fully investigated.

5. The Designated Safeguarding Lead will refer the issue to the Local Authority Designated Officer (LADO). The LADO must be told, within one working day, of all allegations that come to the employer's attention.

Any member of staff who believes that allegations or suspicions, which have been reported to the appropriate manager, are not being investigated properly has a responsibility to report it to a higher level in the organisation or directly to the LADO.

If, for any reason, there are difficulties with following the above procedure, a referral should be made directly to the local Safeguarding Services and / or the Police.

6. The employer should keep the subject of allegations informed of progress in the case and arrange to provide appropriate support (via Occupational Health or equivalent). If the person is suspended, s/he should be kept informed of development in the workplace and if a member of a Trades Union or professional association, advised at the outset to contact that body.

10.Safe Recruitment

Full House Theatre will act in accordance with government guidance on safe recruitment.

There are procedures in place for recruitment which include DBS checks or Enhanced DBS checks. These will be carried out for staff or volunteers working directly with vulnerable groups or who have frequent contact with vulnerable groups through Full House Theatre. References will be taken up in advance of anyone commencing with Full House Theatre and these should be checked.

Staff will sign a contract in which it is stated that they are aware of and fully understand and accept Full House Theatre's safeguarding policy.

Full House will ensure that appropriate safeguarding training is available to all staff and volunteers where necessary.

Where appropriate staff are issued with 'guidelines for working with children and young people' in Appendix 2 and/or 'guidelines for working with vulnerable adults' when they are inducted.

Any staff or volunteers who have not been vetted prior to working with vulnerable groups will be closely supervised and never be left alone with a vulnerable person in a one to one situation.

11.Confidentiality

Information about a referral of a vulnerable person or an allegation against a member of staff or volunteer must be restricted to those who have a need to know in order to:

- Protect the vulnerable person
- Facilitate enquiries
- Avoid victimisation
- Safeguard the rights of the person about whom the allegation has been made and others who might be affected
- Manage disciplinary / complaints aspects

The Designated Safeguarding Lead may ask you for further information in order to make any referrals. You should not discuss or share this information with anyone else within the organisation. Any paperwork you have generated should be stored securely in a locked filing cabinet, or if stored on a computer it should be password protected following GDPR procedure.

12.Managing activities involving vulnerable groups

When managing an activity involving vulnerable groups, it is important to consider a risk assessment, both in terms of the health and safety of the participants, but also of the potential safeguarding issues.

Each activity should have a risk assessment undertaken to consider what level and impact of risk there may be to the children or vulnerable adults and to the staff or volunteers.

Record keeping

Whilst record keeping may seem overly bureaucratic from time to time, it is important to keep good and clear records. It is particularly important to keep a register of attendance and a fire register and emergency contact details for all children and adults.

Any details must be kept securely in accordance with the General Data Protection Regulation (GDPR) 2018. You should also store copies of your risk assessments for activities. A copy of your risk assessment could be required as evidence in the case of an allegation against an adult working with vulnerable groups arising.

Good record keeping promotes confidence in the organisation and in the safety of those who are participating in the activities.

13.Taking photographs or videos of vulnerable groups

From time to time photographs and videos may be taken on behalf of the organisation of participants during activities.

Photos and videos taken for official use are covered by GDPR. Vulnerable groups as well as their parents / guardians / carers will be advised as to why they are being taken. Permission must always be obtained prior to photos or video being taken.

Wherever possible photos and videos should be taken using official Full House equipment and not on personal mobile phones.

For further information and guidance please refer to the Full House GDPR policy.

Appendix 1 – Definitions and Signs of Abuse

1.1 Physical abuse
Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm.

Physical harm may also be caused when a parent fabricates the symptoms of, or deliberately induces illness.

1.1.1 Signs
Although these signs do not necessarily indicate that someone has been abused, they may help adults recognise that something is wrong. The possibility of abuse should be investigated if an individual shows a number of these symptoms, or any of them to a marked degree:

- Unexplained recurrent injuries or burns
- Improbable excuses or refusal to explain injuries
- Wearing clothes to cover injuries, even in hot weather
- Refusal to undress for gym
- Bald patches
- Chronic running away
- Fear of medical help or examination
- Self-destructive tendencies
- Aggression towards others
- Fear of physical contact - shrinking back if touched
- Admitting that they are punished, but the punishment is excessive ·
- Fear of suspected abuser being contacted

1.2 Emotional Abuse
Emotional abuse is the persistent emotional maltreatment of a vulnerable person such as to cause severe and persistent effects on that person's emotional development, and may involve:

- Conveying that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person;
- Imposing age or developmentally inappropriate expectations on a vulnerable person. These may include interactions that are beyond the person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the person from participating in normal social interaction;
- Seeing or hearing the ill-treatment of another e.g. where there is domestic violence and abuse;
- Serious bullying, causing the person to frequently to feel frightened or in danger;
- Exploiting and corrupting a vulnerable person.

Some level of emotional abuse is involved in all types of maltreatment, though it may occur alone.

1.2.1 Signs
Although these signs do not necessarily indicate that a person has been abused, they may help adults recognise that something is wrong. The possibility of abuse should be investigated if a person shows a number of these symptoms, or any of them to a marked degree:

- Physical, mental and emotional development delay

- Sudden speech disorders
- Continual self-depreciation ('I'm stupid, ugly, worthless, etc')
- Overreaction to mistakes
- Extreme fear of any new situation
- Inappropriate response to pain ('I deserve this')
- Neurotic behaviour (rocking, hair twisting, self-mutilation)
- Extremes of passivity or aggression

1.3 Sexual Abuse

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

Sexual abuse includes non-contact activities, such as involving the person in looking at, including online and with mobile phones, or in the production of, pornographic materials, watching sexual activities or encouraging the person to behave in sexually inappropriate ways or grooming a person in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

In addition; Sexual abuse includes abuse of children / young people / vulnerable adults through sexual exploitation. Penetrative sex where one of the partners is under the age of 16 is illegal, although prosecution of similar age, consenting partners is not usual. However, where a child is under the age of 13 it is classified as rape under s5 Sexual Offences Act 2003.

1.3.1 Signs

Although these signs do not necessarily indicate that a person has been abused, they may help adults recognise that something is wrong. The possibility of abuse should be investigated if a person shows a number of these symptoms, or any of them to a marked degree:

- Being overly affectionate or knowledgeable in a sexual way inappropriate to age
- Medical problems such as chronic itching, pain in the genitals, venereal diseases
- Other extreme reactions, such as depression, self-mutilation, suicide attempts, running away, overdoses, anorexia
- Personality changes such as becoming insecure or clinging
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys
- Sudden loss of appetite or compulsive eating
- Being isolated or withdrawn
- Inability to concentrate
- Lack of trust or fear of someone they know well, such as not wanting to be alone with a babysitter / child minder / carer / guardian
- Starting to wet again, day or night/nightmares
- Become worried about clothing being removed
- Suddenly drawing sexually explicit pictures
- Trying to be 'ultra-good' or perfect; overreacting to criticism

1.4 Neglect

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

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

Neglect may involve failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- Protect a vulnerable person from physical and emotional harm or danger;
- Ensure adequate supervision (including the use of inadequate care-givers);
- Ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a person's basic emotional, social and educational needs.

1.4.1 Signs

Although these signs do not necessarily indicate that a person has been abused, they may help adults recognise that something is wrong. The possibility of abuse should be investigated if a person shows a number of these symptoms, or any of them to a marked degree:

- Constant hunger
- Poor personal hygiene
- Constant tiredness
- Poor state of clothing
- Emaciation
- Untreated medical problems
- No social relationships
- Compulsive scavenging
- Destructive tendencies

Note: A vulnerable person may be subjected to a combination of different kinds of abuse. It is also possible that a vulnerable person may show no outward signs and hide what is happening from everyone.

1.5 Bullying

Bullying affects everyone at some point in their lives. It may be at school, at college, in an activity group or club, in the workplace or even at home.

Parents, carers, teachers and others have a duty to take action if they suspect or discover that vulnerable persons are being bullied.

Bullying includes:

- People calling you names
- Making things up to get another person into trouble
- Hitting, pinching, biting, pushing and shoving
- Taking things away from someone
- Damaging another person’s belongings
- Stealing someone’s money
- Taking someone friends away from them

- 'Cyberbullying'
- Spreading rumours
- Threats and intimidation
- Making silent or abusive phone calls

Bullies can also frighten the victim so that they don't want to go to school or take part in other activities. The victim may pretend to be ill to avoid the bully.

Developing a 'code of conduct' with children / young people / vulnerable adults can assist with minimising the opportunity for bullying and encourage their participation in the activities of the group.

2.1 Vulnerable Adults

There are additional categories of abuse that relate to vulnerable adults.

The following is a list of the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- **Self-neglect** – this covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Appendix 2 – Guidelines on working with Children and Young People

All Full House staff of children and young people should follow these guidelines:

- Do not be alone one to one with a child or young person. Be sure you can be seen at all times.
- When counselling, where privacy and confidentiality are important, ensure another adults knows the interview is taking place and with whom. If possible, another adult should be in the vicinity and the young person should know they are there.
- Treat all children and young people with respect and dignity befitting their age: watch language, tone of voice and where you put your body.
- Do not:
  - initiate rough, physical or sexually provocative games;
  - make suggestive comments about or to a young person;
  - touch in an intrusive or inappropriate way;
  - scapegoat, ridicule or reject a child or young person.
- Be mindful of your relationship with young people outside of the group setting, showing particular caution when using social media. A degree of professionalism and distance is required to maintain appropriate worker:child relationships.
- Make sure you know and follow first-aid and fire procedures – only authorised, qualified first-aiders can treat children and young people.
- If any abuse (emotional, physical, sexual or neglect) is suspected – or if allegations are made – do not jump to conclusions or start to investigate but consult the Safeguarding Lead without delay.
- Please talk with the Safeguarding Lead Harriet Hardie if you have any concerns or need help or advice.

Appendix 3 – Guidelines on working with Vulnerable Adults

When workers are either leading a group or providing a service to vulnerable adults, relationships must retain a degree of professionalism. Leaders and volunteers should never allow any personal relationship with a service user to develop an inappropriate level of emotional or physical intimacy. This could compromise the safety and integrity of everyone involved. If any volunteers/workers have past personal relationships with a vulnerable adult, this should be declared to the group leader.

Professional conduct:

It is important that all staff and volunteers practice professionalism and boundary setting to ensure transparency and consistency across their team. In practice, professionalism includes:

- Never allowing yourself to be compromised by, nor take advantage of, your relationship with vulnerable adults;
- Never forming sexual or close personal relationships with participants;
- Never gambling with vulnerable adults;
- Never buying a vulnerable adult alcohol. Avoid drinking alcohol when acting within a worker's role. If exceptions occur (for example at an event) please use discernment and accountability.
- By adhering to the Lone Working Policy
- Maintaining full confidentiality at all times.
- Keep physical contact to a minimum. Hugs/kisses may be acceptable if they are given in an open area, initiated by the vulnerable adult and you are comfortable to receive it. If not politely decline the advance.
- When counselling, where privacy and confidentiality are important, ensure another adult knows the interview is taking place and with whom. If possible, another adult should be in the vicinity.

Vulnerable adults may not always understand boundaries and privacy. Please take care of what you disclose about yourself to them.

Make sure you know and follow first-aid and fire procedures.

If any abuse (emotional, physical, sexual or neglect) is suspected – or if allegations are made – do not jump to conclusions or start to investigate but consult the Safeguarding Lead Harriet Hardie without delay.

Please talk with Safeguarding Lead Harriet Hardie if you have any concerns or need help or advice.

Appendix 4: Recording Abuse Disclosure or Suspicion

CONFIDENTIAL

Name of Group _____

Name of Child/Young Person _____

Address _____

Date of Birth ____ / ____ / ____

Name of Person Reporting Incident_____

Date ____ / ____ / ____ Time of incident _____

Sequence of Events/Actual Words Used/Observations

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

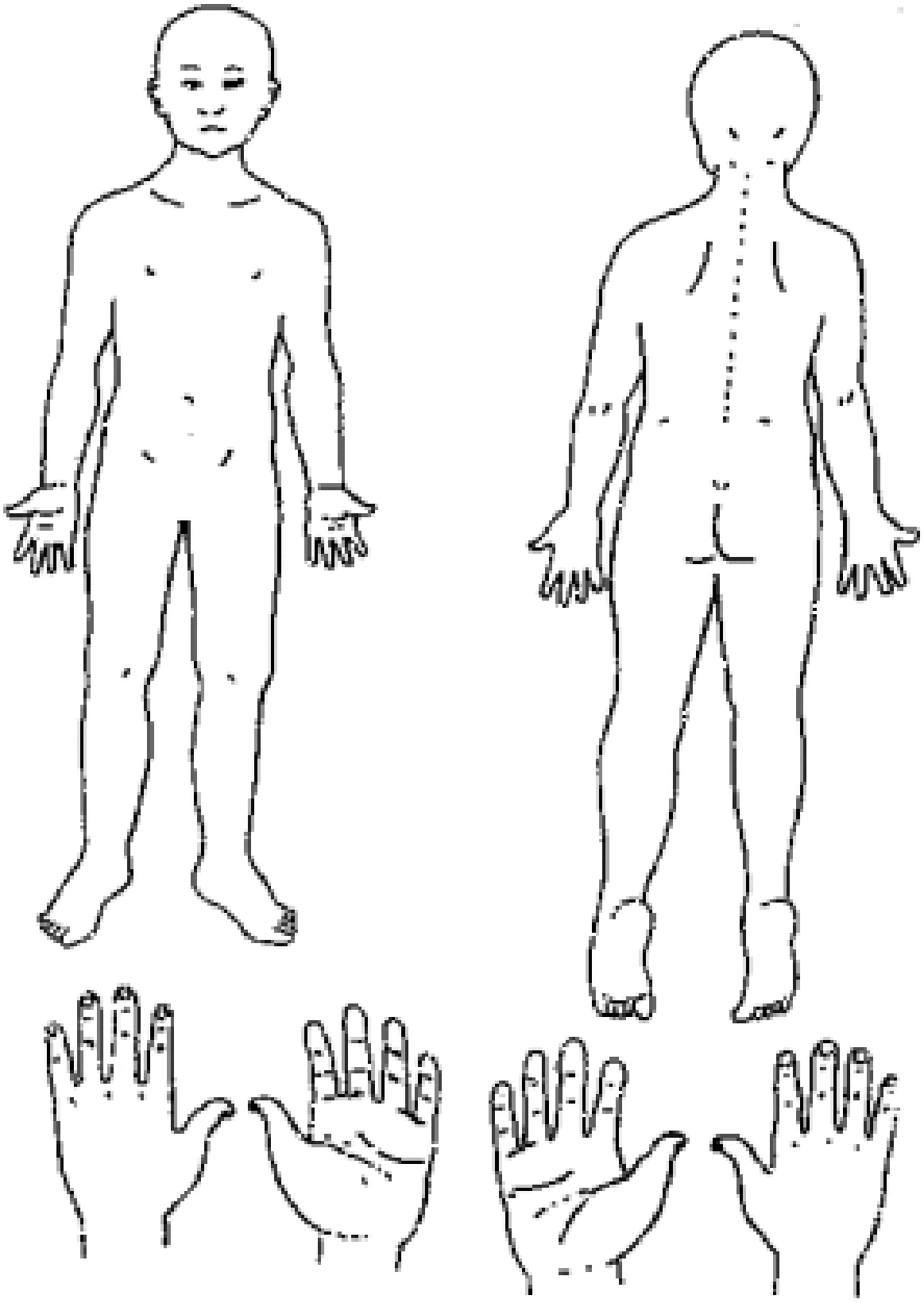
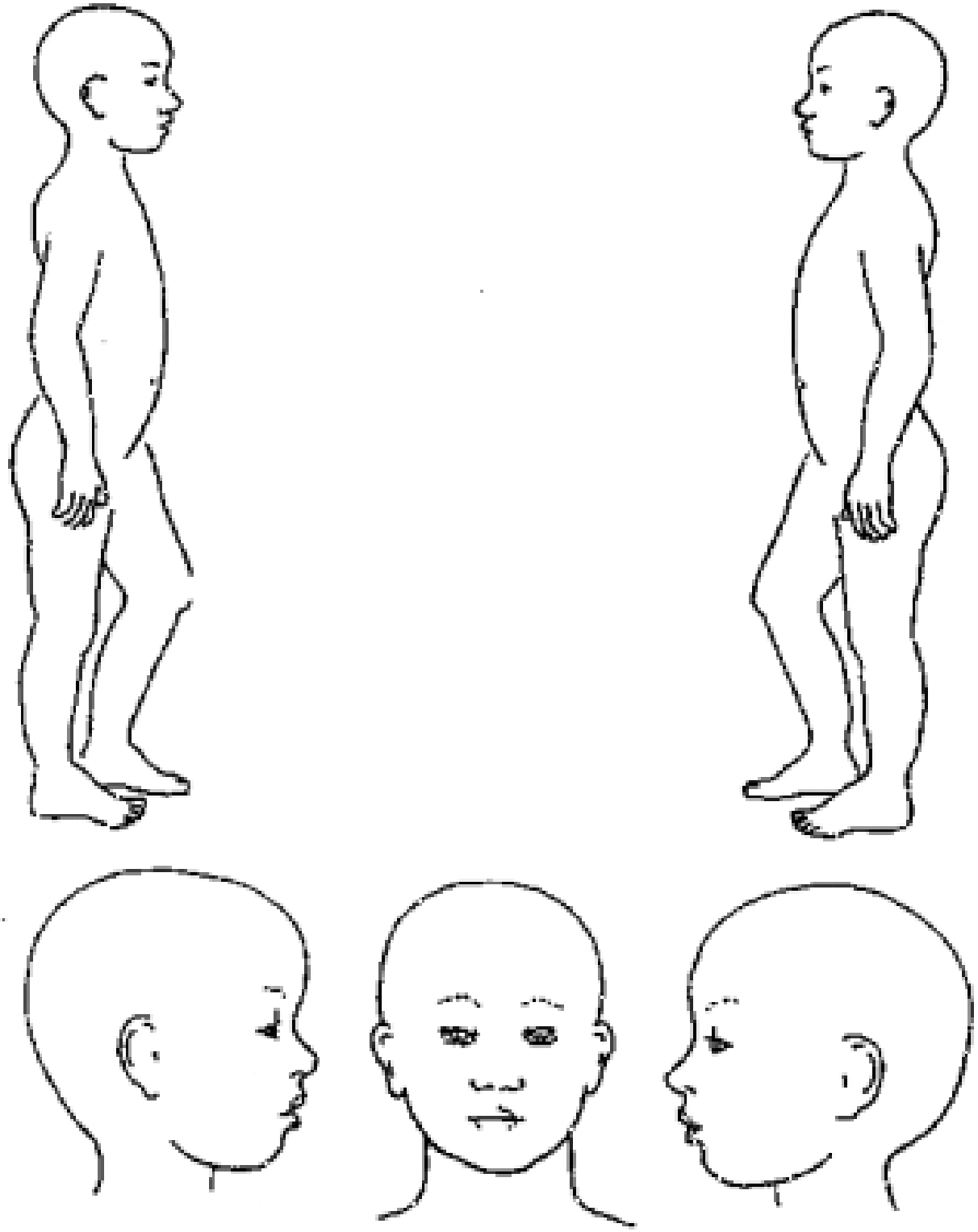
_____

Action Taken (including person(s) contacted)

_____

_____

_____

Date ____/____/____ Time _____

Appendix 5 – Body Maps