



SUTTON COMMUNITY WORKS

Sutton Community Works (SCW) is a charity in the London Borough of Sutton committed to alleviating poverty; tackling homelessness; reducing social isolation; decreasing fear of crime and enhancing emotional well-being. Our aim is for every person to be able to flourish as a human being. Our projects include:

- Sutton Foodbank
- Sutton Community Foodshop
- Sutton Street Pastors and School Pastors
- Sutton Link Project (Linking Lives)
- Sutton Job Club
- Winter Shelter

Our registered office is Highfield Hall, 320 Carshalton Road, Sutton SM5 3QB.

Our Charity number is 1140363.

Definitions – for this document

Adult at risk

Is a person aged 18 or over who needs 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. This includes those who are temporarily at risk due to drugs, alcohol or other factors.

Adults at risk are entitled to privacy; be treated with dignity; lead an independent life and to be enabled to do so; be able to choose how they lead their lives; the protection of the law; have their rights upheld regardless of ethnic origin, language, gender, sexuality, impairment or disability, age, religion, socio-economic status or cultural background.

Child

Is a person under the age of 18 (ie is 0-17 years old). Children, whatever their ethnic origin, language, gender, sexuality, impairment or disability, age, religion, socio-economic status or cultural background have the right to safeguarding from abuse.



POLICY STATEMENT

Sutton Community Works aims to restore dignity and revive hope to all people irrespective of status. We are concerned with individuals and their circumstances and actively encourage an inclusive environment throughout all our projects.

Sutton Community Works seeks to ensure that all our staff and volunteers are aware of what is required from them under the adult at risk and child protection policy and make sure that it is practised always.

It is the responsibility of each one of us to prevent the physical, sexual, emotional abuse (or any of the other abuses listed in Appendix A) and neglect of adults at risk and children. SCW believes that no child or adult should experience abuse or harm and is committed to the protection of children and adults at risk. We will respond to all allegations of misconduct or abuse of children and/or adults at risk in line with our policy and procedures.

We commit ourselves to cooperate fully with the appropriate statutory services when they are conducting official investigations into physical, emotional or sexual abuse and neglect of children/adults at risk. Any personal data held will be processed in accordance with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation.

This policy and its related procedures will be brought to the attention of all staff and volunteers when they join, as part of their induction or training programme. Any amendments will be brought to the attention of all staff and volunteers.

Signed:

Position with Sutton Community Works:

Date:

28/7/23

This policy and its implementation will be reviewed by the Trustees annually and whenever there are any legislative changes or amendments to guidance issued by relevant statutory bodies.



CHILD AND ADULT AT RISK SAFEGUARDING PROCEDURES

These procedures apply to all Sutton Community Works activities. Specific procedures may also be produced for certain activities. Staff and volunteers will be informed of any additional procedures during their induction and training. If new activities are undertaken, the procedures below will be updated, or separate procedures produced to cover the activities.

DESIGNATED PERSONS AND THEIR ROLE

Sutton Community Works has Designated Persons who are responsible for dealing with any concerns about the protection of adults at risk or children. Volunteers are given contact details for each project. Details of the role and responsibilities of the Designated Persons are given in Appendix B. **Mark Tomlinson is the overall Designated Person for SCW, with Joanna Fitzgibbon as Deputy.** Specific Designated Persons for projects are listed below.

For Sutton Foodbank:

Mark Tomlinson (07956 252288)

For Sutton Community Foodshop:

Mark Tomlinson (07956 252288) & Shweta Boys (07931 743817)

For Sutton Street Pastors and School Pastors:

Mark Tomlinson (07956 252288) and Joanna Fitzgibbon (07525 838640)

For Sutton Link Project (Linking Lives):

Mark Tomlinson (07956 252288)

For Sutton Job Club:

Mark Tomlinson (07956 252288)

For Winter Shelter:

Mark Tomlinson (07956 252288) and Joanna Fitzgibbon (07525 838640)

The Designated Persons will be available for adults at risk and children to speak with should they feel the need to talk with someone about an incident involving abuse or neglect which has happened whilst working for or receiving assistance from a Sutton Community Works Project.

Key contact numbers in the event of a safeguarding concern:

Children and young people under the age of 18yrs (ie aged 0 to 17 years)

Multi Agency Safeguarding Hub (MASH) (020 8770 6001)

For adults at risk contact:

Transform Sutton (020 8092 7569) or Social Services (020 8770 5000)

In the case of a safeguarding concern involving a Designated Person, the Trustees should be contacted via **David Featherstone** (david.featherstone@everyday.org.uk).



RECRUITMENT

All volunteers must complete a volunteer application form before commencing volunteering. The volunteer is required to sign a self-disclosure form reporting any unspent criminal convictions. The form includes an undertaking by the volunteer to inform SCW if any circumstances change. Candidates will be interviewed to confirm their suitability, and written personal references are sought where required.

Criminal records checks will be carried out for prospective volunteers via the Disclosure and Barring Service (DBS) where required. SCW activities do not generally qualify as '*regulated activities*' under the relevant regulations, however some organisations which SCW works with have their own requirements for criminal records checks. SCW will comply with these, and will also carry out checks for certain roles as deemed necessary by the Director of SCW. Any SCW project reserves the right to dismiss a volunteer and/or ban them from the property should they feel it is necessary. The requirements for each project are given in the table below.

Project	Related organisation(s)	Policy on criminal records checks
Sutton Foodbank	Trussell Trust	Only required if the role qualifies under the regulated activity criteria (see above).
Sutton Community Foodshop	n/a	Basic DBS check for Foodshop Manager. No check required for volunteers.
Sutton Street Pastors	Ascension Trust	Basic DBS check required by Ascension Trust. To be renewed every three years. SCW requires that a SCW self-disclosure form is completed at recruitment and thereafter every three years.
Sutton School Pastors	Ascension Trust, Local schools	Enhanced DBS check with children's barred list required by Ascension Trust. Volunteers required by schools to subscribe to the Update Service.
Sutton Link Project (Linking Lives)	Sutton Link Scheme	Enhanced DBS check for all volunteers.
Sutton Job Club	n/a	Basic DBS check for Team Leader. To be renewed every three years.



Project	Related organisation(s)	Policy on criminal records checks
Winter Shelter	Housing Justice	Enhanced DBS check for Team Leader. No check required for volunteers.

SCW uses *thirtyone:eight* (<https://thirtyoneeight.org/>) for DBS checks. In case of doubt regarding the need for criminal record checks, advice would be sought from *thirtyone:eight*.

TRAINING AND MONITORING

All volunteers will be made aware of the Safeguarding Policy and Procedures at the time of their induction either through the Meet and Greet training for Sutton Foodbank and the Sutton Community Foodshop; the Ascension Trust Training for Sutton Street & School Pastors; the Link training for Sutton Linking Lives or the Winter Shelter Training conducted by SCW.

Training in the prevention of abuse and the action to take if abuse occurs is included as part of the training programme for all SCW Projects. Further guidelines concerning the safeguarding policies in the London Borough of Sutton can be obtained from Sutton Council (www.sutton.gov.uk).

Staff and volunteers are aware that they should report anything of concern at any time about behaviour of other staff and volunteers if there could be a safeguarding issue. Team Leaders are responsible for supervision and monitoring of their teams. Staff and volunteer awareness of safeguarding issues is refreshed from time to time at team meetings and through more formal refresher training.

GOOD PRACTICE

SCW staff and volunteers adopt the following points as good practice. These are designed to create a safe environment for service users, visitors, volunteers and staff.

- At least two members of staff or volunteers will be present or nearby with service users and visitors at all times, unless previously agreed with the Director of SCW.
- All children and adults at risk will be treated equally, with respect and dignity.
- Staff and volunteers aim to be good role models in the presence of children or adults at risk.
- Staff and volunteers ensure that if any form of physical support is required for a child or adult at risk, it is provided openly, the child or adult at risk is informed of what is being done and their consent is obtained.
- Volunteers should avoid accompanying children or adults at risk on public transport (including cabs) or in private cars. In some cases Street Pastors may consider accompanying children or adults at risk to their homes on foot, if nearby, but all possible safeguarding and safety risks should be considered before doing so.
- First Aid should ideally be given by trained first-aiders, and full written records must be kept.
- Parents, guardians and carers will be involved wherever possible and appropriate, including where first aid has been provided.



- Staff and volunteers are encouraged to raise any concerns with the Team Leader or staff member present.
- Whilst confidentiality is encouraged it is always with the proviso that anything shared that causes risk to self or others must be shared with the appropriate authority.

RECORDING AND REPORTING

In an emergency the relevant services should be called by dialling 999.

If staff or volunteers have a safeguarding concern about a child or adult at risk, they must report their concerns as soon as possible to the Team Leader or Designated Person. The Designated Person will keep confidential records of any disclosure or concerns they or another staff member or volunteer has and will seek advice from the relevant authorities, including MASH, Social Services, Transform Sutton (see details above) or the Police.

If the concern is about the possible abuse of a child, the Designated Person will consult the relevant authorities to agree what may be shared before making contact with parents, guardians or carers. Parents, guardians, or carers should be informed of other safeguarding concerns or incidents as soon as possible unless it is not in the child/Adult at Risk's interests to tell them, in which case Designated Persons will act as a point of reference for all referrals to professional agencies. The wishes of Adults at Risk should be taken into account as far as possible in determining the appropriate response. If the Adult at Risk does not want the concern to be reported, the Designated Person may initially outline the concern to the relevant authorities without disclosing the adult's name so that the authorities can advise whether it is appropriate to override the adult's wishes.

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

Volunteers must ensure that their recording of facts, incidents, discussions are all sufficient, accurate, concise, legible, dated, and factual. Opinions should be kept to a minimum and backed up by factual evidence. Notes should be made at the time, completed as soon as possible after the incident. A written record in the form of an email is adequate as an official record of a disclosure. Any supporting evidence should be preserved and clearly labelled. These records must be stored securely in a manner that safeguards the individual's right to privacy and security. These records are available to individuals on request (not third-party information) and may be used as evidence in disciplinary proceedings or in civil or criminal prosecutions.

Supplementary guidance on listening to and recording disclosures is given in Appendix C.

DISCLOSURE OF INFORMATION

There is a difference between confidentiality and secrecy. All personal and delicate information disclosed to SCW is confidential but may not always be secret.



Personal and delicate information about staff and volunteers will be:

- Confidential to Sutton Community Works and can be shared with staff and volunteers on a 'need to know' basis *and*
- Can be shared with another agency when:
 - Permission is given by the person about whom the information is held.
 - There is an overriding justification to share information without the person's consent.
 - The law requires it.

WHISTLE BLOWING

Staff and volunteers are encouraged to take action when suspicious that abuse is occurring at work – no matter what the setting, who the perpetrator is or who the victim is. SCW will respect and not penalise those who stand up for anyone who is suspected of being abused.

Volunteers have a responsibility to report any occurrences or suspicions of adult abuse. Staff who report abuse are protected by the Public Interest Disclosure Act 1998.

If any member of staff or supervising volunteer has concerns, they should be raised with the Designated Person. If a disclosure is received that involved a Designated Person, a Trustee should be informed. If a concern is brought to the attention of the Designated Person and not adequately dealt with, the next step is to inform Trustees of Sutton Community Works for advice via the contact given under "Designated Persons and their Role" above, or contact Social Services/the Police as a private citizen to discuss the concerns.

If an investigation into an allegation about a staff member or volunteer is required, that person may be suspended until the investigation has reached a conclusion.

SUPPORTING PROCEDURES

At the time of Version 3.0 of this document, it is supported by one additional procedure: *School Pastors Safeguarding Procedure, SCP-PRO-01.*

Further procedures may be produced, and will be added here when this Policy is reviewed.



APPENDIX A – TYPES OF ABUSE

There are many different types of abuse as detailed below. These give an overview, but do not comprise an exhaustive list.

Physical Abuse

Physical abuse is the deliberate infliction of pain, physical harm, or injury to another. Deliberate striking of a person is always abusive even if no apparent pain, physical harm, or injury is seen. Failure to provide essential care and support is also abusive, including failing to follow correct procedures/plans which puts the person at risk of harm. Misuse of restraint and medication is also physical abuse.

Some possible *indicators* of physical abuse:

Unexplained bruising; cowering or flinching; discoloured skin (eg black eyes); unexplained physical injuries (eg broken bones or burns); unexplained reactions to individual; unexplained reactions to setting, changes in behaviour.

Domestic Abuse

Domestic abuse is any threatening behaviour, violence or abuse between adults who are or have been in a relationship, or between family members. It can affect anybody regardless of their age, gender, sexuality, or social status.

Domestic abuse can be physical, sexual, or psychological, and whatever form it takes, it is rarely a one-off incident. Usually there is a pattern of abusive and controlling behaviour where an abuser seeks to exert power over their family member or partner.

Financial or Material abuse

The extortion or manipulation of a person's legal or civil rights including persuading a person to hand over monies or goods, theft or misuse of money, property, or personal possessions.

Some possible *indicators* of financial or material abuse:

Changes in spending patterns; lack of money for essential items; absence of property and possessions from the service user's home; absence of credit/debit cards which were previously in the service user's possession.

Sexual abuse

Any sexual act carried out to which the child/adult at risk did not or could not consent and/or was pressured/coerced into consenting to; involvement in a sexual activity which is unwanted or not understood. Sexual abuse could be a physical act or coercing a person into looking at sexual activity, eg books, videos.

Some possible *indicators* of sexual abuse:



Mood changes; sexualised behaviour; pain; bruises or bleeding in the genital or anal areas; changes in behaviour during personal care; inappropriate use of sexual vocabulary; excessive washing; self-neglect; unexplained incontinence; persistent urinary tract infections; unexplained change of reaction to a person or place; insomnia; nightmares.

Psychological or Emotional Abuse

This includes use of threats of harm or abandonment; depriving someone of contact with someone else; humiliation; blaming; controlling; intimidation, putting pressure on someone to do something; harassment; verbal abuse; bullying (including cyber bullying); isolation or unreasonable and unjustified withdrawal of services or support networks; and causing the loss of self-esteem.

Some possible *indicators* of psychological or emotional abuse:

Withdrawal, depression, fearfulness, changes in behaviour, tearfulness, changes in self-care and appearance, lack of appetite.

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.

Neglect and Acts of Omission

Neglect whether deliberate or accidental is also abusive.

Neglect includes the intentional or unintentional ignoring of medical, physical, or emotional needs. This may include failure to provide appropriate food, clothing, attention or care and support.

Self-neglect

This occurs when an older adult fails or refuses to address their own basic physical, emotional, or social needs in a way that threatens his/her own health and safety. Examples of such needs include self-care tasks such as nourishment, clothing, hygiene, and shelter; proper/appropriate use of medications; and managing or administering one's finances. This excludes situations in which a mentally competent older adult, who understands the consequences of his/her decisions, makes a conscious and voluntary decision to engage in acts that threaten his/her health or safety as a matter of personal choice.

Some possible *indicators* of self-neglect:

Poor hygiene; inappropriate clothing; malnutrition; hunger; dehydration; generally unkempt appearance; poor health; effects of failure to take medication, eg seizures usually controlled; loss of self-esteem.

Self-Harm

This is the deliberate attempt to harm oneself often to numb emotional and psychological pain.



Discriminatory Abuse

Discriminatory abuse is any type of abuse motivated by prejudice against a person because of their gender, sexual orientation, race, religion, disability, age, or other difference from the perpetrator.

Institutional/Organisational Abuse (relevant to care home settings)

Institutional abuse occurs where the rituals and routines in use force service users to sacrifice their own values and lifestyles to the needs of the organisation/service. Neglect and poor professional practice may lead to other forms of abuse as defined above.

Some possible *indicators* of institutional/organisational abuse:

Rigid and insensitive routines, unskilled, intrusive, or invasive interventions; failure to provide adequate privacy or physical comfort; lack of consultation with service users. Dictating when basic needs are provided eg food/ drinks, personal care, etc.

Rights Abuse

A person with a disability has the same Human Rights as any other person. It is an abuse of these rights not to protect these. Failure to inform a person of their rights and failure to obtain consent is abusive.

Some possible *indicators* of rights abuse:

Service users agreeing to do something even though they do not want to, lack of signed consent forms.

Spiritual Abuse

This includes the inappropriate use of religious belief or practice, coercion, and control of one individual by another in a spiritual context and the abuse of trust by someone in a position of spiritual authority (eg minister/leader).

The person experiences spiritual abuse as a deeply emotional personal attack. For example.

1. Forcing religious ideas or practices onto people, particularly those who may be vulnerable to such practices.
2. Extreme pastoral interference in personal matters – reducing individual choice and responsibility.
3. The misuse of scripture or power to control behaviour and pressure to conform.
4. The requirement of obedience to the abuser, or the suggestion that the abuser has a “divine” position.
5. Intrusive healing and deliverance ministries, which may result in people experiencing emotional, physical, or sexual harm.
6. The denial of the right of faith or opportunity to grow in the knowledge and love of God.



Female Genital Mutilation (FGM)

FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs. It is illegal in the UK and a form of child abuse with long-lasting harmful consequences.

Historic Abuse

Historic abuse is the term used to describe disclosures of abuse that were perpetrated in the past. Many people who have experienced abuse don't tell anyone what happened until years later, with around one third of people abused in childhood waiting until adulthood before they share their experience.

Although the abuse may have taken place many decades ago, volunteers need to inform their Team Leader or Coordinator. Professional intervention may still be required and/or support in the form of counselling/therapy from an outside agency.



APPENDIX B – ROLE AND RESPONSIBILITIES OF DESIGNATED PERSONS

Within Sutton Community Works (SCW) the relevant Designated Person (DP) will:

1. Implement and promote the Safeguarding Policy and Procedures.
2. Act as the main contact within SCW for the safeguarding of children and adults at risk, for the activities for which they are appointed as DP.
3. Provide information and advice on the safeguarding of children and adults at risk.
4. Support and raise awareness of the safeguarding of children and adults at risk.
5. Communicate, or arrange communication with volunteers on issues of child and adult at risk safeguarding.
6. Keep abreast of developments and understand the latest information on data safeguarding, confidentiality and other issues that impact on the safeguarding of children and adults at risk.
7. Encourage good practice and support of procedures to protect children and adults at risk.
8. Establish and maintain contact with local statutory agencies including the Police and Sutton Council.
9. Maintain confidential records of reported cases and action taken and liaise with the statutory agencies and ensure they have access to all necessary information.
10. Organise training for staff and volunteers of SCW.
11. Regularly monitor and review the SCW Safeguarding Policy and Procedures.
12. Attend training on the safeguarding of children and adults at risk when appropriate.



APPENDIX C – LISTENING TO AND RECORDING DISCLOSURES

It is important to listen carefully to the information a child or adult at risk discloses. When listening to a disclosure, the following good practice is required:

1. React calmly so as not to frighten the child/adult at risk.
2. Listen carefully to the child/adult at risk.
3. Do not show disbelief.
4. Tell the child/adult at risk that they are not to blame and that they were right to tell.
5. Inform the child/adult at risk that you will need to pass the information on to others who can take the appropriate action.
6. Take what the child/adult at risk says seriously, recognising the difficulties inherent in interpreting what a child/adult at risk says, especially if they have a speech disability and/or differences in language.
7. Do not presuppose that the experience was bad or painful - it may have been neutral or even pleasurable. Always avoid projecting your own reactions onto the child/adult at risk.
8. If you need to clarify, keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said.
9. If you need to clarify or the statement is ambiguous, use open-ended, non-leading questions.
10. Do not introduce personal information from either your own experiences or those of other children/adults at risk.
11. Reassure the child/adult at risk.

When receiving a disclosure:

1. Avoid panic, or showing shock or distaste.
2. Avoid probing for more information than is offered.
3. Avoid speculating or making assumptions.
4. Avoid making negative comments about the person against whom the allegation has been made.
5. Avoid approaching the individual against whom the allegation has been made.
6. Avoid making promises or agreeing to keep secrets.
7. Avoid giving a guarantee of confidentiality.