



City of Sanctuary  
Sheffield

Creating a Culture of Welcome

# Safeguarding and Protection of Children and Vulnerable Adults Policy

Version	4
Date First Approved	2013
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Approved by	Board of Trustees
Date for Review	Tbc 2023 (or sooner if legislation changes)

## 1. INTRODUCTION

**City of Sanctuary Sheffield** has a legal and moral responsibility to provide a duty of care to children and all vulnerable persons through implementing procedures to safeguard their wellbeing and protect them from harm.

The Care Act (2014) places a legal requirement on all agencies to make sure that all adults (aged 18 and over) should be able to live without being harmed or at risk of abuse or harm.

City of Sanctuary Sheffield does not currently provide direct services to children, and we ask for all children on our premises to be accompanied by a responsible adult at all times.

Nevertheless, we fully recognise our overriding duty of care to ensure all children are safe and protected in line with the requirements of the Children Act (1989.)

## **Aims of this Policy**

- To ensure the protection and safeguarding of all children, young people and adults.
- To ensure that City of Sanctuary Sheffield is a safe, empowering and welcoming organisation for everyone.
- To define the practice and procedures for staff, trustees and volunteers, to equip them to safeguard and promote the welfare of children and vulnerable people.

## **Objectives**

- We will ensure that the welfare of children or vulnerable adults is of paramount importance when undertaking any activities
- All employees, trustees and volunteers of City of Sanctuary Sheffield who work with vulnerable or potentially vulnerable people will be carefully recruited and trained as required, so that they understand and accept their responsibilities for safeguarding children and vulnerable adults
- We will respond swiftly, without delay and appropriately to all suspicions or allegations of abuse, and we will cooperate with the police and local authority in any investigations.
- We will seek to challenge any abuse of power, especially by anyone in a position of trust.
- We will follow legislation, guidance and recognised good practice.

## **Scope**

This policy applies to all staff, trustees and volunteers of City of Sanctuary Sheffield, and to all staff and volunteers of our partner agencies operating on our premises or under our direction.

## **Safeguarding Officers**

The following staff are designated Safeguarding Officers for City of Sanctuary Sheffield:

Director - Tom Martin

Email: [tom@sheffield.cityofsanctuary.org](mailto:tom@sheffield.cityofsanctuary.org). Mobile: 07410977106

Welcoming Spaces Manager – Anna Aitken

Email: [anna.aitken@sheffield.cityofsanctuary.org](mailto:anna.aitken@sheffield.cityofsanctuary.org). Mobile: 07419348379

The following Trustee is the designated Safeguarding Trustee:

Anne Hollows;

Email: [trustee@sheffield.cityofsanctuary.org](mailto:trustee@sheffield.cityofsanctuary.org). Mobile 07723407054

Please call or email to inform one of the Safeguarding Officers in the first instance about any safeguarding concerns, if possible heading emails 'Safeguarding concern.'

## 2. DEFINITIONS

### Who do we mean by ‘children and vulnerable adults?’

- **A child** is anyone under the age of 18 years. The fact that a child has reached the age of 16 years, is living independently or is in further education, a member of the armed forces, in hospital or in custody does not change his or her status and entitlement to services and protection.
- **A vulnerable adult** is someone aged 18 years and over who has one or more of the following conditions: 1) learning disability, 2) a physical disability, 3) visual or hearing impairment 4) physical ill health, 5) mental health problem, including an addiction to alcohol or drugs, or 6) a reduction in physical or mental capacity.

**‘Adults who have care and support needs (visual impairment, hearing impairment, physical ill health, learning disability, mental health issue etc) may be less able to protect themselves from harm and may struggle to share their worries.’**

*How you can recognise and report concerns to help adults stay safe  
or prevent a death*

Sheffield City Council, Safeguarding Adults

- **Asylum seekers and refugees** are not per se ‘vulnerable adults.’ We celebrate the resilience and resourcefulness of many. Asylum seekers and refugees may be seen as at risk of harm, especially if they are not English speakers or if their English is limited, because their ability to seek support is limited. We also recognise the impact of hostility, trauma and other negative life experiences on people seeking asylum and we are clear that some refugees and asylum seekers should be seen as ‘vulnerable adults’ because of a reduction in their mental or physical capacity that may be temporary or more long-lasting (or for the reasons described above.)

### What do we mean by mental capacity?

- If a person **lacks mental capacity**, they can’t make a particular decision at the time it needs to be made, because the way their mind or body works is affected. The inability could be, for instance, a stroke, brain injury, mental health problem, dementia or a learning disability

### What do we mean by abuse?

- **Abuse** is the harming of another individual, usually by someone who is in a position of power, trust or authority over that individual. The harm may be physical, psychological,

financial or emotional, or it may be directed at exploiting the vulnerability of the individual in more subtle ways.

Adults who have care or support needs through illness or disability must be protected from **harm**.

**Harm** may be:

- **Physical** - for example hitting, kicking, beating, or the threat or fear of physical violence
- **Sexual** - for example forcing people to do sexual acts they don't want to or can't consent to, including rapes and sexual assaults, or forcing them to witness sexual acts or view genitalia
- **Financial** - for example taking money or anything of value from people, or using their money or possessions without their knowledge
- **Neglect** - any act that restricts choice, causes harm or isolates people, for example not supporting them to get washed/dressed. Neglect can be physical, emotional, medical or developmental (in children)
- **Discriminatory** - it is a criminal offence to bully someone who has a disability or is 'different' ( i.e. disability (or other) **hate crime** )
- **'Mate crime'** is a form of hate crime and involves people pretending to be a friend of the adult to get control of their money, steal their food, hurt them physically or sexually, intimidate them etc. It may also be called **'grooming.'**
- **Hate incidents** are actions that are not crimes, but they do cause upset and harm and should be reported
- **Emotional** - for example, threatening to leave them alone, intimidating them, manipulating people or belittling them (**gaslighting**.)
- **Organisational abuse** - in organisations such as care homes, hospitals, home care agencies - poor quality care, neglect or unnecessary and avoidable restrictions etc
- **Domestic violence** - is described as any behaviour between 2 adults aged 16 and over that results in controlling, coercive or threatening behaviour or violence. It includes **Honour based violence** and **Female Genital Mutilation (FGM)**
- **Modern slavery/ human trafficking** - forcing or tricking someone into slavery, sexual exploitation, working unpaid e.g. as a domestic slave
- **Exploitation by radicalisers** - Adults who have care needs or adults who are isolated may be targeted by adults or groups who support terrorism. They may be persuaded or bullied into actions that cause harm to themselves or others.

(Adapted from) *How you can recognise and report concerns to help adults stay safe or prevent a death*

Sheffield City Council, Safeguarding Adults

### 3. RECRUITMENT AND TRAINING OF STAFF, TRUSTEES AND VOLUNTEERS

## Recruitment

All reasonable steps will be taken to ensure unsuitable individuals are prevented from any involvement with City of Sanctuary Sheffield.

- All staff, volunteers and trustees will be required to fill in an application form
- They will also provide 2 referees whenever possible, who will be asked if there is any reason why this person should not be considered.
- All staff, trustees and volunteers are required to follow the City of Sanctuary Sheffield Code of Conduct and behave appropriately, fairly and with respect at all times.

Additional requirements will apply to all staff working directly with adults who may be vulnerable, and to volunteers in roles where they may be required to work unsupervised (e.g. accompanying refugees or asylum seekers off site,) Staff and volunteers in these roles will require a DBS check before they can start their duties with people with may be vulnerable.

Staff and trustees will usually have a 3-month probationary period.

### **DBS checks**

The Disclosure and Barring Service (DBS) processes all criminal record checks in England and Wales. It replaces the former Criminal Records Bureau (CRB)

Up- to-date guidance on DBS checks for any new roles is available from the DBS online <https://www.gov.uk/government/organisations/disclosure-and-barring-service> or via the DBS helpline 0870 90 90 811.

All job and volunteer roles will have clear job or role descriptions and will say if a DBS check is required.

When a role gives someone the opportunity to build a relationship with a child or vulnerable adult, then a Basic level DBS check will normally be required. This would be the case if the role:

- Is unsupervised
- Is working directly with a child or vulnerable adult
- Involves regular (weekly) contact

City of Sanctuary Sheffield will only apply for a DBS check if the role requires one, and will inform the staff member or volunteer concerned that they are doing so.

We are keen to recruit staff and volunteers with lived experience of the asylum process. We note that DBS checks require identity checks which may be difficult for people who are seeking asylum (e.g fingerprinting.) Voluntary Action Sheffield have provided guidance on

what to do in these circumstances at <http://www.sheffieldvolunteercentre.org.uk/dbs-checks-for-asylum-seekers>

If a potential volunteer with an asylum seeker background is not able to meet the DBS identity requirements for a particular role, they can still become a volunteer, but must be accompanied or closely supervised during any contact with refugees or asylum seekers, or when accessing any confidential personal information.

We will support people through the DBS process and we will pay the necessary fees for staff and volunteers.

All staff, trustees and volunteers are expected to inform their line manager or supervisor, the Director or Chair of Trustees as appropriate, of any investigations, prosecutions or convictions both on recruitment, and subsequently as they may arise.

We will expect a review and, if necessary for the role, a further DBS check every 3 years.

DBS checks are now portable and we will accept as assurance a recent portable DBS check (i.e. one carried out in the last 12 months)

If a disclosure from the DBS causes any concern then a judgment will be made as to whether this should bar a person from work or employment with City of Sanctuary Sheffield.

Points to consider will include:

- The nature of the role and the amount and type of unsupervised contact with children or vulnerable adults
- The nature of the offence
- The seriousness of the offence and the circumstances surrounding it
- How long it is since the offence was committed, and how much has changed for the person since then
- Whether the person has a pattern of offending
- Whether they declared the offence prior to the DBS check and gave a fair explanation for it

If in doubt, the safety of children and vulnerable adults is paramount and the prospective staff member or volunteer will not be allowed to join the organisation.

DBS checks and associated documentation will be stored securely and confidentially in line with the Data Protection and Confidentiality Policy.

## **Training**

Relevant training will be provided for all staff, trustees and volunteers:

- Safeguarding requirements and the contents of this Policy will be shared at induction training for all staff and volunteers.
- Further training and development on safeguarding and the protection of children and vulnerable adults will be provided as required by job or role requirements
- Further relevant topic based training for staff and volunteers (e.g. on human trafficking or hate crimes) will be provided as required.
- All staff, trustees and volunteers will establish clear boundaries to relationships with people using our services. Training on appropriate boundaries will be provided to all volunteers at induction.

Further information and guidance on recruitment and training can be found in the Recruitment Policy, the Staff Training and Development Policy and the Volunteer Policy.

#### **4. ROLES AND RESPONSIBILITIES**

The Director and Trustees are responsible for ensuring that this policy is kept up to date, disseminated and enacted in City of Sanctuary Sheffield.

##### **Roles and responsibilities of Safeguarding Officers and Safeguarding Trustee**

The Safeguarding Officers and Safeguarding Trustee should:

- Be familiar with current legislation, guidelines and best practice on Safeguarding Children and Vulnerable Adults and keep up to date by attending training and other development opportunities
- Share their knowledge with colleagues, volunteers and trustees, through training and supervision and providing ad hoc advice
- Ensure safe recruitment and selection processes are in place, and that DBS checks are carried out as needed
- Ensure staff and volunteers are well trained and supported when dealing with vulnerable people
- Ensure any safeguarding concerns are recorded and addressed promptly and reported to the appropriate authorities in a timely manner
- If appropriate, investigate any incidents of concern to establish what took place and any potential witnesses. There should however, be no delay before informing the Police or Social Services of any serious concerns.
- Seek advice from the appropriate Safeguarding helplines on what to do about suspected abuse whenever this is needed.
- Establish and maintain good communication and links with the safeguarding authorities and with other agencies working with children and vulnerable adults

##### **Roles and responsibilities of Trustees**

- All Trustees must be familiar with this Policy and know what to do if they become aware of any Safeguarding issues or concerns

- They are also responsible for ensuring that this Policy is kept up to date and implemented
- They should receive and review a report on Safeguarding prepared by the Director or Centre Manager at least annually.

### **Roles and responsibilities of Staff**

- All staff are required to follow this Policy and must read it and sign it, on recruitment and whenever it is updated.
- All staff are responsible for ensuring a safe and welcoming atmosphere at the Sanctuary and Drop -In
- All staff must ensure that volunteers working with them understand the Safeguarding policy and what to do if they have any worries or concerns
- They must raise any Safeguarding concerns or worries about children or vulnerable adults with their line manager or the Safeguarding Officer. They can seek advice from the appropriate helplines if needed.
- If they witness any incidents of concern, they should record what they see clearly and promptly, noting details of what happened, where and when it took place, and the names of those present, including anyone who may have witnessed the incident. They should record any actions taken. They should do this as soon after the incident as possible.
- Staff must report any incidents of concern to their line manager or the Safeguarding Officer as soon as possible.
- Staff who are not Safeguarding Officers are not responsible for investigating any safeguarding incidents
- If colleagues, volunteers, partners, members of members of the public raise concerns with staff, they must listen and record these concerns clearly and promptly, at the time or shortly afterwards. If possible they should tell the person what will happen next.
- Staff should be mindful of the impact of safeguarding worries on their colleagues and volunteers and offer support and supervision as appropriate.

### **Roles and responsibilities of volunteers**

- All volunteers must attend induction and other training as required for their role, and make sure they are aware of Safeguarding and this Policy.
- They should raise any concerns or worries promptly with the Centre Manager or the staff member responsible for their role at City of Sanctuary Sheffield.
- They should not attempt to investigate or deal with any issues themselves

### **Roles and responsibilities of the Centre Manager**

- The Centre Manager will carry out an annual safeguarding risk assessment of the Sanctuary and the Drop-In, and report on the findings to the Director and Trustees.
- All accidents and incidents must be recorded and reviewed by the Centre Manager so that ameliorative action can be taken promptly if necessary
- The Centre Manager will ensure that key Safeguarding information is displayed and made freely available at the Sanctuary. This will include the names and contact details

for the Safeguarding Officers, copies of this Policy and advice on what to do if abuse is suspected.

## **5. How to deal with any Safeguarding issues or concerns**

### **Be aware**

Everyone involved with City of Sanctuary Sheffield must be aware of the possibility of abuse, and the particular risks that vulnerable refugees and asylum seekers may face e.g. of exploitation and modern slavery.

There is a possibility that the Sanctuary or Drop-in could be targeted by people wishing to find and exploit vulnerable people. Staff and volunteers should pay attention to what is going on around them and to any worries or feelings of concern that may arise, and raise these in supervision or at team meetings.

### **Following an incident or allegation**

- **Ensure safety**

Your first responsibility is the immediate safety of any vulnerable adults or children. If there is a risk of immediate harm, or the need for emergency medical treatment, call 999 and ask for the Police or Ambulance.

Make sure you and any volunteers, members, colleagues and members of the public are safe.

- **Report internally, record and preserve evidence**

If you become aware of, or have any suspicions about a safeguarding concern, or if a vulnerable adult or child makes a disclosure of abuse, then you must report this to the Safeguarding Officer as soon as possible. You should record everything clearly and in detail as soon as possible and sign and date it. Use the person's own words wherever possible, and do not ask leading questions. Record your own observations about the person's physical and psychological state. Record the names of any witnesses. Any visible physical marks or injuries should be recorded on a 'body map.' A disclosure form and a body map is available at the back of this Policy in Appendix 1.

First aid should be given or medical treatment sought if necessary: this should not be delayed by the need to record.

Preserve any relevant evidence such as weapons or torn clothes, offensive messages, emails or social media posts, as much as is safe and possible to do so.

- **Confidentiality**

If a person disclosing abuse, or the potential victim or perpetrator, asks you to keep the matter confidential, you should reply that although you will do your best to act in a confidential manner,

you have a responsibility to disclose possible safeguarding issues, for the safety of the individual and others. You can say that the information will be restricted to the smallest number of people possible, but that safety of children and young people or vulnerable adults is paramount.

Note that informants can report suspected abuse anonymously.

The perpetrator is not entitled to prevent reporting of abuse. In certain, rare circumstances e.g. when there is a suspicion of the fabricated illness of a child, it is advisable not to inform them of the allegations of abuse. Advice should always be sought from the appropriate Safeguarding team in such cases. If the perpetrator is also a child or vulnerable adult, this will be taken into account in any investigations and they will be offered the appropriate support.

Where the victim is a child or recognised as a vulnerable adult, advice should always be sought from the relevant Safeguarding professionals. **There will be a presumption of reporting.**

Adults who are capable of making their own decisions and not vulnerable may also report abuse e.g. hate incidents, domestic violence etc. They should be given advice on how to report, supported to weigh up the pros and cons of reporting, and helped to make a report if they choose to do so. However, adults with capacity have the right to choose **not** to report to the Police or Social Services. In this situation, advice should be sought from the Safeguarding Officers. They may decide that the risks to children and vulnerable adults are such that the incident should be reported anonymously.

The Safeguarding Officers will seek advice from an appropriate person as to whether the person reporting abuse is able to make their own decisions and should or should not be seen as 'vulnerable' in the language of the Care Act

Witnesses, victims and perpetrators should be asked to keep the matter confidential while it is being looked into, and not to discuss it with friends or colleagues.

- **Report to the safeguarding authorities - raising a concern**

The Safeguarding Officers will contact the Police and /or social services for advice or if they need to report a safeguarding issue.

- For **vulnerable adults** they can report and seek advice from the Sheffield Adult Access Team on 0114 273 4908.
- For advice on safeguarding **children** and reporting a concern, the number of the Safeguarding hub is 0114 273 4855.
- For urgent matters where there is an **immediate risk** call the Police on 999

You may ring yourself if the matter is urgent and you are unable to get advice from the Safeguarding Officer in a timely manner.

- **Immediate actions following an incident or concern**

The Safeguarding Officers will review any safeguarding concerns, potential issues or 'near misses' as soon as is practicable, and decide if any immediate changes need to be made (e.g. to working practices) to keep vulnerable adults or children safe. Consideration will be given to the impact of any incidents on those present and whether they need support. Any actions required should be implemented promptly and communicated to all the relevant people as soon as possible. A record should be made of the actions taken

### **Key references and contacts**

**For advice and to report a safeguarding incident or concern:**

**Children's Safeguarding Hub - 0114 273 4855**

**Sheffield Adult Access Team - 0114 273 4908**

### **Leaflets and publications:**

*Keeping Children and Young People Safe. What to do if you think a child or young person is being harmed*

Available from Sheffield Safeguarding Children Board (SSCB)

<https://www.safeguardingsheffieldchildren.org/sscb/education/policies-procedures>

*How you can recognise and report concerns to help adults stay safe or prevent a death*

Available from Sheffield City Council Safeguarding Adults team

<https://www.sheffield.gov.uk/content/dam/sheffield/docs/social-care/safeguarding-adults/Safeguarding%20Adults%20-%20Guide%20for%20the%20Public.pdf>

South Yorkshire Safeguarding Adults Procedures 2018

Available online at <https://www.sheffield.gov.uk/home/social-care/adult-safeguarding>

*Making decisions: A guide for advice workers. The Mental Capacity Act*

Available online at

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/348637/OPG604\\_Advice-workers-MCA-decisions.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/348637/OPG604_Advice-workers-MCA-decisions.pdf)

**APPENDIX 1**

**RECORD OF SAFEGUARDING INCIDENT OR SAFEGUARDING DISCLOSURE**

<b>Name of Person:</b>	<b>Person's Date of Birth</b>
<b>Person's Home Address:</b>	
<b>Person's Phone or Email (preferred method of contact)</b>	
<b>Interpreter Needed?</b>	<b>Person's first or main language</b>

<b>Your Name:</b>	<b>Your role at CoSS:</b>
<b>Your Phone or Email (preferred method of contact)</b>	

<b>Where did the event take place?</b>	<b>Date of event:</b>
<b>At what time did it happen?</b>	<b>Were you present throughout?</b>
<b>Who else was present?</b> Please list everyone one who was present and may have seen what was happening - continue on a separate sheet if necessary	

<b>What happened?</b>
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Please describe in as much detail as you can remember exactly what happened. Describe words and actions as clearly as possible in the order in which they happened. Note how people reacted if you can remember (e.g. anger, fear, distress, freezing, no reaction.) If you have seen injuries, bruises etc, please record them on a body map. Continue on a separate sheet if needed.  
(Try to record in the person's own words if someone is reporting this to you.)

**Body map:**

If there are any physical injuries visible to you, please draw a simple body shape (front, back or both) and mark any areas of injury, bruising etc.

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<b>Date and time this form was completed:</b>	<b>Your signature:</b>
<b>Date and time discussed with</b>	<b>Name of Safeguarding Officer:</b>

<b>Safeguarding Officer:</b>	
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**Any immediate action needed to keep the person or other people safe:**

Please record any urgent actions undertaken

**Record of further action:**

Please continue to record all actions taken about this incident or allegation:

If a file is set up, please note and continue to record actions there.

To add : Body map

## **APPENDIX 2**

### **GUIDANCE ON MENTAL CAPACITY**

You may be concerned about someone's ability to make decisions because, for example, they keep giving money they cannot afford to a neighbour. If you are working with them you need to be sure that they have the mental capacity to make those kinds of decisions. This means you will have to know how to carry out a capacity assessment, either to apply the test yourself or to explain it to family, colleagues or partner agencies.

To help with this, the Mental Capacity Act sets out 5 key principles which must underlie everything you do in relation to someone who may lack capacity to make decisions. It also defines what 'mental capacity' is and explains how you assess it.

The five principles are :

#### **Principle 1**

**It should be assumed that everyone can make their own decisions unless it is proved otherwise.**

#### **Principle 2**

**A person should have all the help and support possible to make and communicate their own decision before anyone concludes that they lack capacity to make their own decision.**

#### **Principle 3**

**A person should not be treated as lacking capacity just because they make an unwise decision.**

#### **Principle 4**

**Actions or decisions carried out on behalf of someone who lacks capacity must be in their best interests.**

#### **Principle 5**

**Actions or decisions carried out on behalf of someone who lacks capacity should limit their rights and freedoms as little as possible.**

The Mental Capacity Act says that a person should not be assumed to lack capacity just because of their age, behaviour, any condition they may have, or because they couldn't make a particular decision in the past.

It makes clear that assessing whether someone can make a decision should be about whether they can make a particular decision at a particular time and not about decisions in general.

A lack of capacity may be temporary, for example when someone is depressed, or it may just concern some types of decisions, For example, a person with a learning disability may have capacity to decide what they should wear every day, but they may lack capacity to choose how to invest their money.

There are **four key questions** you must consider to help you determine whether someone is able to make a decision:

1. Can the person **understand** information relevant to the decision, including the likely consequences of making, or not making the decision?
2. Can they **retain** this information for long enough to make the decision?
3. Can they use and **weigh** the information to arrive at a choice?
4. Can they **communicate** their decision in any way?

You should also consider whether you have given them the help and support they need to understand information and to communicate their decision, for example, by using a skilled and trusted interpreter.

If you believe that the answer to any of the 4 key questions is 'no', then you can find that they lack capacity to make that decision at that time.

As long as you have a 'reasonable belief' that your assessment is correct, you should be protected by the law.

For further information about mental capacity and how to assess it, please see

*Making decisions: A guide for advice workers. The Mental Capacity Act*

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[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/348637/OPG604\\_Advice-workers-MCA-decisions.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/348637/OPG604_Advice-workers-MCA-decisions.pdf)