



## Safeguarding Policy for GIVE: Charity Supporting Mental Health in Surrey

### Safeguarding young people and vulnerable adults' policy

#### **Introduction**

This policy covers GIVE CIO and demonstrates that the safety and welfare of young people and vulnerable adults is part of our core business and that all volunteers must be aware of their responsibilities in this regard.

#### **Introduction**

GIVE believes that all residents of Surrey experiencing mental health issues should have easy access to support, so they know they do not have to face their challenges alone. GIVE is harnessing the power of volunteers to support vulnerable adults experiencing low level mental health challenges, through early intervention, positive engagement and fostering community connections, improving the mental health and well-being of Surrey residents.

#### **Purpose**

This document outlines GIVE's policy on identifying and responding to concerns regarding the safeguarding and protection of young people and vulnerable adults. This policy, with the associated procedures, provides guidance for all volunteers who may come across concerns of this nature within the context of their work with GIVE. Our work/services include young people and vulnerable adults.

#### **Scope**

This policy applies to all staff and volunteers.

#### **Accountability & safeguarding responsibilities**

GIVE recognises that protecting and safeguarding young people and vulnerable adults is a shared responsibility and depends upon effective joint working between agencies and professionals that have different roles and expertise.

We acknowledge children's and adult's right to protection from abuse, regardless of gender, ethnicity, disability, sexuality or beliefs. We consider that the welfare of young people and vulnerable adults is paramount. We will follow legislation, statutory guidance and recognised good practice to protect vulnerable people in the line of our work.

GIVE has a responsibility to protect and safeguard the welfare of young people and vulnerable adults they provide support to. The need for guidelines and procedures is important to ensure that this is done with understanding and clarity. Training will be provided to all Trustees and Volunteers so that they:

1. *understand the principals of safeguarding adults*
2. *reduce likelihood of abuse*
3. *know how to respond to suspected or disclosed abuse*
4. *can protect people from harm and abuse*

- It is the responsibility of **everyone** involved to promote the safety and wellbeing of young people and vulnerable adults involved in any part of GIVE's projects or activities, and to create a safe, supportive and welcoming environment.
- All volunteers working with young people and vulnerable adults will be made aware at the point of applying to volunteer with GIVE that they will be required to complete a Disclosure and Barring Service (DBS) form for enhanced disclosure, depending on the scope of volunteering. This enhanced check includes the disclosure of convictions that may otherwise be classed as "spent". Volunteers will be recruited on the understanding that successful appointment is dependent on the information received from the DBS check enhanced disclosure. DBS checks will be renewed every 3 years.

- GIVE will follow safe recruitment practices and incorporate volunteer awareness of safeguarding issues into procedures and training for all volunteers who will have direct contact with young people and vulnerable adults as part of their role.
- Volunteers will be given information on the Safeguarding Policy at the point of induction.
- The Designated Safeguarding Trustee trustees and volunteers will attend Safeguarding Training annually. All other Trustees will attend Safeguarding Training which is renewed every three years.
- GIVE has a Designated Safeguarding Trustee and that all volunteers are aware of the named person and process of reporting concerns to them.

GIVE will continuously assess the risk that young people, vulnerable adults and volunteers may encounter and take steps to minimise and manage this as detailed in the Risk Assessment and Management Policy.

Trustees must ensure that this safeguarding policy is being followed, is updated as and when it is necessary to do so, but at least annually.

To help ensure the day-to-day fulfilment of safeguarding obligations, the Trustees have appointed a Designated Safeguarding Trustee who will be the first point of contact for any safeguarding concerns raised.

To ensure that Trustees can fulfil this role, safeguarding will be reviewed annually. In addition, Trustee meetings will include a verbal review of all safeguarding cases by the Designated Safeguarding Trustee, areas of risk and a review of the safeguarding implementation plan if required before the annual review.

#### **Definitions and signs of abuse in young people**

Abuse involves maltreatment of a young person. The definition of abuse is wide to cover all forms of cruelty that young people may endure in their lives. Somebody may abuse or neglect a young person by inflicting harm or by failing to act to prevent harm. Young people may be abused in a family or in an institutional or community setting by those known to them or more rarely by strangers. One young person may suffer different kinds of abuse at the same time. Abuse can happen wholly online, or technology may be used to facilitate offline abuse. Abuse can take many forms; these include but are not limited to:

- Physical Abuse
- Neglect
- Sexual Abuse
- Child Sexual Exploitation
- Harmful Sexual Behaviour
- Emotional Abuse
- Domestic Abuse
- Child Trafficking
- Female Genital Mutilation

These categories are defined in Appendix 1.

#### **Recognising signs of abuse in young people**

##### **How might a young person experience abuse?**

It is important to be aware of the possible signs and symptoms of abuse (see appendix 1) Some signs could be indicators of several different categories of abuse.

It is essential to note that these are only indicators of possible abuse. There may be other reasons for these signs and/or behaviour such as a bereavement or relationship problems between parents or carers. They will, however, be a guide to assist in assessing whether abuse of one form or another is a possible explanation for a young person's behaviour.

Young people experiencing abuse often experience more than one type of abuse over a period. Young people who experience abuse may be afraid to tell anybody about the abuse. They may struggle with feelings of guilt, shame or confusion – particularly if the abuser is a parent, caregiver or other close family member or friend.

Many of the signs that a young person is being abused are the same regardless of the type of abuse. Anyone working with young people needs to be able to recognise the signs.

These include a young person:

- being afraid of places or making excuses to avoid particular people
- knowing about or being involved in 'adult issues' which are inappropriate for their age or stage of development, for example alcohol, drugs and/or sexual behaviour
- having angry outbursts or behaving aggressively towards others becoming withdrawn or appearing anxious, clingy or depressed
- self-harming or having thoughts about suicide
- showing changes in eating habits or developing eating disorders
- regularly experiencing nightmares or sleep problems
- regularly wetting the bed or soiling their clothes
- running away or regularly going missing from home or care
- not receiving adequate medical attention after injuries.

#### **Definitions and signs of abuse in adults**

Adults may also be vulnerable to neglect and abuse or exploitation from within their family and from individuals they come across in their daily lives. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Abuse can take many forms; these include but are not limited to:

- Physical abuse
- Domestic Abuse
- Psychological or emotional abuse
- Sexual abuse
- Sexual Exploitation
- Neglect, or Act of Omission
- Financial or material abuse
- Modern Slavery
- Discriminatory abuse
- Institutional abuse
- Self-neglect

These categories are defined in Appendix 2

#### **Recognising signs of abuse in adults**

#### **How might vulnerable adults experience abuse?**

Many of the signs that an adult is being abused are the same regardless of the type of abuse. Anyone working with vulnerable adults needs to be able to recognise the signs.

These include:

- A history of unexplained injuries, falls, fractures, bruises, burns etc
- Signs of under or overuse of medication and/or medical problems unattended
- Alteration in psychological state e.g., withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of the carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia
- Pregnancy in a woman who is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually implicit/explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosure or hints of sexual abuse

- Self-harming
- Malnutrition, weight loss and /or persistent hunger
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores
- Being left in wet clothing or bedding and/or clothing in a poor condition
- Failure to access appropriate health, educational services or social care
- No callers or visitors
- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents
- Sudden inability to pay bills
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property
- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance of care
- Lack of flexibility or choice over meals, bedtimes, visitors, phone calls, etc.
- Inadequate medical care and misuse of medication
- Inappropriate use of restraint
- Sensory deprivation e.g., denial of use of spectacles or hearing aids
- Missing documents and/or absence of individual care plans
- Public discussion of private matter
- Lack of opportunity for social, educational or recreational activity.

#### **Responding to concerns and allegations**

These procedures inform all staff and volunteers of what actions they should take if they have concerns or encounter a case of alleged or suspected child, young person or vulnerable adult abuse, i.e., response actions

#### **Important rule**

It is important that all staff and volunteers are aware that the first person that has concerns or encounters a case or suspected abuse is not responsible for deciding whether abuse has occurred. However, staff and volunteers do have a duty of care to the children or young person or vulnerable adult to report any suspicions you may have.

Name	Post	Email	Phone number
Shri Budhkar	Designated Safeguarding Trustee	givesafeguarding@gmail.com	07466 049164

#### **Designated Safeguarding Trustee**

The designated Safeguarding Trustee is responsible for dealing with reports or concerns about the protection of children, young people and vulnerable adults appropriately. The relevant contact numbers for ASC (Adult Social Care), the Police and other useful contacts are shown further on in this document.

#### **Action to be taken by the Designated Safeguarding Lead if concerns are raised or a disclosure is made:**

- act as first point of contact for volunteers in raising a safeguarding concern
- refer cases of suspected abuse or allegations of abuse to the relevant investigating agencies
- liaise and co-operate with the Adult Social Care Teams in ensuring that local guidance on reporting and recording procedures are followed
- work closely with volunteers, young people and vulnerable adults at risk where abuse is suspected or disclosed
- provide advice and support to volunteers on issues relating to safeguarding
- inform the Board of Trustees of any issues and ongoing investigations
- maintain accurate, secure records of referrals or concerns
- ensure that cover is provided in the case of absence from the role.

#### **Deciding whether to refer to another agency**

It is crucial that the Designated Safeguarding Trustee consider the following when taking the decision to refer concerns/ allegations of abuse to ASC and the Police:

- The wishes of the vulnerable adult.
- The mental capacity of the vulnerable adult.
- Known indicators of abuse.
- Definitions of abuse.
- Level of risk to a child, young person or vulnerable adult.
- Level of risk to others.

Decisions as to whether to inform others will be concerned with:

- The individual's right to self- determination.
- The seriousness of the abuse.
- The effect of the abuse on the young person or vulnerable adult in question and on other children, young people or vulnerable adults.
- The ability of other agencies to make a positive contribution to the situation.
- Whether a criminal offence has been committed or whether there are Statutory obligations to refer on (e.g., to the Commission for Social Care Inspection).
- The need for others to know (e.g., to protect others who may be involved in the immediate situation).

Contact numbers for these agencies are listed Appendix 4

### **What will happen next**

Any report of abuse will be taken seriously and investigated in a fair and throughout manner.

ASC will be responsible for co-ordinating the investigation of all cases of suspected abuse within their area unless the Police assume that responsibility where a crime has been committed. Working in conjunction with the GIVE and other relevant agencies, ASC will:

- Talk to the young person or vulnerable adult and others involved.
- Carry out an investigation.
- Undertake a risk assessment.
- Plan what to do to protect the young person or vulnerable adult.
- Support the person and their carers through the investigation.
- Closely monitor the situation.

Trustees and volunteers are required to liaise with relevant authorities throughout the investigation and provide any necessary information or assistance. This may include attending meetings and case conferences.

GIVE must keep relevant authorities informed of outcomes of any internal investigations and disciplinary proceedings being undertaken alongside their own investigation.

All agencies will work together and decide on the best possible course of action for both the perpetrator and the victim.

### **Volunteers**

#### **Action to be taken by a volunteer if concerns are raised or a disclosure is made:**

#### **Response situations**

In general, there are three situations that volunteers may need to respond to concern or cases of alleged or suspected abuse:

1. Responding to a young person or vulnerable adult disclosing abuse, i.e., they make an allegation of abuse.
2. Responding to allegations or concerns about a volunteer.
3. Responding to allegations or concerns about any other person, i.e., parent, carer, other service user.

## **Self determination**

Professionals are often wary of intervening in abusive situations if the adult does not want them to do so because of human rights and other issues. These dilemmas are very real for staff but can lead to an approach of non- intervention which conflicts with the professional “duty of care”.

### ‘No Secrets’ rule:

If an adult is not determined as “vulnerable” then they are deemed able to protect themselves from an abusive situation if they so, choose. However, when an adult is “vulnerable”, they will find it difficult to protect themselves from actual or potential abuse without the intervention of outside agencies. In these cases, the fact that a vulnerable adult states that they do not want intervention should not stop professionals from sharing their concerns and information under the adult protection procedure.

## **Specific response procedures**

More specifically the following procedures should be followed in each situation.

Abused young people or vulnerable adults will only tell people they trust and with whom they feel safe. By listening and taking what the young person or vulnerable adult is saying, you are already helping the situation. The following points are a guide to help you respond appropriately:

- Stay Calm.
- Listen carefully to what is said.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others- do not promise to keep secrets.
- Allow the young person or vulnerable adult to continue at their own pace.
- Ask questions for clarification only and always avoid asking questions that suggest a particular answer- leading questions.
- Reassure the young person or vulnerable adult that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Report to and inform the Designated Safeguarding Trustee
- Record in writing on an Incident Reporting Form (Appendix 3) all the details that you are aware of and what was said using the young person’s or vulnerable adult’s own words, as soon as possible. To record you should include:
  - The date and time.
  - The young person or vulnerable adult’s name and address and date of birth if known.
  - The nature of the allegation.
  - A description of any visible injuries.
  - Your observations – e.g., a description of the young person or vulnerable adult’s behaviour and physical and emotional state.
  - Exactly what the young person or vulnerable said and what you said. Record the young person or vulnerable adult’s account of what has happened as close as possible.
  - Any action you took because of your concerns e.g., who you spoke to and resulting actions. Include names, addresses and telephone numbers.
  - Sign and date what you have recorded.
  - Store the information in accordance with relevant procedures, e.g., Data protection.
- Monitor the situation.
- If the person is in immediate danger call the Police and Ambulance if necessary.
- Inform Safeguarding Trustee informs relevant persons, i.e., ASC and/or Police if appropriate.

## **Responding to allegations or concerns against a volunteer**

- Take the allegation or concern seriously.
- Consider any allegation or concern to be potentially dangerous to the young person or vulnerable adult.
- Report to and inform (if appropriate) the Designated Safeguarding Trustee if the allegation is against the Designated Safeguarding Lead inform the Chair of Trustees.
- Record in writing on an Incident Form (see appendix 3) all the details that you are aware of

as soon as possible.

- Designated Safeguarding Trustee informs relevant persons, i.e., ASC, and/or the Police if appropriate.

#### **Responding to allegations or concerns against any other person i.e. parent, carer, service user**

- Take the allegation or concern seriously.
- Consider any allegation or concern to be potentially dangerous to the child, young person or vulnerable adult.
- Report to and inform the Designated Safeguarding Trustee.
- Record in writing on an Incident Form (see appendix 3) all the details that you are aware of as soon as possible.
- Designated Safeguarding Trustee informs relevant persons, i.e., ASC, and/or the Police if appropriate.

See appendix 5 for the safeguarding reporting process flowchart

#### **Remember when dealing with a disclosure DO NOT**

- Appear shocked, horrified, disgusted or angry.
- Ask too many questions or press for individual details (it is not your duty to undertake the investigation).
- Put words into their mouth.
- Make comments or judgement other than to show concern.
- Do not give the promise of confidentiality.
- Risk contaminating the evidence.
- Confront the abuser.

#### **Responsibilities towards victim of abuse**

- Ensure the young person or vulnerable adult is safe and supported.
- Consider if the individual requires urgent medical attention and if so, decide with an explanation to health staff that abuse is suspected.
- Consider the vulnerable adult's capacity to make decisions and whether an advocate/appropriate adult might be necessary.
- The vulnerable adult must be given information and advice as well as choice about the way in which an investigation will proceed. Where the individual expresses a wish for an incident not to be pursued this should be recorded and respected wherever possible. However, decision about whether to respect the service user's wishes must have regard to the level of risk to the individual and/or others and their capacity to understand the decision in question and to make decisions relating to it. If choice must be denied to an individual as to if/how an investigation is to take place, it must be clear on what grounds this is justifiable, and these grounds must be made clear to the individual and be recorded. Where it is felt the responsibility to public interest outweighs the duty to protect the confidence of the individual, seek further guidance from the Designated Safeguarding Trustee.

#### **Confidentiality**

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need-to-know basis only, i.e., designated Safeguarding Trustee, Adult Social Care (ASC) and the Police.

It is extremely important that allegations or concerns are not discussed, as a breach of confidentiality could be damaging to the young person or vulnerable adult, their family and any protection investigations that may follow.

Informing the parent or carers of a young person or vulnerable adult you may have concerns about needs to be dealt with in a sensitive way and should be done in consultation with ASC.

Any individual under supervision has the right to be notified about the cause for concern. This should be done in joint consultation with ASC and the police. It is important that the timing of this does not prejudice the investigation.

Recorded information should be stored in a secure place with limited access to the Designated Safeguarding Trustee in line with data protection laws (e.g., the information stored is accurate, regularly updated, relevant and secure).

If enquiries arise from the public (including parents) or any branch of the media, it is vital that all staff and volunteers are briefed so that they do not make any comments regarding the situation. Staff and volunteers should be informed who the relevant designated spokesperson will be, and all enquiries directed through them. Staff and volunteers should reply 'no comment' to all questions/enquiries.

#### **Photography and pornography**

There is increasing evidence that some people have used children, young people and vulnerable adults' activities and events as an opportunity to take inappropriate photographs or video footage of children, young people or vulnerable adults. Staff and volunteers should be always vigilant and any person using cameras or videos within GIVE, at events or activities which involve children, young people or vulnerable adults should be approached and asked to complete a Consent Form for the use of Cameras and other image recorders.

Parents and carers must be informed that photographs of the young person or vulnerable adult may be taken during GIVE's services, activities or events, and parental consent forms need to be signed agreeing to this. This must include information about how and where these photographs will be used.

It is recommended that the names of children, young people and vulnerable adults should not be used in photographs or video footage, unless with the express permission of the child or young person's parent, carers or the vulnerable adult.

Volunteers are advised not to take photographs of their clients during support sessions.

The Trustees will report serious incidents to the Charity Commission. For guidance on what constitutes a serious incident <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

#### **Review of Policy**

The Safeguarding Policy was reviewed and approved by GIVE's Board of Trustees on 13th December 2023. The framework will be reviewed annually, and any revisions submitted to the Board of Trustees for approval.

#### **Approval and implementation date:**

29<sup>th</sup> July 2025

#### **Policy Review Date:**

29<sup>th</sup> July 2026

#### **Approved by:**

Sonal Sher, Chair of Trustees  
John Reading, Trustee  
Amanda Dubarry, Trustee  
Shri Budhkar, Trustee  
Barry King, Trustee

## **APPENDIX 1**

### **DEFINITIONS OF ABUSE**

The recognised categories of abuse are:

#### **Physical Abuse**

Physical abuse happens when a young person is deliberately hurt, causing physical harm. It can involve hitting, kicking, shaking, throwing, poisoning, burning or suffocating. It's also physical abuse if a parent or carer makes up or causes the symptoms of illness in children. For example, they may give them medicine they don't need, making them unwell. This is known as fabricated or induced illness (FII).

#### **Neglect**

Neglect is not meeting a young person's basic physical and/or psychological needs. This can result in serious damage to their health and development. Neglect may involve a parent or carer not:

- providing adequate food, clothing or shelter
- supervising a young person or keeping them safe from harm or danger (including leaving them with unsuitable carers)
- making sure the young person receives appropriate health and/or dental care
- making sure the young person receives a suitable education
- meeting the young person's basic emotional needs – this is known as emotional neglect.

Neglect is the most common type of young person abuse. It often happens at the same time as other types of abuse.

#### **Sexual Abuse**

Sexual abuse is forcing or enticing a young person to take part in sexual activities. It doesn't necessarily involve violence, and the young person may not be aware that what is happening is abuse. Sexual abuse can involve contact abuse and non-contact abuse. Contact abuse happens when the abuser makes physical contact with the young person. It includes:

- sexual touching of any part of the body whether the young person is wearing clothes or not
- rape or penetration by putting an object or body part inside a young person's mouth, vagina or anus
- forcing or encouraging a young person to take part in sexual activity
- making a young person take their clothes off or touch someone else's genitals.

Non-contact abuse involves non-touching activities. It can happen online or in person and includes:

- encouraging or forcing a young person to watch or hear sexual acts
- making a young person masturbate while others watch
- not taking proper measures to prevent a young person being exposed to sexual activities by others
- showing pornography to a young person
- making, viewing or distributing child abuse images
- allowing someone else to make, view or distribute child abuse images.
- meeting a young person following online sexual grooming with the intent of abusing them. Online sexual abuse includes:
- persuading or forcing a young person to send or post sexually explicit images of themselves, this is sometimes referred to as sexting
- persuading or forcing a young person to take part in sexual activities via a webcam or smartphone
- having sexual conversations with a young person by text or online.

Abusers may threaten to send sexually explicit images, video or copies of sexual conversations to the young person's friends and family unless they take part in other sexual activity. Images or videos may continue to be shared long after the abuse has stopped. Abusers will often try to build an emotional connection with a young person to gain their trust for the purposes of sexual abuse. This is known as grooming.

#### **Child Sexual Exploitation**

Child sexual exploitation (CSE) is a type of sexual abuse. Young people may be coerced or groomed into exploitative situations and relationships. They may be given things such as gifts, money, drugs, alcohol, status or affection in exchange for taking part in sexual activities.

Young people may be tricked into believing they're in a loving, consensual relationship. They often trust their abuser and don't understand that they're being abused. They may depend on their abuser or be too scared to tell anyone what's happening. They might be invited to parties and given drugs and alcohol before being sexually exploited. They can also be groomed and exploited online.

Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to young people in gangs (Berelowitz et al, 2013).

Child sexual exploitation can involve violent, humiliating and degrading sexual assaults and involve multiple perpetrators.

### **Harmful Sexual Behaviour**

Harmful sexual behaviour (HSB) is developmentally inappropriate sexual behaviour which is displayed by young people, and which may be harmful or abusive. It may also be referred to as sexually harmful behaviour or sexualised behaviour.

HSB encompasses a range of behaviour, which can be displayed towards younger children, peers, older children or adults. It is harmful to the children and young people who display it, as well as the people it is directed towards. HSB can include:

- using sexually explicit words and phrases
- inappropriate touching
- using sexual violence or threats
- sexual activity with other young people or adults.

Sexual behaviour between children is considered harmful if one of the children is much older – particularly if there is more than two years' difference in age or if one of the children is pre-pubescent and the other isn't (Davies, 2012). However, a younger child can abuse an older child, particularly if they have power over them – for example, if the older child is disabled (Rich, 2011).

### **Emotional Abuse**

Emotional abuse involves:

- humiliating, putting down or regularly criticising a young person
- shouting at or threatening a young person or calling them names
- mocking a young person or making them perform degrading acts
- constantly blaming or scapegoating a young person for things which are not their fault
- trying to control a young person's life and not recognising their individuality
- not allowing a young person to have friends or develop socially
- pushing a young person too hard or not recognising their limitations
- manipulating a young person
- exposing a young person to distressing events or interactions
- persistently ignoring a young person
- being cold and emotionally unavailable during interactions with a young person
- not being positive or encouraging to a young person or praising their achievements and successes.

### **Mental Health**

Mental illness in a parent or carer does not necessarily have an adverse effect young person or vulnerable adult but it is important to assess its implications for anyone involved in the family. The adverse effects of parental mental illness on the young person are less likely when parental problems are mild, last for a short period of time, are not associated with family disharmony, and where there is another parent or family member who can respond to the child's needs and offer protection. Where mental illness is accompanied by problem alcohol use, domestic violence or associated with poverty and social isolation, children are particularly vulnerable.

### **Domestic Abuse**

Domestic abuse is any type of controlling, coercive, threatening behaviour, violence or abuse between people who are, or who have been in a relationship, regardless of gender or sexuality. It can include physical, sexual, psychological, emotional or financial abuse.

Exposure to domestic abuse is child abuse. Young people can be directly involved in incidents of domestic abuse, or they may be harmed by seeing or hearing abuse happening. Young people in homes where there is domestic abuse are also at risk of other types of abuse or neglect.

### **Bullying & Cyberbullying**

Bullying is when individuals or groups seek to harm, intimidate or coerce someone who is perceived to be vulnerable. Bullying includes:

- verbal abuse, such as name calling
- non-verbal abuse, such as hand signs or glaring
- emotional abuse, such as threatening, intimidating or humiliating someone
- exclusion, such as ignoring or isolating someone
- undermining, by constant criticism or spreading rumours
- controlling or manipulating someone
- racial, sexual or homophobic bullying
- physical assaults, such as hitting and pushing
- making silent, hoax or abusive calls.

Bullying can happen anywhere – at school, at home or online. When bullying happens online it can involve social networks, games and mobile devices. Online bullying can also be known as cyberbullying.

Cyberbullying includes:

- sending threatening or abusive text messages
- creating and sharing embarrassing images or videos
- 'trolling' - sending menacing or upsetting messages on social networks, chat rooms or online games
- excluding children from online games, activities or friendship groups
- setting up hate sites or groups about a particular young person
- encouraging young people to self-harm
- voting for or against someone in an abusive poll
- creating fake accounts, hijacking or stealing online identities to embarrass a young person or cause trouble using their name.

### **Child Trafficking**

Child trafficking is child abuse. It involves recruiting and moving children who are then exploited. Many young people are trafficked into the UK from overseas, but children can also be trafficked from one part of the UK to another.

Children may be trafficked for:

- child sexual exploitation
- benefit fraud
- forced marriage
- domestic servitude such as cleaning, childcare, cooking
- forced labour in factories or agriculture
- criminal exploitation such as cannabis cultivation, pickpocketing, begging, transporting, drugs, selling pirated DVDs and bag theft.

Young people who are trafficked experience many forms of abuse and neglect. Physical, sexual and emotional abuse is often used to control them and they're also likely to suffer physical and emotional neglect.

Child trafficking can require a network of organised criminals who recruit, transport and exploit children and young people. Some people in the network might not be directly involved in trafficking a young person but

play a part in other ways, such as falsifying documents, bribery, owning or renting premises or money laundering (Europol, 2011). Child trafficking can also be organised by individuals and the children's own families.

Traffickers trick, force or persuade children to leave their homes. They use grooming techniques to gain the trust of a young person, family or community. Although these are methods used by traffickers, coercion, violence or threats don't need to be proven in

### **Female Genital Mutilation**

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting.

The age at which FGM is carried out varies. It may be carried out when a child is new-born, during childhood or adolescence, just before marriage or during pregnancy (Home Office et al, 2016).

FGM is child abuse. There are no medical reasons to carry out FGM. It's dangerous and a criminal offence.

## **APPENDIX 2**

### **DEFINITIONS OF ABUSE (VULNERABLE ADULTS)**

#### **Physical abuse**

Physical abuse happens when a person is deliberately hurt, causing physical harm. It can involve hitting, kicking, shaking, throwing, poisoning, burning, suffocating, misuse of medication, restraint or inappropriate sanctions.

#### **Domestic abuse**

Domestic abuse is any type of controlling, coercive, threatening behaviour, violence or abuse between people who are, or who have been in a relationship, regardless of gender or sexuality. It can include physical, sexual, psychological, emotional, financial abuse, so called 'honour' based violence, female genital mutilation, and forced marriage.

#### **Sexual Abuse**

Sexual abuse is forcing or enticing a vulnerable adult to take part in sexual activities. It doesn't necessarily involve violence, and the person may not be aware that what is happening is abuse. Sexual abuse can involve contact abuse and non-contact abuse. Contact abuse happens when the abuser makes physical contact with the person.

It includes:

- sexual touching of any part of the body whether the vulnerable adult is wearing clothes or not
- rape or penetration by putting an object or body part inside a vulnerable adult's mouth, vagina or anus
- sexual assault or sexual acts to which the vulnerable adult has not consented or was pressured into consenting.
- making a vulnerable adult take their clothes off or touch someone else's genitals.

Non-contact abuse involves non-touching activities. It can happen online or in person and includes:

- encouraging or forcing a person to watch or hear sexual acts
- making a vulnerable adult masturbate while others watch
- not taking proper measures to prevent a vulnerable adult being exposed to sexual activities by others
- showing pornography to a person
- sexual teasing or innuendo
- meeting a vulnerable adult following online sexual grooming with the intent of abusing them. Online sexual abuse includes:
  - persuading or forcing a vulnerable adult to send or post sexually explicit images of themselves, this is sometimes referred to as sexting
  - persuading or forcing a vulnerable adult to take part in sexual activities via a webcam or smartphone
  - having sexual conversations with a vulnerable adult by text or online.

Abusers may threaten to send sexually explicit images, video or copies of sexual conversations to the vulnerable adult's friends and family unless they take part in other sexual activity. Images or videos may continue to be shared long after the abuse has stopped. Abusers will often try to build an emotional connection with a young person to gain their trust for the purposes of sexual abuse. This is known as grooming.

#### **Sexual exploitation**

Sexual exploitation involves exploitative situations and relationships where people receive 'something (e.g. accommodation, alcohol, affection, money) because of performing, or others performing on them, sexual activities.

#### **Psychological abuse**

Psychological abuse can include 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 from 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 transaction, or the misuse or misappropriation of property, possessions or benefits.

#### **Modern Slavery**

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**

Discriminatory abuse includes forms of harassment, slurs of 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 because of the structure, policies, processes and practices within an organisation.

#### **Neglect and acts of omission**

Neglect and acts of omission can include ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

#### **Self-neglect**

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

**APPENDIX 3**  
**GIVE INCIDENT REPORTING FORM**

All information will be treated in strict confidence

Date: \_\_\_\_ / \_\_\_\_ /20 \_\_\_\_

Time: \_\_\_\_\_

Venue: \_\_\_\_\_

Name of young person or vulnerable adult: \_\_\_\_\_

Age: \_\_\_\_\_

Address (if known): \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone Number (if known): \_\_\_\_\_

Next of kin (if known): \_\_\_\_\_

Are you reporting your concerns or passing on those of someone else? Please give details:

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Please give a brief description of what has prompted the concerns including dates, times etc any specific incidents:

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Please give a brief description of what has prompted the concerns including dates, times etc any specific incidents:

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Any physical signs? Behavioural signs? Indirect signs?

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Have you spoken to the young person or vulnerable adult? If so, what was said?

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Has anybody been alleged to be the abuser? If so, give details:

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Have you consulted anybody? If so, please give details:

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Your name: \_\_\_\_\_

Position: \_\_\_\_\_

To whom reported: \_\_\_\_\_

Date of reporting: \_\_\_\_/\_\_\_\_/20

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/20 \_\_\_\_\_

**This form should now be given to the Designated Safeguarding Trustee by hand or email to  
givesafeguarding@gmail.com marked Private and Confidential.**

#### **APPENDIX 4 Contact Information**

##### **ASC (Adult Social Care)**

Please use below contact information, you may check for latest details via  
<https://www.surreycc.gov.uk/adults/getting-support/contact>

##### **Information and advice**

- **Availability:** 9am to 5pm, Monday to Friday
- **Telephone:** [0300 200 1005](tel:03002001005)
- **Email:** [asc.infoandadvice@surreycc.gov.uk](mailto:asc.infoandadvice@surreycc.gov.uk)
- **Textphone (via Relay UK):** 18001 0300 200 1005
- **Text (SMS):** 07527 182 861 (for the deaf or hard of hearing)
- **Telephone from overseas:** +44 20 8541 9944
- **Video Relay Service (VRS):** [Sign Language Video Relay Service](#)

##### **Out of hours emergency**

For emergency situations outside our standard lines hours.

- **Telephone:** [01483 517 898](tel:01483517898)
- **Email:** [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)
- **Textphone (via Relay UK):** 18001 01483 517898
- **Text (SMS):** 07800000388 (for the deaf or hard of hearing)

(If 01483 517 898 is not working, please use the email).

When leaving a message (by phone or email), please include your name, contact number, and whether your concern is about an adult or a child.

#### **Police**

##### **Surrey Police**

##### **In case of Emergencies**

**Call 999** in emergency situations like these:

- there is an immediate danger to life
- someone is using violence or is threatening to be violent
- a road traffic collision where life is at risk, or the road is blocked
- a crime is happening right now, like a house burglary or a theft

If you accidentally dial 999, please stay on the line and tell the operator you're safe and that no crime has occurred.

**Non-emergency**

Call [101](#) for non-emergency enquiries.

If you have a hearing or speech impairment, use our textphone service on 18001 101.

<https://www.surrey.police.uk/contact/af/contact-us-beta/contact-us/>