

WOKING STREET ANGELS' SAFEGUARDING POLICY

THIS POLICY COVERS THE MEASURES THAT WOKING STREET ANGELS HAVE IN PLACE TO PROTECT THEIR EMPLOYEES, VOLUNTEERS (STREET ANGELS) AND MEMBERS OF THE PUBLIC (BOTH CHILDREN AND ADULTS) WHEN STREET ANGELS ARE ON DUTY.

The policy is divided into the following sections:

- 1) General Policy
- 2) Safeguarding Members of the Public
- 3) Appendices relating to safeguarding members of the public
- 4) Safeguarding of WSA volunteers and employees

APPENDIX 1: Practice Guidelines (Child at Risk)

Section A: Definitions of Abuse

Section B: Recognising possible signs of abuse

APPENDIX 2: Flow-chart for Action: Child/Adult at Risk

APPENDIX 3: Disclosure & Barring Service (DBS) Code of Practice

APPENDIX 4: Handling Disclosure Information

APPENDIX 5: Equal Opportunities

APPENDIX 6: Data Protection, Filming and Photos, applicable to safeguarding members of the public and WSA volunteers/employees

1) GENERAL POLICY

VALUES

Woking Street Angels' core values include integrity, honesty and being non-judgmental and Woking Street Angels believe that people in need deserve the highest standards of service and professionalism. These values lie at the heart of all volunteer Street Angels do and underpin all the activities and policies of our employees and trustees.

DEFINITIONS

What is Safeguarding?

Safeguarding involves people and organisations working together to prevent and stop both the risks of and experience of abuse or neglect, while at the same time making sure that the adult's or child's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

In this document/policy a child or minor means any young person under 18 years of age.

An adult is any person over the age of 18.

MISSION STATEMENT

Woking Street Angels (WSA) recognises the importance of its work with children, young people, adults and its responsibility to protect and safeguard their welfare.

As part of its mission, WSA is committed to:

- Valuing, listening to and respecting children, young people and adults at risk as well as upholding their welfare and protection;
- Safe recruitment, supervision and training for all staff and volunteers;
- Adopting, maintaining and following a defined procedure for dealing with safeguarding concerns;
- Encouraging and supporting parents/carers;
- Supporting those affected by any safeguarding concerns;
- Maintaining good links with the statutory authorities and other organisations.

OUR POLICY

WSA recognises the need to ensure the care and safety of children, young people and adults at risk. It also acknowledges that children, young people and adults can be the victims of physical, sexual and emotional abuse and neglect. WSA has therefore adopted the procedures set out in this Policy document (and the Appendices). It also recognises the need to build constructive links with statutory and voluntary safeguarding agencies.

WSA is committed to on-going safeguarding training for all staff and volunteers and will regularly review the operational guidelines attached. Street Angels should familiarise themselves with the policy, guidelines and Codes of Practice in the Appendices and must be willing to attend refresher training when it is arranged.

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The following sections , which are published on the WSA website, describe steps that that WSA have in place to safeguard members of the public and WSA employees /volunteers.

2) SAFEGUARDING MEMBERS OF THE PUBLIC

Street Angels recognise that those they help in Woking may be at risk or vulnerable and the following steps are therefore taken to safeguard all members of the public that Street Angels may meet while on duty in the town:

- i) Street Angels wear distinctive jackets or shirts with unique Woking Street Angels logos, providing assurance through making every Street Angel easily identifiable to members of the public.
- ii) Street Angels receive extensive training when they are recruited as well as ongoing refresher training and additional skills to enable them to relate effectively and appropriately with all those they meet. Their aim is to treat everyone with respect, courtesy and care and to protect the dignity and wellbeing of every individual.
- iii) Whatever information Street Angels may find out about an individual is kept private and never disclosed to anyone else. The only exception is where Street Angels believe an individual may be at risk and where it is agreed with them in advance that, in the interests of their own or others' safety, Street Angels must pass their details on to a recognised and trusted agency; that is, the police, medical or social services.
- iv) Every Street Angel is subject to security checks through the Disclosure and Barring Service (DBS) at the time they first volunteer to ensure that there is no record of criminal behaviour that would make them unsuitable to work with or assist vulnerable people. See APPENDIX 3: DBS CODE OF PRACTICE
- v) While on duty, Street Angels keep in close contact with CCTV and, as necessary, the police, town marshals, door staff at the venues in Woking, paramedics and other agencies. Street Angels seek assistance or surveillance from those agencies at any time when dealing with any member of the public where the need to safeguard and protect the wellbeing of a person is particularly sensitive.
- vi) Woking Street Angels' aim is to protect vulnerable members of the public and those at risk from unwanted attention by others or other harm. The Street Angels will use the means available to them to preserve the dignity and modesty of those they seek to help and will summon help or provide it themselves as appropriate.

SAFEGUARDING MEMBERS OF THE PUBLIC: PRACTICAL ADVICE FOR WOKING STREET ANGELS

While on duty, Woking Street Angels (WSA) may encounter children (under 18-years of age) or adults who are vulnerable or at risk.

Safeguarding in the context of the work of WSA aims to prevent or stop these risks and/or their consequences. During a shift a WSA may have an interaction with a member of the public which they feel presents a Safeguarding issue. This short guide defines the issues and summarises the practical steps to take.

What is abuse and neglect of children?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children. [During their training WSA volunteers will have studied the various forms of abuse. These are defined in APPENDIX 1 of our Safeguarding Policy.]

If you see children while on duty

If Street Angels come into contact with a child / a minor while out on duty: get as much detail as possible from them including name, age, date of birth, address and contact number if we can.

Any concerns and any interaction with an isolated child or minors in need of/you help should immediately be reported to police. Remember that what we see is just a small part of the picture - they may already be on the radar of the police as possible safeguarding concerns.

Ask yourself the question and, as appropriate, the young person: 'why are they out in town so late?', 'who are they with? Are they with someone older? Does this person look like a relative?' 'Are the young people drunk?' 'Are they safe?'

It is always better to report if you're not sure - the police would always rather you did even if it turns out the minor is not at risk.

Should you come across any minor/s while on duty, it is worth a call to CCTV just to cover your backs so they're aware.

If possible, warn children that they are vulnerable, that they should avoid strangers and must not agree to any invitations or offers from others, however attractive they may sound. CSE (Child Sexual Exploitation) and CCE (Child Crime Exploitation) ARE happening in Woking.

What is the definition of an adult at risk?

According to the Department of Health, this is *'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.'*

Adults suffering Abuse

Street Angels may come across adults who are either actually suffering abuse or have been the victims of abuse in the past.

Abuse can take varied forms; e.g.

- one adult exhibiting an excessively dominant or bullying attitude towards a partner
- domestic abuse (evidence or suspicions of that)
- Coercive control
- slavery, sexual exploitation or forced prostitution

Definitions and explanations of these examples can be found in Appendix 1.

What do I do if I have concerns about possible abuse or allegations of abuse?

Where an adult is experiencing abuse, or at risk of being abused, neglected or where an adult may be being harmed by others usually in a position of trust, power or authority, this must always be reported immediately. Importantly, stay calm. Under no circumstances should any WSA volunteer or employee carry out their own investigation into the allegation or suspicion of abuse. There is a clear path to follow, which you will see on the **attached flow chart (Appendix 2)**, and you will never be alone in this:

- Make an immediate evaluation of the risk and take steps to ensure that the adult is in no immediate danger
- where appropriate dial 999 for an ambulance if there is a need for emergency medical treatment
- Report your concerns to the police by dialling 999. If you think someone is in immediate danger (either to themselves, from someone else or to someone else), do not wait. Call 999 immediately.
- Report your concerns to your Team Leader.
- Report your concerns as soon as possible to the Woking Street Angels Co-ordinator, tel. no: 07827 914714, and complete an Incident Report form.
- In the absence of the Co-ordinator, report your concerns to the Nominated Co-ordinator, who will be the trustee named in your weekly email, using the incident reports forms or by telephone.
- Do not discuss your suspicions with anyone other than those nominated above. A written record of the concerns should be made on an Incident Report Form and kept in a secure place.
- The role of the Co-ordinator/Nominated Co-ordinator is to collate and clarify the precise details of the allegation or suspicion and confirm with the Police that they will pass this on to Children's Services or Adult Social Care.

Factors to consider when a concern has been expressed/disclosed:

- is the adult safe and is there a need for an immediate safety response?
- are there immediate risks to others?
- what are the views and wishes of the adult?
- how vulnerable is the adult?
- what is the nature and extent of the abuse?
- is there a concern that the adult has caused harm or is likely to cause harm to others?
- is the abuse a crime or is there a likelihood of a crime being committed?
- is there a need to secure evidence? (this might include, body maps, records, medicine/fluid charts, rotas, care and support plans, daily records, secure the scene of a crime etc.)
- is there a risk to the public?
- how long has it been happening?
- is it a one-off incident or a pattern of repeated actions?
- is a child (under 18 years) at risk?
- is there any doubt about the mental capacity of the adult being unable to make decisions about their own safety? Remember to assume capacity unless there is evidence to the contrary. (Capacity can be

undermined by the experience of abuse and where the person is being exploited, coerced, groomed or subjected to undue influence or duress).

- The first concern must be to ensure the safety and well-being of the adult who is alleged to have been harmed. However, in situations where there has been or may have been a crime and the Police have been called it is important that evidence is preserved/secured wherever possible. The Police will attend the scene, and agencies and individuals can play an important part in ensuring that evidence is not contaminated or lost.

How do I respond to a child who wishes to disclose that they have been abused?

- Above everything else LISTEN.
- DO NOT use leading questions. E.g. Not "Did you get this bruise because someone hit you?" but instead "How did you get this bruise?" Using leading questions could harm an investigation.
- Show acceptance of what the child says (however unlikely the story may sound.)
- Look at the child directly.
- Be honest, tell the child you will need to let someone else know - don't promise confidentiality. Say, up-front: "As Working Street Angels we have a duty of care to you. Whatever you tell me will be confidential unless you are harming yourself or harming someone else or someone else is harming you. I will be duty bound to report that."
- Stress that even if a child has broken a rule, they are not to blame for the abuse.
- Be aware that the child may have been threatened or bribed not to tell.
- Never push for information. If the child decides not to tell you after all, then accept that and let them know that you or someone else will be willing to listen. Helpful responses could include "You have done the right thing in telling; that must have been really hard; I am glad you have told me; it's not your fault; I will do my best to help you."
- As soon as it is practical, and preferably within the hour, make detailed and careful hand-written notes of what was said, what you saw and what happened.
 - Include, if relevant, a description of any injury, its size, and a drawing of its location and shape on the child's body.
 - Write down exactly what the child has said and when s/he said it, what was said in reply and what was happening immediately beforehand (e.g. a description of the activity).
 - Write down dates and times of these events and when the record was made.
 - Write down any action taken and keep all hand written notes even if subsequently typed up.

- Pass these notes on to the Team Leader who will subsequently pass them on to the WSA co-ordinator. Using discretion, depending on the details and the urgency, the Team Leader will pass on notes to the Police if necessary.

(i) Where a child has a physical injury or symptom of neglect:

- The Team Leader and/or the WSA Coordinator, together with the Street Angel reporting the incident will notify the police who in turn will contact Children's Services direct (this may be the Duty Children & Families Team or called something like Children's Services - out of hours the emergency duty team) if there are concerns that a child may have been deliberately hurt, is at risk of 'significant harm' or is afraid to return home. **Do not tell the parents** in such circumstances.
- If a child needs urgent medical attention an ambulance should be called or they should be taken to hospital, informing the parents/carers afterwards of the action that was taken. The hospital staff should be informed of any child protection concerns. They have a responsibility to pass these concerns on to the statutory authorities.
- It is important to take older children's wishes into account when deciding whether to talk to parents/carers unless other children are potentially at risk.

(ii) Where there are allegations or concerns of sexual abuse:

- Contact the police. DO NOT try to investigate the matter. The important thing is to relay the information to the Police so they can carry out any investigation and take appropriate action under Section 47 of the Children Act 1989.
- In the case of very severe sexual assault (such as rape), which may have occurred over the last few days, contact the police in order to facilitate a medical examination by a designated police surgeon. (Older young people are able to decline such an examination if they are considered to be of sufficient age and understanding). Do not touch or tamper with any evidence, such as stained clothing.
- **DO NOT tell the parents/ carers, as they could be involved. It is also important no one else who might be involved is inadvertently alerted to the situation because this may lead to the child being 'silenced'.** Allegations of sexual abuse are usually denied and often difficult to prove. Remember, the child's welfare must be the first consideration at all times.

GENERAL POINTS

- Above everything else listen, listen, listen
- Show acceptance of what the child says (however unlikely the story may sound)
- Keep calm
- Look at the child directly
- Tell the child you will need to let someone else know - don't promise confidentiality
- Even when a child has broken a rule, they are not to blame for the abuse
- Be aware that the child may have been threatened or bribed not to tell

- Never push for information. If the child decides not to tell you after all, then accept that and let them know that you are always ready to listen.

HELPFUL RESPONSES

- You have done the right thing in telling
- That must have been really hard
- I am glad you have told me
- It's not your fault
- I will help you

DON'T SAY

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- Never make false promises
- Never make statements such as "I am shocked, don't tell anyone else"

CONCLUDING

Again reassure the child that they were right to tell you and show acceptance.

Let the child know what you are going to do next and that you will let them know what happens (you might have to consider referring to Children's Services or the Police to prevent a child or young person returning home if you consider them to be seriously at risk of further abuse)

Contact the Team Leader, then they and/or you contact the Police and inform the WSA Co-ordinator.

Consider your own feelings and seek pastoral support if needed.

How do I respond to an adult who appears to be being abused or at risk of being abused?

- Evaluate the risk and ensure the adult is in no immediate danger.
- Before calling an ambulance or the Police seek the consent of the adult. It is vital that they are involved and make their own decisions about the appropriate response to your Safeguarding concerns.
- Call an ambulance if there is need for emergency medical treatment.
- Contact the Police. In situations where there has been or may have been a crime and the Police have been called it is important that evidence is preserved/secured wherever possible.

- Keep a record of your concerns on an WSA Incident Report form.
- Where concerns are raised about the potential abuse of an adult, it is vital that they are involved, supported and enabled to make decisions about their needs and risks, and make decisions about the benefits and harms of a response under the safeguarding procedures.

Raising a concern when the adult does not want any action

- If the adult has the mental capacity to make informed decisions about their safety and they do not want any action to be taken and there are no public or vital interest considerations they should be given information about where to get help if they change their mind or if the abuse or neglect continues and they subsequently want support to promote their safety.
- A record must be made of the concern, as well as the adult's decision not to consent with the reasons given. A record must also be made of what information the adult was given. (Please use the WSA incident form for reporting such concerns.)

Safeguarding concerns must be reported to Adult Social Care when:

- the adult is an adult at risk and there is a concern that they are being or are at risk of being abused, neglected or exploited
- the adult has caused or is likely to cause harm to others
- the adult has capacity to make decisions about their own safety and wants and gives consent for this to happen
- the adult has been assessed as not having capacity to make a decision about their own safety to give consent, but a decision has been made in their best interests to report the safeguarding concern
- a crime has been or may have been committed against an adult who lacks the mental capacity to report a crime and a 'best interests' decision is made. **This must be referred immediately to the Police**
- the abuse or neglect has been caused by a member of staff, volunteer or person in a position of trust
- other people or children are at risk from the person causing the harm
- children may be causing harm to the adult
- the concern is about organisational or systemic abuse
- the person causing the harm is also an adult at risk.

Finally - always look after yourself:

- Never put yourself in a vulnerable or compromising situation.
- Consider your own feelings and seek pastoral support if needed. WSA will always offer support to any volunteer who is troubled by a safeguarding issue.

3) APPENDICES RELATING TO SAFEGUARDING MEMBERS OF THE PUBLIC

Please note and read the Appendices to this Woking Street Angels Safeguarding Policy that directly relate to Safeguarding Members of the Public:

- APPENDIX 1: PRACTICE GUIDELINES
 - Section A: Definitions of Abuse
 - Section B: Recognising possible signs of abuse
- APPENDIX 2: FLOW-CHART FOR ACTION: CHILD/ADULT AT RISK

4) SAFEGUARDING OF WSA VOLUNTEERS AND EMPLOYEES

Volunteers

The health and wellbeing of Woking Street Angels is of paramount importance and the volunteers are safeguarded by the following:

- 1) Being trained in personal safety with the emphasis on ensuring they do not put themselves at risk of harm by getting involved in any violent incidents while on duty.
- 2) Street Angels always work together in pairs or threes so that they can support one another and provide adequate control and cover when dealing with members of the public in need of help. A group of three Street Angels is the minimum number required on any shift.
- 3) Radios are carried at all times as well as mobile phones to summon help and communicate with other teams on duty as well as with CCTV, the police, if needed, and other services.
- 4) Street Angels only work in areas where there is CCTV coverage.
- 5) Waterproof jackets with logos clearly identify the Street Angels on duty as well as protecting them from the weather. Fleece or T-shirts for summer wear are also printed with logos.
- 6) Street Angels are regularly kept informed of any changes in the town centre and/or operational procedures.
- 7) Support mechanisms also allow Street Angels to feedback on any troubling situations they may encounter or experiences that concern them.

Employees

WSA's aim is protect their employee(s) against any risk of harm or abuse during working hours. Lone working is to avoided at all times or, if this is not possible on some occasions, then safeguards and regular checks will be put in place, in agreement between the trustees and the employee(s) to ensure their wellbeing.

Employee(s) must have access to a working mobile phone at all times.

ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH CHILDREN/ADULTS

If an accusation is made against a WSA worker (whether a volunteer or paid member of staff), then, after an initial investigation:

- the Co-ordinator will initiate the WSA Grievance Procedure/Policy, which may need to be followed up with a Disciplinary Procedure.
- In the case of a serious incident, matters will be addressed in accordance with Local Safeguarding Board / Children's Board (LSCB) procedures, and the WSA Co-ordinator may need to liaise with Children's Services or Adult Social Care about suspension of the worker and making a referral to an Allegations Management Adviser (AMA).
- If the suspicions implicate the Co-ordinator or another Woking Street Angel volunteer, then the Woking Street Angels Grievance Procedure must be followed.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with Woking Street Angels procedures and kept in a secure place.
- WSA will support the Co-ordinator/Nominated Co-ordinator in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

APPOINTMENT, SUPPORT, SUPERVISION & TRAINING OF LEADERS & WORKERS

WSA will ensure all workers will be appointed, trained, supported and supervised in accordance with the principles set out in the government Disclosure Barring Service Code of Practice (SEE APPENDIX 3) and the government guidelines "Safe from Harm" (HMSO 1993): the Practice Guidelines. The Appendices provide further reference detail related to the safeguarding of volunteers and employees, in conjunction with the other policies in the Volunteers' Handbook (e.g. Health and Safety Policy, Grievance Procedure):

APPENDIX 3: DISCLOSURE AND BARRING (DBS) CODE OF PRACTICE

APPENDIX 4: HANDLING OF DISCLOSURE INFORMATION

APPENDIX 5: EQUAL OPPORTUNITIES

APPENDIX 6: DATA PROTECTION, FILMING AND PHOTOS

See following pages.

Appendix 1

Practice guidelines

A Definitions of abuse

Abuse of Children

The following definitions of child abuse are recommended as criteria throughout England by HM Government in Working Together to Safeguard Children a Guide to inter-agency working to safeguard and promote the welfare of children, 2015.

WHAT IS ABUSE AND NEGLECT?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children.

PHYSICAL ABUSE

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

EMOTIONAL ABUSE

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

SEXUAL ABUSE

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

NEGLECT

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

SIGNIFICANT HARM

This relates to the degree of harm that triggers statutory action to protect a child. It is based on the individual child's health or development compared to that which could reasonably be expected of a similar child. e.g. severity of ill treatment, degree and extent of physical harm, duration and frequency of abuse and neglect, premeditation. Department of Health guidance suggests that 'significant' means 'considerable, noteworthy or important.'

FABRICATED OR INDUCED ILLNESS

The Oxford Textbook of Psychiatry defines this as: "A form of child abuse in which the parents or carers give false accounts of symptoms in their children and may fake signs of illness (to draw attention to themselves). They seek repeated medical investigations and needless treatment for their children." The government issued guidance for professionals working in situations where Fabricated and Induced illness is suspected in 'Safeguarding Children in whom Illness is Fabricated or Induced' (2002).

SPIRITUAL ABUSE

Linked with emotional abuse, spiritual abuse could be defined as an abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves. Some indicators of spiritual abuse might be a leader who is intimidating and imposes his/her will on other people, perhaps threatening dire consequences or the wrath of God if disobeyed. He or she may say that God has revealed certain things to them and so they know what is right. Those under their leadership are fearful to challenge or disagree, believing they will lose the leader's (or more seriously God's) acceptance and approval.

ORGANISED ABUSE

Complex (organised or multiple) abuse may be defined as abuse involving one or more abusers and a number of children. The abusers concerned may be acting in concert to abuse children, sometimes acting in isolation, or may be using an institutional framework or position of authority to recruit children for abuse.

Complex abuse occurs both as part of a network of abuse across a family or community, and within institutions such as residential homes or schools. Section 6.7 Working Together to Safeguard Children (2006)

CHILD PROSTITUTION AND CHILD SEXUAL EXPLOITATION (CSE)

Children involved in prostitution and other forms of commercial sexual exploitation should be treated primarily as the victims of abuse, and their needs require careful assessment.. (Section 6.2 Working Together to Safeguard Children' (2006), see also 'Safeguarding Children Involved in Prostitution (2000)).

Child Sexual Exploitation (CSE) occurs when any child is groomed or enticed into a sexual relationship or used for sexual acts, in return for a reward or favour. This is usually set up by an older person who may supply the child to others. Very young children or teenagers up to age 18 or older may be victims of this.

CHILD CRIMINAL EXPLOITATION (CCE)

Occurs when children are used for illegal activities such as drug dealing (County Lines is an example) or theft.

Abuse of Adults

Adults may experience abuse in the same or similar forms to children, as defined above, particularly in the case of adults with learning difficulties. Similarly, children may experience or be seriously affected as witnesses of adult abuse, of which the following are examples.

DOMESTIC VIOLENCE

The Home Office definition of domestic violence is “Any violence between current or former partners in an intimate relationship, wherever and whenever the violence occurs. The violence may include physical, sexual, emotional or financial abuse.” (Home Office Research Studies. Domestic Violence: Findings from a new British Crime Survey self-completion questionnaire.1999)

Physical signs may include bruising on any part of the body, broken or damaged limbs or features and trauma showing itself in the behaviour and reserve of the victim. Excessive dominance, shouting or abusive behaviour or language by another adult partner with the victim may also be an indicator.

In 2004 the Government’s definition of domestic violence was extended to include acts perpetrated by extended family members as well as intimate partners. Consequently, acts such as forced marriage and other so-called ‘honour crimes’, which can include abduction and homicide, can now come under the definition of domestic violence. **Many of these acts are committed against children. (Section 6.18 Working Together to Safeguard Children (2006))**

COERCIVE CONTROL

Victims of this may speak about or experience:

- Isolation from friends and family
- Deprivation of basic needs, such as food
- Monitoring of their time and activity in great detail
- Monitoring via online communication tools or spyware
- Taking control over aspects of the victim’s everyday life, such as where they can go, who they can see, what they can wear and when they can sleep
- Depriving someone access to support services, such as medical services
- Repeatedly putting the person down, such as saying they’re worthless

- Humiliating, degrading or dehumanising the victim
- Controlling their finances
- Making threats or intimidation.

MODERN SLAVERY

Under this heading come various abuses, such as:

- enforced labour in a domestic/commercial setting, or exploitation of labour combined with deprivation of freedom of movement
- human trafficking - the buying and selling of women, men and children for profit and purpose of exploitation;
- enforced prostitution.

HISTORIC SEXUAL ABUSE OR VIOLENCE

Which has a profound effect on a child and into their adulthood.

RACIAL OR HOMOPHOBIC PREJUDICE OR HATRED

Serious verbal or physical threats, including graffiti or slogans, against someone because of their race or sexual orientation, sufficient to cause distress for the victim.

A general point about race, culture and religion related to both adults and children:

Be sensitive to racial, cultural and religious aspects. Remember also that differences exist not only between ethnic groups but also within the same ethnic group and between different neighbourhoods and social classes. While different practices must be taken into account, it is also important to remember that all children and adults have basic human rights. Differences in child-rearing, for example, do not justify child abuse.

B Recognising possible signs of abuse

The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered.

PHYSICAL SIGNS OF ABUSE

- Any injuries not consistent with the explanation given for them
- Injuries that occur to the body in places which are not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Neglect - under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises, bites, burns, fractures etc which do not have an accidental explanation*
- Cuts/scratches/substance abuse*

INDICATORS OF POSSIBLE SEXUAL ABUSE

- Any allegations made by a child or adult concerning sexual abuse
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia

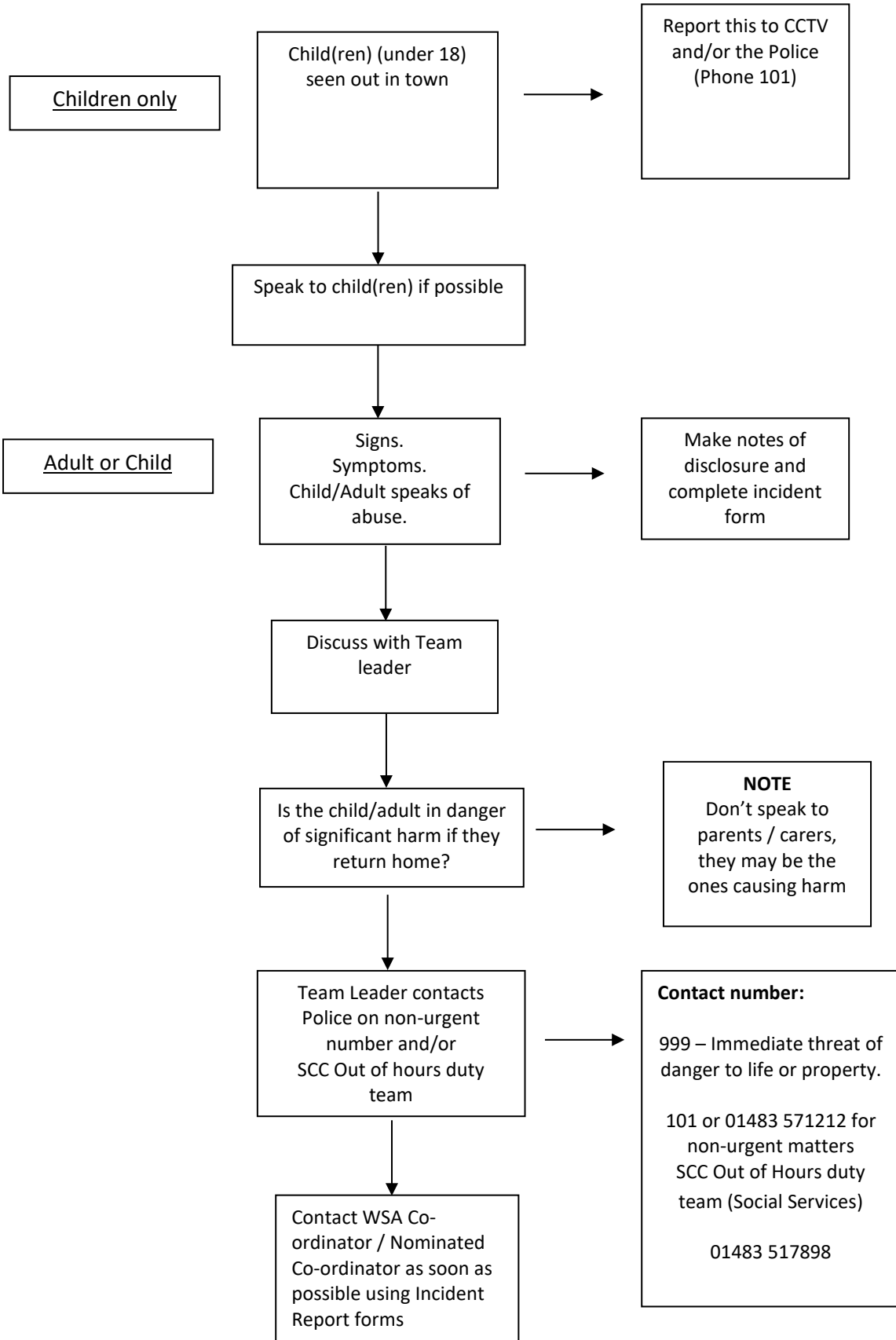
These signs may indicate the possibility that a child or young person or adult is self-harming, mostly by cutting, burning, self-poisoning. (Approximately 20,000 are treated in accident and emergency departments in the UK each year).

EMOTIONAL SIGNS OF ABUSE

- Changes or regression in mood or behaviour, particularly where a child or adult withdraws or becomes clinging. Also depression/aggression, extreme anxiety.
- Nervousness, frozen watchfulness

- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults/children
- Attention-seeking behaviour
- Persistent tiredness
- Child involved in running away/stealing/lying

Appendix 2 - Flow chart for action, Child/Adult as risk



Appendix 3

Disclosure and Barring Service (DBS) Code of Practice

Definitions

“Registered Body”. There are a number of registered bodies approved and appointed by the Home Office to undertake and process DBS checks. Woking Street Angels will use a registered body.

“DBS Update Service”. The Department for Barring and Safeguarding provides a facility whereby holders of clearances can register these to obviate the need for securing specific clearances for each role they undertake.

“Verifier”. Woking Street Angels Trustees appoint from within their number one or more persons to check and submit DBS applications to the Registered Body. The description normally applied to this role is “Verifier”.

Introduction

The Disclosure and Barring Service was established in December 2012 under Part V of the Protection of Freedoms Act (POFA) to undertake disclosure and barring functions. Disclosure functions are set out in Part V of the Police Act 1997, which require Registered Bodies to adhere to their Code of Practice.

This Code of Practice is published under section 122 of the Police Act 1997 (‘the Act’) in connection with the use of information provided to registered persons (‘Disclosure information’) under Part V of that Act.

Disclosure information is information:

- contained in criminal record certificates under section 113 of the Act (which are referred to in this Code as ‘Standard Disclosures’)
- contained in enhanced criminal record certificates under section 115 of the Act (referred to in this Code as ‘Enhanced Disclosures’)
- provided by the police under section 115(8) of the Act.

Except where indicated otherwise, the Code of Practice applies to all recipients of Disclosure information - that is to say

- registered persons
- those countersigning Disclosure applications on behalf of registered persons
- others receiving such information.

Where reference is made to ‘employers’, this should be read as including any person at whose request a registered person has countersigned an application, including:

- voluntary organisations and others engaging, or using the services of, volunteers

- regulatory and licensing bodies

Further information in relation to the Code, and other matters relating to registered persons and others having an involvement with Disclosure information, is contained in an Explanatory Guide. (See the DBS website at www.disclosure.gov.uk)

Purpose of the Code

The Code of Practice is intended to ensure, and provide assurance to those applying for Standard and Enhanced Disclosures, that the information released will be used fairly. The Code also seeks to ensure that sensitive personal information is handled and stored appropriately and is kept only for as long as is necessary.

Woking Street Angels Procedure

Woking Street Angels observes the spirit and letter of the code and keeps its procedures under regular review.

All Trustees, Employees and Volunteers must have a current Enhanced DBS clearance covering both Adult and Child Workforces, but a “Barred List” check is not undertaken due to the infrequency of operation.

Applications are processed indirectly through the services of a Registered Body and the enterprise used may be changed with the agreement of a properly-constituted Trustees’ Meeting.

Obligations of the Code

The obligations under the Code are as follows:

1. Fair use of Disclosure information

Recipients of Disclosure information shall:

- observe guidance issued or supported by the Disclosure and Barring Service on the use of Disclosure information and, in particular, recipients of Disclosure information shall not unfairly discriminate against the subject of Disclosure information on the basis of conviction or other details revealed.

In the interest of the proper use of Disclosure information and for the reassurance of persons who are the subject of Disclosure information, registered persons shall:

- have a written policy on the recruitment of ex-offenders, so that a copy can be given to all applicants for positions where a Disclosure will be requested.
- ensure that a body or individual at whose request applications for Disclosures are countersigned has such a written policy and, if necessary, provide a model for that body or individual to use.

In order that persons who are, or who may be, the subject of Disclosure information are made aware of the use of such information, and be reassured, employers shall:

- ensure that application forms for positions where Disclosures will be requested contain a statement that a Disclosure will be requested in the event of a successful application, so that applicants are aware of the situation. Following interview by two Trustees, the WSA Co-ordinator is asked to advise a candidate whether or not they have passed the interview stage and will be appointed as a Woking

Street Angel, subject to a satisfactory DBS check, either via a new check, or by reference to the DBS Update Service (see above)

- include in application forms or accompanying material a statement to the effect that a criminal record will not necessarily be a bar to obtaining a position, in order to reassure applicants that Disclosure information will not be used unfairly;
- discuss any matters revealed in Disclosure information with the person seeking the position before withdrawing an offer of employment. Any such situation will be resolved by discussion between the candidate, the Chair of Trustees and the Verifier.
- make every subject of a Disclosure aware of the existence of this Code of Practice, and make a copy available on request
- in order to assist staff to make appropriate use of Disclosure information in reaching decisions, make available guidance in relation to the employment and fair treatment of ex-offenders and to the Rehabilitation of Offenders Act 1974.

2. Personal Information

- **Applicants requiring a new check are required to supply three or more evidence documents as stipulated by the Disclosure and Barring Service (DBS). All copies of such information are retained by the Registered Body only until the application has been resolved. No copies are retained by the Verifier.**

3. Handling of Disclosure information

Recipients of Disclosure information:

- must ensure that Disclosure information is not passed to persons not authorised to receive it under section 124 of the Act. Under section 124, unauthorised Disclosure is an offence. The Verifier will advise the Co-ordinator only that a satisfactory DBS check has been completed
- must ensure that Disclosures and the information they contain are available only to those who need to have access in the course of their duties;
- must securely store Disclosures and the information that they contain. Disclosures are only sent to applicants. The progress of an application can be monitored, but no personal information is available in the tracking system and the certificate number is not shown
- should retain neither Disclosures nor a record of Disclosure information contained within them for longer than is required for the particular purpose. In general, this should be no later than six months after the date on which recruitment or other relevant decisions have been taken, or after the date on which any dispute about the accuracy of the Disclosure information has been resolved. This period should be exceeded only in very exceptional circumstances which justify retention for a longer period. Copies of the application requests are retained by the Verifier for no longer than six months. A history of the DBS certificate number, it's issue date and DBS Update Service membership, where applicable, are retained until the Trustee, employee or volunteer resigns the position.

Registered persons shall

- have a written security policy covering the correct handling and safe-keeping of Disclosure information

- ensure that a body or individual at whose request applications for Disclosures are countersigned has such a written policy, and, if necessary, provide a model for that body or individual to adopt.

3. Assurance

Registered persons shall:

- co-operate with requests from the Disclosure and Barring Service to undertake assurance checks as to the proper use and safekeeping of Disclosure information.
- report to the Disclosure and Barring Service any suspected malpractice in relation to this Code of Practice or any suspected offences in relation to the misuse of Disclosures.

4. Umbrella Bodies

An Umbrella Body:

- is one which has registered with the Disclosure and Barring Service on the basis that it will countersign applications on behalf of others who are not registered.
- must satisfy themselves that those on whose behalf they intend to countersign applications are likely to ask exempted questions under the Exceptions Order to the Rehabilitation of Offenders Act 1974.
- Umbrella Bodies must take reasonable steps to ensure that those to whom they pass Disclosure information observe the Code of Practice.

5. Failure to comply with the Code of Practice

The Disclosure and Barring Service is empowered to refuse to issue a Disclosure if it believes that a registered person or someone on whose behalf a registered person has acted has failed to comply with the Code of Practice.

Appendix 4

Handling of disclosure information

STORAGE AND ACCESS

Disclosure information must never be kept on an applicant's personal file. It must be stored separately in a secure, lockable, non-portable cabinet and/or on a computer database, with access strictly controlled and limited to those who are entitled to see it as part of their duties.

HANDLING

In accordance with Section 124 of the Police Act 1997 and the General Data Protection Regulations of 2018, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. A record should be kept of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

USAGE

Disclosure information must only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

RETENTION

Once a recruitment (or other relevant) decision has been made, Disclosure information should not be kept for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, consultation should be made with the registered/umbrella body and/or the DBS/SCRO. Advice can then be given to the Data Protection and Human Rights of the individual. The above conditions regarding safe storage and strictly controlled access would still apply in these circumstances.

DISPOSAL

Once the retention period has lapsed, Disclosure information must be suitably destroyed by secure means, i.e. shredding, pulping or burning and/or deleting the electronic record. Whilst awaiting destruction, Disclosure information must not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). No copies of the Disclosure information may be kept, in any form. However, a record can be kept of the date of the issue of a disclosure, the name of the subject, the type of disclosure requested, the position for which the disclosure was requested, the unique reference number of the disclosure and the details of the recruitment decision taken.

Appendix 5

Equal opportunities

Woking Street Angels is a Christian organisation committed to social justice and resolutely opposed to discrimination in society. We are committed to providing services on a fair and equitable basis, regardless of race, ethnicity, religion, life-style, sex, sexuality, physical/mental disability, offending background or any other factor. No person requiring services from Woking Street Angels will be treated less favourably than any other person on any grounds.

In employment we actively seek to recruit with the right mix of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of the organisation.

As an organisation seeking to deliver services within a Christian context, some posts can only be filled by Christians. These posts are kept under regular review. The nature of these posts or the context in which they are carried out, and their link to the ethos of the organisation, give rise to a genuine occupational requirement (GOR) for the post-holders to be Christians. All staff in these posts are required to demonstrate a clear personal commitment to the Christian faith. This policy is implemented under Employment and Race Directives issued by the government and ACAS guidance.

As an organisation using the Disclosure Barring Service (DBS) to assess applicants' suitability for positions of trust, Woking Street Angels undertakes to comply fully with the DBS Code of Practice and to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of disclosure on the basis of conviction or other information revealed.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered a position.

Where a Disclosure is to form part of a recruitment process, we encourage all applicants called for interview to provide details of any criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover to the recruiter within the organisation and we guarantee that this information will only be seen by those who need to see it as part of a recruitment process.

Unless the nature of the position allows Woking Street Angels to ask questions about your entire criminal record, we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.

We ensure that all those in the organisation who are involved in the recruitment process have been suitably trained to identify and assess the relevance of circumstances of offences. We will also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders e.g. the Rehabilitation of Offenders Act 1974.

At interview, or in separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is relevant to the position sought could lead to withdrawal of an offer of employment or voluntary work.

We make every subject of a DBS Disclosure aware of the existence of the Code of Practice and make a copy available on request. We undertake to discuss any matter revealed in a disclosure with the person seeking a position before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with us. It will depend on the nature of the position and the circumstances and background of your offences.

Appendix 6

Data protection, filming and photos

1. Summary of Data Protection Principles

The General Data Protection Regulations of 2018 ("GDPR") (which replaced the Data Protection Act 1998) are designed to provide privacy protection for individuals about whom personal, identifying data is kept. It lays down 'best practice' principles for those who keep the data and it applies to paper records as well as computerised information. The Regulations cover the whole of the UK, and all organisations must comply with the rules on processing data.

"Processing" includes obtaining, recording, holding or storing information and carrying out any action on the data, including adaptation, alteration, use, disclosure, transfer, erasure, and destruction.

- Personal data shall be processed fairly and lawfully.
- Personal data shall be held only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or purposes.
- Personal data shall be adequate, relevant and not excessive in relation to the purpose for which it is processed.
- Personal data shall be accurate and, where necessary, kept up to date.
- Personal data processed for any purpose shall not be kept for longer than is necessary for that purpose.
- Personal data shall be processed in accordance with the rights of data subject under the GDPR.
- Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of the data.
- Personal data shall not be transferred to a country or a territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

2. Complying with Data Protection Principles

Under the GDPR people are entitled to be protected from disclosure of certain personal information without their knowledge or permission. Photographs of individuals, when published, obviously disclose personal information, such as ethnic origin.

No personal data should be obtained or held unless the individual has given consent.

Here are some extracts from the main points which apply.

- (i) In the case of sensitive data, (defined as race, political opinion, religious belief, trade union membership, physical or mental health, sexuality, criminal offences) specific consent must be obtained i.e. the individual must be informed that this type of data is being held, told the reason for it and give permission for its use. NB: photographs count as sensitive data since they may reveal information about the subject's race. Permission should always be obtained to keep a copy or use a photograph of an individual. (see the use of video / camcorders and taking photographs of children in Section 4).

- (ii) Do not use data obtained for one purpose for a different purpose. For example the WSA list of volunteers or trustees may not be used for commercial mail shots.
- (iii) Do not collect information about individuals which is not necessary for the purpose intended. Do not ask questions or seek data without ensuring that the information is relevant. If data is given or obtained which is excessive for the purpose it should be immediately deleted or destroyed.
- (iv) If data is kept for a considerable length of time it must be reviewed and if necessary updated. No data should be kept unless it is reasonable to assume it is accurate.
- (v) There should be regular reviews of files containing data to ensure that it is not kept for longer than required for the particular purpose.
- (vi) You should always consider the rights of the individual in respect of their data. These are, briefly, that consent should be obtained if data is to be kept and used for any purpose; that individuals are entitled to know what data is kept about them and that no personal data must be disclosed to anyone outside or inside the church/organisation who does not strictly need to know, without the individual's consent.
- (vii) WSA, and other organisations, should have systems in place to ensure the security of data on computer systems and these must be adhered to. Personal data must be kept in a secure place, e.g. in filing cabinet which can be locked or in a room which can be locked when unoccupied. Individuals must seek to prevent unauthorised access to any computers that contain personal data.
- (viii) No data can be transferred, even for a legitimate purpose, outside of the EEA (European Economic Area - most of Europe) without the consent of the individual. This is particularly important when putting information on the Web which can be accessed from anywhere in the world.

This following checklist will help you comply with the GDPR. Being able to answer 'yes' to every question does not guarantee compliance, and you may need more advice in particular areas, but it should mean that you are heading in the right direction:

- Do I really need this information about an individual? Do I know what I'm going to use it for?
- Do the people whose information I hold know that I have it, and are they likely to understand what it will be used for?
- If I'm asked to pass on personal information, would the people about whom I hold information expect me to do this?
- Am I satisfied the information is being held securely, whether it is on paper or on computer? What about my website? Is it secure?
- Is access to personal information limited to those with a strict "need to know"?
- Am I sure the personal information is accurate and up to date?
- Do I delete or destroy personal information as soon as I have no more need for it?
- Have I trained my staff in their duties and responsibilities under the GDPR, and are they putting them into practice?
- Do I need to notify the Information Commissioner and if so is my notification up to date?

Information on the General Data Protection Regulations 2018 ("GDPR") can be obtained from:

The Information Commissioner's Office (ICO)
Wycliffe House Water Lane
Wilmslow
Cheshire, SK9 5AF

Tel: 0303 123 1113 (Local rate)
Fax: 01625 524 510
E-mail: data@dataprotection.gov.uk
Website: <https://ico.org.uk>

Any queries, concerns and complaints can be made directly to the ICO.

3. Data protection, human rights and child protection

Where disclosing information might place a child at risk, then child protection considerations take precedence over data protection. In certain circumstances the GDPR allow for disclosure of information without the consent of the subject, including for the prevention or detection of crime, or the apprehension or prosecution of offenders. The need to safeguard children from harm should be considered within these parameters and this is emphasised in the government document, "Working Together to Safeguard Children" (2006). Article 8 of the European Convention of Human Rights also makes provision for the disclosure of information in connection with 'the protection of health or morals, for the protection of the rights and freedoms of others and for the prevention of disorder or crime.... Disclosure should be appropriate for the purpose and only to the extent necessary to achieve that purpose'.

Children have the right to be protected from harm. Information relating to concerns that a child is at risk of significant harm should therefore not be withheld on the basis that it might be unlawful under these Acts. If in doubt, the information should not be disclosed to anyone, especially the parent/carer, but contact should be made with Children's Services for advice.

4. Video/Camcorders and taking photographs of children.

The purpose of Woking Street Angels is to provide appropriate levels of support to vulnerable people who they come across either on the streets of Woking Town Centre or the confines of Woking Railway Station between the hours of 10:00 pm and 04:00 am. Although it can happen that they encounter children and young people under the age of 18 in the course of their duties, this is quite unusual and not representative. That being the case, no pictorial representation of any sort will be taken of such groups. Since the advent of the GDPR in 2018, WSA must be very careful if they use photographs, videos and web cams of clearly identifiable people. There are several issues to be aware of:

- Permission (verbal or written) must be obtained of all the people (children and adults) who will appear in a photograph, video or web cam image before the photograph is taken or footage recorded.
- It must be made clear why that person's image is being used, what it will be used for, and who might want to look at the pictures.
- If images are being taken at an event attended by large crowds, such as a sports event, this is regarded as a public area and permission from a crowd is not necessary.
- Many uses of photographs are not covered by the GDPR, including all photographs and video recordings for personal use, such as photographs taken at schools sports days for the family photo album, or videoing a church nativity play.

- If photographs or recordings of children's/ youth groups are made and individual children can be easily identified, children's / youth leaders must find out whether any parents do not want their children to be in the photograph.
- Children and young people under the age of 18 should not be identified by surname or other personal details. These details include e-mail or postal addresses, telephone or fax numbers.
- When using photographs of children and young people, it is preferable to use group pictures.
- Obtain written and specific consent from parents or carers before using photographs on a website and ensure any images appropriately represent your activity/event.

The following extracts from the ICO Data Protection Good Practice Note Taking Photographs in Schools are helpful examples in understanding GDPR principles

Personal use:

- A parent takes a photograph of their child and some friends taking part in the school Sports Day to be put in the family photo album. These images are for personal use and the GDPR do not apply.
- Grandparents are invited to the school nativity play and wish to video it. These images are for personal use and the GDPR do not apply.