



Vulnerable Adults Protection Policy

Introduction

Relief UK is fully committed to the protection of all vulnerable adults ensuring that their welfare is preserved. We believe that all vulnerable adults, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse.

Definitions

For the purpose of this policy a vulnerable adult is a person who is eighteen years of age or over, and who may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation.

Representatives are defined as employees of Relief UK and/or independent contractors (consultants) required to carry out work on behalf of the organisation.

Relief UK understands its duty of care to safeguard all vulnerable adults who interact with the organisation. We strongly believe that we have a responsibility to safeguard the welfare of vulnerable adults by protecting them from abuse. To this end the organisation will make sure that its policies, procedures and practices as they relate to representatives will protect vulnerable adults. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

Historical Abuse

When allegations of historical abuse are made this procedure should also be followed.

The aim of Relief UK's Vulnerable Adults Protection Policy is to promote good practice by:

- providing an environment in which vulnerable adults feel safe and valued
- providing representatives working on behalf of Relief UK with clear guidelines and procedures to follow that will not only help avoid inappropriate, misguided or wrong behaviour, but will also provide information as to what action to take should they be concerned about a vulnerable adults' welfare.

- protecting Relief UK's name and reputation from being brought into disrepute.

Safeguarding Vulnerable Adults:

- Relief UK will promote an environment where vulnerable adults are safe from abuse. The Director, Jonny Ross: jross@reliefhelp.org.uk (03333445595) is the named Vulnerable Adults Protection Officer for Relief UK.
- If a representative suspects that a vulnerable adult may be a victim of abuse, they must immediately inform the named person about their concerns.
Abuse can be of a sexual, emotional or physical nature. It can also be the result of neglect.
- The Vulnerable Adults Protection Officer will investigate any allegations of abuse. All parties involved at local level will handle such investigations in a sensitive manner, but the interests of the vulnerable adult will be of paramount importance
- All information relating to individual vulnerable adult protection issues is confidential. Information can only be passed onto the appropriate persons
- All representatives working with vulnerable adults are required to have been checked by Disclosure & Barring Service, in order ensure that there is no evidence of offences involving vulnerable adults or abuse.

Abuse

Abuse may be defined as the wrongful application of power by someone in a dominant position. It involves an imbalance of power and exploitation without a full and informed consent. Abuse can take several different forms and may be a single act or repeated acts.

- Physical abuse – includes hitting, slapping, kicking, pushing, withholding or misuse of medication
- Sexual abuse – includes sexual assault and rape, or sexual acts where the vulnerable person has not (or could not give) given consent or was forced into consenting.
- Psychological abuse - includes threats of harm, emotional abuse, humiliation, verbal abuse, intimidation, coercion, harassment, withdrawal of support, isolation and deprivation (physical and sensory).
- Material / financial abuse – includes fraud, theft, exploitation, financial transactions, misappropriation e.g. willed inheritance, property, benefits and possessions.
- Neglect & Acts of Omission - includes ignoring physical care and medical needs, withholding basic living requirements e.g. adequate nutrition, safe and warm environment, withholding necessary medication and failure to provide access to appropriate health and social care services and / or educational services.

Section 1: Good practice guidelines for Employees and Representatives working with Vulnerable Adults:

All representatives should be encouraged to demonstrate exemplary behaviour in order to protect themselves from false allegations. The following are common sense examples of how

to create a positive culture and climate.

If one of the following occurs you should report this immediately to another colleague in a senior position and record the incident. You should also ensure the carers/relatives of the vulnerable adult are informed:

- + if you accidentally hurt a vulnerable adult
- + if he/she seems distressed in any manner
- + if a vulnerable adult seems to be sexually aroused by your actions
- + if a vulnerable adult misunderstands or misinterprets something you have done.

Relief UK does not expect staff to do things which could be construed as being of a personal nature for vulnerable adults. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

If a vulnerable adult talks of abuse:

- Listen to what is being said
- Accept what is being said
- Allow the vulnerable adult to talk freely
- Reassure the vulnerable adult but not make promises which it might not be possible to keep
- Do not promise confidentiality- it might be necessary to refer to social services
- Reassure them what has happened is not their fault
- Stress that it is the right thing to tell
- Listen rather than asking direct questions

Record keeping:

- Make notes as soon as possible after the conversation
- Do not destroy notes in case they are needed later on
- Record the date, time, place and any noticeable non-verbal behaviour and the words used by the vulnerable adult
- Draw a diagram to indicate the position of any bruising or other injury
- Record statements and observations rather than interpretations or assumptions

Confidentiality:

1. All information about any individual vulnerable adult or staff member will be treated as confidential and will not be communicated to others, save those who need to be involved for due process to take place
2. Representatives will only discuss any individual vulnerable adult with the carer/relatives of that vulnerable adult, other than for planning and management purposes
3. Representatives will not discuss matters of supervision with any outside parties and should draw any concerns to the attention of the Vulnerable Adults Protection Officer immediately.
4. Staffing and the other matters will remain confidential within Relief UK and those directly related to the personal issues.

Section 2: Procedure for Recruitment and training of staff working with vulnerable adults

Relief UK recognises that anyone may have the potential to abuse vulnerable adults in some way and therefore all reasonable steps are taken to ensure unsuitable people are prevented from working with vulnerable adults.

Pre-selection checks must follow the Safer Recruitment Policy:

- + All staff should complete an application form. The application form will elicit information about an applicant's past and a self-disclosure about any criminal record.
- + Consent should be obtained from an applicant to seek information from the Disclosure & Barring Service.
- + Two confidential references should be taken up, including one regarding previous work with vulnerable adults. These references must be taken up and confirmed in writing not just by telephone contact.
- + Evidence of identity should be provided (e.g. passport or driving licence with photo).
- + Independent contractors will have to provide details of confidential references regarding previous work with vulnerable adults.

Interview

All representatives will be required to undergo a selection interview carried out to acceptable protocol and recommendations.

All representatives will receive formal or informal induction, during which:

- + A check should be made that the application form has been completed in full (including sections on criminal records and self-disclosures).
- + Their qualifications should be substantiated.

- + Gaps in employment or education should be satisfactorily explained.
- + The job requirements and responsibilities should be clarified.
- + They should understand the Code of Conduct.
- + Vulnerable adult protection procedures are explained and training needs are identified.
- + References will be verified.

Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help representatives to:

- + Analyse their own practice against established good practice, and to ensure their practice is likely to protect them from false allegations.
- + Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse.
- + Respond to concerns expressed by a vulnerable adult.
- + Work safely and effectively with vulnerable adults.

Relief UK requires:

- + All representatives to attend a recognised good practice and vulnerable adult protection awareness training workshop, to ensure their practice is exemplary and to facilitate the development of a positive culture towards good practice and vulnerable adult protection.
- + relevant representatives to receive advisory information outlining good practice and informing them about what to do if they have concerns about the behaviour of another person

towards a vulnerable adult.

+ Attendance of update training when necessary.

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Safeguarding Children and Young People Policy

1. Introduction

Relief UK is committed to safeguarding the welfare of children and young people.

“Safeguarding is not just about protecting children from deliberate harm. It includes a wide range of issues relating to children’s welfare, health and safety.” Safeguarding is taking all reasonable measures to ensure that the risks of harm to children and young people’s welfare are minimised.

Relief UK recognises our moral and statutory responsibility to safeguard and promote the welfare of all children and young people. We recognise the importance of providing an ethos and environment within the organisation that will help children and young people to feel safe, secure and respected; encourage them to talk openly; and enable them to feel confident that they will be listened to. We are alert to the signs of abuse and neglect and follow our procedures to ensure that children and young people receive effective support, protection and justice.

In this respect Relief UK acknowledges its responsibility as a provider of services for children and young people, many of whom may have social, emotional, behavioural difficulties or physical disabilities.

As Relief UK works with many children and young people every year we have developed this policy to primarily protect children and young people in our care. It is designed to reassure service users, their parents/carers/advocates and the contracting/commissioning bodies. It also establishes the roles and responsibilities of everyone who works for Relief UK in relation to safeguarding the children and young people with whom we work. It does this by setting out clear guidance, so all representatives are able act appropriately in any given situation.

(Representatives are defined as employees of Relief UK and/or independent contractors (consultants) required to carry out work on behalf of the organisation).

This policy is based on and reflects, the principles of both UK legislation and guidance and other relevant Relief UK policies and procedures. The approach has been developed in such a way as to be consistent with 'Best Practice' within the field of safeguarding children and young people.

1.1 Ethos

Relief UK's core safeguarding principles are:

- It is a whole organisation responsibility to safeguard and promote the welfare of children and young people as its paramount concern.
- All children and young people (defined as those up to the age of 18) regardless of age, gender, ability, culture, race, language, religion or sexual identity, have equal rights to protection.
- All children and young people have a right to be heard and to have their wishes and feelings taken into account.
- All representatives understand safe professional practice and adhere to our code of conduct and other associated policies.
- All representatives have a responsibility to recognise vulnerability in children and young people and act on any concern in accordance with this guidance.

All safeguarding policies will be reviewed on an annual (minimum) basis by Designated Safeguarding Lead who has responsibility for oversight of organisation's safeguarding and child protection systems.

2 Context

2.1 This policy has been developed in accordance with the principles established by the Children Acts 1989 and 2004 and related guidance. This includes:

- DfE guidance Keeping Children Safe in Education 2022 (KCSIE)
- Working Together to Safeguard Children 2018 (WTSC)
- Framework for the Assessment of Children in Need and their Families (2000)
- Early Years Foundation Stage 2017 (EYFS)
- The Safeguarding Vulnerable Groups Act 2006
- The Protection of Children Act 1999
- London Child Protection Procedures and Practice Guidance

2.2 This policy is one of a series in the organisation's integrated safeguarding portfolio and should be read in conjunction with the policies/procedures as listed below, which can be found at www.Reliefhelp.org.

- Code of Conduct

- Vulnerable Adults Protection
- Complaints Procedure
- Data Protection
- Confidentiality

2.3 Supporting Guidance

- “Working together to Safeguard Children” - DfE, July 2018
- “Safeguarding Disabled Children – Practice Guidance” - DOH, 2009
- “Guidance for Safer Working Practice for Adults who Work with Children and Young People in Education Settings” - Safer Recruitment Consortium, June 2019
- “What to do if you are worried a child is being abused” – DfE, March 2015
- “Keeping Children Safe in Education” – DfE, September 2022
- London Safeguarding Children Board: Child Protection Procedures
- Early Years Foundation Stage April March 2017 Welfare Requirements

3. Recognition and Categories of Abuse

All representatives within Relief UK should be aware of the definitions and signs and symptoms of abuse. There are four categories of abuse:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect

Definitions and possible indicators and signs of abuse are found in Appendix 1. Staff should also refer to ‘What to do if you are worried a child is being abused’ 2015.

Representatives are made aware that child welfare concerns may arise in many different contexts and can vary greatly in terms of their nature and seriousness. Children may be abused in a family or in an institutional or community setting, by those known to them or by a stranger. They may be abused by an adult or adults, or another child or children. Children may be abused via the internet by their peers, family members or by unknown and in some cases unidentifiable individuals. An abused child will often experience more than one type of abuse, as well as other difficulties in their lives.

Abuse and neglect can happen over a period of time, but can also be a one-off event. Child abuse and neglect can have major long-term impacts on all aspects of a child's health, development and well-being.

The warning signs and symptoms of child abuse and neglect can vary from child to child. Children also develop and mature at different rates so what appears to be worrying for a younger child might be normal behaviour for an older child. Parental behaviours may also indicate child abuse or neglect,

so representatives should also be alert to parent-child interactions which are concerning and other parental behaviours. This could include parents who are under the influence of drugs or alcohol or if there is a sudden change in their mental health.

4. Key Responsibilities

Everyone at Relief UK has a responsibility to promote the safety of the children and young people we work with. Staff are always expected to maintain a sense of proportion, apply common sense to situations and protect the child or the young person's welfare as the key priority.

It is also Relief UK's duty to ensure that staff are never placed in situations where abuse might be alleged. It is not intended that the policy should restrict staff from normal ways of working, but they always need to consider how an action or activity may be perceived as opposed to how it is intended.

All representatives of Relief UK must:

- Provide a safe environment in which children/ young people can engage.
- Ensure all children are able to develop appropriate strategies to recognise and respond to risk and build resilience.
- Identify and recognise children/ young people who may be in need of extra help, who are suffering, or are likely to suffer significant harm.
- Provide help for children/ young people, where appropriate and reasonable.
- Take appropriate action to prevent safeguarding concerns escalating and work with other services as needed.
- Maintain an attitude of 'it could happen here' where safeguarding is concerned and to always act in the best interests of the child.
- Respond to and refer any concerns about children/ young people or other members of the community in accordance with this policy.
- Contribute towards, read and adhere to Relief UK policies.

All representatives of Relief UK are provided guidance on responding to a disclosure and know who their safeguarding contact is. Representatives know to maintain an appropriate level of confidentiality whilst at the same time liaising with relevant professionals such as the DSL and other agencies as appropriate. Representatives know they must never promise a child/ young adult that they will not tell anyone about a concern or allegation as this may ultimately not be in the best interests of the child/ young adult.

Relief UK has appointed The Director, Jonny Ross as the Designated Safeguarding Lead (DSL). The DSL's contact details are: jross@reliefhelp.org.uk (03333445595)

The DSL has the overall responsibility for the day to day oversight of safeguarding and child protection systems in the organisation. Whilst the activities of the designated safeguarding lead may be delegated, the ultimate lead responsibility for safeguarding and child protection remains with the designated safeguarding lead and this responsibility will not be delegated.

The Designated Safeguarding Lead has regular training (at the level of designated safeguarding lead) to provide him with the knowledge and skills required to carry out his role. This training will be

approved by and meet the standards as required by the London Safeguarding Children Board. The DSL's training will be updated formally every two years but their knowledge and skills will be updated through a variety of methods at regular intervals, at least annually, to keep up with any developments relevant to their role.

5. Principles of Good Practice

Relief UK considers that:

- 5.1. All children and young people, regardless of age, disability, gender, racial or ethnic origin, religious belief and sexual identity have a right to be treated with care, respect and dignity;
- 5.2. The welfare of the child or young person is the paramount consideration;
- 5.3. Those working for Relief UK will be perceived by children and young people as trusted representatives of Relief UK
- 5.4. It is important to ensure communication with children and young people is open and clear;
- 5.5. It is important for staff to avoid physical contact with children and young people except for that which is clearly outlined in the service user's risk assessment and the duties outlined in job descriptions and role profiles.

6. Designated Safeguarding Lead for Children and Young People

The Designated Safeguarding Children and Young People Officer is the Director of Relief UK.

The role of the designated member of staff for safeguarding children and young people is to:

- 6.1. Ensure that Relief UK Safeguarding Children and Young People Policy is implemented throughout the organisation and;
 - 6.1.1. Carry out all necessary child protection/safeguarding-related enquiries, procedures and investigations;
 - 6.1.2. Ensure secure and confidential record-keeping on safeguarding matters, that a "need to know" confidentiality policy is preserved on such matters and that all staff apply themselves fully to the Data Protection Act, 1998;
 - 6.1.3. Liaise with social services and the police in the relevant boroughs on child protection/safeguarding matters, both formally and informally;
 - 6.1.4. Report allegations and suspicions of abuse to the appropriate authorities;
 - 6.1.5. Ensure there are adequate and appropriate induction and training for all staff on child safeguarding matters;
 - 6.1.6. Ensure that all activities carried out by Relief UK satisfy safeguarding requirements with regard to staff, practices and premises;

6.1.7. Check and countersigns all incident reports made by staff making such reference to outside agencies as is appropriate.

6.1.8. Report on the implementation of the Safeguarding Children Policy at all Relief UK management committee meetings.

7. Relief UK Staff

7.1. New Appointments

7.1.1. As part of the Relief UK recruitment and selection process, offers of employment to positions where working with children and young people unsupervised is an expected part of the job, will be subject to DBS enhanced disclosure. This applies to persons engaged on permanent or agency contracts.

7.1.2. If the disclosure reveals that that they have been convicted of any offence relating to children or young people; and/or subject to any disciplinary action or sanction relating to children or young people, the candidate will not be appointed to that post or area of work.

7.1.3. If the disclosure shows that the candidate has previous convictions, but they are not related to children or young people, Relief UK in consultation with any contracting body will complete the Disclosure Risk Assessment Form and decide whether the candidate is suitable for the post they have applied for.

7.1.4. Any decision will be recorded in writing and stored for future reference.

7.2 Staffing Issues and Disclosure

- The DSL will ensure that all new representatives are appropriately inducted as regards the organisation's internal safeguarding procedures and communication lines.
- All representatives will receive appropriate safeguarding and child protection training (organised by Relief UK) which will be as follows:
 - All representatives with an Enhanced DBS check will undertake 'Child Protection Awareness' training every 3 years.
- The training above will ensure that all representatives:
 - **Recognise** potential safeguarding and child protection concerns involving children and young adults (colleagues, other professionals and parents/carers).

- **Respond** appropriately to safeguarding issues and take action in line with this policy.
 - **Record** concerns in line with the organisation policies.
 - **Refer** concerns to the DSL and be able to seek support external to the organisation if required.
- All representatives will be made aware of the organisation's expectations regarding safe and professional practice via the Code of Conduct.

Current Staff

7.2.1. All current members of staff who have unsupervised access to children and young people will have been subject to a DBS enhanced disclosure on appointment. If they continue to undertake unsupervised work, their DBS disclosure will be updated every three years.

7.2.2. If the disclosure reveals that that they have been convicted of any offence relating to children or young people and/or subject to any disciplinary action or sanction relating to children, Relief UK Disciplinary Policy and Procedure will be enacted.

7.2.3. If the disclosure shows that the candidate has received a conviction, but that it is not related to children or young people, Relief UK in consultation with any contracting body will complete the Disclosure Risk Assessment Form and decide whether the candidate can remain in post.

7.2.4. If the disclosure reveals no convictions or disciplinary action or sanctions the post holder will remain in post and no further action will be taken.

7.2.5. Any decision will be recorded in writing and stored for future reference.

7.3. There may be instances where Relief UK staff who do not ordinarily work directly with children and young people are required to do so. If access is supervised at all times by an authorised person who has received a cleared enhanced DBS disclosure it is not necessary for the staff member, trainee or Board member to be subject to a DBS check.

7.3.1. If access is unsupervised for any period of time an enhanced DBS check will be undertaken and clauses 7.2.2, 7.2.3 and 7.2.4 will apply.

7.3.3. Any decision will be recorded in writing and stored for future reference.

7.4. Current Staff Convictions

Irrespective of the requirements outlined under 7.2.1 should a member of Relief UK personnel be charged or convicted of any offence clauses 7.2.2. or 7.2.3 will apply.

8. Procedures for Relief UK Staff

Reporting Witnessed Incidents or Abuse or Reports from Children and Young People

8.1. Reporting Witnessed Incidents

8.1.1. All Relief UK staff should be alert to any signs of abuse and report any concerns or suspicions to their line manager or in the case of management committee members directly to the Designated Safeguarding Lead, immediately or as soon as it is practicable to do so;

8.1.2. The member of staff, trainee or Board member will be required to complete an occurrence report;

8.1.3. The Designated Safeguarding Lead will be required to report the incident to the local authority within which the alleged incident occurred and/or the police as deemed necessary. Their guidance should then be followed;

8.1.4. A record of the incident and action taken must be kept and filed within Relief UK. Record-keeping on safeguarding children matters must be secure and confidential, that a "need to know" confidentiality policy is preserved on such matters and that all staff and members of the management committee within Relief UK must apply themselves fully to the Data Protection Act, 1998.

8.2. Reports from Children and Young People

8.2.1. If a child or young person tells a member of Relief UK personnel of any incident of abuse, or states any concerns about the behaviour of any person, this staff member must inform the child or young person that this matter cannot remain confidential;

8.2.2. The member of Staff or trainee should contact their line manager who will require them to complete an occurrence report. If this is a management committee member they should contact the Designated Children and Young People Safeguarding Lead;

8.2.3. The line manager will then refer this matter to the Designated Children and Young People Safeguarding Lead who should contact the contracting authority or agency. The contracting authority or agency's child protection/safeguarding children and young people's procedures will then apply;

8.2.4. If the alleged incident did not occur within the context of a contract operated by Relief UK the local authority within which the alleged incident occurred should be contacted and/or the police. Their guidance should then be followed;

8.2.5. A record of the incident and action taken must be kept and filed within Relief UK. Record-keeping on safeguarding children matters must be secure and confidential, that a "need to know" confidentiality policy is preserved on such matters and that all staff and members of the Board within Relief UK must apply themselves fully to the Data Protection Act, 1998.

8.3. Allegations Made Against Relief UK Staff

8.3.1. If an allegation against any person working for Relief UK is made the following procedure must be followed. The person or persons making the allegation will be required to complete an occurrence report. This should be taken by a member of Relief UK senior management team. The manager will then refer this matter to the Designated Child Safeguarding Lead;

8.3.2. The Designated Children and Young People's Safeguarding Lead or his nominee (i.e. the staff member's line manager) should inform the Relief UK employee against whom the complaint has been made as soon as possible, unless there appears to be a case that this might prejudice a criminal investigation. The Designated Children and Young People's Safeguarding Lead or his/her nominee should consult with the contracting authority regarding police notification and involvement and take direction from the contracting authority. If the allegation/s made is/are of a criminal nature, e.g. allegations of sexual abuse, physical assault or inappropriate behaviour, the Designated Children and Young People's Safeguarding Lead or nominee will enact Relief UK Disciplinary Policy and Procedure and suspend the person from any activity in Relief UK pending investigation;

8.3.3. The member of Staff, trainee or Board member in question will remain suspended unless and until the police and/or social services confirm there was no substance to the report. An incident report will be made and treated as confidential.

8.3.4. If no criminal allegation has been made the Designated Children or Young People's Safeguarding Lead or nominee will conduct an investigation by gathering as much detail as possible from available sources of information. For Staff the investigation will follow Relief UK Disciplinary Policy and Procedure. The contracting authority (if relevant) will be informed of the outcome of the investigation process and any resultant appeal.

9. Review and Evaluation

9.1. Documenting Disclosure

In all cases outlined above written records of the process and the decisions taken throughout must be maintained. In the first instance this will include the completion of an incident report.

9.2. Monitoring, Review and Evaluation

Incidences of breaches of this policy should be kept and reviewed at Board meetings and Senior Managers meetings to review how these matters were dealt with to inform future policy and practice.

Appendix 1

Abuse: a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. They may be abused by an adult or adults or another child or children. It should be noted that abuse can be carried out both on and offline and be perpetrated by men, women and children.

Sexual abuse: involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Signs that MAY INDICATE sexual abuse

- Sudden changes in behaviour and organisation performance
- Displays of affection which are sexual and age inappropriate
- Self-harm, self-mutilation or attempts at suicide
- Alluding to secrets which they cannot reveal
- Tendency to cling or need constant reassurance
- Regression to younger behaviour for example thumb sucking, playing with discarded toys, acting like a baby
- Distrust of familiar adults e.g. anxiety of being left with relatives, a child minder or lodger
- Unexplained gifts or money
- Depression and withdrawal
- Fear of undressing for PE
- Sexually transmitted disease
- Fire setting

Physical abuse: a form of abuse which 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.

Signs that MAY INDICATE physical abuse

- Bruises and abrasions around the face
- Damage or injury around the mouth

- Bi-lateral injuries such as two bruised eyes
- Bruising to soft area of the face such as the cheeks
- Fingertip bruising to the front or back of torso
- Bite marks
- Burns or scalds (unusual patterns and spread of injuries)
- Deep contact burns such as cigarette burns
- Covering arms and legs even when hot
- Aggressive behaviour or severe temper outbursts.
- Injuries need to be accounted for. Inadequate, inconsistent or excessively plausible explanations or a delay in seeking treatment should signal concern.

Emotional abuse: the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a 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 (including cyberbullying), 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, although it may occur alone.

Signs that MAY INDICATE emotional abuse

- Over reaction to mistakes
- Lack of self-confidence/esteem
- Sudden speech disorders
- Self-harming
- Eating Disorders
- Extremes of passivity and/or aggression
- Compulsive stealing
- Drug, alcohol, solvent abuse
- Fear of parents being contacted
- Unwillingness or inability to play
- Excessive need for approval, attention and affection

Neglect: 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, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Signs that MAY INDICATE neglect

- Constant hunger
- Poor personal hygiene
- Constant tiredness
- Inadequate clothing
- Frequent lateness or non-attendance
- Untreated medical problems
- Poor relationship with peers
- Compulsive stealing and scavenging
- Rocking, hair twisting and thumb sucking
- Running away
- Loss of weight or being constantly underweight
- Low self esteem

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Data Protection Policy

Introduction

Relief UK controls and processes personal information about its clients under UK data protection legislation, including UK General Data Protection Regulation 2018 (UK GDPR 2018) and The Data Protection Act 2018.

This policy sets out:

- Our processes for legitimately processing data
- How the accuracy of the data will be maintained
- What security measures must be in place prior to any processing of information
- The correct parameters of when it is appropriate to process data

Scope

This policy applies to all employees who may be involved in the collection and/or processing of personal information on behalf of Relief UK and extends to data whether it is held on paper or by electronic means.

Objectives

The objectives of this Data Protection Policy are:

- To comply with all applicable data protection legislation
- To outline, guide and monitor the coordination of the information, security, and data handling procedures in force within Relief UK
- To promote confidence in Relief UK's information, security, and data handling procedures.

- To provide assurances for third parties dealing with Relief UK
- To provide a benchmark for employees on information, security, confidentiality, and data protection issues

Data Protection Principles

Data protection legislation covers all personal information relating to living individuals. Relief UK will not share this information with other individuals or organisations without the consent of the individual concerned unless we are required by law to do so.

This Policy sets out how the organisation complies with data protection principles:

1. Personal data shall be processed fairly and lawfully
2. Personal data shall only be obtained and further processed for specified and lawful purposes
3. Personal data shall be adequate, relevant, and not excessive in relation to the purpose that they are processed
4. Personal data shall be accurate and kept up to date
5. Personal data shall not be kept longer than necessary
6. Personal data shall be processed in line with the rights of the data subject
7. Personal data must be kept secure
8. Personal data must not be transferred to a country without adequate protection
9. The right to be informed
10. The right of access
11. The right of rectification
12. The right to erase
13. The right to restrict processing
14. The right to data portability
15. The right to object
16. Rights in relation to automated decision making and profiling

Statement of commitment

Relief UK is committed to maintaining the highest standards and levels of security and confidentiality for information in our custody and control. Safeguarding this information is critical to the successful functioning of the organisation. Relief UK will treat all information in its care and control with the same high degree of security and confidentiality.

The organisation will, when requested to do so, make available to clients and employees, details on how it uses information and the purposes for which information is processed.

Data Protection Processes

In order to achieve its objectives, Relief UK will:

- Ensure that all activities that relate to the processing of personal data have appropriate safeguards and controls in place to ensure information, security, and compliance with all applicable data protection legislation.
- Ensure that all contracts and service level agreements between Relief UK and external third parties (including contract staff), where personal data is processed, make reference to the regulations where appropriate
- Ensure that third parties acting on behalf of Relief UK are given access to personal information that is appropriate to the duties they are undertaking and no more
- Ensure that all staff (including contract staff) understand their responsibilities regarding data protection and information security under data protection regulations.

Data Sharing

There are a limited number of occasions where it is necessary and appropriate for the organisation to share personal data, it holds.

Under the regulations, Relief UK are required to explain to all individuals how they will use personal data which is collected and shared. This information is provided to all new clients and employees as part of their respective agreements with the organisation. Individuals are told:

- Who we are
- Purpose for sharing data
- Our legal basis or bases, if more than one, for processing data

The organisation has appropriate Information Processing Agreements (IPA) with all relevant third parties, these are reviewed on a regular basis and recorded on a central IPA log. All decisions to share data are based on the current needs of the organisation and comply with regulations. Relief UK remains the data controller throughout a client's or employee's relationship with the organisation, and has overall control over the purpose and the manner in which personal data is processed. The organisation is also responsible for the protection of such data.

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Complaints Policy

Introduction

At Relief UK we aim to treat all our clients, supporters and users of our services with the highest level of care and respect.

Purpose

We are always striving to improve our services and we therefore aim to deal with complaints, efficiently, transparently and fairly.

We see the complaints process as a means of reviewing our practices and processes and thereby improving the services which we provide.

We define a complaint as a representation made to Relief UK from any person who believes that we have fallen short of the standard of service that that person reasonably expected to receive and who wishes to express their dissatisfaction.

Complaints relating to a Relief UK employee

Where your complaint is in connection with one of our employees, the complaint should in the first instance be addressed in writing to the Director of Relief UK, who will endeavour to deal with the complaint expeditiously. In the first instance an attempt will be made to deal with the complaint informally. If this is not possible a formal investigation will take place.

Where the Director is him/herself the subject of the complaint, the complaint should be directed to The Director of Relief Global, Rabbi Babad who will review the complaint.

Following the investigation, recommendations will be made for the resolution of the complaint. We aim to provide you with a full response to your complaint within 20 working days from the date of the complaint, but complex cases may take longer.

If after the complaint has been reviewed by the Director, you are dissatisfied with the outcome, you may write to Rabbi Babad who will appoint a member of Relief Senior Management Team to review the matter and decide whether any further action is needed.

Complaints relating to a Clinician recommended by Relief UK

Where your complaint is in connection with a clinician recommended by Relief UK, your complaint should in the first instance be discussed with your contact/representative of Relief UK. If appropriate, your Relief UK contact/representative will signpost you to the clinician's relevant licensing body in order that a formal complaint can be lodged, should you wish to do so.

Contact

We will acknowledge all complaints within three working days after receipt and at the same time will provide you with an expected timetable for our response. We will keep you up to date during the investigation process. We will also provide you with a point of contact should you need to get in touch with us at any time during the process.

Appeals

We hope that we are able to resolve your complaint in an efficient and satisfactory way but if you are not satisfied by the Charity's response, your complaint can be escalated to Rabbi Babad, (who may delegate someone to investigate the matter on his behalf), who will review your concerns and the initial findings before responding to you fully.

If after a review by Rabbi Babad you are still dissatisfied with the outcome, it will be passed to the trustees of the Charity who will appoint one or two of the Charity's trustees to review the matter and decide whether any further action is needed.

The Director may be contacted at jross@reliefhelp.org.uk

Rabbi Babad may be contacted at: bbabad@reliefhelp.org

Data Privacy

In order to manage the complaints process effectively, we maintain a log of all complaints raised, including information about the complainant. If you would like further information, or have any concerns, about the information we may hold about you in this regard, please refer to our Privacy Policy.

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Code of Conduct - Working with Relief UK Clients, including Vulnerable Adults and Children

Overview

Relief UK seeks to provide a safe environment, which secures the well-being and the best outcomes for vulnerable adults that utilise the service.

This code of conduct clarifies what is expected in terms of professional behaviour, it gives clear advice about what constitutes illegal behaviour and what might be considered misconduct. It also describes safe practices and behaviour that should be avoided.

If a representative does not follow this code of conduct disciplinary procedures may be taken.

Representatives are defined as employees of Relief UK and/or independent contractors (consultants) required to carry out work on behalf of the organisation.

Core Principles

1. The welfare of the client is paramount.
2. Representatives have a responsibility for their own actions and behaviour and should avoid any contact which would lead any reasonable person to question their motivations and intentions.
3. Representatives should behave and dress appropriately at all times.
4. Representatives should discuss and/or take advice promptly from their line manager or another senior member of staff over any incident, which may give rise to concern.
5. Representatives should know the name of the designated individual for safeguarding, be familiar with children protection policy and understand their responsibilities to safeguard and protect children and vulnerable adults.
6. Representatives should be aware that breaches of the law could result in criminal or disciplinary action being taken against them.

Safe Working Practices for the Protection of Relief UK Clients, including Vulnerable Adults and Children

1. Introduction

This guidance has been produced to support all representatives establish a safe environment. The aims are to safeguard children and vulnerable adults and reduce the risk of representatives being falsely accused of improper or unprofessional conduct.

This means that these guidelines include:

- *Representatives of Relief UK whatever their position, roles or responsibilities.*

2. Duty of Care

Representatives are accountable for the way in which they exercise authority, manage risk, use resources and protect children and vulnerable adults from discrimination and harm.

All representatives have a duty to keep children and vulnerable adults safe and to protect them from emotional and physical harm. This duty is in part exercised through the development of respectful, caring and professional relationships between representatives and clients and behaviour by representatives that demonstrates integrity, maturity and good judgement.

When individuals accept a role that involves working with and/or helping children or vulnerable adults, they need to understand and acknowledge the responsibilities and trust in that role.

This means that representatives should:

- *Understand the responsibilities, which are part of their employment or role and be aware that sanctions will be applied if these provisions are breached.*
- *Always act, and be seen to act, in the client's best interests.*
- *Avoid any conduct which would lead any reasonable person to question their motives and intentions.*
- *Take responsibility for their own actions and behaviour.*

3. Professional Judgement

This guidance cannot provide a complete checklist of what is, or is not, appropriate behaviour for representatives. It does highlight however behaviour that is illegal, inappropriate or inadvisable.

This means that where no specific guidance exists representatives should:

- *Discuss the circumstances that informed their action, or their proposed action, with a senior colleague. This will help to ensure that the safest practices are employed and reduce the risk of actions being misinterpreted.*
- *Always discuss any misunderstanding, accidents or threats with a senior member of staff.*
- *Always record discussions, actions and justification.*

4. Power and Position of Trust

All representatives working to help children or vulnerable adults in Relief UK are in a position of trust in relation to the client in their care. A relationship between a representative and a client cannot be a relationship between equals. Representatives have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification.

Representatives should always maintain appropriate professionalism and wherever possible, they should avoid behaviour which might be misinterpreted by others, and report and record any incident with this potential.

This means that Representatives should not:

- *Use their position to gain access to information for their own advantage and/or a client or family's detriment.*
- *Use their power to intimidate, threaten, coerce or undermine a child or vulnerable adult.*
- *Use their status or standing to form or promote a relationship with a client.*

5. Confidentiality

Representatives may have access to confidential information about a child or vulnerable adult in order to undertake their everyday responsibilities. In some circumstances representatives may be given additional highly sensitive or private information. They should never use confidential or personal information about a client or their family for their own, or other's advantage. Information must never be used to intimidate, humiliate, or embarrass a client.

Confidential information should never be used casually in conversation or shared with any person other than on a need to know basis. In circumstances where a client's identity does not need to be disclosed the information should be used anonymously.

There are some circumstances in which a representative may be expected to share information about a client, for example when abuse is alleged or suspected. In such cases, individuals have a duty to pass on the information without delay, but only to those with designated child protection responsibilities.

If a representative is in any doubt about whether to share information or to keep it confidential they should seek guidance from the Designated Safeguarding Lead.

Additionally concerns and allegations about representatives should be treated as confidential and passed to the Director immediately.

This means that Representatives:

- *Are expected to treat information they receive about a client in a discreet and confidential manner.*
- *In any doubt about sharing information they hold or which has been requested of them should seek advice from the Designated Safeguarding Lead.*
- *Need to be cautious when passing information to others about a client.*
- *Need to know whom any concerns or allegations should be reported to.*

6. Appropriate Behaviour

All representatives have a responsibility to maintain public confidence in their ability to safeguard the welfare and best interest of all clients. They should adopt a high standard of personal conduct in order to maintain the confidence and respect of their peers, children and general public.

An individual's behaviour in or out of the Relief UK workplace, should not compromise their position within the work setting so it is important to exercise due care and attention when outside of the Relief UK environment.

Behaviour that is in conflict with Relief UK policies may result in further action being taken.

This means that representatives should not

- *Behave in a manner which would lead any reasonable person to question their suitability to work with vulnerable adults or act as a role model.*
- *Make inappropriate remarks to children or vulnerable adults (including email, text messages, phone or letter etc.).*
- *Make (or encourage others to make) unprofessional comments in any form of communication (including email, conversations or social networking comments).*

Representatives must:

- *Be aware that their behaviour in their personal lives may impact their work with clients*

7. Appearance

Representatives should consider the manner of dress and appearance appropriate to the role and tasks they undertake.

Those who dress or appear in a manner which could be considered inappropriate could render themselves vulnerable to criticism or allegation.

This means that representatives should ensure their appearance:

- *Promotes a positive and professional image.*
- *Is appropriate to their role and the organisation.*

8. Gifts

Representatives need to take care that they do not accept gifts that might be construed as a bribe by others, or lead the giver to expect preferential treatment.

Representatives may not give personal gifts to clients.

This means that Representatives should:

- *Ensure that gifts received or given in situations which may be misconstrued, are declared.*
- *Where giving gifts other than above, ensure that it is done with the full knowledge of your line manager.*

9. Communication with clients (including the use of technology)

Communication between client and representatives by whatever method should take place with clear and explicit professional boundaries. This includes the wider use of technology such as mobiles phones, text messaging, e-mails, digital cameras, videos, web-cams, websites, social networking sites and blogs. Representatives should not share any personal information with clients. They should not request, or respond to any personal information from a client, other than that which might be appropriate as part of their professional role. Representatives should ensure that all communications are transparent and open to scrutiny.

Representatives should be cautious in their communications with clients so as to avoid any possible misinterpretation of their motives or any behaviour which could be construed as grooming. They should not give out their personal contact details to any client including e-mail, home or mobile telephone numbers. This also includes communications through internet based web sites, such as social networking or instant messaging.

This means that Representatives should:

- *Only make contact with clients for professional reasons.*
- *Not use internet or web-based communication to send personal messages.*

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