



Safeguarding Policy

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Registered Charity No. 1045930

HOPE *worldwide* UK Safeguarding Policy

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SECTION 1: BACKGROUND

1.1 Introduction

HOPE *worldwide* UK is fully committed to creating a safe and positive environment for everyone involved or connected to our work. This Safeguarding Policy protects all who engage with our organisation, including our staff, volunteers, and the wider community we serve. We have developed a comprehensive Safeguarding Policy framework, fully supported by our leadership team, to foster an open, transparent culture where the well-being and protection of individuals are of utmost importance. Our approach is proactive and aligned with UK legislation and international human rights standards to ensure a safe space, free from abuse, exploitation, and harassment.

1.2 About HOPE *worldwide* UK

HOPE *worldwide* UK works in three main areas:

Homeless Services (Two Step): Two Step helps individuals who are homeless and who are at risk of being made homeless to access accommodation, mostly in the private rented sector.

International Development: HOPE *worldwide* UK raises funds for International HOPE *worldwide* Partners (IHPs) in other countries. These funds may come from individuals, trusts, foundations or corporations and are usually for specific programmes in the recipient countries. The international programmes that are supported include schools, early childhood development programmes, orphanages, vocational training centres, and a leprosy clinic.

Volunteering: In addition to our two main areas of work HOPE *worldwide* UK has developed several volunteer engagement programmes. At the time of writing these volunteer programmes include those listed below but this is not an exclusive list of all volunteering opportunities.

1. A volunteer hosting programme to support Ukrainian refugees as part of the Homes for Ukraine initiative funded by the UK Government.
2. A pilot project that has adopted the Helping Hands Club school holiday programme in East London.
3. Various volunteering opportunities with our IHPs

1.3 Purpose of the Policy

This document is the Safeguarding Policy for HOPE *worldwide* UK (Hww UK), and it is to be followed by all staff, volunteers, trustees, beneficiaries, and service users of the organisation. The purpose of this policy is to ensure that everyone in the organisation carries out their work in a transparent manner and that the welfare of all adults at risk and children is promoted and protected.

HOPE *worldwide* UK has zero tolerance against abuse and exploitation of vulnerable people. HOPE *worldwide* UK also recognizes that safeguarding is everyone's responsibility and that it must put in place reasonable measures to ensure, to the greatest extent possible, the safety and wellbeing of vulnerable people with whom we work. This policy sets out HOPE *worldwide* UK's commitment and approach to preventing, reporting, and responding to safeguarding incidents.

1.4 Scope of the Policy

This Policy applies to:

- a. HOPE *worldwide* UK Staff: part-time or full-time employees.
- b. HOPE *worldwide* UK Representatives: including Trustees, Ambassadors, Advisors, volunteers, interns, consultants and contractors.
- c. HOPE *worldwide* UK Visitors: those who visit Hww UK-supported work with Hww UK's knowledge and consent (including, but not limited to donors, journalists, or supporters), including events held online.
- d. IHPs: includes organisations, their leaders, staff and representatives of recipients of Hww UK funds who are expected to meet the standards set out in this Policy.

HOPE *worldwide* UK will apply appropriate disciplinary or other equivalent measures to anyone found in breach of this Policy, the Code of Conduct and other relevant associated policies.

1.5 Definition of Terms

Adult at Risk: Adult aged 18 years or over who may need special care, support or protection because of age, disability, or mental health needs, or is at risk of abuse or neglect.

Child: The UN Convention on the Rights of the Child (1989) defines a "child" as anyone under 18 years of age.

International HOPE *worldwide* Partner (IHP): An international affiliate of HOPE *worldwide* that receives financial support from HOPE *worldwide* UK under a Charitable Grant Agreement.

'The Leadership Team': The Trustees of HOPE *worldwide* UK or whoever they have delegated their authority to, which may include several or all members of the Senior Management Team at HOPE *worldwide* UK.

Senior Management Team: This consists of the CEO of HOPE *worldwide* UK, the Programme Director of Two Step, and the Director of Development

Two Step: HOPE *worldwide* UK's housing programme for single people (service users) in London who are homeless.

Umbrella Funding Agreement: An agreement that sets out the basis under which HOPE *worldwide* UK will transfer funds to the Recipient to support the Recipient in undertaking certain Charitable Activities

Volunteer: A person who, without salaried compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of HOPE *worldwide* UK.

SECTION 2: PREVENTING AND REDUCING THE RISK OF ABUSE

HOPE *worldwide* UK staff and volunteers will receive training to recognise the physical, behavioural, and verbal signs and symptoms of abuse in adults at risk and children.

2.1 Recognising Abuse

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults at risk may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, are included in appendices at the end of our policy.

2.2 Safe recruitment of Trustees, Staff and Volunteers in the UK

Positions of Trust

All adults working with children, young people and vulnerable adults are in a position of trust. All those in positions of trust need to understand the power this can give them over those they care for and the responsibility they have because of this relationship.

All HOPE *worldwide* representatives should ensure they do not use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted.

As of April 2022, it is illegal (in England and Wales)(Northern Ireland) for those in Positions of Trust in a faith setting to engage in sexual activity with a 16- or 17-year-old under their care or supervision.

The Leadership Team at HOPE *worldwide* UK will ensure that all trustees, staff and volunteers in the UK will be recruited, trained, supported and supervised according to government guidance on safe recruitment. Safeguarding considerations will be implemented at all stages of the recruitment process of HOPE *worldwide* UK Staff and HOPE *worldwide* UK representatives.

HOPE *worldwide* UK operates strict procedures to ensure it recruits only those HOPE *worldwide* UK Staff or HOPE *worldwide* UK Representatives who are suitable to work with adults, young people, and children. Safe recruitment requires that HOPE *worldwide* UK reflects their commitment to safeguarding in all job and contract advertisements, the interview and selection process, the strict application of recruitment checks (including DBS checks) and references, and observation during probationary periods and continued performance.

- There is a clear application process and those appointed are suitably qualified for their roles including any pastoral role providing care and support to those in need.
- Those appointed have been given a clear understanding of their responsibilities concerning child and adult safeguarding and the principles of non-discrimination. The process will ensure that they have expressed their commitment to these principles before appointment.
- There is a written job description/person specification for the post
- Those applying have completed an application form and submitted a CV.
- Shortlisting is carried out against clear criteria.
- There is a face-to-face (or virtual/online) interview.
- References have been obtained and followed up where appropriate.
- Appropriate criminal record checks have been obtained. [OBJ]
- Successful applicants are expected to sign a Code of Conduct that outlines the standards of behaviour expected of themselves or others.
- A suitable training programme is provided for the successful applicant, which includes safeguarding awareness training.
- The applicant has completed a probationary period.
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

All new HOPE *worldwide* UK Staff will have a mandatory induction within one month of commencing work for HOPE *worldwide* UK that covers the Code of Conduct, this Policy and related procedures.

2.2.1 Safeguarding on overseas trips and field visits

Field experience includes all types of trips that involve travel to an overseas office or project, which includes face-to-face interaction with project participants, children and adults. This activity increases the risk of potential harm. This includes all short-term visits.

Participants in all trips are subject to satisfactory completion of all vetting processes that will be undertaken. Such requirements include:

- A background check is undertaken and evidenced.
- Signed code of conduct
- Two references
- Briefing/ training on safeguarding expectations and processes that include cultural considerations
- The briefing will include a policy on the use of photographic material

2.3 Safeguarding Training

2.3.1 Staff training: The Leadership Team is committed to creating a safeguarding culture in which all HOPE *worldwide* UK staff, HOPE *worldwide* UK Representatives, HOPE *worldwide* UK visitors and IHPs challenge behaviour that increases the risk of harm to adults, young people, and children.

Safeguarding training is mandatory for all UK-based client-facing staff and volunteers. All trustees and staff will receive safeguarding training and undertake refresher training, the regularity of which will depend on their role. Safeguarding leads will undertake training every two years following recent guidance. UK-based volunteers will receive safeguarding training and regular refresher training relevant to their role.

SECTION 3: PRACTICE GUIDELINES

3.1 Management of staff and volunteers

The Leadership Team wishes to operate and promote good working practices. This will enable staff to run activities safely, develop good relationships, operate within safe boundaries and thereby minimise the risk of false or unfounded accusations.

Every employee shall be assigned a Line Manager. Volunteers shall be assigned a Supervisor, either in the UK or in the partner country where they are volunteering.

All staff and volunteers are expected to read the Staff Handbook and/or Volunteer Code of Conduct, which gives clear guidance about what is expected of them within their role. This will include a clear understanding of the organisation's policy on taking photos and videos and the use of social media.

3.2 Appointment of Designated Safeguarding Leads

The Leadership Team shall appoint a Designated Safeguarding Lead for our Two Step programme and associated pilot programmes and a Designated Safeguarding Lead for our international work and volunteer programmes, including the Helping Hands Club. These two safeguarding leads shall be directly accountable to the Chief Executive and Board of Trustees.

The role of the Safeguarding Lead for each area of responsibility is:

- To ensure that everyone in the organisation (including staff, volunteers, and trustees) is aware of how to raise safeguarding concerns.
- To plan and implement safeguarding training for all staff and volunteers at an appropriate level.
- To liaise with International HOPE *worldwide* Partners regarding safeguarding matters and to collect regular Safeguarding Incident Reports from them.
- To report any safeguarding matters to the Leadership Team. This does not include specific details about a safeguarding incident (as this information may have to remain confidential) but may include, for example, policy reviews, additional guidance, or safeguarding matters regarding International HOPE *worldwide* Partners.

The appropriate Safeguarding Lead must be consulted if a safeguarding incident arises within the organisation or at an International HOPE *worldwide* Partner's programme (see Section 4: 'Reporting Safeguarding Concerns or Incidents').

3.3 Images and social media

If anyone wishes to take photographs or videos of HOPE *worldwide* programmes where a subject is identifiable, full informed written consent must be obtained from the individual concerned (or their parent/guardian in the case of children under 18 years of age). Full informed consent means the individual understands the purpose of the photograph or video, where the images will be displayed, and what personal information will be shared. If they do not wish to have their photograph or video taken, it should be explained to them that this will not affect the services or benefits they receive. In the absence of full informed written consent, photographs and videos of beneficiaries may not be taken or posted on social media.

3.4. Communications and digital safeguarding

HOPE *WORLDWIDE* UK is committed to respecting the rights of children, young people and adults at risk featured in its online communications, the proper handling of data, and enabling a safe online environment for all users. The main principles relating to digital safeguarding include informed consent, privacy protection, responsible use of technology, the provision of trustworthy content and the provision of guidance for staff and user conduct. Refer to HOPE *WORLDWIDE* UK's Data Protection Policy, Privacy Notice and Privacy Policy for full details.

3.5 Guidelines for working with International HOPE *worldwide* Partners

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children and adults at risk in other countries. This can be because of cultural tradition, belief, religious practice, or an understanding of what constitutes abuse. We therefore have clear guidelines about our expectations of those with whom we work in partnership. We will discuss our safeguarding expectations with all International HOPE *worldwide* Partners (IHPs) and agree our

expectations with them before signing all future Umbrella Funding Agreements with them.

This could include the following considerations, where resources are available:

- Minimum requirements for policies that need to be in place, such as a Safeguarding Policy and a Whistleblowing Policy.
- A search and review of national and local laws and policies regarding safeguarding. For example, how and to whom the IHP should report serious safeguarding incidents.
- Identifying local organisations that the IHP could partner with to support and provide pastoral care to survivors of abuse. If such organisations are identified, it is good practice for the IHP to sign a Memorandum of Understanding with them that states the responsibilities of each organisation and the process for referral.
- Safe recruitment of trustees, staff and volunteers within the IHP. This could include background checks (if available in the partnering country), references, and Codes of Conduct.
- Trustees, staff and volunteers are trained in safeguarding at suitable levels given their roles and responsibilities within the organisation, have access to the organisation's Safeguarding Policy and Whistleblowing Policy, and know how to report safeguarding concerns.
- Having a designated Safeguarding Officer for each programme, where resources allow.
- Conducting Risk Assessments for new programmes and making appropriate safe working arrangements.
- Clear reporting procedures on safeguarding concerns/incidents both at a local level and to HOPE *worldwide* UK (where appropriate).
- Informing beneficiaries (including adults at risk, children and their parents/carers) how to report safeguarding concerns/incidents. The information should be delivered in an age-appropriate manner (for example, informing young children who cannot read or write).
- Where the IHP runs a programme such as a school or an orphanage, appropriate arrangements should be in place for visitors. This could include, for example, visitors needing to sign in, wear a badge identifying them as a visitor, and be always accompanied by a member of staff whilst on-site. Safeguarding posters showing a photo of the Safeguarding Officer, and their contact details should be displayed where the children will easily see them.
- Obtaining full informed consent from individuals before any images or videos of them are taken or posted on social media
- Having appropriate data protection procedures in place (for example, secure storage of personal information about beneficiaries).

3.6 Risk Assessments

Following government guidance on risk management, the Leadership Team shall ensure a Risk Assessment is conducted for new programmes to protect all people involved with the programme from harm.

Types of risks that staff, volunteers and beneficiaries could encounter, whether in-person or online, include:

- Physical or sexual abuse
- Verbal or emotional abuse
- Crime (e.g. theft, mugging)
- Bullying or harassment
- Health and safety
- Blackmail
- Online abuse
- Discrimination on any of the grounds in the Equality Act 2010

Consideration should be given to risks arising in each programme based on:

- The type of programme: For example, running an early childhood development centre is likely to involve higher safeguarding risks than running a vocational training programme.
- The legal and regulatory aspects where the programme is being delivered: For example, a programme in a country which has weak legal and regulatory systems in place to deal with safeguarding issues will carry higher safeguarding risks than a programme in a country where there is a strong legal and regulatory framework.
- The cultural aspects: For example, a programme in a country where children's rights are not recognised will carry higher safeguarding risks than in a country where children's rights are recognised.
- The vulnerability of the beneficiaries: For example, working with traumatised children or refugees involves higher risk than working with participants in an English conversation club.
- The delivery of the programme: For example, if partnering with a local NGO partner to deliver the programme, the risks of the partnership should be assessed.

All identified risks should be described, marked whether they pose a high, medium, or low risk, and details provided of how they will be managed, including any preventative measures. Details of preventative measures should be shared with staff, volunteers and beneficiaries involved in the programme, as appropriate.

SECTION 4: REPORTING, RESPONDING AND REFERRING

4.1. Reporting safeguarding incidents and concerns

Whoever is notified of a safeguarding incident or concern must report. Those making reports of safeguarding incidents or concerns DO NOT need to decide whether abuse has taken place. They DO need to report any information about the safeguarding incident or concern which they identify, or which has been raised with them to HOPE *worldwide* UK. Where the disclosure has been made about a child on the premises of any school participating in the Helping Hands Club then the safeguarding concern should be reported to the School Safeguarding Lead. **No individual should attempt to deal with a safeguarding incident or concern alone, including investigating the concern themselves.**

Actions taken should follow the principle of the best interest of the child, young person or adult. If a child, young person or adult is at immediate risk of harm or has been seriously injured, immediate action should be taken, such as calling the relevant emergency services. The HOPE *worldwide* UK Safeguarding Leads must be informed once any emergency action has been undertaken. For Two Step, please contact Margrethe Cameron at Margrethe.Cameron@hopeworldwide.org.uk. For International and UK volunteer programmes, please contact Claribel Thomson at Claribel.Thomson@hopeworldwide.org.uk.

Safeguarding incidents and concerns are to be reported to the relevant programme Safeguarding Lead. A Safeguarding Incident Report Form will be completed by the Safeguarding Lead. The Safeguarding Leads will inform the Safeguarding Trustee of any serious incidents.

4.2. Responding to safeguarding incidents or concerns

The guiding principle in responding to any safeguarding concern is that the protection and welfare of the child, young person or adult at risk is paramount. No child, young person or adult at risk should be put at further risk by any action taken by HOPE *worldwide* UK.

When a service user, beneficiary or volunteer raises a safeguarding concern with a staff member, the staff member should respond calmly and listen carefully (See Appendix 2: Responding to a Disclosure) and should contact the relevant Safeguarding Lead (Two Step or Volunteering/International Programmes), who will assess if it is potentially a safeguarding issue. If uncertain, the Safeguarding Lead will contact the relevant agency for guidance.

Safeguarding incidents and concern reports will always be acted upon and investigated swiftly. All parties must maintain confidentiality when managing safeguarding incidents and concerns, on a need-to-know basis.

HOPE *worldwide* UK is committed to supporting survivors/victims of exploitation, abuse and harassment and all decisions will be risk-assessed and recorded by the

HOPE *worldwide* UK Safeguarding Leads in consultation with the Designated Safeguarding Trustee. We will encourage our international partners to provide pastoral care and counselling for the survivors of abuse. Where we are the most appropriate organisation to provide this advice, we will proactively provide pastoral care and support for the survivors.

4.2.1 Two Step

- If the concern involves a service user or a staff member, the safeguarding lead will decide if it is a safeguarding issue or a complaint. The Programme Director will be notified, and further risk mitigation steps (e.g., ensuring the staff member no longer engages with the service user) may be taken.
- If we are not the responsible agency, the Two Step Safeguarding Lead will email the relevant agency (usually the referring or current local authority) with the facts, ensuring sensitive information is secured (e.g., encrypted email or password-protected document).
- The Safeguarding Lead will follow up to ensure the agency acknowledges the concern and provide any additional information as needed.
- If we are the responsible agency, the Safeguarding Lead will contact Social Services and other relevant parties. All communication will include the Safeguarding Lead and Director of Homeless Services.
- Two Step staff will meet with a potential referral partner before making referrals and discuss their safeguarding policy and procedures during the meeting. When referring service users to supported housing providers or other agencies, the referral form must include any safeguarding concerns.

4.2.2 Helping Hands Club

If a safeguarding concern is raised about a child participating in the Helping Hands Club whilst on the school premises, the concern should be raised with the School Safeguarding Lead on site and not with the Safeguarding Lead for HOPE *worldwide*.

If a safeguarding concern is raised about a child off the premises after a Helping Hand Club session, then the concern should be raised with the Safeguarding Lead for Volunteering with HOPE *worldwide* and they should refer the concern to the School Safeguarding Lead.

If a safeguarding concern is raised at a Helping Hands Club session that doesn't involve a participating child, then the issue should be raised with the Safeguarding Lead for volunteering.

4.2.3 International HOPE *worldwide* Partners

In cases occurring overseas at an International HOPE *worldwide* Partner (IHP) programme, the IHP should complete their own Incident Reports, and contact any local authorities that they are legally required to report to.

If a serious safeguarding incident occurs, the IHP should inform the Safeguarding Lead (International) at HOPE *worldwide* UK within 48 hours by email.

Safeguarding reports from IHPs should be sent to the Safeguarding Lead (International) at HOPE *worldwide* UK every 3 months, even if no serious incidents have occurred during this period.

4.3 Data Protection

The Safeguarding Leads shall ensure that information regarding safeguarding concerns or incidents is:

- Confidential and shared only with those individuals who need it.
- Accurate
- Timely
- Stored securely, either online (password protected) or as a hard copy in a locked filing cabinet.

4.4 Notifying the Charity Commission

The Safeguarding Trustee should notify the Charity Commission immediately upon becoming aware of a serious safeguarding incident.

A serious incident is an event, whether actual or alleged, which results in or risks significant:

- harm to the charity's beneficiaries, staff, volunteers or others with whom the charity engages through its work
- loss of the charity's money or assets
- damage to the charity's property
- harm to the charity's work or reputation

SECTION 5. POLICY MONITORING

Safeguarding risks and updates will be reviewed and assessed every 12 months by the Leadership Team. Safeguarding is a standing agenda item at all Board meetings. The Board will receive regular updates on safeguarding concerns and the outcome within the confines of confidentiality. HOPE *worldwide* is committed to reviewing its policy and good practice on an annual basis, or sooner if there is a change in legislation or learning from an incident. Trustees and Staff are responsible for ensuring HOPE *worldwide* complies with this Policy and for making Safeguarding a priority.

SECTION 6. ASSOCIATED POLICIES AND LAWS

The principles in this Policy have been drawn from key international, regional and national guidance. These include international and UK national legislation related to

safeguarding. This Policy is associated with other HOPE *worldwide* Policies and national laws. These include:

- Hww Whistleblowing Policy
- Hww Code of Conduct in the Staff and Volunteer Handbook
- Disciplinary Policy
- Data Protection Policy

HOPE *worldwide* is a UK charity and is required to comply with the requirements of the UK Charity Commission whose guidance is also considered in this Policy.

Appendix 1: Definitions of Abuse

The following provides a list by way of illustration but not a limitation of the issues, which HOPE *worldwide* UK considers constituting abusive behaviour:

- **Physical Abuse**

This includes hitting, slapping, pushing, kicking, misuse of medication, unnecessarily forceful restraint or inappropriate sanctions.

- **Sexual Abuse**

This includes rape, sexual assault or sexual acts, exposure to sexual images or material, and being forced to act sexually for others, whether in person or over digital technology.

- **Psychological Abuse**

This includes emotional abuse, threats of harm or abandonment, deprivation, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal of services or supportive networks.

- **Spiritual Abuse**

Spiritual abuse is a form of emotional and psychological abuse. It is characterized by a systematic pattern of coercive and controlling behaviour in a religious context. Spiritual abuse can have a deeply damaging impact on those who experience it. This abuse may include manipulation and exploitation, enforced accountability, censorship of decision-making, requirements for secrecy and silence, coercion to conform, control using sacred texts or teaching, a requirement of obedience to the abuser, the suggestion that the abuser has a 'divine' position, isolation as a means of punishment, and superiority and elitism (Oakley and Humphreys, 2019).

- **Financial or Material Abuse**

This includes theft, fraud, exploitation, or pressure in connection with belongings, finances or inheritance. In Wales, Financial Abuse is included for children and adults.

- **Discriminatory Abuse**

This includes remarks that are racist, sexist, or based on a person's disability and other forms of harassment, slander or similar treatment.

- **Neglect and Acts of Omission**

Neglect is the ongoing failure to meet an individual's basic and essential needs, deliberately or by failing to understand these. It includes ignoring a person's needs or withholding essentials to meet needs, such as food, water, shelter and warmth.

The Failure to Report Abuse

The abuse policy is a "no secrets policy" which means that all incidences of abuse must be reported in the manner prescribed by the policy. Failure to make a report is an abuse.

Appendix 2: Signs and Indicators of Abuse

Signs of Abuse	Adults	Children
Physical Signs	- Physical evidence of violence (bruising, cuts, broken bones) - Poor physical condition and/or personal hygiene - Untreated injuries and medical problems - Inappropriate or inadequate clothing	- Lacerations and bruises - Irritation, pain, or injury to the genital area - Difficulty with urination - Discomfort when sitting - Torn or bloody underclothing - Venereal disease
Emotional Signs	- Low self-esteem - Feeling that the abuse is their fault - Fear of outside intervention - Isolation from friends and family - Excessive fear/apprehension of relationships - Withdrawal or change in psychological state - Signs of distress (tearfulness, anger)	- Anxiety when approaching school or nursery - Nervous or hostile behaviour towards adults - Sexual self-consciousness - "Acting out" of sexual behaviour - Withdrawal from school activities and friends
Behavioural Signs	- Self-harming - Poor concentration and sleep disturbances - Uncooperative and aggressive behaviour - A change in behaviour (e.g., uncharacteristic aggression or withdrawal) - Reluctance to be alone with a particular person - Limited access to money - Hoarding - Rent arrears and eviction notices - Change in appetite/weight	- Statements indicating discomfort or fear towards specific individuals (e.g., "I don't like [a particular volunteer]") - Statements about inappropriate behaviour (e.g., "[A worker] does things to me when we are alone.")
Social Signs	- Fear of receiving help with personal care - Inconsistent or reluctant contact with medical and social care organizations - Uncharacteristic failure to engage in social interaction	- Statements about not wanting to be alone with certain people (e.g., "I don't like to be alone with [volunteer].") - Withdrawal from school activities and friends

Appendix 3: Incident & Concern Report Form

Record of concern about a child/adult's safety and welfare

(For use by any staff/volunteers– This form can be filled in electronically. If the form is handwritten care should be taken to ensure that the form is legible.)

Child/Adult's name (subject of concern):	Date of birth/age: Child/Adult:	Address:
Date & time of incident:	Date & time (of writing):	
Your Name (print): Role/Job title: Signature:		
Record the following factually: Nature of concern, e.g. disclosure, change in behaviour, demeanour, appearance, injury, witnesses etc. <i>(please include as much detail in this section as possible. Remember – the quality of your information will inform the level of intervention initiated. Attach additional sheets if necessary.)</i>		
How did the concern come to light?		
What is the child/adult saying about what has happened?		
Any other relevant information. Previous concerns etc.		
Date and time of discussion with Safeguarding Lead: _____		

Please pass this form to your Safeguarding Lead without delay

(Adapted from @Thirtyone:eight Record of Concern template form with prior written permission of the publisher.)

Appendix 4: Responding to a Disclosure

When someone confides in you that they are being abused, this is called making a disclosure.

A key skill when managing disclosure is active listening. This makes those who are disclosing feel they are being listened to and are being taken seriously.

You should:

- Be calm, sensitive and non-judgmental.
- Give your full attention and keep your body language open and encouraging.
- Be compassionate, and understanding, and reassure them their feelings are important.
- Use phrases such as 'this is not your fault' or 'you are so brave' to help reassure them.
- Respect pauses and don't interrupt – let them go at their own pace.
- Repeat back what they've said to check your understanding – and use their words to validate their experience.
- Use open questions, for example, 'What happened next?' Do not put words into their mouth.
- Ensure that the disclosure is in a confidential place where the person disclosing feels safe. Keep confidentiality and only disclose information to those who need to know (e.g., the Designated Safeguarding Lead).
- It is good practice to write notes during this meeting of what the person is saying or as soon as it is over while your memory is still fresh. Please make a note of their body language or any signs and symptoms. Do not include your opinion in your report.
- Take Immediate Action: Do not assume someone else will report it.

Do not:

- Pre-judge the situation.
- Disregard the situation or deny what is being said.
- Show annoyance, anger or disapproval.
- Make promises that you may not be able to keep, for example, don't promise to keep secrets when you know that you must report the matter to prevent further harm. Therefore, inform the person that you will need to report the matter further with their permission (if they are an adult) and based on any risks to their safety.
- Contact or confront the alleged perpetrator on your own.
- Interview the person several times – this might reinforce to the person that they are not being believed.