



Supporting migrants since 1961

WAKEFIELD	TELEPHONE: 01924 303455	TELEPHONE: 0345 8503 503
	http://www.wakefield.gov.uk/health-care-andadvice/adults-and-older-peopleservices/safeguarding/safeguarding?	https://www.wakefieldscb.org.uk/worried-about-a-child/



	ADULT SOCIAL SERVICES, SOUTHWARK: http://www.nrpfnetwork.org.uk/information/Pages/Social-Services.aspx	http://www.southwark.gov.uk/childcare-and-parenting/childprotection/southwark-safeguarding-children-board
GLASGOW	TELEPHONE: 0141 287 0555	TELEPHONE: 0141 287 0555
	https://www.glasgow.gov.uk/index.aspx?articleid=17207	https://www.glasgow.gov.uk/index.aspx?articleid=17236
LIVERPOOL	TELEPHONE: 0151 233 3800	TELEPHONE: 0151 233 3700
	https://www.merseysidesafeguardingadultsboard.co.uk/	https://liverpoolscb.org.uk/lscb
MIDDLESBROUGH	TELEPHONE: 01642 726004	TELEPHONE: 01642 726004
	https://www.middlesbrough.gov.uk/social-care-andwellbeing/safeguarding-adults	https://middlesbrough.gov.uk/children-families-andsafeguarding/safeguarding-children/middlesbroughsafeguarding-children-board-mscb
PAISLEY	TELEPHONE: 0141 287 0555	TELEPHONE: 0141 287 0555
	https://www.glasgow.gov.uk/index.aspx?articleid=17207	https://www.glasgow.gov.uk/index.aspx?articleid=17236
SUFFOLK	TELEPHONE: 03456 061 499	TELEPHONE: 01473 265359
	https://www.suffolkas.org/	http://www.suffolkscb.org.uk/



MAISON ROYALE 110, QUAI WILHELME 2, 9001, NANT.

REGION	ADULT PROTECTION	CHILD PROTECTION
BELFAST	EMAIL: Joyce McKee@hscni.net	http://www.safeguardingni.org/emergency-contacts
	TELEPHONE: 028 95362810	TELEPHONE BELFAST HSC TRUST: 028 90507000
BIRMINGHAM	https://www.bsab.org/	MASH@birmingham.gcsx.gov.uk
		TELEPHONE: 0121 303 1888
CARDIFF	TELEPHONE: 01446 700111	INTAKE AND FAMILY SUPPORT TEAM 01446 725 202
	http://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/adult_protection/adult_protection.aspx	http://www.cardiffandvalelscb.co.uk/content.asp?nav=8&parent_directory_id=1
CROYDON	TELEPHONE: 020 8726 6500	TELEPHONE: 020 8726 6000
	www.croydon.gov.uk/healthsocial/adultcare/ascassessing/ascreferral	https://www.croydon.gov.uk/healthsocial/families/childproctsafe/cscb
DOVER	TELEPHONE: 03000 41 61 61	TELEPHONE: 03000 411111
	Social.services@kent.gov.uk	http://www.kscb.org.uk/
EAST DULWICH	TELEPHONE: 0207 525 2334	TELEPHONE: 020 7525 5000



GENERAL SAFEGUARDING	SAFEGUARDING ADULTS	https://www.gov.uk/government/publications/safeguardingadults-the-role-of-health-services
	ADULT SAFEGUARDING NHS POCKET BOOK	https://www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide.pdf
	GENERAL MEDICAL COUNCIL	https://www.gmc-uk.org/ethical-guidance/ethical-hub/adultsafeguarding
	SAFEGUARDING CHILDREN	https://www.gov.uk/topic/schools-colleges-childrensservices/safeguarding-children
	MENTAL HEALTH	https://www.mind.org.uk/
		https://www.scottishrecovery.net/
	NSPCC	https://www.nspcc.org.uk
	CHILDLINE	https://childline.org.uk
CHILD EXPLOITATION AND ONLINE PROTECTION CENTRE (CEOP)	https://www.ceop.police.uk	



Home Office grants since 2002

External Organisational Contact Details

TOPIC TITLE	EXTERNAL CONTACT	CONTACT DETAILS
NATIONAL TERRORISM SECURITY OFFICE & COUNTER TERRORISM PREVENT	ANTI TERRORISM HOTLINE	TELEPHONE: 0800 789 321
	REPORT SUSPICIOUS ACTIVITY ONLINE	https://act.campaign.gov.uk/
	REPORT ONLINE MATERIAL PROMOTING TERRORISM OR EXTREMISM	https://www.gov.uk/report-terrorism
	CONTACT YOUR LOCAL TERRORISM SECURITY ADVISERS	https://www.gov.uk/government/publications/counterterrorism-support-for-businesses-and-communities/workingwith-counter-terrorism-security-advisers
	NATIONAL COUNTER TERRORISM SECURITY OFFICE	TELEPHONE: 0207 931 7142
	NATIONAL POLICE CHIEFS' COUNCIL PRESS OFFICE	press.office@npcc.pnn.police.uk
	PREVENT REFERRALS	CTReferrals@homeoffice.gov.uk



Home Office Safeguarding Hub & Regional Contacts

Appendix 2

TEAM NAME	EMAIL
Safeguarding Asylum - Central Admin	
Safeguarding Asylum - S4	
Safeguarding Asylum - S95	
Safeguarding Asylum – LSE (London & South East)	
Safeguarding Asylum - NAIU	
Safeguarding Asylum – NEYH (North East & Yorkshire)	
Safeguarding Asylum – NWACD (North West Area)	
Safeguarding Asylum – Mersey (Liverpool & Mersey)	
Safeguarding Asylum – SNI (Scotland & Northern Ireland)	
Safeguarding Asylum – WSW (Wales and South West)	
Safeguarding Asylum – Solihull (West & East Midlands)	



Appendix 1

Migrant Help - Designated Safeguarding Lead, Deputy Safeguarding Lead and Designated Safeguarding Officers

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DESIGNATED SAFEGUARDING OFFICER (DSO) RESPONSIBILITY	REGIONAL OFFICES OF	CONTACT DETAILS	DEPUTY DSO
	GLASGOW		
	LIVERPOOL		
	WAKEFIELD, NEWCASTLE, MIDDLESBROUGH		
	BIRMINGHAM		
	DERBY		
	CARDIFF		
	CROYDON, EAST DULWICH		
	DOVER – EAGL		
	DOVER – SUBMISSIONS		
	NATIONAL LEAD-(MODERN SLAVERY)		
	DOVER & LONDON (MDS)		
	SCOTLAND		
	NORTHERN IRELAND		
	CLEAR VOICE		



- **Substance Misuse (Clients) Policy**
- **Signposting and Referral Policy**

For Office Use Only:

<i>Policy Agreed by the Board:</i>	<i>16/10/2019</i>
<i>Policy Review Date:</i>	<i>16/10/2020</i>
<i>Reviewing Officers:</i>	<i>Director of Asylum Services/Deputy Safeguarding Lead</i>
<i>Approval Level:</i>	<i>Board of Trustees</i>
<i>Version</i>	<i>2.2</i>

- There should be a systematic checking of Safeguarding arrangements of all organisations that Migrant Help partners as a part of the standard 'due diligence' checks carried out before entering any partnering arrangement and then at least annually.
- Safeguarding should be a fixed agenda item on any partnership meetings.
- Contracts and memorandums of agreement for partnership delivery work will include clear minimum requirements, arrangements for Safeguarding and non-compliance procedures.

When Migrant Help is working on the premises of a school/FE college any safeguarding concerns need to be passed on to the Designated Safeguarding Lead for the school or college that same working day. A DSO at Migrant Help can be consulted in advance and should be informed of the details of the concern and action taken. The DSO is responsible for follow up with the school/FE college to ensure action has been taken and a record made of it.

14. Photographic Images

Since the introduction of the General Data Protection Regulations (GDPR) 2018, there is a requirement to obtain the permission of anyone appearing in photographs, DVDs and webcam images. This includes children and adults.

Managers are responsible for ensuring that guidance is available to staff and volunteers; that staff are aware of the requirements; and that appropriate consent forms are readily available and are appropriately used.

15. Relevant Policies

Migrant Help policies are complimentary. This policy should be read in conjunction with the following:

- Accident/Incident Reporting and Investigation Policy and Procedure
- Clients with Disabilities Policy
- Client Confidentiality Procedure
- Code of Conduct
- Confidential Reporting (Whistleblowing) Policy
- Data Records Retention Policy
- Death in Care Policy
- Disciplinary Procedure
- Equalities and Diversity Policy
- Health and Safety Policy
- Migrant Help Non-Harassment Policy
- Modern Day Slavery Policy
- PREVENT Policy
- Right to Erasure Policy
- Safeguarding and Recruitment Policy



This type of allegation will be handled sensitively by the DSL, involving the Management Team who will investigate, ensuring the safeguarding of the accused as well as the accuser. A decision as to whether to suspend the accused with pay is made by the CEO. The CEO may also request and external investigator of any allegation. If an allegation is made against the DSL or the CEO these are referred to the Director of Finance, Infrastructure and Quality, who will escalate to Board level, or can be raised directly with the Chair of the Board or Safeguarding Lead Trustee.

The safeguarding allegations procedure must be followed consistently in all instances, regardless of whether the risk is from a member of staff or not. The DSL is responsible for ensuring that the staff member or volunteer who is subject of the allegation is kept up to date about any progress in relation to their case.

11. Radicalisation and Violent Extremism

Migrant Help recognises it has a role assisting the authorities in preventing radicalisation and violent extremism. Migrant Help has a comprehensive training process in place which is monitored by the Talent and Development Manager, enabling staff and volunteers to identify concerns and refer following the PREVENT process for the local authority responsible, embedding a multi-agency approach to encourage a universal culture of sharing information across the organisation. Designated Safeguarding Officers and line managers are required to follow the same reporting process for all safeguarding issues and they may also refer to the local PREVENT coordinator in their area.

More information can be found in the PREVENT Policy.

12. Trafficking and Modern Slavery:

Migrant Help work with victims of modern-day slavery and trafficking and take their responsibilities in the area very seriously.

More information can be found in the Modern-Day Slavery Policy

13. Interface Between Migrant Help Procedures and Other Organisations

One of Migrant Help's values is that of working in partnership and with all of those who help us achieve our vision (other charities, government departments, accommodation providers and other organisations contracted by the authorities). When Migrant Help is working either with such an organisation or on its premises there is a need to consider the interface between the respective safeguarding procedures of each organisation(s). This needs to be addressed as part of the planning process by the responsible manager or DSO. In some instances, eg. working with schools, it is very clear whose safeguarding procedures take precedence in others it is less clear and this needs to be negotiated and agreed in writing and/or as part of the contractual arrangements prior to the event or partnership commencing. The following guidelines should be considered:



<https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>

In the case of adult protection, it is necessary to gain consent from the adult to share information except where the adult lacks the mental capacity to make an informed decision, and a risk assessment indicates that referral would be in their best interest. Adults are presumed to have mental capacity until it has been assessed that they do not. In case of immediate danger, a member of staff can raise a concern with line management or phone emergency services.

Where staff or volunteers consider that a client needs support services rather than protection then he/she can make a referral to an appropriate body. However, this requires the consent of the adult before so doing. A record should be made of any such referrals and the outcome as per procedure.

The process for logging third party shared information with Migrant Help as an organisation and for information purposes will need to be handled as follows:

1. Ensure the information being shared is relevant to Migrant Help and Service User needs. Making sure it is within the parameters of GDPR compliance.
2. Update the Service User's record with details of the shared information on the relevant database
3. Upload any supporting documentation that is relevant and necessary to justify or inform on the shared information.
4. Staff members that are likely to have contact with the service user are briefed and made aware of the shared information and possible outcomes.

All referrals to the Local Authority, Home Office or any other specialist support agency will follow Migrant Help's Signposting and Referral Policy and Process.

9. Safeguarding of Staff

Migrant Help is dedicated to Safeguarding its staff members as well as its clients. Safeguarding of staff is important in the modern world where Mental Health and Work Life Balance are an integral part of modern working lifestyles.

10. Safeguarding Allegations made against Staff and Volunteers

Migrant Help recognises its duty to report concerns or allegations against its staff or volunteers or by a professional from another organisation. Managing allegations against staff and volunteers, whether these are historical or related to recent events can be challenging to do especially if it concerns a colleague but nevertheless it is part of our duty to do so.



Through day to day operational engagement with the Home Office, AIRE Contract Management and specific guidance from Safeguarding Hub Migrant Help will support the Local Authority, AASC and Health/Welfare Services to achieve the safe and harm free environments for Service Users.

8.5 - Cultural differences

It is important that staff and volunteers remind themselves that the cultural norms of some Service Users are not compatible with UK laws and values. Such behaviour, the list of which is not exhaustive, might include attitudes toward: FGM, spiritual beliefs/possession, private fostering, forced marriage and "honour-based" violence. Migrant Help staff and volunteers must guard against failing to report such issues in the mistaken belief that they are protecting the Service User's beliefs or because of fear that their action might be interpreted as being prejudiced.

8.6 - Information Sharing

- GDPR 2018 legislation is not a barrier to sharing information about safeguarding
- Be open and honest about what you will do with the information the person may share with you
- Seek advice from appropriate professionals before action is taken
- If you feel you need to share the information you have been given and the person concerned is in danger of harm, you are permitted to share with appropriate DSO or line management providing detailed justification.
- Consider the victim's safety and well-being if information is shared with others outside of Migrant Help or other professional services
- Keep a record of what information has been shared and keep it necessary, proportionate, relevant, accurate, timely and secure, don't record opinion or assumption. Facts only.
- Non-identifiable records will need to be entered onto the organisational incident log which is kept to minimal, need to know, accessed by Migrant Help staff or the Home Office on request only
- Clients are made aware of the subject information request policy if they want to access the data we hold on them, including any safeguarding records made.

All staff and volunteers must be aware that they have a professional duty to share information with other agencies to safeguard vulnerable adults. The public interest in safeguarding vulnerable adults may override confidentiality interests. Information will be shared on a need to know basis only, as judged by the DSOs and DSL. More information and guidance can be found on Direct.Gov:

Staff may be asked to liaise with relevant Local Authority teams to help facilitate the provision of Local Authority care and support services to service users within Provider Accommodation, for whom such care and support has been deemed appropriate and necessary by the Local Authority.

Follow instruction provided by the Authority or Local Authority to support any referral process.

8.4 - Recognising and supporting external engagement and influences

Through direct contact and delivery of services Migrant Help staff will support Service Users face-to-face which will enable them to establish visual assessments of disability, behaviour, age or other characteristics that may lead to risk/vulnerability. Through face to face briefings we will engage with clients to gain trust and confidence for them to provide more details of any health, personal or social concerns they may have. In addition to statutory contracted providers Local Authority, Home Office AASC & Health, Migrant Help staff will make effective referral to a range of specialist agencies to affect the best care, support, welfare and guidance for Service Users e.g. Freedom from Torture, Micro Rainbow, The Salvation Army (via NRM), Helen Bamber and many others. Migrant Help staff are equally trained in emotional intelligence through specialist training and are able to deliver the same provision of service over the phone by effective listening, questioning, assessment and referral (as above).

When Migrant Help staff, Managers or DSL believe that a Service User's specific needs or prevention from risk of harm cannot be met within the accommodation provided (IA, dispersed or subs-only) staff will liaise and communicate with the Local Authority, AASC provider and Home Office to ensure the best interests of the Service User are unanimously considered, agreed and met e.g. through the age disputed process or where adaptations for disability are not available (wheelchair access, stair lifts).

Migrant Help staff are aware that Local Authority services doesn't always mean provision of accommodated support. Migrant Help staff should request health and welfare visits for Service Users where a previous or new vulnerability has been identified; and the need for specialist intervention and continued assessment of risk and support is ongoing; regardless of accommodation type. Migrant Help staff will engage with Local Authority teams through transition of Service Users from Initial Accommodation to Dispersed Accommodation (or vice-versa) where vulnerability, risk or health concern exists. MH staff will continue to monitor and follow up with the Local Authority, AASC provider and Home Office until responsibility can be fully discharged.



8.3 - Safeguarding Guidance:

It is not the role of Migrant Help staff or volunteers to decide if a child or adult has been abused or neglected rather it is their role to identify and pass on concerns to the relevant people who then will notify the authorities who may investigate and provide support as necessary.

If the staff member has any doubt or needs to be reassured of any process, they must contact a DSO for advice and guidance. It is good practice to record the concern and any conversation taken place for further evaluation and possible outcomes. The DSO may consult with the DSL. Any referrals to statutory services must be followed up in writing within 48 hours and feedback received/sought within 3 working days of having made the referral to check what action is being taken. It is the responsibility of the DSO to do this. Please see Appendix 1 for Migrant Help contacts.

If it is recognised as immediate danger of harm the police must be called, and the concern reported to the emergency services via 999. After which the DSO will need to be informed of all actions that have taken place, accompanied by the completion of the organisation incident form with detail of actions taken.

Migrant Help staff will work with Local Authority Child and Adult Safeguarding Teams and Social Services teams on a range of issues from Age Disputes, neglect, disability support and prevention of destitution. Migrant Help staff are fully aware of Section 55 guidance (Immigration and Asylum Act) to prevent children/families with children becoming at risk.

Migrant Help DSL, Managers and staff are fully aware of Local Authorities adult and child services; the Authorities Safeguarding Hub and will communicate nationally/locally for specific guidance, when needed. Refer to Appendix 2 for a list of local contacts for the above authorities using the following link.

All referrals to the Local Authority, Home Office or any other specialist support agency will follow Migrant Help's Signposting and Referral Policy and Process.

The DSL or DSO may be required to refer service users at risk or with specific needs to relevant Local Authority teams for a care and support assessment, under the Care Act 2014 (or Social Services and Wellbeing (Wales) Act 2014 or Social Care (Self-Directed Support) (Scotland) Act 2013, as applicable).

The DSL or DSO may advise liaising with relevant Local Authority teams to facilitate the transfer of Service Users into Local Authority care, where this has been determined by the Local Authority as the most appropriate course of action following the care and support assessment for the service user.

8. Safeguarding Procedures

8.1 - Professional Boundaries

In the nature of the work that Migrant Help undertakes, it is likely that the staff are exposed to some concerning information and behaviour. Migrant Help expects all staff and volunteers to protect the professional integrity of themselves and the reputation of the organisation. Professional boundaries are expected to be part of everyday working for all staff. A breach can lead to disciplinary action or the process for dealing with allegations against staff, later outlined in this policy. To ensure that all staff understand their responsibilities in this area they are to refer to the Migrant Help Code of Conduct which contains detailed guidance.

Where there is a concern that a member of staff has breached the Migrant Help Code of Conduct then the issue is to be raised without delay with the appropriate manager or DSO. Where there is a serious safeguarding breach then it must be treated as a safeguarding allegation and processes followed and relevant staff members informed.

8.2 - Reporting a Concern process:

Migrant Help Safeguarding of Children Responsibilities: A child's welfare is paramount in any situation – this means that the child's safety and protection must be the most important consideration and take priority over everything else if there is a real and genuine concern.

Staff members do have a responsibility to report any concerns they may have about a child or minor under the care of one Migrant Help's Service Users, for example the child of an asylum seeker. We, as an organisation, have a duty of care to raise any concerns with the local Children's Safeguarding Board and Local Social Workers. In some Local Authority areas, they have dedicated teams for advice and reporting. The DSO for the region will have this information and will make contact to share the concern. It is best practice for this sharing of information to be recorded on the incident log as a notification of action taken.

Additionally, Migrant Help staff may encounter young adults/children where the age determination is being disputed (Age Dispute Cases). Migrant Help staff have a responsibility to report these cases to the Local Authority, Home Office, Accommodation Provider and make an onward referral to specialist support agencies who can take the Service User's case forward/provide advice and guidance e.g. British Refugee Council.

7. Roles and Responsibilities in the Quality Control of the Safeguarding Policy and Processes:

ACTION	DEPARTMENTAL AREA OF RESPONSIBILITY
Safer recruitment practices adhered to	HR
BPSS/DBS/CTC/SC checks undertaken, received and risk assessed, if required	
References applied for all staff and volunteers and received	
Records made and kept of all staff supervision sessions	Line Manager & People HR
Training record and completion of all Safeguarding related training within first 3 months of employment or refresher training completed.	T&D Manager
Monitoring the reporting process and methods used to inform teams and managers of any incidents that are logged	DSL Quality Manager
Measuring, monitoring and analysis of incident/report categories to identify areas of good practice and opportunities for improvement	
Compile and review reporting process on a continuous improvement cycle. Produce and share reports for management and BOT, and any 'need to know' information communicated to all staff	
Reviewing and amending the Policies annually or when required	
Review a guide for staff to refer to at a glance for who is able to advise and guide on any safeguarding situation	
Review and improve the escalation process and communication across the teams	
Authorisation and instruction of contract applicable CTC and SC checks	Head of Commercial
Ensure a Designated Safeguarding Lead is in post and active	CEO



Migrant Help have a commitment to ensure the effective communication of safeguarding practice. Any issues, incidents, policy/process changes or legislative changes are made in a timely manner. The Communications Team ensures that clients have access to this Safeguarding Policy on the Migrant Help website.

Communication will take place through the following channels:

- Digital communication methods (newsletter, blog and Social Media)
- Local office team briefings
- Management Team meetings
- Executive Team meetings
- Support Services meetings
- Board of Trustees reporting process
- One-to-one meetings (formal and informal)
- Supervision and reviews of performance

6. Continuous Improvement

The DSL holds the responsibility for having a strategic overview of all procedures and any policy reviews and updates. They will provide an annual report to Trustees and a biannual report to the Management Team. The DSL will undertake regular review of the safeguarding policy which will include revision in line with Authority changes, as and when required. A statutory annual review and update occurs in relation to this policy.

DSOs are responsible for following the quality process in place for the completion of the safeguarding report form, ensuring the escalation process is followed and notification given to the relevant person(s). The policy will be reviewed annually as a minimum requirement by the DSL unless legislative or governmental changes occur, and amendments are needed.

Migrant Help will ensure participation in multi-agency safeguarding meetings, communicating good practice and information relevant to the organisation. Migrant Help is representative at the Authority's Senior Safeguarding Working Group where governance, best practice, case study review and updated Safeguarding Policy can be implemented, jointly. Migrant Help works with the Authority to continually improve policy, process and guidance around identification, management and support of Vulnerable Service Users.

Migrant Help encourage a culture of Continuous Improvement to ensure we are up to date and relevant to the organisational needs.



Security checks will be conducted for all staff and volunteers. Portable /carry over DBS checks from another employer will not be sufficient. DBS update service checks are acceptable.

Job offers are made subject to obtaining clearance appropriate to the job role, identity, right to work and two satisfactory references. Managers are not to allow staff without a completed DBS to be unsupervised with vulnerable adults or children. Migrant Help will not end an employee's initial probation period until DBS and references are obtained.

Where a contract requires a CTC or SC check for specific roles and staff, we will follow this process as part of the initial recruitment checks alongside the DBS process, with explicit authorisation from the relevant Director. In these circumstances, staff will not be able to access service user data until they have the appropriate clearance for their role.

5. Communication, Training and Support for Staff and Volunteers

Migrant Help commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to safeguarding:

- All new starters will complete an induction process
- Mandatory Safeguarding Training for all new starters
- All new starters are directed to the organisational handbook and policies, outlining responsibilities, designated staff members and where to go for advice on safeguarding matters
- Completion of e-learning also covering:
 - ✦ Equality, Diversity and Inclusion
 - ✦ Radicalisation and PREVENT
 - ✦ Trafficking and Modern Slavery
- Upon passing probation the staff member will be required to complete Adult Safeguarding through the SafeCiC portal
- Ongoing refresher training will be monitored and implemented by the Talent and Development Manager.
- Staff are trained in recognising vulnerabilities and staff "champions" receive specialised training (i.e. LGBTI or Victim of Torture) in various subjects to provide support to their colleagues in identifying and managing arising and existing vulnerabilities.
- Working with the Authority to ensure training is up to date and includes best practice.

	<p>appropriate authority by Migrant Help if concern of immediate danger is raised.</p>
<p>All Employees of Migrant Help</p>	<ul style="list-style-type: none"> • To follow the guidance laid out in this policy and related policies, and to pass on any safeguarding concerns using the procedures. • Migrant Help expects all staff and volunteers to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices. • Proactively review service users through all interactions for developing vulnerabilities and safeguarding risks. • Assist in ensuring that service users in need of medical treatment are referred to staff or external services who can put the medical treatment in place. This may be the AASC providers' medical provision, NHS, emergency services or others.
<p>Local Adult Safeguarding Board</p>	<ul style="list-style-type: none"> • The Safeguarding Adults Board's (ASB) objective is to protect vulnerable adults at risk from abuse. • There are ASB in each borough and are there to help and advice on any referral. • The ASB has a responsibility to protect vulnerable adults from abuse, neglect and significant harm. • They are to bring about positive outcomes for the vulnerable adults and bring about positive outcomes for the vulnerable adults reducing risk and preventing harm occurring to adults in vulnerable situations and reacting effectively should it happen

4. Recruiting

Migrant Help's Human Resources Team ensure adherence to the HR policies when recruiting new staff/volunteers. At each stage of recruitment, Safer Recruitment applies equally to paid full time/part time staff and volunteers. This includes a Safeguarding Statement in recruitment adverts to the effect that 'recruitment is done in line with safer recruitment practices. Job Descriptions and duties outline responsibility for safeguarding. During interview, equal opportunity principles are followed with questions based on the relevant job description and person specification including what safeguarding means to the interviewee and as would apply in the role.

<p>Designated Safeguarding Lead</p> <p>Deputy Safeguarding Lead</p> <p>Deputy Safeguarding Lead</p>	<ul style="list-style-type: none"> • To ensure the policy is up to date with any changes made in legislation or government. To monitor all changes are made and implemented in a timely manner. • Staff concerns about safeguarding are received and responded to seriously, swiftly and appropriately. • To ensure Migrant Help safeguarding strategy is aligned to the LA, Home Office and other statutory providers. • To keep up to date with local arrangements for safeguarding and ensure training and information is disseminated through all members of staff. • Regularly review and monitor service user data identifying risk indicators and set in place effective processes to feedback to the Authority any specific needs or risks. • To produce a biannual Safeguarding report to submit to the Management Team and annual Safeguarding report to the Board of Trustees
<p>Safeguarding Quality Controller</p>	<ul style="list-style-type: none"> • Responsible for measuring and monitoring the logging of all safeguarding concerns and incidents that occur across Migrant Help’s offices and contracts. • Updating and amending the Safeguarding Policy and any changes in legislation of government needs. • Assisting the DSL in all reporting and analysis of Migrant Help’s safeguarding processes.
<p>Designated Safeguarding Officers (Regional and Head Office based)</p>	<ul style="list-style-type: none"> • DSOs take operational responsibility for vulnerable persons protection. • To escalate any trends, patterns or reoccurring risks to the Regional Manager and DSL. To liaise with Home Office regional safeguarding hubs to identify risks and seek support & resolution. • Supporting staff or volunteers who have reported a safeguarding concern. • Ensuring records of incidents and concerns are kept confidential and GDPR compliant. • To have detailed local knowledge of Local Authority systems and processes for safeguarding and ensure these are embedded in local practice. • To embed a culture of empathy and understanding amongst staff members, ensuring policy and procedures are understood and that referrals may be made to the

3. Objectives

It is important we remain focused on objectives rather than just the process of safeguarding. The outcomes should be to:

- Promote well-being and reduce the risk of anyone becoming a victim of any safeguarding related concern
- Heighten awareness and ability to identify concerns, patterns and reoccurring issues; putting in place proactive monitoring and support processes to reduce risk or harm
- Support in the safety and protection of anyone who is a victim of any safeguarding related concern
- Recognising vulnerabilities to safeguarding issues as they arise through proactive monitoring of service users through every contact
- Ensuring staff are adequately trained to recognise the sign of arising vulnerabilities to safeguarding risks
- Report those responsible to the relevant authorities or contract controllers relevant to the department
- Reduce the risk of any safeguarding related concern to our clients and others through training and keeping staff up to date of any fundamental changes or legislation change
- Seeking guidance from the Authority to keep policy current and embed good practice
- Acknowledge lessons learnt and action them for further learning and development opportunities through continuous improvement processes and reporting

Roles & Responsibilities

RESPONSIBLE PERSON	DUTY OUTLINE
Board of Trustees	<ul style="list-style-type: none"> • Need to ensure that an effective Safeguarding Policy is in place and that an annual safeguarding report is received.
	<ul style="list-style-type: none"> • To oversee any modifications made and acknowledge the trustees' recommendations and keep communication open and transparent
Director of Finance, Infrastructure and Quality	<ul style="list-style-type: none"> • To be the keeper of the policy and acknowledge the resource needs, if any, are fulfilled for effective use of policy and knowledge.

Abuse	<p>Abuse: a form of maltreatment of a child or adult. Somebody may abuse or neglect a child or adult by inflicting harm, or by failing to act to prevent harm. Children or adults 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 another adult or adults, or another child or children.</p> <p>It can be caused by those inflicting harm or by those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take several forms including:</p> <ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Emotional abuse • Bullying • Neglect <p>Financial (or material) abuse</p>
Child	<ul style="list-style-type: none"> • Legally, a child includes babies, children and young people from pre-birth up to 18 years. The fact that a young person has reached the age of 16, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody does not change his/her entitlement to protection.
Modern Slavery	<p>Encompasses: slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.</p>
Separated/ unaccompanied children seeking asylum	<p>Separated/unaccompanied children are outside their country of origin and separated from their parents and/or their legal care giver. The term 'separated' describes children who are without an adult, or with an adult who is not legally responsible for them. Accompanying adults may be unrelated or abusive. Foreign national children rarely enter our services without an adult, as a separate provision is in place for unaccompanied children, which is why the word 'unaccompanied' is not as relevant in our work.</p>
Safeguarding policy: protecting vulnerable adults	<p>The Office of the Public Guardian's policy on protecting adults at risk of abuse or neglect.</p> <p>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/595194/SD8-Office_of-the-Public-Guardiansafeguarding-policy.pdf</p>

2. Definitions

Common definitions and/or indicators often seen within the Migrant Help scope are listed below:

TERM	DEFINITION
Protection	<p>Child / adult protection: This is part of safeguarding. It refers to the activity that is undertaken to protect specific children or adults who are suffering, or at risk of suffering, significant harm.</p>
Adult at risk	<p>An adult at risk is 'any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and support' (Care Act 2014 [England]). This definition is broadly consistent with definitions across the devolved nations; although, in Scotland, the definition of an 'adult at risk' or 'vulnerable adult' applies to those aged 16 years and over. Risk can change over time, so an adult's risk status should be considered at every contact.</p> <p>Adults may be deemed to be 'at risk of abuse', and therefore covered by these procedures, if they have any of the following (this list is non-exhaustive):</p> <ul style="list-style-type: none"> • Adults with learning disabilities • Adults with physical disabilities • Adults with mental ill health • Adults with sensory disabilities • Adults with dementia • Adults with brain injuries • Adults with drug or alcohol problems • Adults who are frail due to their age • Adults who may suffer domestic abuse, honour-based violence, forced marriage, female genital mutilation, sexual abuse, modern slavery, trafficking. <p>Adult Safeguarding: This is the activity that is undertaken to protect adults at risk from abuse, harm, ill-treatment and neglect.</p>

- Working in partnership and in accordance with other statutory bodies including social care, local children and adult safeguarding boards, UK Border Agency, Home Office, Channel Panels and mental health professionals.
- Providing effective management through induction, supervision, appraisal and support.
- Ensuring that appropriate supervision and support is provided.
- Taking the necessary steps to inform all stakeholders of relevant policies and procedures and our code of conduct.
- Ensuring that safeguarding considerations are reflected in strategic planning.
- Taking all suspicions and allegations of abuse seriously, including risk of radicalisation and violent extremism and responding to concerns with due speed and consideration.
- Using principles of safer recruitment and vetting to ensure safe and suitable staff and volunteers are appointed.
- Ensuring that safeguarding is integrated into contractual arrangements when third parties are providing services on our behalf.

By following this policy Migrant Help staff will ensure that they are able to identify and manage signs of vulnerability and at-risk service users. They will fully understand their responsibilities in respect of the protection of vulnerable persons and that they respond to concerns in an appropriate manner. The policy establishes a framework to support staff and volunteers in their practices and clarifies Migrant Help's expectations.

Migrant Help staff fully understand the needs and requirements to support and safeguard vulnerable adults and children who may be in the 'care' of adults/families or those who have entered the asylum system and are unaccompanied asylum-seeking children or age disputed.

All new staff complete e-learning modules on the Migrant Help platform on safeguarding as part of the induction process. Upon passing probation the staff member completes additional Adult Safeguarding Training via SafeCiC. This training is renewed every 2 years to keep up to date and relevant. Migrant Help will work with the Authority to seek guidance and support to ensure training is up to date and includes best practice. Specialist training in respect to safeguarding children is available through updated NSPCC materials and local authority child safeguarding hubs. All safeguarding training is recorded and monitored via the induction process and Supervision by line managers and any issues reported to the Talent & Development Manager.

Migrant Help

Advice, Issue Reporting & Eligibility (AIRE)

Safeguarding Policy and Procedure

1. Introduction

Migrant Help is a caring organisation that works to a set of values which includes the belief that everyone deserves to feel safe and have their human rights protected. This, in addition to the statutory requirements, underlines the importance of ensuring that Migrant Help has a policy that ensures the safeguarding of adults and children that is well understood by all staff and, importantly, is acted on in an appropriate and timely manner to ensure the protection of our clients and our staff.

This policy and related procedures are applicable to all Migrant Help staff and volunteers including its trustees, any interns or students. Migrant Help requires third party contractors and those we work alongside to have a functioning safeguarding policy and procedures. We will audit their policies and procedures and ensure that they are at least as robust as Migrant Help's own or we will require that they sign up to our policy, when working with our service users.

Migrant Help demonstrates its commitment to safeguarding by:

- Ensuring that all stakeholders are protected from abuse regardless of their sex, ethnicity, ability, age, sexual orientation, faith or belief, gender, gender-identity, marital status or pregnancy.
- Recognising that service users may have specific risks and vulnerabilities whilst they are in our care.
- Monitoring service users in our care to identify service users who may be at risk or have specific needs.
- Recognise that service users' needs can change over time, so continually monitor for arising or presenting needs which had not previously been identified.
- Ensuring that staff and volunteers are appropriately trained to identify and manage the needs of vulnerable service users; and are up to date with current legislation, good practice and Home Office guidance.
- Working closely with Local Authority child and adult safeguarding teams and Home Office safeguarding hubs, aligning and adapting strategy.
- Attending Home Office Senior Safeguarding Working Group meetings, SMP meetings with Local Authority, Contract Compliance and other specialist meetings with other welfare providers.