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# Hope into Action Safeguarding Children and Adults at Risk Policy

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# Hope into Action: Black Country Safeguarding Children & Adults at Risk Policy

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## 1. Introduction

Hope into Action takes its responsibilities to all its tenants seriously. We also recognise a particular responsibility for adults at risk<sup>1</sup> of abuse or neglect. We recognise that many of those we work with might be 'at risk'.

This policy is based on national guidance on Safeguarding Adults<sup>i</sup> and CCPAS.

## 2. Policy objectives

The policy and procedures have been developed to assist staff and volunteers in safeguarding by acting on and reporting at the earliest possible opportunity suspected abuse. Depending upon the nature of particular services or the requirements of particular partner agencies, the policy and procedures may be supplemented by local procedures.

## 3. Procedures for Safeguarding Adults "at risk"

### 3.1 Definitions

In defining abuse it is important to clarify the following factors:

- which adults are 'at risk'?
- what actions or omissions constitute abuse?
- who may be the abuser(s)?
- in what circumstances may abuse occur?
- patterns of abuse; and
- how should we intervene?

### Which adults are 'at risk'?

An 'adult' means a person aged 18 years or over. Our definition of an 'adult at risk' follows that for a 'vulnerable adult' in '*Who decides?*' (Lord Chancellor's Department, 1997):

a person: "who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation".

### What constitutes abuse?

The term 'abuse' can be subject to wide interpretation. The following is used as a starting point:

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

### Categories of Abuse

We can identify 8 categories of abuse:

- **physical abuse**, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions
- **sexual abuse**, including rape and sexual assault or sexual acts to which the vulnerable adult, young person or child has not consented, or could not consent or was pressured into consenting;
- **psychological abuse**, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
- **financial or material abuse**, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;
- **neglect and acts of omission**, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and
- **discriminatory abuse**, including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.
- **Domestic abuse and violence**, including controlling, threatening or coercive behaviour. *This can encompass but not be limited to psychological, physical, sexual, financial or emotional. It also includes honour based violence, female genital mutilation and forced marriage. Domestic abuse is not a 'one-off' occurrence but is frequent and persistent.*
- **Professional abuse**, the misuse of power and abuse of trust by professionals, the failure to act, poor care or neglect

### 3.2 Responsibilities of Staff and Volunteers

Employees and volunteers have a responsibility to be aware of and alert to signs that all is not well with a tenant. However, they are not responsible for diagnosing, investigating or providing a therapeutic response to abuse. In addition, not all concerns relate to abuse, there may well be other explanations. It is important to keep an open mind and consider what is known about the person and his or her circumstances. No action should be taken without discussion with a member of the management team.

During the assessment process of tenants, Hope into Action may identify that they are at risk of abuse or neglect. Residents should be encouraged to make use of support to promote their independence, safety, social inclusion and to prevent homelessness. We must always plan and agree proposed support with the resident. Hope into Action works with other agencies to support adults at risk.

### **3.3 Disclosure of Abuse**

If a vulnerable person discloses that they are being abused or any service user discloses that they are involved in abuse of a vulnerable person, action should continue as in [Section 3.5](#). All action must proceed urgently and without delay.

### **3.4 Suspicion of Abuse**

There may be circumstances when a volunteer or member of staff suspects that a vulnerable person is being abused or neglected. If Hope into Action employees or volunteers suspect an adult at risk is being neglected or abused they should raise the situation immediately with his or her line manager or another member of the management team.

In all cases of suspected abuse the manager and staff member should discuss whether issues relevant to different cultures and lifestyles have any bearing on the matter. Hope into Action does not make judgements about the acceptability or otherwise of lifestyles. However it is important that this philosophy does not stand in the way of the organisation's responsibility to protect vulnerable people from harm.

Action should continue as in Section 3.5 below.

### **3.5 Action on Disclosure of Abuse**

There should always be the opportunity to discuss welfare concerns with and seek advice from colleagues, managers and other agencies, but:

- Never delay emergency action if an adult is at risk;
- Always record in writing concerns and discussions about a vulnerable adult's welfare using the [Hope into Action Incident reporting form](#);
- Ensure that you reach clear and explicit recorded agreement about who will be taking what action, or that no further action will be taken.
- At all times action must proceed urgently.

A staff member or volunteer informed of abuse should remind the service user that the charity cannot guarantee confidentiality where a vulnerable person is at risk of abuse or further abuse.

Volunteers should consult with the staff member co-ordinating their service before taking any action. The safeguarding officer in the organisation is Matthieu Lambert. He should also be informed immediately of any disclosure.

In circumstances where a service user declines to disclose, despite some work having been done towards disclosing, it may be necessary to report the alleged abuse without the service user's agreement. In these circumstances, a service user must be notified in advance of the decision to report to social services. Any staff member may report a disclosure of abuse to social services irrespective of the opinion of other staff.

It is important for staff and volunteers to make written records of any incidents or concerns that they have as soon as possible. It is also important to make a record of conversations with the adult at risk using the same language they used especially names used for body parts or sexual acts.

### **3.7 Making a Referral**

Social services departments have been designated as the lead agencies with responsibility for co-ordinating a response to allegations or concerns of abuse.

All referrals should be made by the designated Safeguarding Manager, who is the Executive Director, Matthieu Lambert unless he is alleged to have been involved in which case this responsibility reverts to the Deputy Safeguarding Lead.

Managers should work within the following timescales for reporting allegations or suspicions of abuse:

- Immediate if the vulnerable person is at risk of serious physical harm, or a serious criminal act has taken place, and evidence will need to be kept safe
- Within 24 hours if it relates to a specific incident which is, or may be still going on, or may happen again
- Within 7 days if it is a more general concern, which does not indicate immediate harm.

[Click here](#) to access the list of helpful contact details in each town we work.

### **3.8 Support to Staff and Volunteers**

Hope into Action will support employees and volunteers. If the social services department need further involvement from Hope into Action personnel following a report of abuse, a member of the management team will discuss with the social services department the nature of their needs and how they might be met.

***All staff will undergo annual training / refresher training on this topic.***

### **3.9 Allegation of Abuse Made Against a Staff Member or Volunteer**

Employees and volunteers may be subject to abuse allegations. Hope into Action will offer support in these circumstances, but the social services department will be assisted in their investigation and the disciplinary procedure may be implemented.

Any allegation of abuse made against a church volunteer must be immediately referred to that churches safeguarding officer. [Please refer Appendix 4](#) – Safeguarding Partnership Flow-chart.

### **3.10 Confidentiality and Information on vulnerable people**

Confidentiality is central to the work of Hope into Action, and the attention of all staff and volunteers is drawn to the data protection policy.

When storing and using information about residents, staff must be aware that we have a duty of care towards its residents, which means that account must be taken of known vulnerabilities. However, they must also respect the residents' privacy and comply with the requirements of the Data Protection Act. Personal and sensitive data must be:

- fairly and lawfully processed;
- possessed for limited purposes and not in any way which could be incompatible with these purposes;
- adequate, relevant and not excessive;
- accurate and kept up to date and
- kept secure

The resident has the right to view information about them held on our files except if it relates to a third party (ie confidential information supplied by a third party such as a neighbour or referring agent). It is a criminal offence to fail to comply with the right to access information. This includes removal / amendment of file notes before showing the notes to the resident.

### **3.11 Protecting Against Abuse by Staff and Volunteers**

It is important that all prospective employees or volunteers who will be working alone with adults at risk are vetted thoroughly before being employed. At Hope into Action this means as well as references being checked, there will also be a requirement for offences to be declared and a Disclosure and Barring Service DBS check undertaken.

It should be noted that having a criminal record does not necessarily prevent someone from being recruited as a staff member or volunteer.

It may be very hard for a worker to report a concern about a colleague to a line manager but, as with all the other difficulties people will come across, the safety and protection of the adult at risk must be the priority in any decision that is made.

### **3.12 Domestic Violence**

Domestic Violence is a form of abuse that many of our tenants may have experienced in their past and may do so while in a Hope into Action house. It warrants special attention and handling. While it is most likely to occur against women it is also important staff and volunteers are mindful that it can happen to male tenants as well.

Reporting of the incident should follow the same procedure and form as other safeguarding incidences. Also included in the

### **3.12 Review of Church Partners:**

As part of the due diligence with church partners, Hope into Action will review their vulnerable adults policy and ensure that the church conducts appropriate screening of volunteers with the Disclosure and Barring Service (DBS) and adopts safeguarding measures.

In the event of a safeguarding incident, Hope into Action will lead on responding and the Hope into Action policy will take precedence. However, if the allegation of abuse is against a church volunteer then the church will lead on the investigation.

### **3.13 Housing young people or children**

Hope into Action is set-up for adults/over 18s. We would only house a minor in exceptional circumstances and only with the permission of the Executive Director. Further details concerning children visiting parents who are residents in a Hope into Action: Black Country house are set out below.

If residents become pregnant during their stay with us, the following must occur:

- Reference check on any other member of the house
- Ensure the child is placed in a secure room
- Get a disclaimer from the carer of the child.

### **3.14 Review of this policy**

The policy will be reviewed every year by the trustees. The Safeguarding Officer will attend safeguard training every year.

## **4. Safeguarding children visiting their parents at a Hope into Action: Black Country house**

### **4.1 Introduction**

Hope into Action: Black Country does not at this present time permit children to reside or stay in any of the properties managed by the charity. Should circumstances arise under which this needs to be amended a full child protection policy would need to be approved by the board of trustees prior to any child taking up residence.

### **4.2 Summary**

This section of the policy aims to set out the circumstances under which it may be permitted for a child to visit a Hope into Action: Black Country property. The current House Rules clearly state that *"No child is allowed to stay overnight in the house, nor to be left alone or unsupervised at any point during the day (This is to ensure the safety of your child or those of other tenants)."*

### **4.3 Prior to being allowed into a Hope into Action: Black Country house**

1. Parents must obtain the permission of their Empowerment Worker prior to bringing a child into the house. They may only seek permission in relation to their own children and not in relation to any other children. The Empowerment Worker may withhold consent for the tenant to bring their child if they have any concern regarding the safety of the child.
2. Before admission to the property the empowerment Worker will brief the tenant who is the child's parent about the risks to the child of being in an HIA house. The parent will sign an agreement accepting responsibility for the safety and security of the child whilst it is in the HIA house. (Appendix 5)
3. The parent must agree to supervise and be present with their child at all times whilst in the property and should never leave the child in the care of another person at the property.
4. Whilst the child is visiting their parent in a Hope into Action house responsibility for the control and discipline of that child lies with their parent. Prior to the visit the Empowerment Worker should discuss with the parent the need for boundaries and discipline for the child. The message that discipline of the child should not be carried out in anger should be made clear to the parent.

#### **4.4 During the visit of a child to the house**

1. When any child is visiting a Hope into Action: Black Country house it is the responsibility of the child's parent to keep the child safe. This involves providing the child with 24/7 supervision. (The term 'supervision' is defined as the child being in sight and within hearing of the supervising adult for the purposes of this policy. If the child is asleep in another room the parent is expected to make frequent checks on the child.)
2. The tenant should at no point leave their child under the care or supervision of another person.
3. The parent of the child will take sole responsibility for toileting children, bathing children and changing children's nappies. No other persons should be present whilst these activities are taking place.
4. No sleepovers are permitted by visiting children.
5. Hope into action staff will not be present at the property whilst a tenant has a child visiting. Visits will only be approved outside of the context of meetings between a tenant and their empowerment officer so as to enable that time to be dedicated to concentrating on the tenant.

#### **4.5 Responding to allegations of abuse**

Hope into Action: Black Country staff are to avoid direct contact with visiting children wherever possible, however guidelines are noted below to cover an instance where this is unavoidable and a child wishes to make an allegation or disclosure.

##### **Definitions of abuse**

Abuse & neglect are forms of maltreatment. A person may abuse or neglect a child by:

- *inflicting harm or*
- *failing to act to prevent harm*

Children may be abused in a family, an institution, the community, by someone who is familiar to them, or a stranger. It is important to recognise that 4 different kinds of child abuse have been identified: physical, emotional, sexual abuse and neglect. (See Working Together to Safeguard Children, 2010) A child may suffer more than one category of abuse at any one time. Fuller definitions of the types of child abuse are laid out in Appendix 5.7 of this policy.

##### **Possible indicators of abuse**

Certain signs may be indicators of abuse and these are detailed in Appendix 5.8 of this policy. However, there may be other explanations so it is important not to jump to conclusions but rather to seek advice.

The Charity has appointed a Safeguarding lead person and a safeguarding deputy person, to deal with safeguarding issues and any concerns about a child should be discussed with them first.

If concerns in any way involve either the Safeguarding Officer or the Deputy Safeguarding Officer, advice should be sought from the Churches Child Protection Advisory Service, Children's Services (formerly Social Services) or the Police Child Abuse Investigation Unit.

##### **If you suspect abuse may have occurred**

If the suspicions in any way involve the Safeguarding Officer then the report should be made to the Deputy Safeguarding Officer. If the suspicions in any way implicate both the Safeguarding Officer and the Deputy Safeguarding Officer, then the report should be made in

the first instance to PCCA Churches' Child Protection Advisory Service (hereafter "CCPAS"), PO Box 133, Swanley, Kent, BR8 7UQ. Telephone 0845 120 4550. Alternatively contact Children's Services or the Emergency Duty Team if out of hours. Suspicions must not be discussed with anyone other than those nominated above.

It is, of course, the right of any individual as a citizen to make direct referrals to the child protection agencies or seek advice from CCPAS, although we hope that members of the Charity will use the procedure laid out in this policy. If, however, you feel that the Safeguarding Officer or Deputy Safeguarding Officer has not responded appropriately to your concerns, then it is open to you to contact the relevant organisation direct. We hope by making this statement that we demonstrate the commitment of the Charity to effective child protection.

### **Allegations of physical abuse or symptoms of neglect**

If a child has a physical injury or symptoms of neglect, the Safeguarding Officer will:

- Decide whether emergency medical attention is necessary; if so, it will be sought immediately. The Safeguarding Officer will inform the attending doctor of any suspicions of abuse.
- Contact Children's Services (or CCPAS) for advice in cases of deliberate injury or where concerned about the child's safety. The parents will not be informed by the Charity in these circumstances.
- In other circumstances the Safeguarding Officer will speak with the parent/carer and suggest that medical help/attention is sought for the child. The doctor will then initiate further action, if necessary.
- If appropriate the parent/carer will be encouraged to seek help from the Children's Services Department.
- Where the parent/carer is unwilling to seek help, if appropriate, the Safeguarding Officer will offer to go with them. If they still fail to act, the Safeguarding Officer should, in cases of real concern, contact Children's Services for advice.
- Where the Safeguarding Officer is unsure whether or not to refer a case to the Children's Services, then advice from CCPAS will be sought and followed. CCPAS will confirm in writing in case this is needed for reference purposes in the future.

### **Allegations of sexual abuse**

In the event of allegations or suspicions of sexual abuse, the Safeguarding Officer will:

- Contact the Children's Services Duty Social Worker for Children and Families or the Police Child Protection Team directly. The Safeguarding Officer will NOT speak to the parent (or anyone else).
- If, for any reason, the Safeguarding Officer is unsure whether or not to follow the above, then advice from CCPAS will be sought and followed. CCPAS will confirm its advice in writing in case this is needed for reference purposes in the future.
- Under no circumstances will the Safeguarding Officer (or any other person suspecting abuse) attempt to carry out any investigation into the allegation or suspicions of sexual abuse. The role of the Safeguarding Officer or the person who becomes aware of the allegation is to collect and clarify the precise details of the allegation or suspicion and to

provide this information to the Children's Services Department, whose task it is to investigate the matter.

- Whilst allegations or suspicions of sexual abuse will normally be reported to the Safeguarding Officer, the absence of the Safeguarding Officer or Deputy should not delay referral to the Children's Services Department.
- Exceptionally, should there be any disagreement between the person in receipt of the allegation or suspicion and the Safeguarding Officer or Deputy as to the appropriateness of a referral to the Children's Services Department, that person retains a responsibility as a member of the public to report serious matters to the Children's Services Department, and should do so without hesitation.
- The Charity will support the Safeguarding Officer or Deputy in their role, and accept that any information they may have in their possession will be shared only in a strictly limited way and on a 'need to know' basis.

### **If a child wants to talk to you about abuse**

It is possible that a child may want to talk to you if they feel worried, unsafe or uncomfortable about how another person has treated them. It is important that you respond in such a way as to make them feel you are taking their concerns seriously.

### **What to do once a child has talked to you about abuse**

- Make notes as soon as possible (preferably within an hour of being told).
  - Write down exactly what the child said and what you said in reply.
  - Describe how the child seemed at the time of talking to you (e.g. agitated, scared, calm, matter-of-fact)
  - Make a note of what was happening immediately beforehand (e.g. description of activity).
  - Record dates and times the events took place (if the child is able to say).
  - Sign and date your notes.
  - Keep all hand-written notes securely, even if they are subsequently typed up.
- Report your discussion as soon as possible to the Safeguarding Officer. If the latter is implicated report to the Deputy Safeguarding Officer. If both are implicated, report to CCPAS or to Children's Services if preferred.
- You should not discuss your suspicions or the allegations with anyone other than those nominated in the above point. Once a child has talked about abuse the Safeguarding Officer should consider whether or not it is safe for a child to return home to a potentially abusive situation. On rare occasions it might be necessary to take immediate action to contact Children's Services and/or police to discuss putting into effect safety measures for the child so that they do not return home.

## CONTACTS

Safeguarding Officer – Matthieu Lambert – 07910757392 or 01902491965

Deputy Safeguarding Officer – Merylen Pearce 07790544268

## 5. Code of Conduct

5.1 All adults who work with children and adults at risk are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and /or intentions.

5.2 To support all employees and volunteers Hope into Action: Black Country has developed a Code of Conduct for Volunteers and Employees.

5.3 In addition to the considerations below, a number of other Hope into Action: Black Country policies set out what is acceptable and unacceptable behaviour in Hope into Action's work with children and young people and adults at risk. They should be read and understood in conjunction with this safeguarding policy:

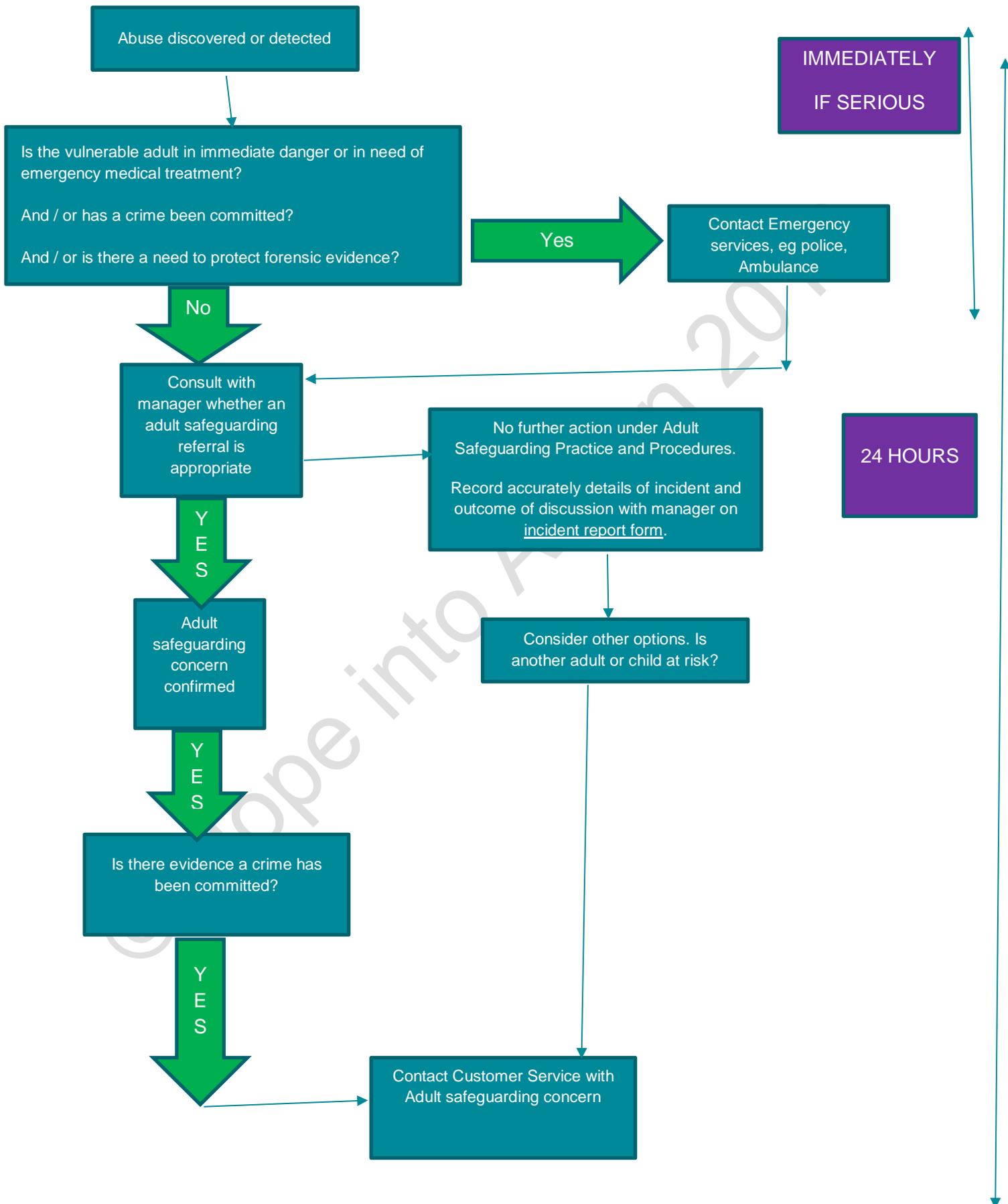
- Lone Working Policy
- Tenant Care Policy
- Equal Opportunities and Diversity Policy
- Confidentiality Policy

5.4 All volunteers and employees are required to read, understand, sign and work within our Code of Conduct to help embed the delivery of our safeguarding policy commitment. We recognise that no guidance can be exhaustive.

5.5 All Hope into Action: Black Country staff should adhere to the following guidelines in addition to the above policies:

- Respect all tenants regardless of their: age \*, Culture, Disability \*, Gender re-assignment \*, Language, Marriage / civil partnership status \*, Pregnancy / maternity status \*, Race \*, Religion or belief \*, Sex \*, Sexual orientation, Socio-economic status.
- Always act, and be seen to act, in the best interests of tenants.
- Take responsibility for your own actions and behaviour.
- Try to be an excellent role model.
- Listen to, value and respect all tenants.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Recognise the developmental needs of tenants: stretching their vision of what they are capable of, but without forcing them to do something against their will.
- Ensure that all communications are transparent and open to scrutiny.
- Only make contact with tenants for reasons appropriate to your role with this organisation.
- **Record and report** any situations or actions that give rise to concern.
- **Record, report and discuss any actions which could be misconstrued**
- **Report any concerns** about staff conduct to **Matthieu Lambert, safeguarding officer.**
- **Understand the limits of confidentiality** in respect of safeguarding
- **Support any colleague** who has a concern that a tenant is being abused or neglected.
- Always **challenge inappropriate language.**
- **Praise all tenants at every opportunity**

## Appendix 1 Safeguarding flow chart



## Appendix 2: Hope into Action Safeguarding Incident Reporting form

### Introduction:

This form should be used by Empowerment Officers, or any other staff, to record the details of any concerns raised. A copy should be sent to Matthieu Lambert, Safeguarding Officer at Hope into Action: Black Country. If there is more than one alleged victim a separate form should be completed. All efforts must be made to keep the information confidential. The information should only be shared with those that need to know if it is in the best interest of the child or vulnerable adult. Please note that where a concern is immediate please make initial contact by telephone and return the completed form as soon as possible. The form should be completed for all levels of concern, even where no immediate action may be necessary.

| Details of Person Completing the form |  |
|---------------------------------------|--|
| Name:                                 |  |
| Position:                             |  |
| Who raised the concern                |  |

| Details of alleged victim                |  |
|--|--|
| Name:                                    |  |
| House Address:                           |  |
| Supporting Church:                       |  |
| Relationship to the alleged perpetrator: |  |

| Details of Person concern is attributed to |  |
|--|--|
| Name:                                      |  |
| House Address:                             |  |
| Supporting Church:                         |  |
| Relationship to the alleged victim:        |  |

| <b>Details of incident</b>   |  |
|--|--|
| <p>Description of the incident/s (please include as much detail as possible. If a tenant talked to you, write down the exact details of the conversation – remember not to lead the person making the disclosure. Please include any other information including location, number of incidences, any witness details etc – please continue on a separate sheet of paper if necessary). Consider using format: who, what, when, how</p> |  |
| <p>Actions taken:</p>  |  |
| <p>Other agencies / orgs contacted</p>   |  |

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Time of day: \_\_\_\_\_

## Appendix 3 – Contact details and Links for Adult Safeguarding

### Reporting Crimes to the police:

In an emergency, where an immediate police response is required, dial 999. Where an immediate response is not required or if you are unsure as to whether the abuse constitutes a crime, honour based violence or Domestic Abuse dial 101.

### Wolverhampton:

Report of abuse: Mon – Friday 9.00 – 17.00

Abuse should be reported to or advice sought from the Multi Agency Safeguarding Hub for Wolverhampton:

For Children Tel: 01902 555392

For Adults at risk Tel: 01902 551199

During an emergency call: 01902 552999 or 101 if police are required.

The Local Authority Designated Officer must be contacted within one working day in respect of all cases in which it is alleged that a person who works with children in a position of trust has:

- behaved in a way that has harmed, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

The local authority designated officer for Wolverhampton is Paul Cooper: 01902 550661.

### Sandwell:

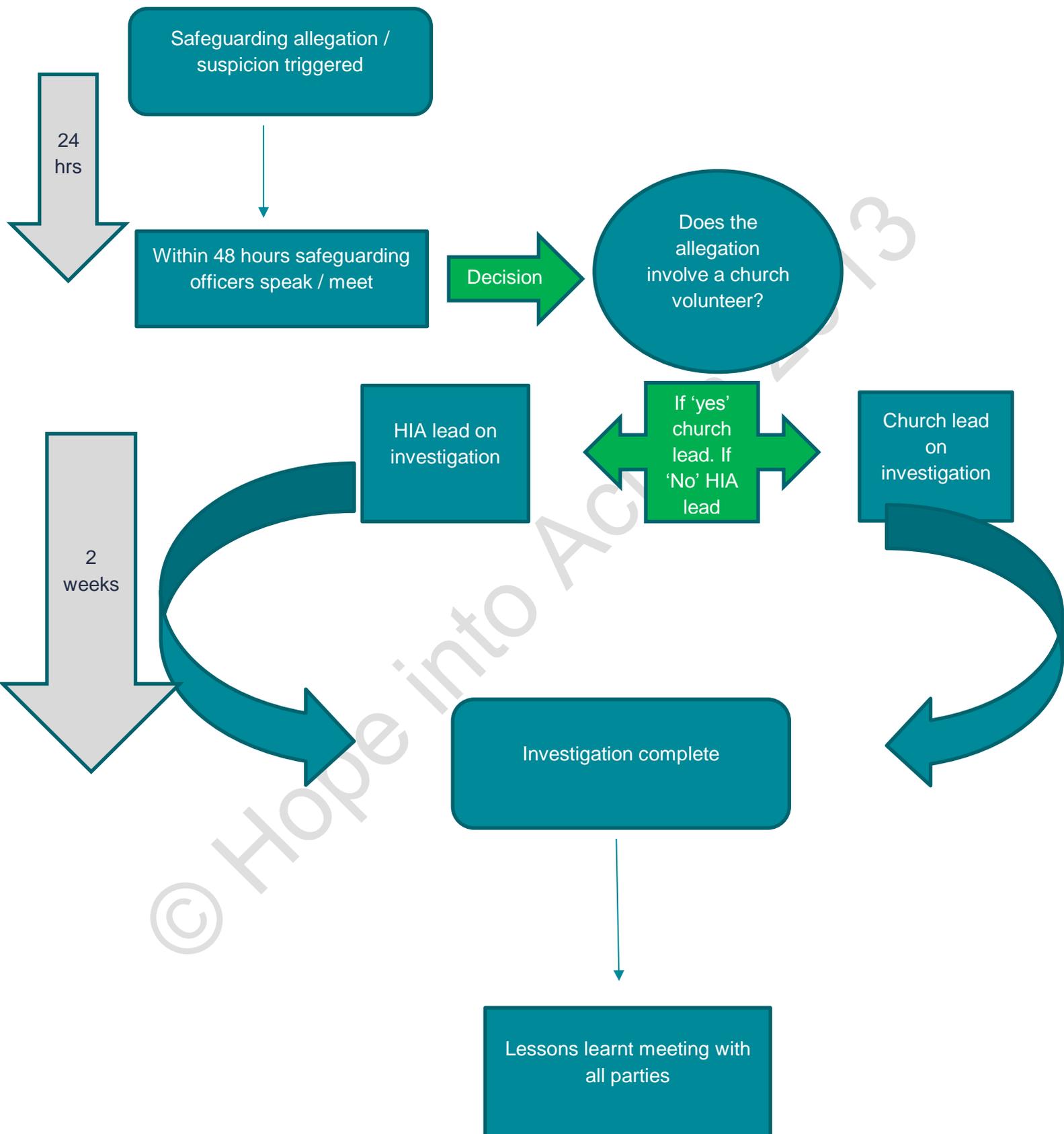
Call us on 0121 569 2266 or email us [sandwell\\_enquiry@sandwell.gov.uk](mailto:sandwell_enquiry@sandwell.gov.uk).

We are open from 9am to 5.30pm Monday to Thursday, and 9am to 5pm on Fridays.

In an emergency, outside these hours call 0121 569 2355.

The local authority designated officer for Sandwell is Uzma Bhatti: 0121 569 4770

## Appendix 4: Safeguarding Partnership Flow-chart



## Appendix 5 – Parental Responsibility Form

|                              |
|------------------------------|
| PARENTAL RESPONSIBILITY FORM |
|------------------------------|

Tenant Name:

.....

Hope into Action: Black Country have agreed to provide you with accommodation at the following address:

.....

You may have your child.....

Date of Birth: .....

to visit you at this address providing you agree to the following conditions:

- to allow the child to visit only with the agreement of the Church and Tenant Empowerment Worker once relevant checks and preparations have been carried out
- to provide the Church and Tenant Empowerment Worker with the details of any additional visitors so that appropriate checks may be made
- to give permission for the Church and Tenant Empowerment Worker to make contact with your child's health visitor /social worker and/or any other professional working with the child if deemed appropriate
- to supervise your child at all times whilst in the property
- not to leave your child under the care or supervision of any other person at any time whilst they are visiting you at the property.
- not to allow any child other than the individual named in this form to visit the property

I accept the conditions outlined above and understand that I am fully responsible for the safety, security and well-being of my child ..... (name) whilst living at

.....

(address)

Signed by Tenant: ..... Tenant Name:

.....

Tenant Emergency Contact Number: .....

Date: ..... Signed by Tenant Empowerment Worker:

.....

## Appendix 6 – Hope into Action: Black Country’s Code of Conduct

This Code of Conduct has been developed to help you keep children and young people safe from harm. It will also help you and your colleagues identify and avoid any practices which could mistakenly be interpreted and lead to an allegation against you. This good practice will also help to protect the good reputation of Hope into Action: Black Country and its work within the community.

- Respect all tenants regardless of their: age \*, Culture, Disability \*, Gender re-assignment \*, Language, Marriage / civil partnership status \*, Pregnancy / maternity status \*, Race \*, Religion or belief \*, Sex \*, Sexual orientation, Socio-economic status.
- Always act, and be seen to act, in the best interests of tenants.
- Take responsibility for your own actions and behaviour.
- Try to be an excellent role model.
- Listen to, value and respect all tenants.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Recognise the developmental needs of tenants: stretching their vision of what they are capable of, but without forcing them to do something against their will.
- Ensure that all communications are transparent and open to scrutiny.
- Only make contact with tenants for reasons appropriate to your role with this organisation.
- **Record and report** any situations or actions that give rise to concern.
- **Record, report and discuss any actions which could be misconstrued** or which could be interpreted as abusive or inappropriate.
- **Report any concerns** that anyone undertaking work for Hope into Action: Black Country is failing to meet the standards outlined in this Code of Conduct to the **Matthieu Lambert, safeguarding officer**.
- **Understand the limits of confidentiality** in respect of safeguarding children and adults at risk
- **Support any colleague** who has a concern that a tenant is being abused or neglected.
- Always **challenge inappropriate language**.
- **Praise all tenants at every opportunity**.

Hope into Action: Black Country recognises the importance of appropriate physical contact with tenants so long as it is openly talked about and done in the sight of the parent/carer in respect of children. If in doubt, consider how such contact might be perceived (by the child, a parent or a colleague) rather than how it is intended.

- Don't do anything that would lead any reasonable person to **question your motivation and /or intentions**.
- **Don't transport a child alone** (in a car / minibus etc) - unless it is an emergency (when you need to take the steps outlined below).

- **Avoid one-to-one situations** with children / young people where you cannot be seen or heard by others – if you need to have a quiet word make sure others can see you and if possible hear you e.g. through an open door.
- **Avoid spending a significant amount of time alone** with children away from others.
- Never make, or tolerate others making, **discriminatory comments** to children, or about children, in their presence.
- Don't have **'favourites'**.
- Don't **ridicule children, or put them down**.
- **Never do things of a personal nature** for children that they can do for themselves.
- **Never bully**, or tolerate the **bullying** of, a child.
- **Don't single out children as 'troublemakers'**.
- Never make **discriminatory remarks** to a child.
- Don't take photographs or videos of children on your own equipment (camera, mobile phone etc) – always use **(Name of Organisation)**'s equipment for this purpose.
- Don't give gifts unless part of an agreed reward system.
- Don't receive any gifts that could be considered as a bribe or otherwise inappropriate.
- Don't **dress** in an offensive, sexually provocative or revealing manner.
- Never allow or engage in any form of **inappropriate touching**.
- Don't engage in **rough, physical or sexually provocative 'horseplay'**.
- **Don't use physical force** (hitting, kicking, shoving etc).
- Never make **sexually suggestive comments**, 'jokes' or even puns to a child or in the presence of children – even in 'fun'.
- Never Change in the same room as a child or young person.
- Never Shower or bathe with children or young people.
- Don't enter a room where children are changing clothes or may not be fully dressed without sufficient warning to allow them to cover up.
- Never share a room with a child alone.
- Never encourage or allow a child to visit you or stay at your home unsupervised.
- Never have **secret social contact** with children, young people or their parents.
- **Never show pornographic, sexually explicit or violent material to a child.**
- Never **incite** or otherwise cause a child to engage in or watch sexual activity.
- Never engage in any sexual activity in the presence of a child.
- Never engage in sexual activity with a child.
- Don't give personal contact details (e.g. address, landline or mobile phone numbers, email addresses Facebook / Twitter or other social media contacts).

**Don't contact or share personal information with a child either in person, or by electronic means (such as text, voice calls / messages, photographs or video instant messaging, chat rooms / forums etc) unless on work equipment or through work-regulated avenues.**

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## Appendix 7 - Domestic Violence contacts

### **National Domestic Violence Helpline – 0808 2000 247**

Freephone 24 hour helpline, run in partnership between Women's Aid and Refuge.

### **Men's Advice Line – 0808 801 0327**

Confidential helpline for men who experience violence from their partners or ex-partners.

### **ManKind – 01823 334244**

A helpline for male victims of domestic abuse.

### **Victim Support's Male Helpline – 0800 328 3623**

Freephone number for men from 12 noon to 2 pm, Monday to Friday.

### **Broken Rainbow – 0300 999 5428**

A charity dedicated to supporting LGBT people who are experiencing domestic violence or abuse.

### **Rape and Sexual Violence Project – 0121 233 3818**

A charity supporting male and female survivors of rape, sexual assault and childhood sexual abuse. Information, support and face-to-face counselling seven days per week. Both male and female counsellors available.

### **Samaritans – 08457 90 90 90**

Provides confidential non-judgemental emotional support, 24-hours a day for people who are experiencing feeling of distress or despair, including those which could lead to suicide.

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<sup>i</sup> An example of which is Leeds Safeguarding adults Partnership  
<http://www.leedssafeguardingadults.org.uk/professionals.html>;  
[www.wirral.gov.uk/downloads/3394](http://www.wirral.gov.uk/downloads/3394)  
<http://www.ccpas.co.uk/Documents/Help-VulnerableAdults.pdf>