

PUBLICICA

Safeguarding Policy and Procedures



Safeguarding is Everyone's Concern

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Designated Staff

Strategic Safeguarding Lead - Business Manager, Operations

Lead Safeguarding Officer - Enabling Manager

Safeguarding Support Staff - Client Support Officers

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1. Introduction

Publica Group Support Group Ltd (Publica) advocates that SAFEGUARDING IS EVERYONE'S BUSINESS and that all people have the right to live in safety, free from abuse, harm and neglect.

Publica will create an environment where staff, volunteers and contractors are adequately trained and encouraged to think of safeguarding as being part of their responsibility, understanding the need for them to play a full and active part in the delivery of Publica's response.

The safeguarding policy sets the approach by Publica to safeguarding and promoting the welfare of children and vulnerable adults.

It applies to all areas of work across Publica and that all employees, volunteers and contractors are aware of their legal obligations to safeguard children, young people and vulnerable adults.

This policy will raise awareness of safeguarding and what to do if there are suspicions that abuse is taking place. Safeguarding is not a practice that operates in isolation, but cuts across every service and function undertaken and has direct links to other policies.

As well as having a duty of care to employees, by making sure they are able to work in a safe and effective way when dealing with children, young people and vulnerable adults, there is also a duty under Section 11 of the Children Act 2004 to make sure we consider the need to safeguard and promote the welfare of children and young people under the age of 18 when carrying out our functions.

Publica aims to work in a way that safeguards children, young people and vulnerable adults from harm and supports their development as members of our local communities.

Safeguarding and promoting the welfare of children and young people is defined as:

- Protecting Children and Young People from maltreatment
- Preventing impairment of children/young people's health and development
- Ensuring that children/young people are growing up in circumstances consistent with the provision of safe effective care; and
- Undertaking that role so as to enable those children/young people to have optimum life chances and enter adulthood successfully.

Under the Care Act 2014, there is a duty to safeguard and promote the welfare of vulnerable adults. A vulnerable adult is defined as someone who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

There is also a duty to ensure that other organisations and contractors commissioned to provide services on its behalf have regard to the need to safeguard and promote the welfare of children, young people and vulnerable adults.

Publica will ensure that:

- All employees, contracted organisations and volunteers involved in working with children, young people and vulnerable adults implement good working practices to ensure a safe and healthy environment
- All employees, contracted organisations and volunteers are aware of safeguarding issues both in the context of organised activities and within the home and community
- Standard procedures are in place to protect the child, young person or vulnerable adult first and foremost when suspected abuse or actual abuse is reported and that all employees, contracted organisations and volunteers providing services for children, young people and vulnerable adults understand these procedures
- When abuse is reported it is recognised that the child, young person or vulnerable adult is potentially at risk and their safety is paramount
- In sharing information, we will ensure that we do so in compliance with our Data Protection Policy, Data Protection legislation (General Data Protection Regulations (GDPR) and Data Protection Act 2018

Publica recognises that in providing services there is a need to provide and maintain a high degree of physical and emotional wellbeing for children, young people and vulnerable adults.

The following will be implemented through employees, contracted organisations and volunteers:

- Staff, contracted organisations and volunteers will be made aware of and be required to observe the Safeguarding Children, Young People and Vulnerable Adults Policy and Procedures
- Staff, contracted organisations and volunteers will be made aware of how to report concerns about children, young people and vulnerable adults
- Sound recruitment and selection procedures will be operated for employees and voluntary staff to ensure their suitability for working with children, young people and vulnerable adults
- Appropriate training will be available to employees, and volunteers who work with children, young people and vulnerable adults;
- Best practice in ensuring the safety of children, young people and vulnerable adults will be observed
- Where appropriate, effective safeguarding standards will be required by suppliers of services to ensure the protection of children, young people and vulnerable adults and basic safeguarding contract clauses will be in use

2. Responsibilities

In order to carry out its safeguarding duty, Publica requires staff to be aware of how they can contribute to this aim whilst undertaking their daily activities.

Publica

Local Authorities have a statutory responsibility and duty of care to report issues relating to Safeguarding to the appropriate authorities/agencies therefore:

Cotswold and Forest of Dean District Councils are members of the Gloucestershire Safeguarding Adults Board (GSAB) and the Gloucestershire Safeguarding Children Board (GSCB). West Oxfordshire District Council is a member of the Oxfordshire Safeguarding Adults Board (OSAB) and Oxfordshire Safeguarding Children Board (OSCB).

Staff

Strategic Safeguarding Lead (Business Manager, Operations) has responsibility for:

- Ensuring that effective procedures are in operation for dealing with allegations in accordance with guidance from the relevant Safeguarding Children Board¹, relevant Safeguarding Adults Board² and in cooperation with the relevant Multi-Agency Safeguarding Hub (MASH);³
- Resolving inter-agency issues and liaising with the relevant Safeguarding Board(s); and
- Checking that effective policies and procedures are in place in relation to key areas of services commissioned and delivered by Publica
- Supporting the development and review of the Safeguarding Children, Young People and Vulnerable Adults Policy and Procedures and overseeing implementation of any actions required to ensure that the policy and procedures satisfy good practice requirements; and
- Identifying and promoting training programmes.

Lead Safeguarding Officer (Enabling Manager) has responsibility for:

- Assisting the Strategic Safeguarding Lead in resolving inter-agency issues and liaising with the relevant Safeguarding Board(s);
- Coordination and dissemination of information related to safeguarding across the Council and assisting to ensure that the Statutory Officers, Directors, Group Managers and other relevant officers are kept well informed;
- Co-ordinating information searches across the relevant services and liaising with the Safeguarding Teams in relation to Investigations and Serious Case Reviews;
- Assisting the Strategic Safeguarding Lead in identifying and promoting training programmes; and
- Delivering appropriate training to employees and elected members in accordance with the training requirements as identified within this policy.

¹ The Safeguarding Children Boards are the key statutory mechanism for agreeing how all relevant organisations will cooperate to safeguard and promote the welfare of children and young people in each county and for ensuring the effectiveness of their arrangements for safeguarding.

² The Safeguarding Adults Boards are the key statutory mechanism for agreeing how all relevant organisations in each county will cooperate to safeguard and promote the welfare of vulnerable in the county and for ensuring the effectiveness of their arrangements for safeguarding

³ The multi-agency safeguarding hubs seek to enable the sharing of information so that risks can be identified at an early stage.

Business Manager, HR is responsible for:

- Ensuring recruitment procedures for posts with direct access to children, young people or vulnerable adults are in place and compliant with the Disclosure and Barring legislation through the Disclosure and Barring Service ('DBS'); and
- Ensuring that the appraisal process reflects the needs of this Policy.

Group Managers and Statutory Officers must ensure that relevant staff are subject to appropriate Disclosure and Barring Service (DBS) checks and that staff within their service comply with the Safeguarding Children, Young People and Vulnerable Adults Policy and Procedures.

Business Managers are responsible for ensuring that their staff and volunteers have appropriate training with regard to safeguarding based on how frequently the individual member of staff has contact with children, young people and vulnerable adults in the course of their work. Business Managers are also responsible for adhering to the appraisal process and for following appropriate recruitment procedures.

Managers should have sufficient knowledge to be able to effectively listen to any concerns about possible abuse raised by members of their team and to provide them with reassurance and advice. They will advise on the appropriate policy and procedures to make safeguarding referrals and inform the Lead Safeguarding Officer of any issues or concerns that may arise in relation to safeguarding children, young people or vulnerable adults.

All staff, contracted organisations and volunteers acting on behalf of Publica are responsible for:

- Carrying out their duties in a way that safeguards and promotes the welfare of children, young people and vulnerable adults;
- Acting in a way that protects them from wrongful allegations of abuse as far as possible and in line with this Policy;
- Bringing matters of concern about safety and welfare of children, young people and vulnerable adults to the attention of their Line Manager and/or the Lead Safeguarding Officer.

All staff should be familiar with this Policy and should undertake appropriate safeguarding training for children, young people and vulnerable adults where this is relevant to their role.

All agencies that provide Publica with contracted staff must have procedures in place to safeguard children, young people and vulnerable adults that are equivalent to those described in this policy.

3. Recruitment and Selection of Employees and Volunteers

Publica has a duty of care to protect children, young people and vulnerable adults from harm and is legally obliged to assess the suitability of individuals to positions of trust as set out in section 11 of the Children's Act 2004 and the Care Act 2014 in respect of vulnerable adults.

The Disclosure and Barring Service Policy is available from HR. Group Managers and Line Managers are responsible for ensuring that members of staff and volunteers in relevant posts will be subject to the appropriate level of criminal record checks.

The Disclosure and Barring Service (DBS) ⁴is used to check the criminal record of applicants for posts where there is frequent and/or intensive contact with children under the age of 18 and/or vulnerable adults as part of normal and routine duties. 'Frequent' means once a week or more and 'intensive' means four days a month or more or overnight. When it is uncertain whether a member of staff or volunteer fits into one of these categories, the Head of HR and Group Manager must discuss the issue to agree a joint decision. Where agreement cannot be reached the Head of HR will make the final decision.

It will be made clear to applicants for posts of this nature that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and they will need to obtain a satisfactory DBS certificate at the appropriate level prior to commencing employment.

Post holders requiring clearance will not be confirmed in their posts until disclosure information has been received and evaluated. All relevant posts are subject to a satisfactory disclosure being received. This will be detailed in an employee's written statement of terms and conditions of employment.

Publica's recruitment and selection procedure also ensures that staff or volunteers who will be working with children and/or vulnerable adults meet appropriate standards around experience and qualifications and that evidence is secured as part of the recruitment process.

All existing employees whose role requires a DBS certificate will be required to have a recheck every three years. They will be asked if they wish to participate in the DBS online Update Service, whereby for a small annual subscription fee (initial fee refunded if person remains in employment 12 months after joining the update service), the DBS certificate will be kept up to date and will be portable from role to role where the same type and level of check is required. If a new employee is not already subscribing to the Update Service at the time of being offered a post that requires a DBS check, they will be asked to complete a new DBS application form.

If a criminal record is disclosed the individual's employment situation will be reviewed and this may result in the termination of their employment.

Publica has a duty to refer an individual to the DBS where they consider that a person has caused or may pose a risk of harm to children or vulnerable adults. Line Managers will be made aware of the procedures to follow in such circumstances and that failure to follow them will result in a disciplinary offence.

4. Training

Business Managers are responsible for identifying that members of staff in relevant posts have the appropriate level of training for their role.

⁴ The DBS operates the vetting and barring scheme which aims to prevent unsuitable people from working with children, young people or vulnerable adults and conducts criminal record checks to enable an assessment to be made on the suitability of a person to care or work with children, young people or vulnerable adults.

There are different levels of training available to members of staff and volunteers through the Publica Portal, Safeguarding Children Boards and Safeguarding Adults Boards.

There are four levels of training which are appropriate:

Level 2 - All Staff to complete the iHASCO online training which is available as part of the [Mandatory and Compliance Training](#) on the Publica Portal

Level 3 – The Lead Safeguarding Officer and the Strategic Safeguarding Lead must complete this level of training

Level 4 – Must be undertaken by the Strategic Safeguarding Lead

All new members of staff, paid or voluntary, will be briefed on their responsibilities towards children, young people and vulnerable adults during their induction and required to undertake the Level 2 on-line iHASCO Safeguarding training module on the Publica Portal.

5. Responding to Disclosure, Suspicions and Allegations of Abuse

It is not the responsibility of those working for Publica to decide if abuse is occurring but it is their responsibility to act on concerns and notify the appropriate person or organisation.

6. Allegations of Previous Abuse

Symptoms can include hyper-vigilance, intrusive thoughts, and flashbacks. Flashbacks can be triggered by a variety of stimuli including current abuse by another adult, talking to someone else, an abusive experience, or learning of the abusive experiences of others.

Historical abuse refers to any allegations of child abuse, which occurred when the victim was a child, and which have been made when the victim is an adult.

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children).

Historical abuse is not confined to abuse which occurred within institutions or at the hands of professionals; historical abuse allegations may also be made about non-professionals, i.e. family members, carers, or other young people.

Complaints should be taken seriously regardless of the amount of information available, for example, where the name of the people involved is not available or cannot be recalled.

Individuals making allegations of historical abuse may have carried their traumatic experiences with them for a significant number of years. Signposting to support services is essential.

7. Procedures – What To Do

Our duty of care extends to employees, children, young people and vulnerable adults and as adults with trust and influence, our Local Authority employees are in a powerful position to recognise and receive information about abuse.

It is not the responsibility of an employee to take responsibility for deciding whether or not abuse is actually taking place. It is their responsibility to take all allegations seriously whether the allegation is about a member of staff or the general public. Their role is to act on their concerns if an incident of abuse is reported.

There is a responsibility to protect children and vulnerable adults in order that appropriate organisations and agencies such as Police or Social Services can investigate and take any necessary action.

It is extremely important that any allegations are not discussed (unless absolutely necessary) as any breaches could be damaging to the child or vulnerable adult and to any investigation which may follow.

What to do:

- Listen carefully to what they have to say
- Don't ask direct questions
- Do not lead the conversation
- Do encourage them to talk
- Be honest with them about what you can and cannot do
- Tell them that you are not able to keep what they have told you secret and you will try to find them the help they need
- When they have finished, make a detailed note of what they have said in their own words
- If you have serious concerns about the immediate safety of the person, contact Social Services or the Police, guidance can be found below
- Complete the **Incident Record Form** on the Publica Portal this will automatically alert the Safeguarding Team of your concerns and actions taken
- Do not contact or confront the individual who is alleged to be responsible
- Any requests for information from members of the public (including parents) or the media should be directed to the Safeguarding Lead

Next Steps:

The Safeguarding Support Team and/or the Safeguarding Lead will consider the information provided and decide whether or not the concern needs reporting to the appropriate Safeguarding bodies or whether signposting to support groups or other organisations is required.

- If the case requires a formal safeguarding referral the original member of staff who completed the Incident Record Form will be requested to make the appropriate online formal referral
- In cases involving employees or volunteers in an allegation of sexual abuse, including the observing, handling or distributing of materials in any media that involves the sexual

abuse of children, the matter will be immediately referred to the police by the Strategic Safeguarding Lead or appropriate Group or Business Manager

- Where there are concerns about a member of staff's behaviour outside the workplace towards a child, young person or vulnerable adult, this should be reported at the earliest opportunity to the Strategic Safeguarding Lead or appropriate Group or Business Manager
- Publica assures all staff and volunteers that it will fully support and protect anyone who in good faith (without malicious intent) report his or her concerns about a colleague's practice or the possibility that a person may be being abused or bullied
- Publica recognises that it has a duty to staff against which allegations have been made
- The person who receives information concerning a suspected case of abuse by another member of staff or volunteer should make a full record of what has been said as soon as possible and pass the information onto the Strategic Safeguarding Lead or appropriate Group or Business Manager

Guidance for recording information for Social Services or the Police:

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, which should include the following:

- The name, age and date of birth of the person at risk
- Their home address and telephone number
- Whether or not the person making the report is expressing their own concerns or those of someone else
- The nature of the allegation. Include dates, times, any special factors and other relevant information
- Make a clear distinction between what is fact, opinion or hearsay
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes
- Details of witnesses to the incidents
- The individual's account, if it can be given, of what has happened and how any bruising or injuries occurred
- Have the parents been contacted?
- If so, what has been said?
- Has anyone else been consulted? If so, record details
- If the child was not the person who reported the incident, has the child been spoken to? If so, what was said?
- Has anyone been alleged to be the abuser? Record details
- Where possible referral to the Social Services or Police should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded
- Complete the **Incident Record Form** on the Publica Portal this will automatically alert the Safeguarding Team of your concerns and actions taken

8. Procedures for Managing Unacceptable Customer Behaviour

Publica is committed to providing great services to all their customers. However, they acknowledge that this needs to be balanced against providing a safe working environment for their staff to operate within.

We exist to improve our local communities with services our staff are proud to deliver.

On occasion, customers may behave inappropriately towards our staff. Where this occurs, Publica reserves the right to manage customer contact in an appropriate manner to protect our staff and to maintain the effectiveness of our service to other customers.

This procedure sets out the approach of Publica on managing any customers whose actions or behaviours are considered unacceptable and are either having a harmful impact on staff or their ability to provide a consistent level of service to other customers.

For the avoidance of doubt this procedure covers all methods of contact, including face to face, email, telephone, letter and via social media.

9. Confidentiality, Data Protection and Sharing of Information

Information sharing is vital in identifying and tackling all forms of abuse and neglect. The Data Protection laws should not prevent, or limit, the sharing of information for the purposes of keeping children safe. Lawful and secure information sharing between Social Services and other local agencies is essential for keeping adults and children safe and ensuring they get the support they need.

The Data Protection Act 2018 introduced 'safeguarding' as a reason to be able to process sensitive, personal information, even without consent (**DPA, Part 2, 18; Schedule 8, 4**).

Fears about sharing information **must not be allowed** to stand in the way of promoting the welfare and protecting the safety of adults and children. As with all data sharing, appropriate organisational and technical safeguards.

All members of staff and volunteers must comply with legislative requirements and Publica guidelines with regard to Confidentiality, Data Protection and Information Sharing.

Publica recognises that all information regarding the safeguarding of children, young people and vulnerable adults should be kept confidential. However, in order that children, young people and vulnerable adults are protected from harm, in some circumstances, usual considerations of confidentiality that might apply to other situations within Publica may be overridden.

Publica will abide with the relevant Safeguarding Board Information Sharing Protocols.

Publica understands the importance of ensuring that personal data is always treated fairly, lawfully and appropriately and that the rights of individuals are upheld. Publica is fully committed to compliance with the requirements of the Data Protection Act.

Publica is required to share information for a number of reasons, including when information is requested in connection with an assessment of a child's needs under section 17 of the Children Act 1989 or an enquiry under section 47 of that Act or in connection with court proceedings.

Publica may need to share information about a child or young adult with other agencies. This information sharing is coordinated by the relevant Multi-Agency Safeguarding Hub.

The type of information that may be shared includes names, contact details, information about a person's physical or mental health or relations with others. The sharing of this information will be restricted to those who have a demonstrable need to know and robust protections, such as encryption, will be used to share this information.

All staff and volunteers must comply with Publica's internet and e-mail policy and IT Security Policy.

The Lead Safeguarding Officer(s) will act as a first point of contact for notification of any deaths of children /young people or vulnerable adults on Publica's premises.

Information must only be shared on a 'need-to-know' basis, but you do not need consent to share information if a child is suffering, or at risk of, serious harm.

Staff/volunteers who receive information about children and their families in the course of their work should share that information only within appropriate professional contexts

Timely information sharing is essential to effective safeguarding.

Annex A - Definitions and Types of Abuse

Children and Young People

There are different types of abuse as defined in 'What to do if you're worried a child is being abused'. ([MHCLG March 2015](#)).

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Child protection is part of this definition and refers to activities undertaken to prevent children suffering, or being likely to suffer, significant harm.

Abuse is a form of maltreatment of a child, and may involve inflicting harm or failing to act to prevent harm.

Neglect is a form of abuse and is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Children includes everyone under the age of 18

A child may be at risk of abuse in many ways:

Type	Definition	Example Indicators
Emotional	The persistent emotional maltreatment of a child such as to cause severe and persistent effects on the child's emotional development.	Conveying to children that they are worthless or inadequate; imposing age or developmentally inappropriate expectations; serious bullying; exploitation; isolation; segregation.
Sexual	Forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware what is happening, including use of images through social media or other IT.	Inappropriate sexual behaviour, use of language, fear of adults, recoiling from physical contact.
Neglect	The persistent failure to meet a child's psychological needs, likely to result in the serious impairment of the child's health or development.	Inadequate food, clothing or shelter. Poor access to appropriate medical care or treatment, isolation, truanting, lateness.
Physical	May involve hitting, shaking,	Unexplained bruising, burns, fractures,

	throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm to a child.	weight gain or loss, repeat illness.
Criminal and Sexual Exploitation	Using a child for profit, labour, sexual gratification or some other personal or financial advantage.	Challenging behaviour, appears to be making choices. Don't understand that they are being exploited. Criminal exploitation is a main method used by County Lines gangs. Sexual exploitation can occur through use of technology without the child's recognition such as being persuaded to post sexual images on social media or other IT.

Vulnerable Adults

A vulnerable adult is any person aged 18 or over who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or at risk of, abuse or neglect
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

A vulnerable adult may be at risk of abuse in many ways:

Type	Definition	Example Indicators
Physical	Non accidental use of physical force that results or could result in bodily injury, pain or impairment including: assault, hitting, slapping, pushing, misuse of medication and restraint.	Unexplained bruising, covering or flinching, bruising consistent with being hit, unexplained burns, unexplained fractures.
Domestic Abuse	An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family	Unexplained bruising, covering or flinching, bruising consistent with being hit, isolation from friends and family, emotional abuse, withholding finances.

	member regardless of gender or sexuality.	
Sexual	Direct or indirect involvement in sexual activity without consent.	Incontinence, difficulty/discomfort walking, excessive washing, sexually transmitted diseases, bruising/bleeding in genital areas, bruising, urinary infections.
Emotional or Psychological	Acts or behaviour which impinge on the emotional health of, or which causes distress or anguish to individuals.	Disturbed sleep, anxiety, confusion, extreme submissiveness or dependency, sharp changes in behaviour, loss of confidence or appetite.
Neglect and Acts of Omission	Ignoring or withholding physical or medical care needs which result in a situation or environment detrimental to the individual.	Ignoring medical, physical or emotional care needs (incl. dressing), failure to provide access to appropriate health care, withholding medication, adequate nutrition and heating.
Financial and Material Abuse	Unauthorised, fraudulent obtaining and improper use of funds, property or any resources of an adult at risk. Scamming and coercion in relation to an adult's financial affairs.	Unexplained or sudden inability to pay bills, unexplained withdrawals of money from accounts, personal possessions going missing, unusual interest by a friend/neighbour in financial matters.
Discriminatory	When values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals. Including discrimination on grounds of race, faith, religion, age, disability, gender, sexual orientation and political views, along with racist, sexist, homophobic or ageist comments or jokes or comments and jokes based on a person's disability or any other form of harassment, slur or similar treatment.	Inciting others to commit abusive acts, lack of effective communication, bullying.
Institutional or Organisational	Where the culture of the organisations places the emphasis on the running of the establishment above the needs and care of the person.	Lack of care plans, contact with the outside world not encouraged, no flexibility or lack of choice.

Self-neglect	Neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.	A deterioration in physical appearance, lack of grooming, rapid weight gain or loss.
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There are a number of specific acts that constitute abuse which could affect both vulnerable adults and children;

Female Genital Mutilation (FGM)

FGM is a collective term used for illegal procedures, such as female circumcision, which include the partial or total removal of the external female genital organs, or injury to the female genital organs for a cultural or non-therapeutic reason.

Honour Based Violence (HBV)

HBV is abuse in the name of honour, covering a variety of behaviours (including crimes), mainly but not exclusively against females, where the person is being punished by their family and/or community for a perceived transgression against the 'honour' of the family or community, or is required to undergo certain activities or procedures in 'honour' of the family.

It is a form of domestic abuse which relates to a victim who does not abide by the 'rules' of an honour code. This will have been set at the discretion of relatives or community; the victims are punished for bringing shame on the family or community.

Forced Marriage

In a forced marriage a person is coerced into marrying someone against their will. They may be physically threatened or emotionally blackmailed to do so. It is an abuse of human rights and cannot be justified on any religious or cultural basis.

It is not the same as an arranged marriage where they have a choice as to whether to accept the arrangement or not. The tradition of arranged marriages has operated successfully within many communities and countries for a very long time.

Stalking

The Protection of Freedoms Act 2012 defines "stalking" as an offence. However, there is no legal definition, but examples include: following or spying on a person or forcing contact with the victim through any means including social media. Any of these examples carried out repeatedly or persistently can cause significant alarm or distress.

Radicalisation

Prevent is a government strategy which aims to raise awareness and resilience to radicalisation. It recognises that children and vulnerable adults can be susceptible to extremist views and coerced into criminal behaviour.

Modern Slavery

There are many different characteristics that distinguish slavery from other human rights violations, however only one needs to be present for slavery to exist. It involves people being forced to work through mental or physical threat, owned or controlled by an 'employer' usually through mental or physical abuse or the threat of abuse, dehumanised and being treated as a commodity or bought and sold as 'property'.

Human Trafficking

Takes place when a victim is moved from one place to another for the purpose of exploitation, this could be through sexual exploitation, domestic servitude, forced labour, forced criminality or organ harvesting. The trafficker is able to control and exploit through violence, coercion or deception.

Cyber Crime

Cyber-crime is defined as criminal activity carried out by means of computers or the internet. Criminals are increasingly exploiting the speed, convenience and anonymity of the internet to commit a diverse range of criminal activities without physical or virtual borders. These crimes can cause serious harm and pose significant threats to vulnerable adults and children. Cyber-crime may take the form of cyber bullying. Cyber-bullying is the process of using the Internet, mobile phones or other devices to send or post text or images intended to hurt or embarrass another person. Victims of cyberbullying may not know the identity of their bully, or why the bully is targeting them. The harassment can have wide-reaching effects on the victim, as the content used to harass the victim can be spread and shared easily among many people and often remains accessible for a long time after the initial incident.

Annex B - Useful Partner Contacts

National Support	
Emergency	999
Police Non-Emergency	101
Family Information Service	0800 542 0202
NSPCC	0808 800 5000
Childline	0800 1111
Crimestoppers	0800 555 111
Modern Slavery National Helpline	0800 121 7000
Gloucestershire Support	
Early Help Team	01452 328160
Childrens Helpdesk	01452 426565
Adults Helpdesk	01452 426868
Domestic Abuse Support Service	0845 602 9035
Rape and Sexual Abuse Centre	01452 526770
Victim Support	01452 317444
Age UK	01452 422660
Samaritans	01452 306333
P3	01242 576002
Change Grow Live	01452 223014
Gloucestershire VCS Alliance	info@glosvcsalliance.org.uk
Gloucestershire Probation	01452 389200
Restorative Gloucestershire	01452 754542
Oxfordshire Support	
Childrens Helpdesk	01865 309196
Social and Health Care Team	0345 050 7666
Domestic Abuse Support Service	0800 731 0055
Rape and Sexual Abuse Centre	01865 725311

Age UK	0345 450 1276
Samaritans	0330 094 5717
Oxfordshire Probation	01865 240750
Victim Support	0300 1234 148

Annex C - Reporting Procedure Summary Diagrams

These should be used in conjunction with the detailed [step by step procedure guidance](#) within the Safeguarding Policy.

Reporting Procedure Summary Diagram

