

KITH & KIDS' SAFEGUARDING POLICY AND PROCEDURE FOR THE PROTECTION OF CHILDREN AND ADULTS AT RISK

Approved – 12th March 2025

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Multi Agency Safeguarding Hubs:

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MASH Enfield – 0208 379 5555

MASH Barnet – 020 8359 4066

MASH Waltham Forest - 020 8496 2310

Introduction

As a self-help organisation for families in which one or more members, child or adult, have a disability, Kith & Kids seeks to provide all our members with services of the highest quality. We regard the following principles that have been adopted by Kith & Kids as essential to this quality of service:

- Recognising and respecting all participants in Kith & Kids projects and services as individuals and not discriminating in relation to age, gender, physical disability, mental or sensory impairment, race, culture, class, economic factors, sexual orientation, marital status, politics, religion or other specific factor.
- Encouraging respect for others' background, appearance, personality, abilities, opinions or preferences and not countenancing any form of abuse, whether physical, sexual or emotional, nor destructive criticism or verbal insults.

- For all participants in any of our projects and services, be they members, parents, volunteers or staff, we seek to ensure that any activities are undertaken in an atmosphere of mutual respect, dignity and support. This is the ethos that sets the tone of our work.
- to achieve a culture in Kith & Kids in which a proactive approach is taken to safeguarding, promoting and protecting the rights of children and adults at risk. This will include all allegations, concerns or suspicions of abuse or neglect being taken seriously and responded to within the steps laid out in the corresponding procedure.
- Trustees and the DSLs have responsibility for ensuring effective governance and safe services and will achieve this through:
 - o Effective, comprehensive Policies and Procedures.
 - o Implementation of Safer Recruitment principles and requirements.
 - o Effective monitoring of safeguarding.

In order to safeguard the welfare in the first instance of our members who have a learning, physical and/or sensory disability, but generally for all persons involved in Kith & Kids projects and/or activities, we have adopted a safeguarding policy with the following aims and objectives:

Aims

1. to protect children (i.e. persons under 18 years old) and adults at risk. 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/or support
2. to work to the highest standards of good practice
3. to safeguard the welfare of all participants on Kith & Kids projects and activities

Objectives

1. to raise awareness of abuse, what is meant by abuse, its causes and symptoms
2. to provide Kith & Kids, its members, parents, staff and volunteers with a copy of this policy.
3. Through issuing this policy to Kith & Kids members, families, staff and volunteers giving clear information on how to respond to situations of suspected abuse. This policy and procedure is mandatory for all staff, volunteers and trustees as they must be aware of their individual and collective responsibilities in safeguarding and protecting children and adults at risk from abuse and neglect.

Outcomes

As a result of the policy and associated procedure being followed, children and adults at risk will be better protected from the impact of abuse and neglect. Staff, volunteers and trustees will take the necessary steps to safeguard and protect children and adults at risk.

Policy Statement

Kith & Kids believes that the welfare of its members who have a learning, physical and/or sensory disability is of paramount importance. The Kith & Kids protection policy requires its staff, volunteers and able-bodied members to accept the duty to safeguard the welfare of the members who have a disability and to prevent physical, sexual and emotional abuses of all members with a disability with whom they come into contact.

At the same time guidelines and procedures set out in this document aim to ensure the welfare of all people, disabled and able-bodied, participating in Kith & Kids projects and/or activities.

The full policy document will be distributed to all members paid staff and trustees.

Kith & Kids has zero tolerance of all forms of abuse and neglect of adults.

Kith & Kids is committed to the prevention of, preventing and protection from, abuse and neglect of all children and adults at risk of abuse or neglect who come into contact with the organisation through its staff, volunteers, or representatives, in whatever capacity that contact occurs.

Kith & Kids is committed to its duty of care to all children and adults it has contact with. If there are concerns about anyone perpetrating abuse, it will facilitate any action required to address this without delay.

Kith & Kids is committed to ensuring that senior members of the organisation will be, without delay, fully briefed and consulted with by staff on any concerns about abuse or neglect: the process for this is detailed in the procedure.

The Chief Executive and Projects Manager are the DSLs. The DSLs take lead responsibility for both child and adult protection and wider safeguarding arrangements.

Definitions

What is Abuse and Neglect?

- Abuse and neglect is about the mis-use of power and control by one person over another.
- Abuse and neglect is a violation of a person's human and civil rights.
- It involves harm which can include loss of or damage to a person's rights, property, or physical or mental well-being
- Failing to act to prevent harm being caused to a person you have responsibility for, is abuse or neglect

Safeguarding is defined as ‘protecting a person’s right to live in safety, free from abuse and neglect.

Types of Abuse (see also APPENDIX 1 RE: abuse attached to this document)

- a. Physical
- b. Sexual
- c. Emotional or psychological
- d. Neglect
- e. Self Neglect
- f. Financial abuse
- g. Domestic abuse
- h. Discriminatory abuse
- i. Organisational abuse.
- j. Modern Slavery

Care Act 2014

The Care Act puts adult safeguarding on a legal footing, including having a Safeguarding Adult Board (SAB). It has 6 safeguarding principles:

- Empowerment - Adults are encouraged to make their own decisions and are provided with support and information
- Prevention - Strategies are developed to prevent abuse and neglect that promotes resilience and self determination
- Proportionality - A proportionate and least intrusive response is made, balanced with the level of risk.
- Protection - Adults are offered ways to protect themselves, and there is a co-ordinated response to adult safeguarding.
- Partnership - Local solutions through services working together within their communities
- Accountability - Accountability and transparency in delivering a safeguarding response.

Making safeguarding personal

This means it should be person-led and outcome-focused.

It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

It is about seeing people as experts in their own lives and working alongside them

Kith & Kids Co-ordinators and other relevant staff:

- a. Projects Manager – Liz Smith
- b. Projects Co-ordinator – Robin Stone
- c. ELSP Co-ordinators (2) – Becky Pickup, Rich Pickup
- d. ELShare Shop Manager – Steven Cummins
- e. KLASP Advocates (2) – Sarah Samuel and Gulay Uludag

Confidentiality

Children and Adults have rights to protection from abuse. Such rights may require confidential information to be passed on to appropriate authorities. Confidentiality is respected at all times but disclosure may be necessary to protect another person.

Kith & Kids members, volunteers, trustees and staff must limit such disclosure to people who need to know and are in a position to offer guidance, or act to protect the individual (e.g. Designated Safeguarding Lead, Kith & Kids co-ordinators, Joint Chairs of Trustees/Kith & Kids Management Committee, Police, Social Services).

1. Measures for personal safety and the prevention of abuse

Kith & Kids acknowledges and accepts the need for a comprehensive strategy to prevent abuse from occurring and it requires members, volunteers and paid staff to be aware of that strategy and to observe its guidelines and procedures.

1.1 Vetting and Supervision Procedures.

All paid staff have to:

- a. complete a written application form
- b. attend an application interview
- c. provide at least one referee and give permission to take up references (in writing and in person)
- d. provide details of any criminal convictions (including any 'spent' convictions under the Rehabilitation of Offenders Act 1974), cautions, reprimands, final warnings and pending cases
- e. provide evidence of a current enhanced Disclosure and Barring Service check or undergo such a check
- f. provide details of previous experience, voluntary or paid, of working with children and/or adults at risk
- g. commit to the duty of safeguarding the welfare of members who have a disability and undergo suitable training.

All volunteers have to:

- a. attend an application interview

- b. provide details of any criminal convictions (including any 'spent' convictions under the Rehabilitation of Offenders Act 1974), cautions, reprimands, final warnings and pending cases
- c. provide evidence of a current enhanced Disclosure and Barring Service check or undergo such a check
- d. provide details at interview of previous experience, if they have any, of working on a voluntary or paid basis, with children and/or adults at risk
- e. commit to the duty of safeguarding the welfare of members who have a disability

Kith & Kids will regularly supervise paid staff and volunteers to enable monitoring of relationships and an opportunity for concerns to be shared; it will also record all actions and findings in relation to investigation of paid staff and volunteers, of their concerns or of complaints against them.

1.2 Training

Kith & Kids is committed to providing compulsory training for volunteers and paid staff where they are involved with children and/or adults at risk.

1.3 Supervision

Kith & Kids is committed to ensure adequate and appropriate levels of support for all its projects and services. These levels may vary from one project to another, but the following applies to all projects and services:

- a. At no time will the number of members who have a disability to be supervised by one co-ordinator exceed 15.
- b. The minimum level of volunteer support for members who have a disability will be 1:1 within group situations and 2:1 (2 volunteers per disabled person) away from groups.
- c. All participants and visitors of projects and activities must sign in upon arrival, wear a name badge, and sign out upon leaving using the provided attendance book. Any participant who notices a person unknown to the project/activity entering the premises must immediately notify a project co-ordinator, who will establish their identity and reason for attending and either invite them to sign in or ask them to leave the premises as appropriate.
- d. For participants under the age of 18, written consent is required by parents, or carers, or guardians. For those over the age of 18, consent forms can be completed by either by the member (if they have capacity) or their parents, carers or guardians. (Consent forms are provided for this)

1.4. Protection Guidelines and Support – Code of Behaviour

Kith & Kids believes that guidance and support are integral to good practice as is the observance of dignity and mutual respect. With regard to safety and protection the following guidelines apply to all Kith & Kids projects and activities:

- a. one-to-one situations with volunteers should only occur within sight or hearing range from other participants - they are not to occur in isolation.
- b. personal care (e.g. toileting, bathing, changing clothes) is done on a same-sex basis, save for exceptional circumstances with the prior consent of the co-ordinator or parent, carer, or guardian
- c. anyone who is supporting a person who does need assistance with personal care is to be briefed beforehand in terms of what is required and how to offer such assistance with dignity, respect and safety
- d. those supporting a person who has a disability should know at all times during a project or activity where that person is or who is supporting them in their place. If it occurs that the person who has a disability has gone missing outside of the project venue, firstly the police need to be alerted immediately and secondly the Kith & Kids co-ordinator. If a person has gone missing within or from the project venue, the Kith & Kids co-ordinator or other designated person (i.e. programme planner or team leader) needs to be alerted immediately
- e. if parents and carers feel that it is required for safety reasons, members who have a disability travelling to or from Kith & Kids activities, are to be escorted by at least one responsible adult who is known to Kith & Kids
- f. Kith & Kids offers ongoing support to all participants in its projects and activities; it encourages all participants to seek support whenever needed. The support can take a number of forms: e.g. group feedback sessions, one-to-one chats face to face or over the phone, asking someone to take one's place in order to have a break.
- g. no one is expected to do something with which they are not comfortable or confident. If anyone is asked to do something that they feel uncomfortable with or lack confidence in, they have the right to refuse or ask for further guidance/ support.
- h. all participants have the duty to report to a Kith & Kids co-ordinator any incidence or behaviour they feel is not in accordance with the protection policy and its guidelines.

2. Roles and Responsibilities

Safeguarding is everyone's responsibility and hence is a whole organisational approach.

2.1 All staff responsibilities

All staff will be aware of:

- Our systems, which support safeguarding, including the staff code of conduct, the role of and how to contact the designated safeguarding leads (DSLs), online safety and acceptable use policy.
- What to do if they identify a safeguarding issue or a member, child or vulnerable adult tells them they are being abused or neglected, including specific issues, such as Female Genital Mutilation (FGM), and how to maintain an appropriate level of confidentiality while liaising with relevant professionals.
- The signs of different types of abuse and neglect, as well as specific safeguarding issues.
- Any allegations about the possibility of abuse by staff will always be treated seriously and will be fully investigated following discussion with the Local Authority Designated Officer or Adult Safeguarding Team.

2.2 Responsibilities of Kith & Kids volunteers and ad-hoc paid staff

- a. to work within Kith & Kids Policy for the Protection of Children and Adults at Risk
- b. to seek the support of the Kith & Kids staff with any concerns or worries regarding the members who have a disability
- c. to attend appropriate training
- d. to report incidents or concerns immediately to the DSL or a member of K&K staff. This includes matters affecting their own safety.

2.3 The Designated Safeguarding Lead (DSL)

- The Chief Executive is the Designated Safeguarding Lead (DSL). The Projects Manager is the Deputy Designated Safeguarding Lead.
- The DSLs will liaise with home and host Local Authority case managers and designated officers for adult protection concerns as appropriate. They will also brief and update the Joint Chairs of Trustees as appropriate.

The DSLs will:

- Take part in strategy discussions and inter-agency meetings and/or support other staff to do so.
- Refer cases of concern, as appropriate, to the relevant body (Local Authority Adult at Risk social care, Channel programme, and/or police), and support staff who make such referrals directly.
- Be aware of the PACE requirements for vulnerable people to have an Appropriate Adult. (Further information can be found in the Statutory guidance – (PACE Code C 2019).

- Be aware of, and follow, the NSPCC guidance on when to make a direct referral to the police.
- Where individuals have an allocated social worker, as a result of concerns about abuse or neglect, ensure relevant staff are aware of this so that additional learning and/or pastoral support can be offered to the individual.

2.4 Management Committee

The Management Committee will appoint a Committee member (currently the co-Chair Suzy Godfrey) to monitor the effectiveness of and approve this policy and procedure at each annual review point and the Chief Executive will report to the committee on its implementation when relevant. The Chief Executive will act as the ‘case manager’ if an allegation of abuse is made against any member of staff or volunteer. One of the joint Chairs of Trustees will act as the ‘case manager’ if an allegation of abuse is made against the Chief Executive. Trustees must follow the guidance issued by the Charity Commission and titled as follows:

- Safeguarding and protecting people for charities and trustees (2017) [Safeguarding and protecting people for charities and trustees - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/621222/safeguarding-and-protecting-people-for-charities-and-trustees-2017.pdf)
- Strategy for dealing with safeguarding issues in charities (2017) [Strategy for dealing with safeguarding issues in charities - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/621222/strategy-for-dealing-with-safeguarding-issues-in-charities-2017.pdf)

The Chief Executive will advise the Joint Chairs of Trustees when a safeguarding incident needs to be reported to the Charity Commission.

3. Procedure details

The procedures detailed here are mandatory and must be followed. Procedures cannot predict every set of circumstances, and if any member of staff is dealing with a safeguarding matter, then they should raise concerns without delay and seek support from a DSL at each stage of the process.

Responding to concerns that a child or adult may be being abused or neglected.

Recognition of signs and indicators of abuse

If the member of staff believes that an adult or child is at immediate risk of harm or abuse, they will take immediate and reasonable steps to protect the adult or child. An example of this situation would be where a member of staff believes it would not be safe for the member to return home. In this situation the staff member must immediately contact the DSL or Deputy DSL however if they are not available then the staff member must make contact with the relevant Local Authority MASH team (Multi

Agency Safeguarding Hub). The relevant Local Authority is determined by the location of the activity, so for most of our activities that will be Haringey, but for the 2:1 it would be Enfield. However, such situations are very rare, and, in most circumstances, staff will raise a concern following the process below.

Raising a concern

A concern will be raised by reporting directly, and without delay, to the DSL, verbally within two hours and followed up by email within 24 hours. If, for whatever reason the DSL cannot be located they need to report the concerns to the Deputy DSL or Chair immediately. After raising a concern verbally, a detailed account will be made in writing of what has been seen, observed or heard. The person who noted and raised the concern is known as the 'alerter'; children's services and adult social care or the police may wish to speak to the 'alerter' at some point. If more than one person was present, each must make their own report by email.

Recording

The keeping of accurate and prompt recording is fundamental to effective safeguarding and everyone has a responsibility to ensure all concerns are recorded appropriately. The DSL will produce the safeguarding records using the contact from the emails. All are required to record their concern in writing and should include the following:

- Who they have concerns about (name of adult or child at risk).
- In the view of the 'alerter' does the adult or child at risk have the capacity to understand the concerns and that they may have been abused.
- What has been shared with the adult or child at risk about the concerns and what response have they made.
- If the adult at risk has capacity to understand the involvement of other agencies, what have they said about this.
- Date and time they are making the record.
- Date and time the incident occurred (if this is known).
- What was observed, heard or noted that led to the concern being raised.
- Source of information (if the concern was not directly observed, e.g. a parent informs a member of staff that they have seen abuse indicators).
- Behavioural observations (noting that this is one of the most likely ways in which a member of staff is likely to note concerns).
- If an adult or child at risk has made an allegation or disclosure, what was said or communicated.

When reporting a concern to the home and host local authority, the DSL will inform the home and host Local Authority that a written record of the concern is available and will e-mail details of the concerns to the Local Authority if requested. Any details in relation to the adult or child concerned must be communicated in a secure way in line with our Data Protection Policy. If at any stage Kith and Kids or the Local Authority decide that no further action is to be taken, then the reason for this and who made the decision will be recorded.

All subsequent actions/events following the reporting of a concern should be recorded as should any documentation received from the Local Authority, police or other agencies.

Confidentiality and storage of safeguarding concerns

DSLs have responsibility to ensure all concerns within K&K are recorded, monitored and secured.

All staff are required to record their concern via email. These records are accessible only to the DSLs and the trustees. Where anyone other than the DSLs and trustees need access to the records relating to an adult or child at risk, this will be recorded in the chronology. If records are sent outside of the organisation, then the records would be password protected and/or sent via an encrypted email system such as Egress Switch.

Adults at risk with capacity may request access to anything that is recorded about them. Therefore, anyone recording safeguarding issues should consider this and ensure that records are factual and clear and, where opinion is expressed, it should be recorded as such and distinguished from fact.

Involving the adult at risk

It is important that, prior to making a referral to Adult Social Care or the police, timely consideration has been given to the ability of the adult at risk to understand the concerns, and whether they have an ability to give consent to concerns being raised with other agencies. It is likely that one of the first questions that the Local Authority is likely to ask is 'Does the adult at risk have capacity?' This refers to capacity as defined under the Mental Capacity Act 2005.

In brief:

It is always essential in safeguarding to consider whether the adult at risk is capable of giving informed consent. If they are, their consent should be sought prior to making a referral. This may be in relation to whether they give consent to:

- An activity that may be abusive – if consent to abuse or neglect was given under duress, for example, as a result of exploitation, pressure, fear or intimidation, this apparent consent should be disregarded.

- A Safeguarding Adults investigation going ahead in response to a concern that has been raised.
- Where an adult at risk, with mental capacity, has made a decision that they do not want action to be taken and there are no public interest or vital interest considerations, their wishes must be respected. This may present challenges at K&K, if the adult also asserts they do not want their parents or carers to be informed. The person must be given information, have the opportunity to consider all the risks and fully understand the likely consequences of that decision over the short and long term.

If, after discussion with the adult at risk who has mental capacity, they refuse any intervention, their wishes will be respected unless:

- There is a public interest, for example, not acting will put other adults or children at risk.
- There is a duty of care to intervene, for example, a crime has been or may be committed.

In such circumstance in the above two points, an alert to the Adult Social Care Department must be made. When there are concerns that a crime has been committed, then the police should also be informed. An allegation of abuse or neglect of an adult at risk, who does not have capacity to consent on issues about their own safety, will always give rise to action under the Safeguarding Adults process and subsequent decisions made in their best interests will be made in line with the Mental Capacity Act and Mental Capacity Act Code. Section 44 of the Act makes it a specific criminal offence to wilfully ill-treat or neglect a person who lacks capacity.

Complaints against staff, parents, other members, or volunteers

It can be very difficult to report concerns about someone you know, but everyone has a duty to do this. In the first instance you must contact the Chief Executive unless your concern is about them in which case the Joint Chairs of the Management Committee should be contacted.

Allegations of abuse against a member of staff will be fully recorded and referred to Social Services for investigation in the same way as any other such concern. Concerns about a staff member's conduct will be dealt with through Kith & Kids' disciplinary procedures. Kith & Kids acknowledges that those who are the subject of allegations will have support needs. Information about their rights to representation and support will be provided. The Chief Executive or Joint Chairs of the Management Committee will ensure the time taken for the investigation is not unnecessarily protracted.

What to do if concerns are not dealt with appropriately

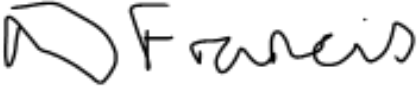
If a concern or allegation has been passed to the Designated Safeguarding Lead, but the alerter feels this has not been acted on appropriately, they must contact one of the Joint Chairs of the Management Committee.

If they feel that the inappropriate action is putting a child or adult at immediate risk of harm they should also report their concerns to the relevant MASH team.

Policy Reviews

In accordance with the practice for all Kith & Kids policies, this policy will be reviewed annually as a matter of course. However, adjustment will be made in the interim if new developments in law or good practice regarding the protection of children and adults at risk make it appropriate to do so.

Next review date: March 2026

Signed: 

Print name: Nicole Francis

Position: Chief Executive

Date: 12/03/2025

APPENDIX 1 Different types of abuse

Physical abuse is violence causing injury or occurring regularly. It happens when:

- a child or adult at risk is hurt or injured by being hit, shaken, squeezed, thrown, burned, scalded, bitten or cut
- someone tries to drown or suffocate a child or adult at risk
- someone gives a child or adult at risk poison, inappropriate drugs (or gives a child alcohol)
- someone fabricates the symptoms of, or deliberately induces, illness in a child or adult at risk. In some cases the injuries will be caused deliberately. In others they may be accidental but caused by the child or vulnerable adult being knowingly put at risk.

Sexual abuse occurs when someone uses power or control to involve a child or adult at risk in sexual activity in order to gratify the abuser's own sexual, emotional or financial needs or desires. It may include:

- forcing or enticing a child or adult at risk to take part in sexual activities, whether or not the child or adult at risk is aware of what is happening
- encouraging children and adults at risk to behave in sexually inappropriate ways
- showing children and adults at risk pornographic material or involving them in the production of such material
- involving children and adults at risk in watching other people's sexual activity or in inappropriate discussions about sexual matters.

Sexual abuse can take place online, and technology can be used to facilitate offline abuse.

Psychological/Emotional abuse is persistent or severe emotional ill-treatment of a child or adult at risk that is likely to cause serious harm to his/her development.

It may include:

- persistently denying the child or adult at risk love and affection
- regularly making the child or adult at risk feel frightened by shouts, threats or any other means
- hurting another person or a pet in order to distress a child or adult at risk
- being so over-protective towards the child or adult at risk that he/she is unable to develop or lead as normal a life as they might otherwise lead
- exploiting or corrupting a child or adult at risk, e.g. by involving him/her in illegal behaviour

- conveying to a child or adult at risk the message that he/she is worthless, unlovable, inadequate, or his/her only value is to meet the needs of another person. This may or may not include racist, homophobic or other forms of abuse.

Neglect involves persistently failing to meet a child or adult at risk physical, psychological or emotional needs. It may include:

- failing to ensure that a child or adult at risk basic needs for food, shelter, clothing, health care, hygiene and education are met
- failing to provide appropriate supervision to keep a child or adult at risk out of danger. This includes lack of supervision of particular activities or leaving a child or adult at risk alone in the house.

Self Neglect

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Possible indicators of self-neglect:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/ or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury.

Financial abuse Financial abuse is a crime. It is the use of a person's property, assets, income, funds or any resources without their informed consent or authorisation. It includes:

- Theft.
- Fraud.
- Exploitation.
- Undue pressure in connection with wills, property, inheritance, or financial transactions.
- The misuse or misappropriation of property, possessions, or benefits.
- The misuse of an enduring power of attorney or a lasting power of attorney, or appointeeship.

Domestic abuse can be psychological, physical, sexual, financial, or emotional.

Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. It can be a feature of any form of abuse of a child or adult at risk, but can also be motivated because of age, sex identification, sexuality, disability, religion, class, culture, language, 'race' or ethnic origin. It can result from situations that exploit a person's vulnerability by treating the person in a way that excludes them from opportunities they should have as equal citizens, for example, education, health, justice and access to services and protection.

Organisational abuse is the mistreatment or abuse or neglect of a child or adult at risk by a regime or individuals within settings and services that children at risk live in or use, that violate the person's dignity, resulting in lack of respect for their human rights. Organisational abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice which affects the whole setting and denies, restricts, or curtails the dignity, privacy, choice, independence, or fulfilment of children or adults at risk.

Modern Slavery

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.

Possible indicators of modern slavery:

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers.

Ways that abuse might be brought to your attention

- A child or adult at risk might make a direct disclosure about him or herself.
- A child or adult at risk might make a direct disclosure about another child or adult at risk.
- A child or adult at risk might offer information that is worrying but not a direct disclosure.
- A member of staff or volunteer might be concerned about a child or adult at risk's appearance or behaviour or about the behaviour of a parent, carer or other volunteer towards a child or adult at risk.

- A parent or carer might make a disclosure about abuse that a child or adult at risk is suffering or at risk of suffering.
- A parent might offer information about a child or adult at risk that is worrying but not a direct disclosure. Talking to a child or adult at risk who has told you that he/she or another child or adult at risk is being abused.
- Reassure the child or adult at risk that telling someone about it was the right thing to do.
- Tell him/her that you now have to do what you can to keep him/her (or the child or adult at risk who is the subject of the allegation) safe.
- Let the child or adult at risk know what you are going to do next and who else needs to know about it.
- Let the child or adult at risk tell his or her whole story. Don't try to investigate or quiz the child or adult at risk, but make sure that you are clear as to what he/she is saying.
- Ask the child or adult at risk what he/she would like to happen as a result of what he/she has said, but don't make or infer promises you can't keep.