

YMCA EXETER

SAFEGUARDING PROCEDURES

1. Introduction

- 1.1. YMCA Exeter believes that every person has the right to live a life free from abuse and free from the fear of abuse. We will do all we reasonably can to protect children and vulnerable adults from abuse, and to deal effectively with incidents of abuse in the event that our preventative work fails.
- 1.2. These Procedures explain how our Safeguarding Policy is translated into operational practice. **Every staff member and volunteer has a duty to ensure they fully understand this document so that they know exactly what to do if a safeguarding incident occurs.**
- 1.3. This document deliberately simplifies the procedures in order to make it an easily understood and useful reference tool, particularly when serious incidents happen and staff need to react quickly. Staff may refer to the resources listed in Appendix D, and a Safeguarding Officer should be contacted if additional detail is required.
- 1.4. YMCA Exeter believes it is better to prevent abuse than to deal with it when it occurs. Therefore we have robust procedures in place to minimize the risk of abuse of our clients when engaging with our services. However, to make these procedures easier for frontline staff to use, the procedures will first set out action to be taken in the event of a safeguarding incident.

2. Definitions

- 2.1. For the purposes of these Safeguarding Procedures, the following definitions apply:
 - 2.1.1. **“Safeguarding Incident”** refers to any occurrence, or alleged/suspected occurrence that may be significantly detrimental to a child or vulnerable adult. It may be one-off, or a series or pattern of events. It may involve abuse (see below), or may be where there is significant risk of harm without third party involvement, such as self-harm or suicidal thoughts/acts (although often these are related to abuse).
 - 2.1.2. **“Abuse”** can take many forms, and does not have to be deliberate (e.g. neglect by a parent/carer without the capacity to care for their child). Familiarise yourself with the various types of abuse and the signs that may indicate someone is being abused – refer to Appendix A.
 - 2.1.3. **“Staff”** refers to paid employees of YMCA Exeter
 - 2.1.4. **“Volunteer”** refers to those working for YMCA Exeter in a voluntary and un-paid capacity.
 - 2.1.5. **“Child”** or **“Children”** refers to any person aged under 18 years of age.
 - 2.1.6. **“Vulnerable Adult”** refers to a person over the age of 18 who may be considered vulnerable. There is however now no legal definition of “Vulnerable Adult”, but for the purposes of this Policy we will use the term to mean an adult “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”¹.

- 2.1.7. **“Disclosure and Barring Service” (DBS)** refers to the service formed by the merger of the Criminal Records Bureau and the Independent Safeguarding Authority.
- 2.1.8. **“Safeguarding Disclosure”** refers to whenever concern is raised about the possible abuse of a child or vulnerable adult. This may take the form of a victim reporting someone has abused them, a person reporting the abuse of another person, or someone (staff or another person) reporting they are concerned that a child or vulnerable adult may be being abused even though no abuse has been witnessed or alleged. **All safeguarding disclosures must be treated seriously in accordance with these procedures. Staff have no discretion in this matter.**

3. Basic Principles

- 3.1. YMCA Exeter will take all reasonable precautions to minimise the risk of children and vulnerable adults suffering abuse. Prevention is better than cure.
- 3.2. In dealing with safeguarding incidents, YMCA Exeter adopts the following basic principles:
- We will work on the assumption that if someone is reporting abuse they are telling the truth. We are aware that an allegation may be mistaken, a misunderstanding, or even a malicious falsehood, but we treat all allegations seriously in order to safeguard the alleged victim and other possible victims.
 - Staff and volunteers cannot and must not promise confidentiality in matters of alleged abuse. They **MUST** report safeguarding allegations in accordance with these procedures.
 - Safeguarding incidents must only be reported on a “need to know” basis to protect the privacy of the individual(s) concerned. Therefore, only those individuals who need to be made aware of the incident will be informed, and this decision will lie with the appropriate Designated Manager (see definition below) in consultation with a Safeguarding Officer.
 - YMCA Exeter staff must never investigate allegations of abuse. We are not the Police, and well-meaning attempts to establish the facts may prejudice a future Police investigation. Our role is to protect the individual(s) concerned, gather and preserve evidence, and report to the appropriate person/authority in accordance with these procedures.
 - Except where a criminal offence has taken place, we will generally respect the alleged victim’s wishes regarding how we deal with the allegation if they are an adult and have mental capacity to make informed choices. However, in the case of safeguarding related to a child or an adult lacking mental capacity, a criminal act, or if others are at risk, we will usually pass the matter to the appropriate statutory authority even if this is against the wishes of the alleged victim.
 - Whilst we make every effort to ensure only appropriate people are recruited as staff and volunteers, we are sadly aware that people can abuse a position of trust, including senior staff. Therefore our procedures include provisions for allegations against staff at all levels.

4. STAFF TRAINING

- 4.1. Our safeguarding training requirements align with the requirements of the Devon Safeguarding Adults and Children’s Boards such that our training requirements are:
- Volunteers regardless of role: In-house Safeguarding Awareness Training.

¹ Definition from Home Office/Department of Health publication, “No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse”.

- All Staff will receive a full induction on Safeguarding Policy and procedures and undertake in-house training on the specific procedures used by YMCA Exeter (“Dealing with Disclosure” course).

In addition to the above minimum:

- Staff who work with children will undertake External Level 2 Child Protection Training.
 - Managers of staff who work with children will undertake Level 3 Child Protection Training.
 - All staff who work with vulnerable adults will undertake additional Level 2 Alerter Training.
 - Managers of staff who work with vulnerable adults will undertake Level 3 Practitioner Training.
 - Safeguarding Officers: as per managers, and any other training he/she may deem appropriate to keep abreast of best practice, legislation, regulation, and local safeguarding procedures.
 - Volunteers who work more than 5 hours per week with children or vulnerable adults, or who work without close supervision, have the same mandatory requirements as staff.
 - Other volunteers will be offered the same training as staff, but it is not mandatory.
- 4.1.1. Safeguarding is frequently a subject for in-house team training and discussions to keep staff alert and confident they know what to do in the event of a disclosure. Case examples are used to help staff who are not regularly involved in safeguarding matters so that knowledge and experience learned can be shared.
- 4.2. All staff and volunteers receive formal safeguarding refresher training at the appropriate level at least every 2 years to supplement ongoing in-house training.

5. What to do in the event of a SAFEGUARDING INCIDENT

- 5.1. In the event of alleged abuse or other safeguarding incident being reported or suspected, you **MUST** act. This section outlines the responsibilities of the various people who are involved in dealing with a safeguarding incident. More details of action to be taken are given in simple step-by-step guides below.

5.2. Key Responsibilities of the ALERTER

- 5.2.1. The **ALERTER** is *the first staff member in YMCA Exeter who raises the concern*. Whilst we greatly value the service of our volunteers, the majority of safeguarding incidents require intense follow up and availability, therefore **only paid members of staff can assume the role of Alerter**. Volunteers who witness abuse, suspect abuse or have an incident of abuse disclosed to them, must refer this immediately to a member of YMCA Exeter staff.
- 5.2.2. The **Alerter** may have witnessed abuse, or had abuse reported to them by the victim or someone else, or they may simply have a real concern someone is being abused or is at risk even though there has been no specific report or event.
- 5.2.3. **Key Responsibilities:** The **Alerter’s** role is:
- to take steps to ensure the victim’s safety;
 - to collect and preserve evidence (if appropriate);
 - to keep accurate records of what has happened;
 - to alert the Designated Manager (see definition below) within the allotted timescale.
- 5.2.4. Refer to the following page for details of what the **Alerter** must do.

Alerter's Step-by-Step Guide

STEP 1: PROTECT

- If the victim, you or someone else is in immediate danger call 999 for the Police immediately
- If there has been a recent incident of sexual abuse where there is need to preserve forensic evidence, call 999 for the Police immediately
- If anyone is injured, also call for an Ambulance.
- Take appropriate steps to protect the victim and others (including yourself) from the alleged perpetrator. For example, relocate to a secure office.

STEP 2: SUPPORT

- Stay calm, listen very carefully and take notes. Be sympathetic and try not to show any shock.
- Tell the person they did the right thing in telling you, and that you are taking them seriously.
- **DO NOT PROMISE CONFIDENTIALITY.** Explain that you will have to involve specific others.
- Do not press for details, or ask leading questions, or do anything else that may alter the person's perception. We must not investigate – that is the Police's role.
- Do not speak to the alleged perpetrator about the allegations.
- Do not hesitate to call a colleague in to assist. You may need support yourself either emotionally or to help deal with the situation.

STEP 3: PRESERVE

Preserving evidence may not be easy, particularly in traumatic situations such as sexual assault, but may make all the difference in terms of successful prosecution.

- Only touch what you have to in order to preserve evidence and seal off the area if you can.
- If the alleged abuse is physical or sexual, preserve the victim's clothing and other potential forensic evidence with minimum contact. Try to discourage washing or bathing in the case of physical or sexual assault. Be very sensitive – in the case of sexual assault the victim will probably feel dirty and may be desperate to get clean. Do your best to respect them but still preserve evidence.
- In the case of possible financial abuse, secure evidence such as receipts, banks statements, benefits letters, etc., with the victim's permission.

STEP 4: RECORD

As soon as possible, write a report on what has happened.

- Be accurate.
- Make sure you distinguish between facts (what you saw or heard) and allegations (what others, including the alleged victim, told you happened), and opinions (what people, including yourself, believe may have happened).
- When recording conversations, use people's own words as much as possible
- Record key facts – timings of events are crucial, how and where the disclosure came about, who else was present, etc.
- Use a body map (Appendix C) to record the location of any injuries, bruising, etc. Don't ask the victim to remove clothing for this unless the wounds are serious and require first aid. In such cases a serious assault has taken place so call the Police and Ambulance immediately.
- Sign, date and time your report.

STEP 5: REPORT

- Inform the appropriate Designated Manager, if you cannot contact them within an appropriate timescale then contact a Safeguarding Officer.
- If your Designated Manager or any other person you would normally inform regarding a safeguarding incident is implicated in the allegations, refer to section 7 on whistleblowing.

5.3. Key Responsibilities of the DESIGNATED MANAGER

The **DESIGNATED MANAGER** is responsible for ensuring that the Safeguarding incident is reported and dealt with appropriately, in consultation with a Safeguarding Officer. Designated Managers are: Housing Manager, Housing Coordinators; Youth Services Co-ordinator; and Community Projects Manager.

5.3.1. **Key Responsibilities:** The **Designated Manager's** role when dealing with a safeguarding incident is:

- to check the Alerter has carried out their responsibilities
- to satisfy themselves that that appropriate steps have been taken to safeguard the victim's safety;
- to take whatever actions are deemed appropriate in response to the incident, consulting with a Safeguarding Officer as required, together with all relevant reports.
- to report the incident to a Safeguarding Officer within the designated timescale.
- to ensure that the incident, and all actions are properly recorded in detail.
- to report to relevant statutory authorities on advice from a Safeguarding Officer where necessary. Where the incident relates to a child or young person under the care of Social Services then this should include contacting the relevant Social Worker or the Emergency Duty team.

5.3.2. Refer to the box below for details of what the **Designated Manager** must do.

Designated Manager's Step-by-Step Guide

STEP 1: CHECK

- Check that the Alerter has carried out their responsibilities – Refer to all steps in the Alerter's Guide above.
- Check that the victim has been made safe.
- Check that others are OK – reassure and support staff, volunteers and other third parties as needed.
- Check that Emergency Services have been called (if appropriate)

STEP 2: RECORD

- Ensure that a Safeguarding Report has been started by the Alerter.
- Ensure that the Alerter has written a report outlining the facts and actions taken by them.
- Record your immediate actions on the Safeguarding Report Form, and attach a fuller report if appropriate.
- Ensure any subsequent actions you or others may take are properly recorded, together with reasoning as appropriate.

STEP 3: REPORT

- Forward the opened safeguarding form to a Safeguarding Officer within 72 hours or the next working day, whichever is sooner
- If the issue is particularly complex or serious you may benefit from contacting a Safeguarding Officer sooner to discuss what actions to take.
- Ensure that all actions are recorded on the Safeguarding Report Form, including any follow up actions that occur in the days or weeks following the incident. If required these should be written in a separate document and passed to the Safeguarding Officer to record with the original form.

Key Responsibilities of a Safeguarding Officer

- 5.3.3. A Safeguarding Officer is the person responsible for ensuring that YMCA Exeter deals with safeguarding properly, in accordance with legislation, regulation and best practice. At the current time, the Safeguarding Officers are the two Joint Chief Executives: Si Johns and Gareth Sorsby.
- 5.3.4. **Key Responsibilities: A Safeguarding Officer's** role in dealing with safeguarding incidents is:
- to advise and guide the Designated Manager in dealing with safeguarding incidents;
 - to check the Alerter and Designated Manager have carried out their responsibilities;
 - to satisfy themselves that that appropriate steps have been taken to safeguard the victim's safety;
 - to gather and keep records of any action taken (including recording why a particular action was decided on) related to a safeguarding incident;
 - to sign off the Safeguarding Report Form once the matter has been dealt with to his/her satisfaction, and to keep in a secure locked cabinet;
 - to advise the Designated Manager in their duties of referring to statutory authorities and/or the Disclosure and Barring Service, assisting as required. Where the incident relates to a child or young person under the care of Social Services then this should include contacting the relevant Social Worker or the Emergency Duty team.
- 5.3.5. Safeguarding concerns can be very distressing for staff, volunteers and service users. This is particularly so for those persons directly involved in witnessing incidents of abuse, receiving reports of abuse, involved in subsequent proceedings, and those service users who may be made to feel particularly vulnerable by such incidents. YMCA Exeter shall provide such support which may be deemed appropriate for such persons, including assistance in accessing professional counselling if appropriate.
- 5.3.6. The remainder of these Procedures are mostly guidance for **Safeguarding Officers** and **Designated Managers** for determining how to deal with Safeguarding incidents.

5.4. Options for Dealing with Safeguarding Reports

- 5.4.1. Dealing with safeguarding issues is a complex matter, involving large amounts of professional judgement given the almost infinite range of variables. If every minor allegation or concern were reported to the statutory bodies, they would be overwhelmed, and yet it is vital that children and vulnerable adults are protected. The Designated Manager should feel free to consult with a Safeguarding Officer on how to proceed, and neither the Designated Manager nor a Safeguarding Officer should hesitate to contact the appropriate statutory agencies for guidance if needed – advice can be sought without disclosing details of any individuals. See Appendix D for contact details of appropriate statutory agencies.
- 5.4.2. The decisions taken, and the reasons for them, should be recorded on the Safeguarding Report Form, or on a separate report (signed and dated) affixed to the Form.
- 5.4.3. The following courses of action may be considered, but if in doubt the more serious course of action should be followed, particularly in the case of children:
- Refer the matter to the Police (as an emergency where the victim or others may be at immediate risk of harm) because of actual or suspected criminal activity.
 - Refer the matter to Social Services for investigation.
 - Discuss the concerns with Social Services or the Police and seek their advice without making a formal referral (See Appendix D for contact details).

- Deal with the incident internally or decide to keep a watching brief.

6. Safeguarding Allegations against YMCA Exeter Staff

6.1. If an allegation against a YMCA Exeter staff member (including volunteers) relates to a criminal offence, the Police should be notified and YMCA Exeter will comply fully with the instructions of the Police as they carry out their investigation. The only exception will be where a Safeguarding Officer is satisfied that the allegation is completely without basis (e.g. if the staff member is known to have been in another location when the alleged incident occurred).

6.2. Suspension

6.2.1. If an allegation is made against a member of staff (including a volunteer), then the member of staff may be suspended pending investigation. Suspension does not imply guilt, but provides appropriate separation of the staff member from children and vulnerable adults for mutual protection whilst an investigation takes place. The member of staff shall be considered innocent and offered appropriate support until such time as any subsequent investigation concludes they have committed the alleged action.

6.2.2. There may be rare exceptions where suspension is not appropriate, such as when it is very clear that the allegation is unfounded (for example, if the staff member is known to have been in another location when the incident is alleged to have occurred). The decision to suspend or not to suspend should be made by a Safeguarding Officer in consultation with the appropriate Line Manager. The Chair of the Board must be informed if a member of staff or a volunteer is suspended.

6.3. Referral to DBS

6.3.1. YMCA Exeter has a statutory obligation to make a referral to DBS regarding any employee or volunteer where (a) YMCA Exeter withdraws permission for an individual (employed or volunteer) to engage in regulated or controlled activity, or would have done so had the individual not resigned, retired, been made redundant or otherwise removed from regulated or controlled activity, **AND** (b) this withdrawal of permission is because YMCA Exeter thinks that the individual has engaged in Relevant Conduct, or satisfied the Harm Test, or received a caution or conviction for a relevant offence.

6.3.2. The definitions of Regulated/Controlled Activity, Relevant Conduct, the Harm Test and Relevant Offence are complex, and current guidance on the DBS website should be referred to. If in any doubt a Safeguarding Officer should seek the advice of the Devon County Council Local Authority Designated Officer (LADO) as to whether a DBS referral is required.

6.3.3. Most YMCA Exeter work involving children is considered Regulated Activity, and so a referral to DBS will be mandatory in the above circumstances. However, it is unlikely that YMCA Exeter work with adults will be considered Relevant Activity under the terms of the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012, and therefore YMCA Exeter has no mandatory obligation to make a DBS referral where the matter relates to a vulnerable adult. **However, in such circumstances YMCA Exeter will inform the LADO so that the LADO may consider a DBS referral.**

6.3.4. YMCA Exeter may also make a DBS referral even when such a referral is not a statutory obligation if we have serious concerns about the risk the individual may pose to children or vulnerable adults. In such circumstances a Safeguarding Officer shall seek the guidance of the LADO.

7. Whistleblowing Procedures

- 7.1. There may be circumstances where the person(s) to whom allegations of abuse would normally be reported is themselves implicated in the allegations, whether directly or indirectly. In such circumstances this person should be by-passed and the matter referred to a person of similar or higher seniority. For example:
- If the relevant Designated Manager is implicated, the Alerter should inform a Designated Manager in another department of the allegation instead. Alternatively, the Alerter may inform a Safeguarding Officer directly.
 - Similarly, if a Safeguarding Officer is implicated, the Designated Manager should inform another Safeguarding Officer of the allegation or refer the matter to the Chair of the Board.
- 7.2. If at any stage staff dealing with a safeguarding allegation have no confidence in the management or Board of YMCA Exeter, they should refer to the **Whistleblowing Policy** which explains how matters can be referred to independent authorities outside the organisation.

8. Professional Standards for Contractors

- 8.1. In order to encourage professional standards from any contractors working on-site, YMCA Exeter provides every contractor / ancillary staff member with a "Code of Conduct" information leaflet. This document outlines professional standards expected whilst working on-site regarding any possible contact with our residents. These guidelines have been drawn up to help protect both staff, contractors and our residents, and to help avoid any potentially harmful situations.

9. Review

- 9.1. These Safeguarding Procedures shall be kept under constant review, and may be modified at any time by the Joint Chief Executives or an individual this responsibility is delegated to in response to operational requirements, in the light of possible improvements identified through practical use of these procedures, or in response to changes in legislation, regulation, or contractual requirements. As an absolute minimum, a thorough review of these procedures must take place at least every two years.
- 9.2. Any changes to these procedures must be communicated to all operational managers and staff, and training provided where necessary to ensure proper understanding.

These Procedures were reviewed and approved by the Joint Chief Executives on 14th December 2020

Signed by Joint Chief Executive:

Date: 14th December 2020

Appendix A – Types of Abuse, and Signs it is Occurring

- A.1. Abuse can take many forms, and can consist of isolated incidents or a pattern of abusive behaviour over a period of time. Victims may not realise they are being abused as the abuse may have been going on so long that they think it is normal behaviour. Similarly, they may feel that the abuse is their fault, or may have been subject to threats, blackmail or other kinds of manipulation to keep them from reporting what is happening. Therefore, it is vital that all Staff and volunteers familiarise themselves with the different forms of abuse, and also the things that may indicate that abuse is taking place, so that they can raise the alert even if the victim is unable or unwilling to do so.
- A.2. Many forms of abuse are criminal offences, particularly when they relate to children.
- A.3. With adults, the situation can be more complex as the victim may be consenting to what professionals consider unhealthy or degrading behaviour. A judgement then has to be made as to whether the individual has sufficient mental capacity to consent. However, it is not for an individual staff member or volunteer to make this judgement; a Safeguarding Officer must be consulted before potential abuse is deemed consensual, and a Safeguarding Officer may well consult with Police or Social Services before making this judgement. We mention it here simply to highlight the potential complications.
- A.4. It should be noted that children are generally automatically deemed to be unable to consent due to their age, although they are able to consent to sex at 16.
- A.5. Different types of abuse, and possible symptoms, include:
- A.6. **Physical Abuse.**
Examples: hitting, slapping, pushing, kicking, scalding or burning, inappropriate restraint, misuse of medication and/or other substances, deliberate causing of ill-health (Munchausen syndrome by proxy), etc..
- Possible indicators:* unexplained injuries or those which have received no medical attention, injuries that are the shape of objects, presence of several injuries of a variety of ages, person being taken to different places to receive treatment, hidden injuries, flinching from contact.
- A.7. **Emotional/psychological Abuse.**
Examples: intimidation, threats of harm or abandonment, humiliation, blaming, excessive criticism, verbal abuse, blackmail, coercion, harassment, deprivation of contact, grooming, inappropriate emotional involvement, etc. It may also include any kind of corruption of a child, causing a child to witness aggressive, violent or harmful behaviour such as domestic violence, etc.
- Possible indicators:* fearfulness, passivity, withdrawal, low self-esteem, difficulty in gaining access to the person on their own, confusion, sleeping problems, paranoia, deference/submission to perpetrator.
- A.8. **Sexual Abuse**
Examples: sexual assault, unwanted sexual attention, rape, sexual innuendo, being forced or coerced into being photographed, videoed or exhibited in other ways. Sexual acts to which the vulnerable adult has not consented, or could not consent, or was pressurised into consenting.
- In the case of children under the age of 16, sexual abuse also includes any kind of sexual involvement (penetrative or otherwise), and non-contact sexual activity such as causing children to view or be involved in the production of pornographic material, to watch sexual activity, taking indecent photographs or video material of children, downloading or

possessing child pornography, cases of child sexual exploitation, or any other kind of sexually inappropriate behaviour involving children.

Possible indicators: hints, full or partial disclosure, depression or stress, significant change in sexual behaviour or language, physical damage to genital/anal areas, difficulty walking or sitting, sexually transmitted diseases or infections, inappropriate sexualised behaviour or language. Anorexia, bulimia, self-harming or other types of attempting to take control of self.

A.9. Financial Abuse

Examples: Theft of money or possessions, extortion or blackmail, fraud, pressure in connection with wills, property or inheritance, monies being withheld, etc.

Possible indicators: lack of belongings or services which they should be able to afford, changes in patterns of payment of rent or other bills, insufficient food or clothing, acquaintances expressing disproportionate interest in or affection for a person with money, unusual bank account activity, person managing or assisting with financial affairs is evasive or uncooperative.

A.10. Discriminatory Abuse

Examples: Verbal and non-verbal abuse, slurs or other harassment related to race, religion, gender, cultural background, sexual orientation, disability, age, body form, etc.

Possible indicators: evidence of offensive materials or graffiti, a person overly concerned about issues of race, gender, etc., attempts to conform to fit in, etc.

A.11. Abuse by Neglect

Examples: Failure to provide proper care. Withholding of food, drink, clothing, hygiene, heat and comfort, aids for sight, hearing, walking etc. Withholding medication, failing to provide access to appropriate health, social care or educational services, putting someone at risk of infection.

In the case of children, neglect may also include failure to protect from harm or danger, failure to provide appropriately for a child's basic emotional needs.

Possible indicators: poor physical condition, malnutrition, absence of physical aids, weight loss, poor hygiene, clothing in bad condition, refusing access to visitors, failing to access appropriate medical care.

A.12. Institutional Abuse, Neglect and Poor Professional Practice.

Examples: Institutional abuse or neglect may be wide-ranging, including poor or unsatisfactory professional practice, pervasive ill-treatment or gross misconduct, and a range of similar behaviours.

Possible indicators: As for other forms of abuse, depending on the nature of the act(s).

A.13. Involvement in County Lines

Examples: County Lines is a term used for urban gangs supplying drugs to suburban areas and coastal towns using mobile phone lines, also known as 'deal lines'. This is a national trend and a method of drug dealing involving dangerous drug networks operating from the cities of London, Manchester, Liverpool and Birmingham supplying the smaller towns and cities across the UK. County lines gangs will often target children and young people aged between 15-years-old and 16-years-old, women and vulnerable adults to deliver drugs and money between locations. An operating base is also an essential feature of county lines gangs who regularly exploit vulnerable people, by building up a debt or using threats of violence in order to take over a person's home, a practice is known as 'cuckooing'

Possible Indicators: Child or young person has; gone missing from home or school, acquired money clothes or mobile phones they cant account for, meeting unfamiliar adults, in excessive receipt of texts and phone calls, in relationships with controlling, older individuals or gang associates, have unexplained injuries or you have suspicion of self-ham or physical assault, a significant decline in school performance and changes in emotional well-being.

A.14. **Female Genital Mutilation**

- FGM is when a females genitals are deliberately altered or removed for non medical reasons. It's also known as female circumcsision or cutting but has the following names; Sunna, Gudniin, Halalays, Tahur, Megrez, Khitan.

Possible indicators FGM might happen: A relative or someone known as a 'cutter' visiting from abroad, a special occasion or ceremony takes place where a girl 'becomes a woman' or is 'prepared for marriage', a female relative, like a mother, sister or aunt has undergone FGM, a family arranges a long holiday overseas or visits a family abroad during the summer holidays, a girl has an unexpected or long absence from school, a girl struggles to keep up in school, a girl runs away – or plans to run away from home.

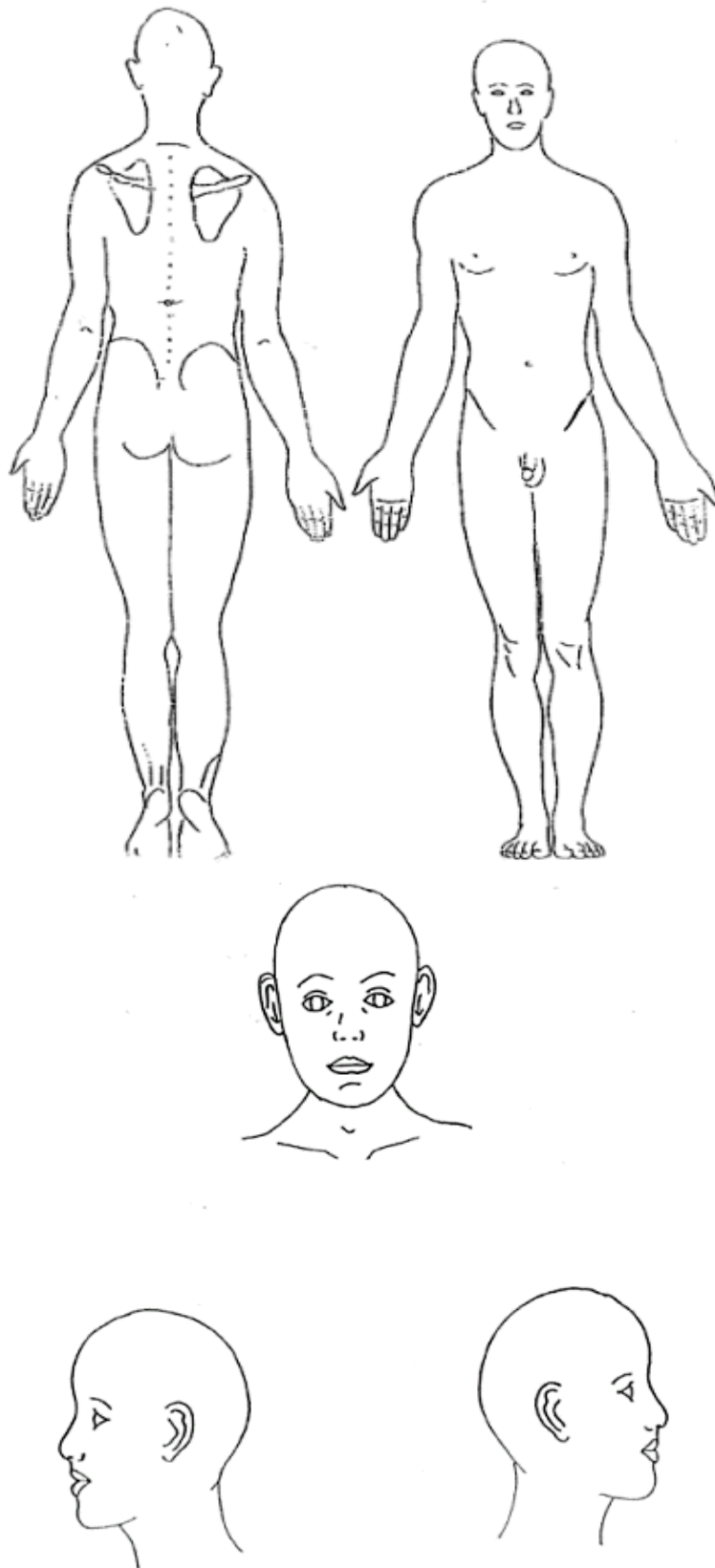
Possible indicators FGM might have taken place: Having difficulty walking, standing or sitting, spending longer in the bathroom or toilet, appearing quiet, anxious or depressed, acting differently after an absence from school or college. reluctance to go to the doctors or have routine medical examinations, asking for help – though they might not be explicit about the problem because they're scared or embarrassed.

Appendix B – Confidentiality and Mental capacity

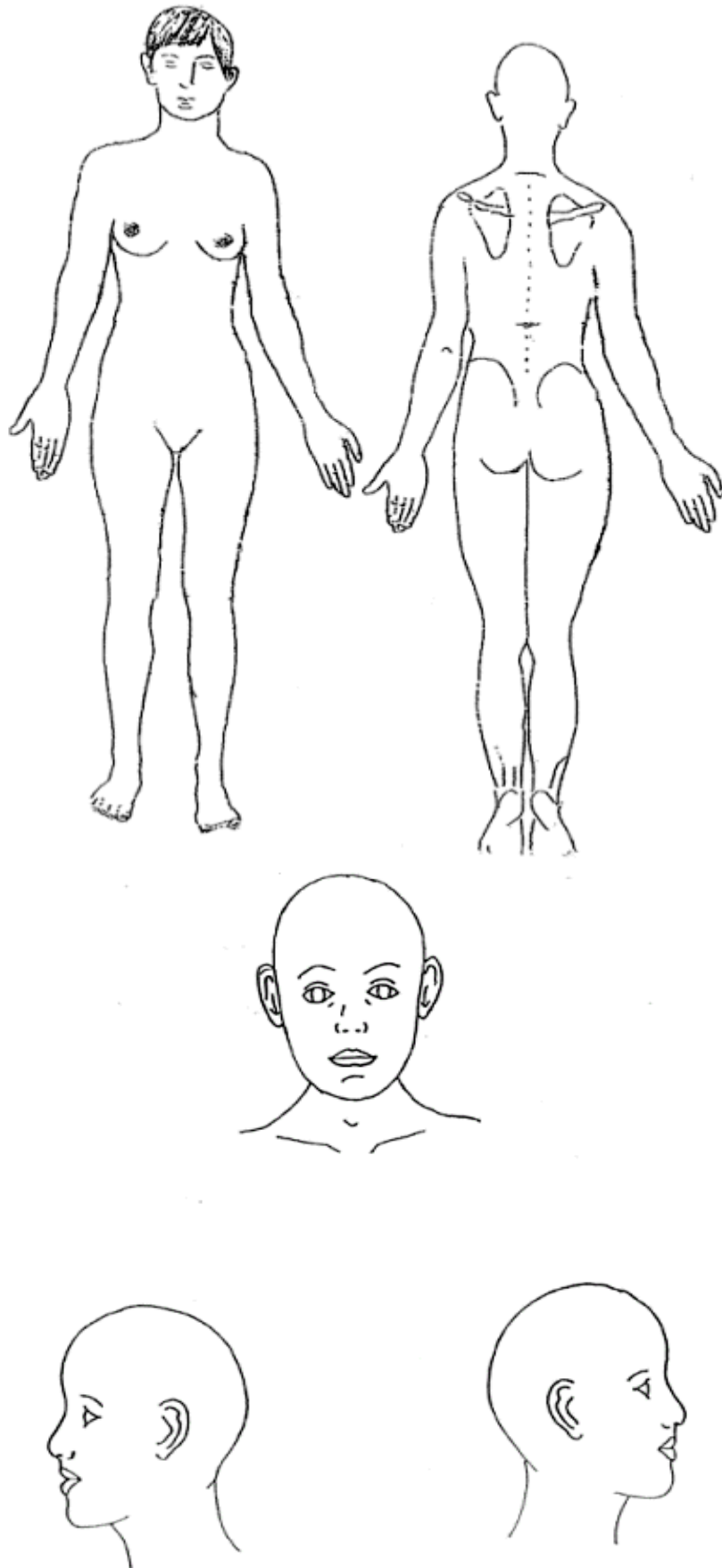
- B.1. Individual members of staff cannot guarantee confidentiality if actual or suspected abuse is reported. The staff member to whom the report is made must report the matter to their Manager.
- B.2. Notwithstanding the above, information concerning a disclosure of abuse or suspected abuse must be treated with extreme sensitivity, and information must only be shared on a strict "need to know" basis within YMCA Exeter. In addition, the Data Protection Act 1998, the Human Rights Act 1998, and the Mental Capacity Act 2005 also apply, and disclosure of confidential information may only be shared outside YMCA Exeter in accordance with relevant Policy and Procedures. In general, this means that the victim's wishes should be respected, with the exceptions detailed below.
- B.3. If the alleged victim of abuse or other safeguarding concern is a child, the welfare of the child always over-rides concerns about confidentiality. The concern must be shared with the relevant statutory body.
- B.4. In the case of an adult victim of abuse, if the person who has made the disclosure is the alleged victim, their consent is generally needed before the disclosure may be shared with another party. If the person is an YMCA Exeter service user, consent has already been given to share information within the YMCA Exeter staff team as part of the sign-up procedure, and so there is no restriction on sharing information with the Designated Manager and Safeguarding Officer.
- B.5. In the case of a criminal act against a vulnerable adult being alleged or disclosed, there is a legal requirement for the disclosure or allegation to be passed on to the Police with or without the victim's consent. Neither is consent required if failure to refer the matter to the appropriate Statutory Agency may place the victim or others at serious risk (in most cases, the presence of such serious risk would indicate that the alleged incident is a criminal matter). The decision to make such a disclosure to the Police or other statutory agency shall be made in consultation with a Safeguarding Officer.
- B.6. The consent of an adult victim is not required to refer the matter to the appropriate statutory agency if he/she is considered to be unable or incapable of making an informed decision him/herself under the terms of the Mental Capacity Act 2005. Assessment of mental capacity is a complex matter and guidance may be sought from Devon Social Services or the Police without giving the name of the alleged victim, thereby preserving confidentiality whilst seeking clarity on appropriate action. Assessments regarding capability to decide and risk to the victim and/or others may be very difficult to make in such cases, and the reasons for the decision made should be recorded, signed and dated in case it is later challenged by the victim as a breach of the relevant legislation.
- B.7. Ultimately, a victim of abuse who is capable of making an informed decision may elect to remain in the abusive situation/relationship, thereby making themselves vulnerable to further abuse. This is the person's human right. Nevertheless, YMCA Exeter has a duty to use its own internal procedures to minimise risk of further harm to the victim or other people, particularly if the perpetrator is a staff member or service user. Similarly, where a criminal offence has been alleged, the Police may still decide to conduct their own inquiry and prosecution with or without the consent and cooperation of the victim. YMCA Exeter will assist fully in such actions.

Appendix C – Body Maps

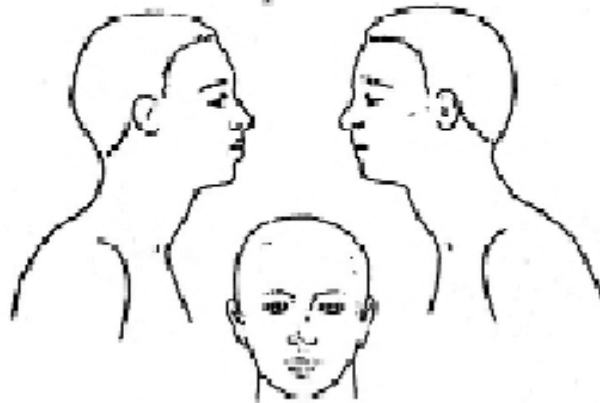
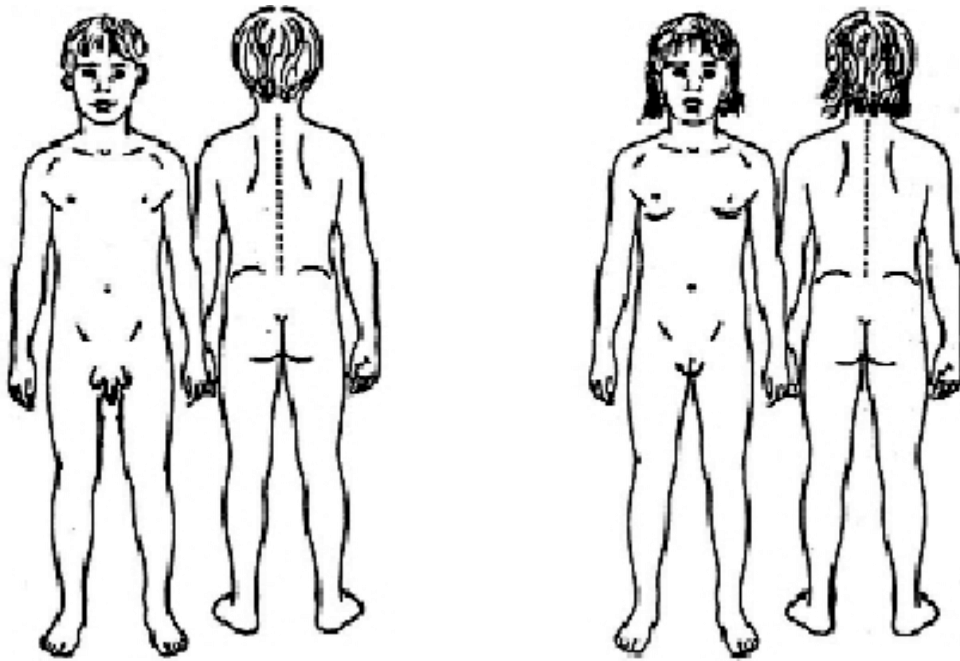
C.1. ADULT MALE BODY MAP



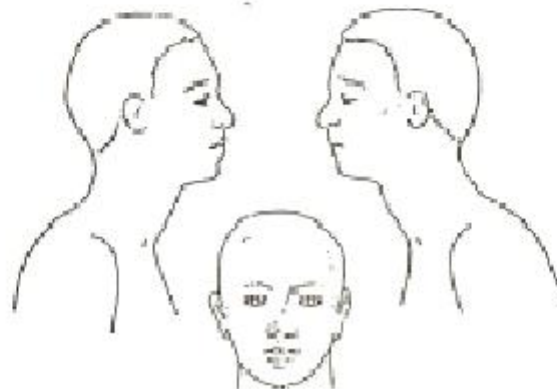
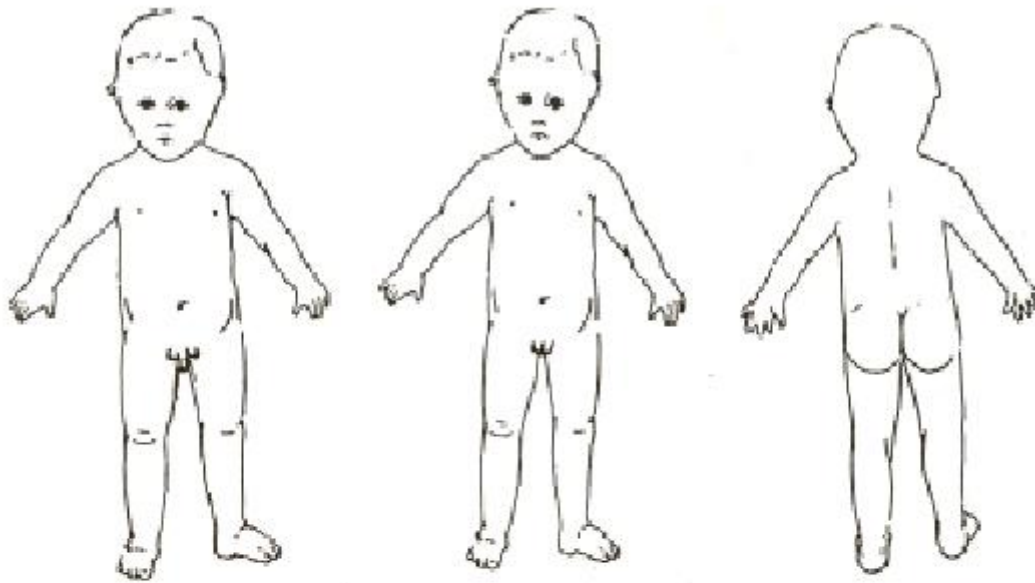
C.2. ADULT FEMALE BODY MAP



C.3. CHILD BODY MAP



C.4. BABY BODY MAP



Appendix D – Contacts and Resources

D.1. YMCA Exeter Contacts

Safeguarding Officers are the Joint Chief Executives:

*If the phone is not answered, **leave a message** and then try another number or person.*

Name: Si Johns
Phone (office): 01392 410530
Phone (mobile): xxxxxxxx
Phone (home): xxxxxxxx

Name: Gareth Sorsby
Phone (office): 01392 410530
Phone (work mobile): xxxxxxxx
Phone (personal): xxxxxxxx

Chair of the YMCA Exeter Board: Paul Reisbach

Only contact Paul if you feel unable to trust the Joint CEO's

D.2. Police

In an emergency, when someone is in immediate danger, call 999.

For advice and guidance (no need to give the name of individuals initially whilst seeking guidance), or to report a crime, call 101.

D.3. MASH – For Child Protection Matters

To report concerns about a child's wellbeing, or to seek advice or guidance on how to deal with a child safeguarding issue, contact the Devon Multi-Agency Safeguarding Hub (MASH).

Tel: 0345 155 1071
Email: mashsecure@devon.gcsx.gov.uk

For out-of-hours emergencies where the above number is not answered, contact the Emergency Duty Service on 0845 6000 388.

Limited guidance, plus referral forms, can be found on the Devon MASH website www.devon.gov.uk/index/childrenfamilies/childprotection/mash-referral.htm

D.4. Care Direct – for Adult Safeguarding Matters

To report concerns about a vulnerable adult's wellbeing, or to seek advice or guidance on how to deal with a child safeguarding issue, contact the Devon Care Direct.

Tel: 0845 155 1007

Email: csc.caredirect@devon.gov.uk

For out-of-hours emergencies where the above number is not answered, contact the Emergency Duty Service on 0845 6000 388.

D.5. Local Authority Designated Officer (LADO)

To discuss concerns about a staff member or volunteer who may pose a risk to children or vulnerable adults, contact the Devon LADO team

Tel: 01392 384964.

D.6. Safeguarding in Devon

The Safeguarding in Devon website www.devonsafeguarding.org brings Child and Vulnerable Adult safeguarding together under one website. This has two sections with a lot of useful information and guidance:

- Devon Safeguarding Adults Board <http://www.devonsafeguarding.org/adults/> and
- Devon Safeguarding Children Board <http://www.devonsafeguarding.org/children>

D.7. Disclosure and Barring Service

For information on DBS checking, and making statutory referrals of staff and volunteers who present a risk to children or vulnerable adults, refer to

www.gov.uk/government/organisations/disclosure-and-barring-service

D.8. South West Child Protection Procedures

<http://www.online-procedures.co.uk/swcpp/>