

LICHFIELD DISTRICT CITY OF SANCTUARY

SAFEGUARDING POLICY

Lichfield District City of Sanctuary is a Charitable Incorporated Organisation committed to providing sanctuary – a place of safety, security and rest – to all who come to the city and the area around it. It has a particular focus on international refugees and asylum seekers. We consider the protection of vulnerable adults and children to be of the highest priority.

1 THE WORK OF THE ORGANISATION

Lichfield District City of Sanctuary has two major strands to its work.

One is to help to develop a culture of welcome in the area. This will be achieved by a programme of projects and campaigns including events and exhibitions open to the public. The organisation has a membership scheme for supporters and a partnership scheme for organisations sharing the same values. All such events for supporters and the public will be subject to the usual risk assessments. The organisation also talks to and works with local councils, businesses, voluntary organisations and so on to further its aims.

The second strand provides practical help and support to refugees, asylum-seekers and other vulnerable people. It does so in partnership with Staffordshire County Council and its relocation and resettlement schemes, with Lichfield District Council, with Refugee Action, Spring Housing and other organisations.

This help, support and advice is often provided in the homes of users by volunteer members of the organisation through a Response Team.

Members of the Response Team are qualified by:

- Their registration as a member of the organisation.
- Their experience in working with refugees, asylum-seekers and other vulnerable groups;
- Their annual standard clearance by the Disclosure and Barring Service;
- Their understanding of and adherence to this Safeguarding policy, with their signed confirmation;
- Their possession of, and wearing when appropriate of, an approved Photo Identity card;
- Attendance at relevant training events.

2 SAFEGUARDING POLICY:

- To consider the welfare of vulnerable adults and children at all times and act immediately if a vulnerable adult or child is in danger either physically, emotionally,

sexually or via neglect. In that event, the organisation will engage the police and will not tolerate any form of abuse.

- To report any neglect or abuse of a vulnerable adult or child to the designated person. See Appendix 1 for contacts about vulnerable adults; Appendix 2 for contacts about children
- To have a volunteer member of the team trained in first aid.
- *Cathy Wood* is the designated Lichfield District City of Sanctuary Safeguarding Officer for the organisation for dealing with concerns. *Pam Tomlinson* is the reserve Safeguarding Officer
- To agree a key worker for each individual or family identified as in need of support.
- To make any visit to the home of the user/s with at least one other volunteer until it is agreed by the key worker that solo visits can be safe for both user and volunteer.

Procedure for concerns:

- Report the incident immediately to the Lichfield District City of Sanctuary Safeguarding Officer who will:
- Report to the Board of Trustees and to the local Safeguarding contacts (see Appendices 1 & 2).

Recruitment and selection:

- All Volunteers are required to have an up-to-date Standard Disclosure and Barring Service.
- Volunteers will be allocated to the Response Team with two references (i) from an authorised organisation or (ii) from an individual known to the board of LDCoS.

3 WRITTEN CODE OF BEHAVIOUR:

When working with children and/or vulnerable adults the basic rules to follow are:

- Do not work with children or vulnerable adults alone.
- Do not use the toilet facilities designated for children or vulnerable adults.

- Do not physically touch a child or vulnerable adult inappropriately and where appropriate physical touch is required, verbal consent must be requested from a child or vulnerable adult.
- Do not ridicule, physically punish or embarrass a child or vulnerable adult.
- Do not knowingly neglect to include and involve a child or vulnerable adult.

4 THERE ARE DIFFERENT TYPES OF ABUSE, WHICH MAY INCLUDE:

- **Physical abuse**
May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm.
- **Neglect**
The persistent failure to meet a child's basic physical and / or psychological needs, likely to result in the significant impairment of the child's health or development.
- **Sexual abuse**
Activities Involving physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.
- **Emotional abuse**
The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

5 TRAINING

Training in safeguarding will be maintained up-to-date for all volunteers.

6 WHISTLE-BLOWING

- Concerns about serious abuse - all reasonable steps must be taken to stop the abuse and then report immediately to the designated person for dealing with child protection. The Lichfield District City of Sanctuary Safeguarding Officer must be notified as soon as possible.

- In the case of violent abuse call 999 for the police – give name, address and summary of the event. Return to the scene and make observations to give to the police on arrival. Volunteers must not put their own person in danger.
- Discretion must be observed to avoid any embarrassment to the child/children or vulnerable adult concerned.
- If the abuser is within the organisation and has been accused through hearsay, they will be isolated from children or vulnerable adults with a monitor appointed to accompany the accused until a police investigation has taken place. If direct abuse is witnessed, the police and the Lichfield District City of Sanctuary Safeguarding Officer will be informed immediately.
- If a volunteer is noted to be using bullying or emotionally abusive behaviour the person responsible will be removed from all contact with the users.
- If the abuser is outside the response team, it must be reported to the Lichfield District City of Sanctuary Safeguarding Officer who will notify the authorities.

7 INFORMATION

The organisation can be contacted by email and through its website.

8 A PROTECTIVE CULTURE:

Safeguarding practice will usually start with the key worker and their accompanying volunteer on the first visit. The key worker will ensure that the individual user or family feels safe with and unthreatened by any other visitors and with other volunteers and members of the organisation. Volunteers at all times must ensure their own safety and the safety of other volunteers, and raise any concerns with the Safeguarding Officer.

9 USEFUL CONTACTS

NSPCC	Main Line	Tel:	0808 800 5000
	Text phone	Tel:	0800 056 0566
	Asian Helpline	Tel:	0800 096 7719
	Childline	Tel:	0800 1111

See Appendices 1 & 2 for Staffordshire CC Safeguarding contacts

This policy was agreed by the Board on the 3rd February 2023

It is due for review on February 2026

Signed

Sue Smith (Chair)

APPENDIX 1

Reporting abuse of a vulnerable adult in Staffordshire

(<https://www.staffordshire.gov.uk/Advice-support-and-care-for-adults/reportabuse.aspx>)

Reporting abuse of an adult

If you think someone who has care and support needs is being abused or you think their safety is at risk, then it is important to report your concerns by calling the number below.

You must never assume that somebody else will recognise and report what you have seen or heard.

Where a crime has been committed or if you're worried about someone's immediate safety, contact the police by dialling 999.

To report concerns about an adult please contact:

Phone: 0345 604 2719

Monday - Thursday* 8:30am - 5pm

Friday: 8:30am - 4:30pm

*Excludes Bank Holidays

A trained member of staff will be available between 8:30am - 5:00pm, Monday-Thursday and 8:30am - 4:30pm on Fridays (excluding Bank Holidays).

This number is to refer concerns about abuse of an adult.

Out of hours

If you have a concern about the safety of a vulnerable adult and need to report it overnight, over a weekend or on a Bank Holiday, contact the Emergency Duty Service:

- **Phone:** 0345 604 2886
- **Fax:** 01785 277321
- **Text:** 07815 492613

For further guidance on reporting abuse of an adult please see the Staffordshire and Stoke on Trent Partnership Adult Safeguarding Board website.

APPENDIX 2

Reporting abuse of a child in Staffordshire

(<https://www.staffordshire.gov.uk/Care-for-children-and-families/Childprotection/First-Response.aspx>)

Either call First Response on 0800 131 3126 or complete an online enquiry form at the site above.

This is a county-wide telephone and web enquiry service for all children who:

- live in Staffordshire
- are aged from pre-birth to 18 years old
- do not currently have an allocated worker

Have you got a serious concern about the safety of a child or young person up to the age of 18?

Do you think a child or young person is being harmed or is at risk of being harmed?

Are you worried that a child is living in circumstances where they are treated badly and not cared for properly?

If you've answered yes to any of these questions and you don't believe that the child or young person is being supported by an allocated worker, please contact the First Response Service immediately.

Is the child at risk of immediate harm?

If you believe the child to be at risk of immediate harm, this must be reported to the police on **999** or **101**. Once you have reported to the police, please contact the First Response or Emergency Duty Team.

If you are contacting about someone over the age of 18 please report this to the adult safeguarding team.

Please note: If the child you are contacting about already has a dedicated worker please contact them directly in the first instance.

Report a concern

Phone: 0800 1313 126

Ideally we would want to receive all enquiries by telephone so that we can gather all necessary information in a timely manner and make sure that consent has been obtained from those with parental responsibility unless this places an adult or child at risk of harm.

If you cannot reach us by phone, please make your enquiry online.

For your information before making your enquiry you may wish to check the procedures online website for a glossary of relevant terminology.

Opening times

- **Monday to Thursday** 8:30 a.m. to 5:00 p.m.
- **Friday** 8:30 a.m. to 4:30 p.m

Out of hours

Outside of the hours above, or on weekends and bank holidays, please contact the Emergency Duty Team by phoning 0345 604 2886.

APPENDIX 3

This leaflet is offered to potential users to describe the services offered by the organisation

Welcome to Lichfield!

Lichfield District City of Sanctuary is part of a national organisation offering welcome and support to all arriving in a new place.

We are volunteers who live in and around Lichfield and aim to provide sanctuary – a place of safety, security and rest – to all who come to this city and the area around it.

We work with staff from Staffordshire County Council, Lichfield District Council, Refugee Action and Spring Housing to provide you with:

- Guidance to the area so you can find your way around
- Introductions to local shops, libraries, surgeries, pharmacies
- Information about childcare, playgroups and schools
- Introduction to foodbanks
- Introductions to local places of worship
- Signposting to benefit advisers and providers
- Contacts who may help with job-finding and other advice
- Information about local transport
- Introductions to voluntary organisations that can help you
- Any other help you need to settle in your new home

Contact us:

Mobile phone/text: 07950 797901

Email: secretary@lichfield.cityofsanctuary.org

We look forward to meeting you!