



## RETAS LEEDS

### Vulnerable Adult Protection Policy – September 2018

#### 1. INTRODUCTION.

- 1.1 RETAS is committed to providing a safe environment for all service users but recognises that vulnerable service users require an enhanced level of safe service provision.

#### 2. SCOPE.

- 2.1 The policy applies to all staff and volunteers working with service users. It addresses the protection of vulnerable adults. For the protection of children, see Appendix 6 for the [Child Protection Policy Statement](#). In terms of age, the term “adults” follows the legal definition of people 18 years of age or over. For the purpose of this policy, “vulnerable adults” have a slightly broader definition than the standard legal definition (see section 5, Definitions).

#### 3. PURPOSE.

- 3.1 The purpose of this document is to lay down firm rules and procedures for the protection of vulnerable people accessing our services.

#### 4. PRINCIPLES.

- 4.1 The aim of this policy is thus to put in place practices and procedures that will ensure the protection of vulnerable people by:
- ◆ Ensuring that staff and volunteers are clear about the definition of vulnerable adults and of the types of abuse they may suffer.
  - ◆ Considering the suitability of staff and volunteers, including making the requirement of a criminal record check a condition of working with service users when the role may involve unsupervised contact with children or vulnerable service users.
  - ◆ Encouraging staff and volunteers to be sensitive to any factor of vulnerability of the service user and to deal with such vulnerability appropriately.
  - ◆ Placing a duty on all workers and volunteers to report immediately to senior management any abuse or undue influence over service users from those covered by this policy. (*No secrets* 6.2: “[...] it is the responsibility of all staff to act on any suspicion of abuse or neglect and to pass on their concerns to a responsible person / agency”).
  - ◆ Ensuring that workers and volunteers are clear about their roles and responsibilities.
  - ◆ Providing clear guidance on referral mechanisms within RETAS and to external organisations.
- 4.2 We also recognise that volunteers at the Centre, being drawn from similar communities, may be vulnerable themselves. Please see the Volunteer Policy for further guidance on volunteer issues.

#### 5. DEFINITIONS.

- 5.1 For the purpose of this policy the term **staff member** is defined as any employee of RETAS working in a service capacity that would bring him or her into contact with a service user.
- 5.2 For the purpose of this policy the term **volunteer** is defined as any person not employed with the RETAS who has been approved in line with our Volunteer Policy to undertake unpaid work in any



service which would bring them into contact with service users, or has been permitted to do such work pending approval.

### 5.3 **Vulnerable adult.**

5.3.1 According to the Police Act 1997 (Enhanced Criminal Record Certificates) (Protection of Vulnerable Adults) Regulations 2000 "vulnerable adult" means a person aged 18 or over who is receiving services of a type listed in paragraph (2) below and in consequence of a condition of a type listed in paragraph (3) below has a disability of a type listed in paragraph (4) below.

(2) The services are:

- a. Accommodation and nursing or personal care in a care home;
- b. Personal care or nursing or support to live independently in his/her own home;
- c. Any services provided by an independent hospital, independent clinic, independent medical agency or NHS body;
- d. Social care services;
- e. Any services provided in an establishment catering for a person with learning difficulties.

(3) The conditions are:

- a. A learning or physical disability;
- b. A physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs;
- c. A reduction in physical or mental capacity.

(4) The disabilities are:

- a. A dependency upon others in the performance of, or a requirement for assistance in the performance of, basic physical functions;
- b. Severe impairment in the ability to communicate with others;
- c. Impairment in a person's ability to protect him/herself from assault, abuse or neglect.

5.3.2 The legal definition of "vulnerable adult" requires vulnerable adults to be receiving services of a specified type – for example medical or social care. For the purpose of this policy, however, "vulnerable adults" have a slightly broader definition. This is because some of RETAS's service users may be vulnerable but not in receipt of such services as listed in point 5.3.1 – for example because they are failed asylum seekers who have lost their previous entitlements.

5.3.3 We accept that our service users may be vulnerable by reason of, amongst other factors:

- Destitution
- Hunger, poverty and homelessness
- Physical illness or disability
- Trauma or mental illness often arising from their experience before arrival in the UK
- Isolation and loneliness
- Difference in cultural practices and lack of understanding of the societies in which they now live
- The trafficking of women
- Age
- Drug, alcohol or substance abuse.

5.4 **Abuse.** According to *No secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse*, abuse "is a violation of an individual's human and civil rights by any other person or persons", "may consist of a single act or repeated acts", and "may be perpetrated as the result of deliberate intent, negligence or ignorance".

Types of abuse are listed as follows:

- **Physical abuse**, such as being hit, kicked, being locked in a room or inappropriate restraint
- **Sexual abuse**, such as being made to take part in a sexual activity when the adult



has not, or is not able to give their consent.

- **Psychological abuse**, such as being shouted at, ridiculed or bullied, as well as being made to feel frightened.
- **Financial or material abuse**, such as stealing someone's money or belongings, or misusing them for someone else's benefit
- **Neglect** involves the failure to provide care or support which results in someone being harmed.
- **Discriminatory abuse**, involves treatment or harassment based on age, gender, sexuality, disability, race or religious belief.
- **Modern Slavery** includes human trafficking, forced labour, and domestic servitude.
- If any of these forms of abuse are caused by an organisation, it is sometimes called **organisational abuse**.
- When abuse occurs between partners or by a family member, it is often called **domestic violence and abuse**.
- **Self-neglect** - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

## 6. REFERENCE.

6.1 The following legislation and regulations provide the legal framework for RETAS's Vulnerable Adult Protection Policy;

- Police Act 1997
- The Police Act 1997 (Enhanced Criminal Record Certificates) (Protection of Vulnerable Adults) Regulations 2000
- Rehabilitation of Offenders Act 1974
- Safeguarding Vulnerable Groups Act 2006
- Children Act 2004
- *No secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse* (Department of Health and Home Office guidance, 2000)
- Mental Capacity Act 2005
- Care Act 2014
- Government Statement of Policy on Adult Safeguarding 2013

6.2 This policy should be read in conjunction with other RETAS policies including:

- Confidentiality Policy
- Volunteer Policy
- Staff Code of Conduct
- Recruitment and Selection Policy
- Grievance Procedures
- Disciplinary Procedures
- [Child Protection Policy Statement \(Appendix 6\)](#)
- Outreach Policy
- Health and Safety Policy
- Equal Opportunities Policy
- Training and Staff Development Policy
- Signposting and referral Policy
- Advice and guidance Policy
- Supervision Policy
- [Safeguarding Learners who are vulnerable to extremism policy \(Appendix 7\)](#)



## 7. CODE OF PRACTICE.

### 7.1 SUITABILITY OF STAFF AND VOLUNTEERS

- 7.1.1 The suitability of a member of staff or a volunteer to work with vulnerable people is a difficult decision but the RETAS shall give the benefit of doubt to the protection of the vulnerable person.
- 7.1.2 All staff and volunteers who may have unsupervised contact with children or vulnerable adults will undergo criminal record checks before this takes place, or where it is an employed member of staff, during the recruitment and selection process or as soon as possible thereafter – with employment made conditional upon a satisfactory check. Further, criminal record checks will occasionally be carried out on previously checked staff and volunteers at random. Staff and volunteers without sufficiently recent CRB checks should never be left alone with children or vulnerable adults. For criminal record check guidelines, please refer to RETAS's Criminal Record & Rehabilitation of Offenders Policy.
- 7.1.3 Refusal to consent or cooperate in providing information or documents within in a reasonable time period to enable the RETAS to make a CRB check shall constitute gross misconduct, providing the staff member or volunteer has been provided with a written warning giving them 14 days to rectify the failure.
- 7.1.4 It shall be the duty of all relevant staff members and volunteers to disclose (i) any criminal conviction including a conditional or absolute discharge or caution or (ii) criminal charge or (iii) arrest or (iv) allegation of misconduct or (v) any other relevant matter or conduct which might affect suitability - whether arising out of events in the UK or abroad - to the Director (and to any other member of staff involved in the process of selection of a new member of staff).
- 7.1.5 A criminal offence in itself would not normally automatically disqualify a staff member or volunteer from working with vulnerable people. However, in all cases (with the exception of regulatory motoring offences for which a fine was the only penalty) it should be considered a factor that warrants a formal decision on suitability.
- 7.1.6 Sexual offences shall normally, except in the rarest of circumstances render a person unsuitable to work with vulnerable people. Offences of violence against the person, deception, dishonesty, or of category A or B drug use (as a drug is currently defined rather than at the time of the offence) or dealing or any offence of similar gravity or seriousness would raise a rebuttable presumption that the person is not suitable.
- 7.1.7 All staff and volunteers have a duty to report any matter which may impact upon the suitability of a staff member or volunteer to work with vulnerable adults, regardless whether matters occur inside or outside work or a person's employment with RETAS. Minor matters should be reported internally. Criminal incidents should be reported to the police.
- 7.1.8 If an offence or issue that raises issues of the suitability of the staff member to work with vulnerable people is disclosed voluntarily or following a CRB check, or in any other way, then the Director shall be informed. The decision about suitability is subject to a decision of the Director. If this involves an issue of staff misconduct that satisfies the conditions for a disciplinary case to begin, the Disciplinary Procedures will come into effect. It shall be at the discretion of the RETAS in line with its Disciplinary Procedures to suspend from all or certain duties a staff member or volunteer about whom who an issue of suitability arises.
- 7.1.9 The Director or Board may obtain the assistance, opinion, help in investigation or a report in writing from the Police, Social Services or a suitably qualified medical practitioner or other expert at any stage of the decision on suitability or during any disciplinary process.



- 7.1.10 The volunteer or member of staff shall have the right to make representations in writing to the Director before the decision on suitability is made. Nothing in this policy shall adversely affect a staff members rights to a fair hearing during any disciplinary proceedings arising out of the decision on suitability.
- 7.1.11 In considering conduct relevant to suitability the Director shall take into account the following:
- (a) the impact or potential impact or harm to a vulnerable service user;
  - (b) the extent to which the relationship with the service user was or could have been open to abuse or undue influence;
  - (c) any benefit or gratification to the staff member or volunteer (including the potential for this);
  - (d) the extent to which the offence involved misconduct or a failure to follow the policies of the RETAS;
  - (e) the extent to which the conduct could adversely affect the reputation of the RETAS and its ability to continue to operate its services.
- 7.1.12 A formal decision on suitability should be made in writing by the Director and reported to a closed session of the Board. The decision on suitability shall at the same time be communicated in writing to the volunteer or staff member in respect of whom the referral is made.
- 7.1.13 The Director may decide either to:
- (a) to take no action on the basis that the staff member or volunteer is suitable beyond doubt to work with vulnerable service users (notwithstanding that any other disciplinary matters may be proceeded with in the normal manner); or
  - (b) shall otherwise refer the matter to the disciplinary procedure (notwithstanding that no issue normally warranting referral to discipline has otherwise arisen).
- 7.1.14 If the Director decides that no action is to be taken, in view of the protection issues involved, the Board shall decide whether to accept or reject this decision solely on whether suitability is beyond reasonable doubt.
- 7.1.15 If referred to discipline and bearing in mind the special nature of the decision and the prior involvement of the Director in the process, the disciplinary proceedings will be instigated at the stage as if it were an employee's appeal to the Human Resources sub-committee. The sub-committee shall have the ability to take any level of disciplinary action following the hearing, at which the Director shall report the allegations and the outcome of his/her investigations.
- 7.1.16 According to the Independent Safeguarding Authority (ISA),
- A person who is barred from working with children or vulnerable adults will be breaking the law if they work or volunteer, or try to work or volunteer with those groups.
  - An organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law.
  - If your organisation works with children or vulnerable adults and you dismiss or remove a member of staff or a volunteer because they have harmed a child or vulnerable adult, or you would have done so if they had not left, you must tell the Independent Safeguarding Authority. (<http://www.isa.homeoffice.gov.uk/default.aspx?page=0> as at 23/06/2011)
- 7.2 POSITIVE PRACTICE
- 7.2.1 Staff should be sensitive to any factor of vulnerability of the service user and where possible should record the nature of this on records of their dealings with the service user, and to a line manager.



- 7.2.2 Where possible, staff should address this vulnerability in their dealings with the service user – by ensuring that they fully understand the vulnerability – and have tried as far as possible to redress any disadvantages this causes to the user e.g. through using an interpreters where the vulnerability is impacted by poor understanding of English; by allowing the service user to see a volunteer or member of staff of the same sex if needed.
- 7.2.3 Where a service user is vulnerable, staff should consider the sensitivity of their dealings with the service user and ensure the presence of a colleague. This is in order to observe where appropriate to ensure the proprietary nature of all contact, as well as to protect against spurious allegations.
- 7.2.4 Research has shown that the majority of abusers are people known and trusted by the adult. Staff should therefore be aware that there may be other persons exercising undue influence upon a vulnerable service user. If necessary, staff should arrange to speak to the vulnerable service user without the influential person being present.
- 7.2.5 Staff should be conscious that their actions might have a disproportionate or unusual affect upon a vulnerable person. It is necessary to listen carefully if an adult chooses you as a trusted person to tell you about the abuse they are suffering, and not to interrupt or interrogate. In particular advice staff should ensure that their recommendations regarding action are given in a balanced manner. This is because a vulnerable person may be more influenced by what they perceive to be the preferences of the advice worker and therefore less able to exercise an informed choice that is right for them. It is essential to explain that you are going to help, and that this means that you cannot keep the information confidential, even if the person asks you to. It should be noted that it is not the worker or volunteer's responsibility to investigate or decide if the abuse has happened, only to make sure that the appropriate agencies are told.
- 7.2.6 Response to disclosures from vulnerable adults:
- Let the person speak; do not interrupt / make comments;
  - Do not let your own feelings distract;
  - Watch for non-verbal clues;
  - Remember as much as you can;
  - Feel comfortable with silences;
  - Clarify the bare facts;
  - Do **not** ask questions (only to clarify);
  - Assume that the adult is telling the truth; you need to consider all concerns before dismissing them.
- 7.2.7 Suitably knowledgeable staff, especially advice staff, should consider whether a referral is warranted, for instance to social services in the case of an unaccompanied asylum seeker; to a refuge in the case of an abused woman; to drug and alcohol rehabilitation organisations; to mainstream mental health services; to agencies providing housing or food parcels for the destitute, and so on.
- 7.2.8 If the person is injured or in immediate danger:
- Contact the emergency services;
  - Consider the wider risks to other people or in other places;
  - Inform a member of RETAS line management immediately (as soon as possible on the same working day);
  - If a manager is not available or is implicated in the abuse, or you feel the appropriate action has not been taken, you must contact an alternative manager, Adult Social Care Services (Adult Access Team – see appendix 1) or the police yourself.
  - Otherwise, RETAS manager should refer to Adult Social Care Services (Adult Access Team – see appendix 1);
  - Record what you have been told and the actions you took, and date and sign the record;



- Try to preserve any evidence, by not offering bathing or drinks etc.

#### 7.2.9 If the person is not in immediate danger:

- Record what you have been told and the actions you took, and date and sign the record;
- Try to preserve any evidence;
- Inform an RETAS manager immediately (as soon as possible on the same working day);
- The RETAS manager needs to confirm if the abuse could have taken place
- If the abuse could have taken place, the manager should make a referral to a Safeguarding Manager in Adult Social Care Services (Adult Access Team – see appendix 1).
- If a manager is not available or is implicated in the abuse, or you feel the appropriate action has not been taken, you must contact an alternative manager, Adult Social Care Services (Adult Access Team – see appendix 1) or the police yourself.
- If the person is also a learner on the Leeds City Council Adult Learning programme then a report must be made to the Safeguarding officer at Employment and Skills using the agreed documentation found in the Provider Handbook.

7.2.10 Adult Social Care Services have a responsibility to take your referral seriously. They will ask for information about the person you are concerned about, and what you have been told, heard or suspect. You will be asked to provide your name and the details of your organisation. Adult Social Care Services will investigate your concerns and should keep you informed. If the investigation results in a case conference, your organisation may be invited to attend. Your organisation will be expected to provide a written report, which will be shared with the conference participants. You can obtain advice and support about case conference attendance from the Safeguarding Adults Office. The case conference will produce a protection plan, to help prevent further abuse, and you may be involved in its construction, implementation and review.

## 8. MONITORING AND IMPLEMENTATION.

- 8.1 RETAS's Vulnerable Adult Protection Policy will be presented as part of the induction material for all new staff, volunteers who work directly with service users, and members of the Board of Directors.
- 8.2 All line managers will be responsible for ensuring this policy is implemented within their particular service element.
- 8.3 The Director and Board will take responsibility for reviewing and developing this policy and any associated procedures every two years.

## **APPENDICES**

The following documentation is included within these appendices:

1. [Safeguarding Charter and process for reporting concerns](#)
2. [Local support for women with domestic violence issues.](#)
3. [Women's Aid & Health Services](#)
4. [Local support for women with trafficking issues.](#)
5. [Useful Websites](#)
6. [Child Protection Policy Statement](#)
7. [Safeguarding Learners who are vulnerable to extremism policy](#)



## APPENDIX 1 ADULT LEARNING SAFEGUARDING CHARTER FOR MANAGERS 2014 – 2017

### (AL02)

*The Adult Learning Partnership in Leeds is made up of a range of local colleges, private training providers, voluntary and non-profit making organisations. The aim of the Safeguarding Charter is to bring all the CL organisations together in their commitment to the Safeguarding of the CL Learners. We ask Providers to use this Charter in conjunction with their own organisational Safeguarding Policies & Procedures.*

- Our organisation is committed to safeguarding children, young people and adults and will not tolerate abuse of any form.
- Our organisation is committed to providing approved Safeguarding Training to our staff and volunteers on a minimum 3 yearly cycle. We will access the appropriate training provided by:
  - Leeds Safeguarding Children Board [www.leedslscb.org.uk](http://www.leedslscb.org.uk)
  - Leeds Safeguarding Adults Board [www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)
- I am able to recognise all of the following types of abuse: Physical, Sexual, Psychological or Emotional Abuse, Neglect or Acts of Omission, Financial, Discriminatory, Organisational or Domestic Abuse, Modern Slavery and Self-Neglect.
- Our organisation is committed to ensuring all staff and volunteers are aware of how to recognise and respond to safeguarding concerns, including signs of possible maltreatment.
- Our organisation is committed to ensuring all staff and volunteers are aware of their responsibility to report a safeguarding concern to their managers. Alternatively, staff and volunteers have a right to report it directly to the Local Safeguarding Authority and / or Police if their concern is serious.
- Our organisation is committed to displaying the local multi-agency safeguarding contact details. Information will be prominently displayed in all staff areas and the information will be cascaded to all staff, volunteers and learners through their Induction process.
- Our organisation will comply with the Prevent Duty as set out in the Counter Terrorism and Security Act 2015 and in respect of safeguarding individuals from being drawn into radicalisation and extremism.

- Our organisation will report any Human Trafficking concerns into the Instinct reporting line
- Our organisation is committed to practising 'safer recruitment' by adopting rigorous policies and procedures in the recruitment of staff and volunteers, to minimise potential risk to children and young people from abusive employees.
- We will check qualifications, references and seek an enhanced DBS Disclosure & Barring Check for all staff/ volunteers undertaking 'regulated activity'.  
[www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service)

**To make a safeguarding adult alert:**

Adult Social Care Contact Centre Mon - Fri 09:00 - 17:00	0113 222 4401
Textphone for deaf and hard of hearing people	0113 222 4410
Emergency Duty Team Weekends, Bank Holidays, and all other times	0113 240 9536

**To report a human trafficking concern:**

Instinct Reporting Line	0113 247 6667
Instinct Reporting e-mail	instinct@leeds.gov.uk
Instinct Text (remember to start your message with instinct)	60066

**To make a safeguarding child alert:**

Social Care During Office hours	0113 222 4403
Emergency Duty team (out of hours)	0113 240 9536

**To Inform the Police:**

If a person is in imminent danger	999
If a crime has been committed but the person is not in imminent danger	101

Please can the Adult Learning manager sign to confirm your company's compliance and implementation of the '**CL Safeguarding Charter 2014 -17**'

CL Manager (Print Name): .....

Signature:.....

Date:.....

APPENDIX 2 – LOCAL SUPPORT FOR WOMEN WITH DOMESTIC VIOLENCE ISSUES

**Leeds City Council guidance:**

If you are in immediate danger you should call – 999. The police will respond to all reported incidents of domestic violence.

- Leeds Domestic Violence Helpline – 01132460401 (24hr helpline)
- The National Domestic Violence Helpline – 0808 2 000 247 (Free 24hr service)
- National Men's Advice line 0808 801 0327

Remember telephone calls and e-mails can be traced. It may be safer to use computers and telephones at work or a friend or family member's house. Local libraries offer free internet access.

### **What will WNWHL do?**

West North West Homes Leeds believes domestic violence is never acceptable and are committed to supporting victims of domestic violence.

### **Reporting Incidents**

Incidents of domestic violence can be reported at any Local Housing Office, where you will be taken seriously.

We will involve the police and other support agencies, because many acts of domestic violence are crime.

### **Tenancy Support Team**

West North West Homes Leeds have a team specifically to look at the support needs of their tenants. The Tenant Support Team will attempt to arrange a meeting with each vulnerable tenant and work with them in order to find appropriate support that will enable these tenants to live independently in their tenancy. This includes victims of domestic Violence.

Each tenant will then be contacted on a quarterly basis in order to ascertain whether or not the agreed support plan is right for each individual or family, and to make changes to this support when they and/or the tenant feel this might be necessary.

The offer of support is always available from West North West Homes.

### **Temporary Accommodation**

WNWHL will make a referral for emergency, temporary accommodation if the victim feels they cannot return to their home.

### **The Sanctuary Scheme**

We may be able to refer a case to The Sanctuary Scheme, which aims to enable victims of domestic violence to remain safely in their home, if they choose. A domestic violence co-ordinator would assess the property to see if it is feasible for the victim to remain in their home with the provision of additional security measures been installed.

## **Guidance from West Yorkshire Police:**

### **Contacts**

You can call or email your local Police Safeguarding Unit to discuss any concerns or questions you have with one of our specialist staff on the contact details below:

- **Bradford :**  
[b.dsu@westyorkshire.pnn.police.uk](mailto:b.dsu@westyorkshire.pnn.police.uk)  
01274 376116

- **Calderdale**  
[fa.safeguarding@westyorkshire.pnn.police.uk](mailto:fa.safeguarding@westyorkshire.pnn.police.uk)  
01422 337041
- **Kirklees**  
[ea.safeguarding@westyorkshire.pnn.police.uk](mailto:ea.safeguarding@westyorkshire.pnn.police.uk)  
01924 335073/ 72
- **Leeds**  
[leeds.safeguarding@westyorkshire.pnn.police.uk](mailto:leeds.safeguarding@westyorkshire.pnn.police.uk)  
0113 2414180
- **Wakefield**  
[da.safeguarding@westyorkshire.pnn.police.uk](mailto:da.safeguarding@westyorkshire.pnn.police.uk)  
01924 293713

There are also several other National agencies who you can call for help or support:

- 24hr National Domestic Violence helpline  
0808 2000 247
- National helpline for men wanting to change  
0808 8024040  
[www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)
- Broken Rainbow - support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence.  
08452 60 44 60 [www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

#### **Local Contacts:**

##### **Bradford**

- Staying Put  
01274 667104  
[www.stayingput.uk.net](http://www.stayingput.uk.net)  
Email [enquiries@stayingput.uk.net](mailto:enquiries@stayingput.uk.net)
- The Oasis Project: (Overcoming Abuse through Social Independence with Support) 01274 634850
- Bradford Rape Crisis & Sexual Abuse Survivors Service: 01274 308 270
- Domestic Violence Services Keighley  
01535 210999

##### **Calderdale**

- Calderdale Council :  
<http://www.calderdale.gov.uk/community/domestic-violence/index.html>
- Calderdale Women Centre  
01422 323339  
[www.womencentre.org.uk](http://www.womencentre.org.uk)
- Doorways – for help with housing  
01422 392460

**Kirklees**

- Kirklees Domestic Violence Team,  
Empire House,  
Wakefield Road  
Dewsbury  
WF12 8DJ  
**01924 431491**  
[domesticviolence@kirklees.gov.uk](mailto:domesticviolence@kirklees.gov.uk)
- <http://www.kirklees.gov.uk/domesticviolence>

**Leeds**

- Leeds Domestic Violence Services  
0113 246 0401  
Email [administration@leedswomensaid.org.uk](mailto:administration@leedswomensaid.org.uk)

**Wakefield**

- The Safe at Home Team  
0800 915 1561  
Email [safeathome@wakfield.gov.uk](mailto:safeathome@wakfield.gov.uk)
- Alcohol Team  
01924 302120
- Safer Relationship Men's helpline  
07515 573842 (please leave a message)

**APPENDIX 3 – WOMEN'S AID AND HEALTH SERVICES**

<http://www.leedswomensaid.org.uk/>

<http://www.womensaid.org.uk/>

Choto Moni Antenatal Class – Tracey 0113 239 2689

The Haamla Service – Pregnancy Support 0113 206 5477/0113 206 5174

Patient Advice and Liaison Service – Leeds Mental Health Trust 08000525790/08000525270

York Street Health Practice – 0113 295 4840

Women's Health Matters - 0113 276 2851

Leeds Link Health Service – 0113 288 5099

SOLACE Mental Health Support – 0113 249 01437

Leeds Dental Hospital – 0113 244 0111

Refugee Action Leeds 0113 302 3050

Leeds Citizen Advice Bureau – 0844 477 4788

LASSN – 0113 380 5685/01133731759

Leeds City Council Housing Options – 0113 222 4412

Leeds Refugee Forum 0113 246 0401

Advocacy Support 0113 235 1877

Stop Hate UK 0800138 1625

Sahara (for Women fleeing domestic violence) 0113 245 8489

Touchstone mental Health Support 01132718277/01132164143 (Punjabi Line)

Include (support for teenagers and young women) 01132016699/80808084444

Black Health Initiative 01133070300

British Red Cross (Destitution Service) 01132015240

Leeds NHS Stop Smoking Service 08001694219

PAFRAS 0113 262 2163

Skyline (HIV support) 01132449767

BPAS British Pregnancy Advisory Service (abortion and advice) 0845 730 4030

APPENDIX 4 – LOCAL SUPPORT FOR WOMEN WITH TRAFFICKING ISSUES

**POPPY Project**

The POPPY Project was set up in 2003. It is funded by the Office for Criminal Justice Reform (reporting to the Ministry of Justice) to provide accommodation and support to women who have been trafficked into prostitution or domestic servitude. It has 54 bed spaces in houses nationally.

The POPPY Outreach Service works to improve the safety and wellbeing of women from all over the UK who have been trafficked and who are in need of short-term support and advocacy.

For referrals to POPPY, or to contact the POPPY outreach service, please call

020 7735 2062.

**Accommodation and Support**

The POPPY Project can provide accommodation, support and outreach to women aged over 18. In order to meet the criteria for assistance with the POPPY Project, women must have been:

- Trafficked to the UK; and
- Subsequently sexually exploited; or
- Subsequently exploited in domestic servitude.

If POPPY is unable to accommodate a woman there are other ways that the project can help. There are very few services offering specialist support for women who have been trafficked in the UK, so POPPY has developed partnerships with:

- Hostels working with homeless people;
- Refuges for victims of domestic violence;
- Embassies;
- Refugee Legal Centre;
- Immigration Advisory Service;
- Refugee Arrivals Project; and
- International Organization for Migration.

Once accepted onto the project women are allocated a senior support worker and offered a range of specialist support services. These include:

- Provision of a food/subsistence allowance;
- A health and needs assessment;
- Registration with a GP in order to receive any necessary medical treatment;
- Access to counselling services;
- Access to education and English classes;
- Integration and/or re-settlement support including, where applicable, support with the voluntary return scheme;
- Education sessions covering areas such as equal opportunities, welfare benefits and healthy relationships;
- Help contacting family and friends;
- Support accessing legal advice, including information relating to immigration status and applications for asylum;
- Liaison with police and immigration services; and
- Risk assessments and safety planning.

For more information about POPPY Accommodation and Support, or to make a referral, call 020 7735 2062.

## **Outreach Service**

In 2006, the Home Office awarded funding to POPPY to set up an outreach service. This was launched in January 2007. The outreach team works to improve the safety and wellbeing of women from all over the UK who have been trafficked and who are in need of short-term support and advocacy. The team works in close partnership with law enforcement agencies, immigration officials and sexual health outreach projects.

The outreach workers provide short-term crisis intervention and assist women with the following matters:

- Obtaining immigration advice;
- Contacting the police;
- Accessing healthcare and social services
- Safety planning;
- Signposting to other relevant agencies;
- Reintegration and resettlement; and
- Onward referrals.

The POPPY Outreach Service also provides training to law enforcement agencies and statutory and voluntary sector organisations which come into contact with women who have been trafficked. This involves awareness-raising, training around identification of women who have been trafficked and advice on ongoing practice.

For more information about the POPPY Outreach Service, or to make a referral, call 020 7735 2062

## APPENDIX 5 – USEFUL WEBSITES

Independent Safeguarding Authority:

<http://www.safeguardingmatters.co.uk/uk-safeguarding-approach/isa-barring/>

### **Disclosure and Barring Service:**

<https://www.gov.uk/government/organisations/disclosure-and-barring-service> – overview of disclosure and debarring lists. Also provides corporate information and publications for particular interest groups and partners

### **Safeguarding websites:**

<http://www.leedssafeguardingadults.org.uk/>

<http://www.leeds.gov.uk/residents/Pages/Safeguarding-adults.aspx>

*No secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse* (Department of Health and Home Office guidance, 2000):  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/194272/No\\_secrets\\_guidance\\_on\\_developing\\_and\\_implementing\\_multi-agency\\_policies\\_and\\_procedures\\_to\\_protect\\_vulnerable\\_adults\\_from\\_abuse.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/194272/No_secrets_guidance_on_developing_and_implementing_multi-agency_policies_and_procedures_to_protect_vulnerable_adults_from_abuse.pdf)

### **LASSN Directory of services:**

<https://lassn.org.uk/wp-content/uploads/2013/01/Amended-Directory-of-Services-in-Leeds-for-Refugees-and-Asylum-Seekers-June-2013.pdf>

## APPENDIX 6 – CHILD PROTECTION POLICY STATEMENT

RETAS is a service for adult refugees and asylum seekers aged 19 and above. In order to comply with insurance and health and safety requirements children are not permitted in training sessions. Similarly, when service users attend advice or assessment sessions with their children the appointment is kept short and alternative arrangements are made to complete the advice session where possible. Children may attend family learning programmes or accompany their parents on trips but it is the parents' and guardians' responsibility for the health, safety, welfare and whereabouts of their children at all times.

However, staff and volunteers are required to follow the policy and procedures outlined below in terms of the protection of children.

RETAS believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to practice which protects them.

### **We recognise that:**

- the welfare of the child/young person is paramount
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, their parents, carers and their agencies is essential in promoting young people's welfare.

### **The purpose of the policy:**

- To provide protection for the children and young people who receive RETAS's services, including the children of adult members or users.
- To provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm.

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of RETAS.

### **We will seek to safeguard children and young people by:**

- valuing them, listening to and respecting them
- adopting child protection guidelines through procedures and a code of conduct for staff and volunteers as outlined in the policy above
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- sharing information about child protection and good practice with children, parents, staff and volunteers
- sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- providing effective management for staff and volunteers through supervision, support and training.

We are also committed to reviewing our policy and good practice annually.

## APPENDIX 7 – SAFEGUARDING LEARNERS WHO ARE VULNERABLE TO EXTREMISM POLICY

### **General Statement**

In 2010 the Government published the Prevent Strategy, a national programme to stop people becoming terrorists or supporting terrorism.

In 2012, Channel, a key element of Prevent, produced a guide for Local Partnerships protecting vulnerable people from being drawn into terrorism.

In recent years there has been an awareness of the specific need to safeguard children, young people, adults and families from violent extremism. There have been several occasions both locally and nationally in which extremist groups have attempted to radicalise people to hold extreme views including views justifying political, religious, sexist or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them vulnerable to future radicalisation.

#### **1. Our aim**

RETAS values freedom of speech and the expansion of beliefs / ideology as fundamental rights underpinning our society's values. Staff, learners and clients have the right to speak freely and voice their opinions.

However, freedom comes with responsibility and free speech designed to manipulate the vulnerable, that leads to violence and harm of others, or threatens their safety, goes against the moral principles in which freedom of speech is valued. Free speech is not an unqualified privilege; it is subject to laws and policies governing equality, human rights, community safety and community cohesion.

#### **2. Risk**

The current threat from terrorism in the United Kingdom may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make people vulnerable to future manipulation and exploitation. RETAS is clear that this exploitation and radicalisation should be viewed as a safeguarding concern.

#### **3. Definitions**

RETAS seeks to protect learners against the messages of all violent extremism including, but not restricted to, those linked to:

- Extremist Animal Rights movements
- Far Right / Neo Nazi / White Supremacist ideology
- Irish Nationalist and Loyalist paramilitary groups
- Islamist ideology

#### **4. Risk reduction**

RETAS has assessed and will continue to assess the level of risk within its provision and has put actions in place to reduce that risk. Risk assessment includes:

- i. Curriculum offer: RETAS will read tutors' overall schemes of work and session plans for all provision and advise accordingly
- ii. Safeguarding cases that are disclosed to tutors and passed on to the RETAS director

- iii. Suspicions held by a tutor about a learner or learners that s/he passes on to the RETAS director for discussion and agreed action
- iv. Any other issues that may arise specific to RETAS's profile, community and philosophy.

## 5. Designated lead and contacts

When a member of staff has any concerns that a student may be at risk of radicalisation or involvement in terrorism, they should contact Roger Nyantou, Director of RETAS, as soon as possible. He is the Designated Safeguarding Officer. Contact may be by email, by phone or in person, whichever is quickest, or all three.

If the matter is urgent and the Director is not available, the tutor should take action as follows:

- To report illegal information, pictures or videos found on the internet log on to <https://www.gov.uk/terrorism-national-emergency/reporting-suspected-terrorism>
- To report concerns contact:

<i>Adult Social Care</i>	<i>Mon – Friday 0800 – 1800hrs</i>	<i>0113 222 4401</i>
<i>Weekends, Bank Holidays and all other times</i>		<i>0113 240 9536</i>
<i>Children Services</i>	<i>Mon – Friday 0800 – 1800hrs</i>	<i>0113 222 4403</i>
<i>Weekends, Bank Holidays and all other times</i>		<i>0113 240 9536</i>
<i>To inform the Police – If person is in imminent danger</i>		<i>999</i>
<i>If a crime has been committed, but person not in danger</i>	<i>101</i>	

## 6. Interventions

Numerous factors can contribute to and influence the range of behaviours that are defined as violent extremism, but most people do not become involved in extremist action. For this reason the appropriate interventions in any particular case may not have any specific connection to the threat of radicalisation, for example they may address mental health, sexual abuse, relationship or drug/alcohol issues.

## 7. Indicators of vulnerability to radicalisation

- a. *Radicalisation* refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism
- b. *Extremism* is defined by the Government in the Prevent Strategy as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.

- c. *Extremism* is defined by the Crown Prosecution Service as:

The demonstration of unacceptable behaviour by using any means or medium to express views which:

- i. Encourage, justify or glorify terrorist violence in furtherance of particular beliefs;
- ii. Seek to provoke others to terrorist acts;
- iii. Encourage other serious criminal activity or seek to provoke others to serious criminal acts;
- iv. Foster hatred which might lead to inter-community violence in the UK.

## 8. There is no such thing as a “typical extremist”:

Those who become involved in extremist actions come from a range of backgrounds and experiences, and most individuals, even those who hold radical views, do not become involved in violent extremist activity.

Learners may become susceptible to radicalisation through a range of social, personal, political and environmental factors - it is known that violent extremists exploit vulnerabilities in individuals to

drive a wedge between them and their families and communities. It is vital that tutors and LSAs are able to recognise those vulnerabilities.

## 7. RETAS's indicators of vulnerability include:

**a. Identity Crisis** – the learner is distanced from their cultural / religious heritage and experiences discomfort about their place in society;

**b. Personal Crisis** – the learner may be experiencing

- family or community tensions or alienation;
- a sense of isolation;
- low self-esteem;
- fear of change and negative consequences arising from it; this is common for people living in neighbourhoods with a changing demographic e.g. people from other countries, or with different ethnic backgrounds, moving into a previously homogenous community, or seen as likely to move into it;
- fear of anyone whose habits, clothing and customs are different from their own.

They may have dissociated from their existing friendship group and become involved with a new and different group of friends.

They may be searching for answers to questions about identity, politics, faith and belonging.

**c. Personal Circumstances and Political Beliefs** – migration; local community tensions; and events affecting the student's country or region of origin may contribute to a sense of injustice that is triggered by personal and community experience of racism or discrimination or aspects of Government policy, and may lead to a rejection of idea of the efficacy of response through recognised legal civic and political channels

**d. Unmet Aspirations** – the student / pupil may have perceptions of personal injustice and grievance, and/or a feeling of failure, leading to rejection of civic life.

**e. Experiences of Criminality** – which may include involvement with criminal groups, imprisonment, and poor resettlement / reintegration, leading to adoption of criminal courses of action.

**f. Learning Support Needs** – students may experience difficulties with social interaction, empathy with others, understanding the consequences of their actions and awareness of the motivations of others.

This list is not exhaustive, nor does it mean that all people experiencing the above are at risk of radicalisation for the purposes of violent extremism.

## 8. Additional critical risk factors and evidence of uptake of extremism may include:

- Being in contact with extremist recruiters;
- Accessing violent extremist websites, especially those with a social networking element;
- Possessing or accessing violent extremist literature;
- Using extremist narratives and a global ideology to explain personal or community disadvantage;
- Justifying the use of violence to solve societal issues;
- Joining or seeking to join extremist organisations;
- Significant changes to appearance and / or behaviour;
- Experiencing a high level of social isolation resulting in issues of identity crisis and/ or personal crisis.
- Coming into contact with people holding more extremist politics as a result of becoming politically involved and being persuaded by their views.

## Updated RETAS Vulnerable Adults Policy

- Pressure from family, friends or their own held versions of morality to form extremist views and take extremist action as the logical next step to prove themselves worthy or committed to the good of their cause.

### **REVIEW**

The effectiveness of this policy and associated arrangements will be reviewed annually by the Board of Trustees under the direct supervision of the RETAS Chief of Executive.

Review Date: September 2019