
YMCA Heart of England Safeguarding Policy

May 2025

Contents

Item:	Subject	Page No:
1.	Introduction	3
2.	Purpose & Scope	3 – 4
3.	Our Commitment	4 - 5
4.	Key Points of This Policy	5 - 6
5.	Identifying Vulnerabilities	7
6.	Early Intervention	7 - 8
7.	Sexual Exploitation	8
8.	Keeping Safe Online	8
9.	Photographs and Videos	9
10.	Training	9
11.	Monitoring and Reporting	9 - 10
12.	Equality, Diversity, and Inclusion	10
13.	Compliments, Complaints and Feedback	10
14.	Legislation	10
15.	Related Policies	11
16.	Changes Log / Approval Date and Details	11
17.	Appendix 1 – Technical Terminology	12 – 13
18.	Appendix 2 - What Constitutes Abuse and Neglect	14
19.	Appendix 3 - PROTECTION OF CHILDREN AND ADULTS' POLICY STATEMENT	15 - 16
20.	Appendix 4 – Local Safeguarding Contacts	16

1. Introduction

- 1.1 YMCA Heart of England (HoE) is an independent Christian charity and registered social landlord that works with people of all faiths and of none.
- 1.2 HoE was formed from the merger of YMCA Birmingham and YMCA Coventry & Warwickshire in 2020 and supports local people in their communities by providing a wide range of services.
- 1.3 HoE is a provider of accommodation and support services designated for young people and adults aged from 18 years. It provides community, support and youth services for children aged between 10-17 years of age, childcare services for children aged 0-5 and volunteering placements for young people and adults aged over 16.
- 1.4 HoE recognises that it has a significant role to play in safeguarding children and adults at risk as part of its day-to-day work and aims to provide an environment where any form of abuse is not tolerated.
- 1.5 As a registered social landlord and charity, we are required to have appropriate arrangements in place to provide for the safeguarding of adults, children and young people as set out in the Children Act 2004, "Working Together to Safeguard Children" 2018, and the Care Act 2014.
- 1.6 All technical terms are defined in **Appendix 1** and examples of what constitutes abuse and neglect is set out in **Appendix 2** of this policy.
- 1.7 HoE has identified the Director of Operations as the overall Safeguarding Lead responsible for organising and coordinating organisational and inter-agency safeguarding arrangements.
- 1.8 To support the delivery of this there are also nominated lead officers responsible for the coordination of safeguarding within their respective departments:
 - Central Services – **Director of Finance & IT**
 - Community & Youth – **Head of Community and Youth Services**
 - Housing – **Head of Housing**
 - Maintenance – **Maintenance Manager**
 - Nursery – **Nursery Manager**
- 1.9 To demonstrate assurance and effective handling of safeguarding with HoE there is also a nominated Safeguarding Lead on the HoE Board of Trustees, and a designated Housing, Safeguarding and Youth Committee also meets bi-monthly.

2. Purpose and Scope

- 2.1 To establish a policy for Safeguarding Children and Adults at risk which is relevant and delivers legislative and regulatory compliance in relation to Safeguarding.
- 2.2 This policy, states *HoE's* position on safeguarding and the approach that will be taken by staff, contractors, volunteers and third parties who, while carrying out their duties, have concerns, allegations or actual evidence concerning the abuse or neglect of children or adults at risk.
- 2.3 The main aims of this policy are that we will:
 - Comply with legal and regulatory requirements.
 - Have robust safeguarding arrangements in place.
 - Work in partnership with other agencies to reduce the risk of harm and abuse for our customers.
 - Act in our resident or service users' best interests by making safeguarding personal for them.
 - Make safeguarding the responsibility of all HoE employees.
- 2.4 This document is used by all employees, contractors, and volunteers of HoE to understand the obligations placed upon the organisation to maintain a safe environment for our customers and employees within our premises.
- 2.5 *HoE* expects all contractors, sub-contractors and third-party organisations to act in accordance with this policy, ensuring that all safeguarding concerns are reported to HoE without exception.

3. Our Commitment

- 3.1 To demonstrate our commitment to best practice and providing a safer place for all HoE is committed to meeting the following Ten Standards:
 - 1) **Governance** – good governance helps prevent abuse, being more responsive and acting with integrity where abuse arises.
 - 2) **Culture** – having a safe and open culture creates positive attitudes towards safeguarding and ensures it is taken seriously by all.
 - 3) **Policy** – having a working policy document sets out the standards and expectations that we have around safeguarding ensuring compliance with latest legislation, regulation, and best practice.
 - 4) **Safer Recruitment** – recruiting workers safely creates a barrier to those who may pose a risk from getting access to vulnerable groups.
 - 5) **Training and Awareness** – raising awareness of safeguarding equips workers and service users to identify, prevent and respond to abuse.
 - 6) **Work Safely** – agreeing ways to work and communicate safely helps people keep themselves and others safe.
 - 7) **Managing Workers** – effectively managing staff ensures that policies and procedures are followed, and any issues are promptly identified and responded to.
 - 8) **Partnership Working** – local solutions through services working within communities, who can have a key part to play in preventing, detecting, and reporting abuse and neglect.

- 9) **Responding to Concerns** - responding well to concerns means people can be protected from harm and action taken to stop abuse.
- 10) **Working with those who may pose a risk** - Organisations that are open to all can support and work safely with those who may pose a risk.

3.2 In addition to the above standards there are also six key principles that underpin all adult safeguarding work:

- 1) **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
- 2) **Prevention** – It is better to act before harm occurs.
- 3) **Proportionality** – The least intrusive response appropriate to the risk presented.
- 4) **Protection** – Support and representation for those in greatest need.
- 5) **Partnership** – Local solutions through services collaborating with their local neighbourhoods, where people have a part to play in preventing, detecting, and reporting neglect and abuse.
- 6) **Accountability** – Accountability and transparency in delivering safeguarding.

3.3 HoE believe that everyone has the right to:

- Live free from violence, fear, and abuse.
- Be protected from harm and exploitation.
- Independence, which carries with it a degree of risk.

3.4 HoE will always aim to take a holistic and person-centred approach by seeing and listening to adults with care and support needs, children, and young people.

3.5 Safeguarding is **everyone's** responsibility and HoE promotes this by employing a comprehensive approach to its policies, procedures, and training so that all staff, volunteers, and managers are aware of their responsibilities.

4. Key Points of This Policy

4.1 HoE take the protection and safeguarding of our residents and service users and their family members very seriously.

4.2 Abuse is a violation of an individual's human and civil rights. We accept our role as part of the inter-agency framework for safeguarding and accept the need for a clear and consistent approach to safeguarding, with policies and procedures to underpin and inform this.

4.3 In line with recruitment policy, HoE will ensure that the necessary DBS checks are undertaken when recruiting staff and that these are reviewed at the necessary intervals specific to the requirements of each role.

4.4 HoE will ensure that our staff and customers understand what abuse is, what to do if they have a concern and to whom they can report this to.

4.5 HoE will adopt the Child Protection and Safeguarding Adults from Abuse Procedures linked to the local authorities with which we work.

- 4.6 HoE will follow the recommendations from the Protecting Children from Radicalisation as well as families & adults at risk, as defined in the Prevent Duty Guidance as 'the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.
- 4.7 It is recognised that children, families, and adults at risk may be more likely to be drawn into radicalisation. If HoE has been informed that abuse of a child or a vulnerable adult is taking place or that they are at risk of radicalisation, this will be reported to the Safeguarding Lead for the business area who should notify the nominated Safeguarding Lead (Director of Operations).
- 4.8 Child protection is covered by legislation that does not assume capacity. This policy supports staff to work with adults who have capacity. When an adult lacks capacity to make decisions about their safety, staff will apply the principles of the Mental Capacity Act 2005, assuming capacity unless there is a reason to doubt capacity at which point a mental capacity assessment should be undertaken.
- 4.9 HoE has detailed procedures that cover the management and reporting of abuse and neglect. Any member of staff who suspects or receives an allegation has a duty of care to report it to their line manager immediately who should notify the lead officer for the department. They will then consult the safeguarding lead (Director of Operations) and refer to the local protocol to report the case to the local authority without delay, and/or the police where appropriate. Any discussions and actions conducted should be recorded accurately and promptly and stored securely.
- 4.10 All safeguarding cases will be logged on the housing management IT system or a safeguarding data base to ensure effective recording, progress monitoring and reporting.
- 4.11 A safeguarding concern raised with the Local Authority may progress to a safeguarding enquiry. The level of enquiry will be proportionate to the risk considering both vital interest of the adult/child and public interest. The enquiry may start and finish with a conversation with the adult/child.
- 4.12 If the enquiry progresses further, it can either be a multi-agency enquiry or a single agency enquiry. The Local Authority has a statutory duty to conduct enquiries or ensure others do. HoE may be asked to contribute to such enquiries or alternatively conduct its own internal enquiry.
- 4.13 If this ever happens then HoE must report our findings on a standardised enquiry report as requested by the Local Authority. The outcome of the enquiry should focus on management of any identified risks.
- 4.14 Managers will fully co-operate with the specialist agencies and work with them to investigate any alleged breach of tenancy agreement and act where appropriate. HoE will ensure that any interviews or investigations are conducted at the instruction of the specialist agencies and at the appropriate time so as not to contaminate the investigation.

- 4.15 If a customer suspects that harm is taking place they should report it to their local Social Services, the police, or a member of HoE staff.

5. Identifying Vulnerabilities

- 5.1 HoE aim to ensure that residents or service users who are present as at risk or giving rise to a cause for concern, are identified at an early stage and receive appropriate advice and support required to help them remain safe.
- 5.2 In carrying out their work any staff, contractors, volunteers and third parties or volunteer may become concerned about the safety or welfare of a child, young person, or adult at risk. This could be identified in several ways:
- The person may tell you.
 - The person may say something that worries you.
 - A third party may voice concerns.
 - You may see something – an incident or an injury or other sign.
- 5.3 If any staff, contractors, volunteers and third parties or volunteer encounters the above they should ensure that this is reported to HoE.
- 5.4 If there is a serious concern this can be reported to the Police or directly the Local Safeguarding Board. In all cases it is important that HoE are aware of such cases so that they can effectively monitor, manage, and report them so all such cases should be raised via the Designated Safeguarding Lead (Director of Operations).
- 5.5 A person can become at risk at any time and all staff and contractors have a responsibility to be aware of actual and potential risk to adults and children and to ensure that the correct process is followed.
- 5.6 There are circumstances where the person alleged to have caused harm may also be an adult at risk of abuse or neglect, and in these circumstances, they must receive protection and support using a multi-agency approach.

6. Early Intervention

- 6.1 Children and families will always benefit from having emerging problems responded to at the earliest opportunity.
- 6.2 HoE and its staff have a key role in identifying emerging problems and potential unmet needs for individual children and families and sharing information with other professionals to assist with early identification and assessment.
- 6.3 All staff should be alert to the potential need for early help for a child who:
- Is disabled and has specific additional needs.
 - Has special educational needs.
 - Is a young carer.
 - Is showing signs of engaging in anti-social or criminal behaviour.
 - Is in family circumstances presenting challenges for the child such as substance misuse, adult mental health problems or domestic violence

- and abuse.
- Is showing early signs of abuse or neglect.
- Is showing signs of radicalisation.

- 6.4 Adults who may be at risk of abuse and neglect may be increasingly vulnerable because of their care and support needs.
- 6.5 Staff have a responsibility to recognise the signs and symptoms of abuse or neglect and share the information with their manager, department safeguarding lead officer and or the safeguarding lead (Director of Operations).
- 6.6 The lead will work in partnership with other agencies to support the adult or child.

7. Sexual Exploitation

- 7.1 Whilst most abuse to children and young people takes place within the home and family, sexual exploitation has emerged as a form of abuse which can be more visible to a wide range of people.
- 7.2 Sexual exploitation is where a young person receives 'something', (e.g. food, accommodation, drugs, gifts, money) as a result of performing, and/or others performing on them, sexual activities.
- 7.3 Child sexual exploitation can occur through use of technology, for example the persuasion to post sexual images on the internet/mobile phones with no immediate payment or gain.
- 7.4 In all cases the person exploiting the young person has power over them by virtue of age, gender, intellect, physical strength and/or economic or other resources.
- 7.5 Violence, coercion, and intimidation are common, with involvement in exploitative relationship being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.
- 7.6 Whilst definitions and guidance in relation to sexual exploitation focus on children under 18 as victims, it can also happen to young adults.

8. Keeping Safe Online

- 8.1 Many people, particularly children, young people, and young adults, use technologies (such as mobile phones, email, social networking sites, Instant Messenger) as a positive and creative part of their activities.
- 8.2 Children and young people often use these methods to make plans with friends or organise events so if you are working with young people, it might be necessary to communicate with them in this way.
- 8.3 Staff should not give out their personal contact details, including home address, personal e-mail address or mobile numbers.
- 8.4 Under no circumstances should personal accounts in social networking sites be used to communicate with children/young people/ young adults that staff have met in the course of their work.

- 8.5 The use of a professional networking sites may only be used in line with the organisational ICT policies.
- 8.6 HoE colleagues, where possible, should only use equipment provided through work to communicate with all customers including children and young people.
- 8.7 In all circumstances, HoE Colleagues should be cautious in their communications to avoid any possible misinterpretation of their motives or any behaviour which could be construed as grooming.

9. Photographs and Videos

- 9.1 Any publications or communications HoE produce that contain photographs or videos of children, families, or adults at risk, will not contain personal information about them that could identify their whereabouts.
- 9.2 Children and adults at risk will not be portrayed in a demeaning or tasteless way.
- 9.3 Only staff or approved professional photographers and film makers will be used to take photographs and video footage of events and other community activities.
- 9.4 Videos and photographs will be stored securely in accordance with the Data Protection policy.
- 9.5 Before an image of a child is used, written consent must be obtained from parents, guardians, or carers. Verbal consent should also be obtained from the child or young person.
- 9.6 Before an image of an adult is used, verbal and written consent must be obtained from the adult.
- 9.7 If the adult lacks capacity to consent to the use of an image, consent must be obtained from the adult's representative who may be a family member, social worker, friend, or advocate.
- 9.8 Photographs or record footage from schools are subject to written permission from the headteacher on behalf of the pupils.
- 9.9 Large group shots do not require consent, but any parent, guardian or carer will be given the opportunity to withdraw their child from being photographed or recorded at any time.

10. Training

- 10.1 As part of their induction training, all relevant staff and volunteers are required to read and understand this policy to ensure that they can identify children, young people, families, and adults may be at risk and act appropriately.
- 10.2 A clear safeguarding training pathway for staff and volunteers (where staff have specific roles with children, families, and adults at risk) according to the level of need is in place.

- 10.3 Where staff have specific roles with children and families, enhanced specific training will be considered.
- 10.4 All training will be recorded on individual training logs.

11. Monitoring and Reporting

- 11.1 There is a clear line of accountability for work on safeguarding, from the Board, and the Directors throughout the organisation.
- 11.2 This policy sets out the lines of accountability and is designed to ensure appropriate interventions are taken and, where necessary, referrals made to local authorities and to LocalSafeguarding Boards.
- 11.3 Each case of concern should be reported to the appropriate manager who will provide guidance and supervision to make sure it is handled correctly and appropriately.
- 11.4 The Safeguarding Lead (Director of Operations) should be advised of all safeguarding matters and will keep a record of all such cases.
- 11.5 The current Safeguarding Lead is Tom Jackson (Director of Operations), 07584697493, tom.jackson@ymcaheartofengland.org.uk
- 11.6 The Director of Operations will provide an annual review of Safeguarding to the Housing, Safeguarding and Youth Committee and Board where required to do so.
- 11.7 HoE is committed to continually developing good practice and monitoring standards, in conjunction with our partner agencies.
- 11.8 The service is subject to internal audit and occasionally external audit recommendations and will aim to adopt any recommendations that are given.
- 11.9 The policy will be reviewed annually or earlier subject to changes in legislative framework or in response to changes in other HoE policies that impact on Children, Young People and Adults with care and support needs.

12. Equality, Diversity, and Inclusion

- 12.1 It is recognised that HoE work with a diverse range of people, therefore, any correspondence or contact made will be sensitive to the needs of the customer.
- 12.2 In all cases, verbal contact will be made with the customer, if required we will utilise relevant translation services to ensure that we offer an inclusive and accessible service for all residents and services users.
- 12.3 To ensure that this policy does not illegally discriminate against anyone and is accessible to all an Equality Impact Assessment has been completed.

13. Compliments, Complaints and Feedback

- 13.1 Where the victim of abuse, the person in need of protection or safeguarding and other parties dealing with protection and safeguarding of an individual have a compliment, complaint, or feedback this will be handled in accordance with the HoE Compliments, Complaints and Feedback policy.

14. Legislation

- 14.1 The following legislation has been considered as part of this policy:
- Care Act 2014 and the Care and Support Statutory Guidance (issued under the Care Act 2014)
 - Children Act 2004 and "Working Together to Safeguard Children" (2018) (Department for Education Guidance 2015)
 - Mental Capacity Act 2005 - Deprivation of Liberty Safeguards (proposed changes postponed until next parliament so may change within then life cycle of this policy)
 - Mental Health Act 2007
 - Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012
 - Information sharing: advice for practitioners providing safeguarding services to children, young people, parents, and carers (HM Government, March 2015 and amended 2018).
 - Data Protection Act 2018
 - Public Interest Disclosure Act 1998
 - The Modern Slavery Act 2015.

15. Related Policies

- Abandonment and Absence Policy
- Allocations Policy
- Anti-social Behaviour Policy
- Asset Management and Maintenance Policy
- Compliments, Complaints and Feedback Policy
- Confidentiality Policy
- Customer Involvement Policy
- Equal Opportunities Policy
- Exclusion Policy
- Health & Safety Policy
- Rechargeable Repairs Policy
- Rent Arrears Policy

Produced by:	Tom Jackson
Date:	01/05/2025
Date Approved by Board/Committee:	
Chair Name (print):	
Trustee Signature:	
Review Date:	March 2026

Audit / Changes Log

Change	Description
<i>Section 2.5 Contractors</i>	<i>Additional information added regarding requirements of contractors around reporting safeguarding to HoE.</i>
<i>Appendix 4</i>	<i>Created appendix 4 with useful local safeguarding board information for Birmingham and Coventry.</i>
<i>Section 15 – Related Policies</i>	<i>Section created to take on board customer feedback.</i>
<i>4.11 – updated to adult/child</i>	<i>Specific reference to adult / child added</i>
<i>N/A – Customer Feedback</i>	<i>The two points flagged about including in customer feedback exercise – general comments “The updated draft policy sits well with HoE goals and objectives. Some changes in content have taken place and the layout of the sections and has also changed to create a policy that flows more logically than the earlier version”</i>
<i>Review completed 08/02/2024</i>	<i>The draft was shared at the recent Housing, Safeguarding and Youth Committee with members happy with this to proceed to the next board meeting for formal approval.</i>
<i>Review completed 01/05/2025</i>	<i>No changes required to policy, slight amendment to formatting to improve presentation of policy.</i>

Appendix 1 – Technical Terms

Term	Description
Abuse or Neglect	<i>There is no statutory definition of abuse or neglect. It can be described as a violation of individuals' human and/or civil rights by any other person or persons who cause harm to a person in need of care and support. It may be a single or repeated acts or omissions occurring within a personal or close relationship where there is an expectation of trust.</i>
Adult Assurance Statement	<i>This is a self-audit tool that relevant agencies may be required to use to demonstrate compliance with adult safeguarding requirements. It was introduced by the Care Act 2014 and its supporting guidance which requires that the local authority assures itself that local safeguarding arrangements are in place.</i>
Adult	<i>An adult who: a) Has needs for care and support (whether the authority is meeting any of those needs), b) Is experiencing, or is at risk of abuse and neglect, and c) As a result of those needs is unable to protect himself or herself against abuse or neglect or the risk of it." Care Act 2014.</i>
Child	<i>A person up to 18 years old</i>
Staff	<i>The term "Staff" is used to refer to staff working on behalf of HoE whether paid or voluntary and that encounter, or are actually regularly working with, children (including unborn children) and adults at risk in our accommodation or service.</i>
Modern Slavery and Human Trafficking	<i>This is a broad term used to encompass the offences of slavery, servitude and forced or compulsory labour and human trafficking. The term extends to slavery-like practices such as debt bondage, sale or exploitation of children and forced or servile marriage. While varied in nature, all involve one person depriving another person of their liberty, to exploit them for personal or commercial gain.</i>
Perpetrator	<i>The person or persons committing the abuse or causing neglect.</i>
Person-centred Approach	<i>This means keeping the person in focus when making decisions about their lives and working in partnership with them, taking their views and wishes into account.</i>
Safeguarding	<p><i><u>Adults</u> - The Care and Support statutory guidance 2014 issued under the Care Act 2014 defines safeguarding as "Protecting an adult's right to live in safety, free from abuse and neglect."</i></p> <p><i><u>Children</u> – Working Together to Safeguard Children, DfE, 2015 (amended 2018) defines safeguarding as "taking action to enable all children to have the best outcomes".</i></p> <p><i>It can also be summarised as:</i></p> <ul style="list-style-type: none"> <i>• protecting children from maltreatment.</i> <i>• preventing impairment of children's health or development.</i> <i>• ensuring that children grow up in circumstances consistent with the provision of safe and effective care.</i>
Safeguarding Adults Board (SAB)	<i>SABs were established by the Care Act 2014. The main purpose of a SAB is to enable the local authority to assure itself that local safeguarding arrangements are in place. That action is taken to help and protect adults in its area who has needs for care and support. The adult may be experiencing, or at risk of abuse or neglect, and because of their care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. Each local authority must set up a SAB.</i>

Safeguarding Children Board (SCB)	<p>SCBs were established by the Children Act 2004. Local authorities are required to establish one in their area. They are multi-agency bodies involving agencies such as the police, health service and the probation service and others. Their role is to:</p> <ul style="list-style-type: none"> • Co-ordinate what is done by everyone on the SCB to safeguard and promote the welfare of children in the area. • Make sure that each organisation acts effectively when they are doing this. <p><i>**SCBs also publish policies and procedures for child protection in their area**</i></p>
Section 11 Audit	<p>Section 11 of the Children Act 2004 places a range of duties on organisations and individuals to ensure their functions and any service that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.</p>
Section 42 Enquiry	<p>Section 42 of the Care Act 2014 requires that each local authority must make enquiries, or cause others to do so, if it believes an adult has care and support needs, and believes the adult is experiencing or is at risk of, abuse or neglect and, because of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.</p>
Domestic Homicide Review	<p>A Domestic Homicide Review is a multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse, or neglect by a person to whom they were related or with whom they were, or had been, in an intimate personal relationship, or a member of the same household as themselves.</p>
Serious Case Review	<p>A serious case review in England is held after a child or vulnerable adult dies or is seriously injured under circumstances where abuse or neglect are thought to be involved. Its purpose is to learn lessons to help prevent future similar incidents.</p>
Vulnerable Adults	<p>These are people at risk of safeguarding concerns. They include, but are not limited to, a person who:</p> <ul style="list-style-type: none"> • Is elderly, with poor health, a physical disability or cognitive impairment. • Has a learning disability. • Has a physical disability and/or sensory impairment. • Has mental health needs including dementia or a personality disorder. • Misuses substances or alcohol; and is unable to demonstrate the capacity to make an informed decision as defined by the Mental Capacity Act 2005 and is in need of care and support.

Appendix 2 – What Constitutes Abuse and Neglect

This information is taken from the “Care and Support statutory guidance 2014” (updated October 2018) issued under the Care Act 2014. This includes the different types of abuse and neglect. It is not an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern:

Physical Abuse	<i>Includes: Assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions.</i>
Domestic Abuse	<i>Psychological, physical, sexual, financial, emotional abuse, so called “honour based” violence.</i>
Sexual Abuse	<i>Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography, or witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting.</i>
Psychological Abuse	<i>Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks</i>
Financial or Material Abuse	<i>Theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, the misuse or misappropriation of property, possessions, or benefits.</i>
Modern Slavery	<i>Slavery, human trafficking, forced labour and domestic servitude, traffickers and slave masters using whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude and inhumane treatment.</i>
Discriminatory Abuse	<i>Harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation; and religion</i>
Organisational abuse	<i>Neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home</i>
Neglect and Acts of Omission	<i>Ignoring medical, emotional, or physical care needs; failure to provide access to appropriate health care and support or educational services; and the withholding of the necessities of life, such as medication, adequate nutrition, and heating</i>
Self-Neglect	<i>This covers a range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult’s ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.</i>
Honour-Based Violence	<i>There is no specific definition of ‘honour’-based violence (HBV). The Crown Prosecution Service describes ‘honour’-based violence as an incident or crime “which has, or may have, been committed to protect or defend the ‘honour’ of the family and or the community.” HBV can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code. It often occurs with some degree of approval and or collusion from the extended family and/or local community. HBV includes, but is not limited to forced marriage, domestic abuse, sexual harassment, rape, threats to kill, kidnap, forced abortion, social ostracism, denial of access to children, pressure to go or move abroad, house arrest/ restrictions of freedom, denial of access to the telephone, internet etc; and isolation from friends and family.</i>

Appendix 3

PROTECTION OF CHILDREN AND ADULTS' POLICY STATEMENT

YMCA Heart of England (HoE)

The following statement was agreed by the leadership/organisation on: xxxx

- HoE is committed to the safeguarding of children and adults with care and support needs and ensuring their well-being.
- We recognise that we all have a responsibility to help prevent harm or Abuse to children and adults with care and support needs in all their recognised forms.
- We recognise that the personal dignity and rights of adults and children and will ensure all our policies and procedures will reflect this.
- We believe all people should enjoy and have access to every aspect of the life of the place of worship/organisation.
- We undertake to exercise proper care in the appointment and selection of those who will work with children and adults with care and support needs.
- We believe every child and adult should be valued, safe and happy. We want to make sure that all those we have contact with know this and are empowered to tell us if they are experiencing significant harm.

We are committed to:

- Following statutory denominational and specialist guidelines in relation to safeguarding children and adults and will ensure that as a place of worship/organisation all workers will work within the agreed procedure of our safeguarding policy.
- Implementing the requirements of all relevant legislation including, but not limited to; Working Together to Safeguard Children 2018, the Disability Discrimination Acts 1995 and 2005, Equality Act 2010 and referring concerns about adults with care and support needs to the local authority under the Care Act 2014.
- Supporting, resourcing, and training those who undertake this work.
- Ensuring that we are keeping up to date with national and local developments relating to safeguarding.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this place of worship/organisation.
- Supporting all in the organisation affected by abuse.

We recognise:

- Children's Social Services has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.

We will review this statement and our policy annually.

If you have any concerns for a child or adult, then speak to one of the following who have been approved as safeguarding co-ordinators for this place of worship/organisation.

Appendix 4 – Local Safeguarding Contact Numbers

Birmingham City Council
Safeguarding Adults Team
P.O Box 15537
Birmingham
B2 2PQ
BSABsupportteam@birmingham.gov.uk

Birmingham Safeguarding Children Partnership
PO Box 17340
BIRMINGHAM
B2 2DR
BSCP.ContactUs@birminghamchildrenstrust.co.uk

Coventry Safeguarding Board
PO Box 15
Council House
Earl Street
Coventry
CV1 5RR
Adults: CoventrySAB@coventry.gov.uk
Children: CoventryCSCP@coventry.gov.uk

Solihull Council

Solihull: Children's Social Care - Multi-Agency
Safeguarding Hub (MASH) 0121 788 4300
CASS@Solihullgov.uk or
Secure.MASH@solihull.gcsx.gov.uk