

# Child/Young Adult Protection and Safeguarding Policy

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**Next review due by:** May 2026

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**Safeguarding Partners:**

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**Newham MASH Team** Email: [mash@newham.gov.uk](mailto:mash@newham.gov.uk) Tel: 020 8708 3885

**Waltham Forest LADO Team** Email: [lado@walthamforest.gov.uk](mailto:lado@walthamforest.gov.uk) Tel: 020 8496 3646.

**Waltham Forest MASH Team** Email: [MASHrequests@walthamforest.gov.uk](mailto:MASHrequests@walthamforest.gov.uk) Tel: 020 8496 2310

During the evening or at weekends, please call the Emergency Duty Team on:

Newham: 020 8430 2000 Waltham Forest: 020 8496 3000

Professionals are asked to complete a Multi-Agency Referral Form (MARF), a Word version of which can be downloaded from the Newham Safeguarding Children Partnership (NSCP) website.

The MASH referral form for Waltham Forest is available on the following link:

<https://www.walthamforest.gov.uk/families-young-people-and-children/child-protection/worried-about-child>

The Designated Safeguarding Lead upon making a referral, should complete the 'Multi Agency Referral Form' and email the form securely to the local authority area in which the young adult 'resides'.

**In case of emergency, contact Metropolitan Police on 999.**

**Other useful reporting links:**

<https://www.gov.uk/report-young-adult-abuse-to-local-council>

## **AIMS**

FUTURE VISIONS aims to ensure that:

- Appropriate action is taken in a timely manner to safeguard and promote residents' welfare.
- All staff are aware of their statutory responsibilities with respect to safeguarding.
- Staff are properly trained in recognising and reporting safeguarding issues.

## **LEGISLATION & STATUTORY GUIDANCE**

FUTURE VISIONS comply with the guidance and the arrangements agreed and published by our 3 local safeguarding partners. FUTURE VISIONS have a duty to investigate the following:

Where a young adult is suspected to be suffering, or likely to suffer, significant harm, the local authority is required by section 47 of the Children Act (1989) to make enquiries, to enable it to decide whether it should take any action to safeguard and promote the welfare of a young adult.

Where a local authority has reasonable cause to suspect that a young adult in its area (whether or not ordinarily resident there)-

- (a) has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) is experiencing, or is at risk of, abuse or neglect, and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it. (Care Act 2014, Section 42).

This policy is also based on the following legislation:

- [The Children Act 1989](#) (and [2004 amendment](#)), which provides a framework for the care and protection of children and young adults
- Section 5B(11) of the Female Genital Mutilation Act 2003, as inserted by section 74 of the [Serious Crime Act 2015](#)
- Children (Leaving Care) Act 2000
- Children and Social Work Act 2017
- [Statutory guidance on FGM](#), which sets out responsibilities with regards to safeguarding and supporting girls affected by FGM

- [The Rehabilitation of Offenders Act 1974](#), which outlines when people with criminal convictions can work with young adults
- Schedule 4 of the [Safeguarding Vulnerable Groups Act 2006](#), which defines what ‘regulated activity’ is in relation to children and young adults
- [Statutory guidance on the Prevent duty](#), which explains duties under the Counter-Terrorism and Security Act 2015 with respect to protecting people from the risk of radicalisation and extremism
- Online Safety Bill 2022 (<https://www.gov.uk/government/publications/online-safety-bill-supporting-documents/online-safety-bill-factsheet> ), which offers a framework to highlight online safety measures in the UK

## DEFINITIONS

**Safeguarding and promoting the welfare of young adults** means:

- Protecting young adults from maltreatment
- Preventing impairment of residents’ health or development
- Ensuring that our residents grow up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable our residents to have the best outcomes.

**Young adult protection** is part of this definition and refers to activities undertaken to prevent young adults suffering, or being likely to suffer, significant harm.

**Abuse** is a form of maltreatment of a young adult and may involve inflicting harm or failing to act to prevent harm. Appendix 1 explains the different types of abuse.

**Neglect** is a form of abuse and is the persistent failure to meet a young adult’s basic physical and/or psychological needs, likely to result in the serious impairment of the young adult’s health or development. Appendix 1 defines neglect in more detail.

**Sexting** (also known as youth produced sexual imagery) is the sharing of sexual imagery (photos or videos) by young adults

**Young adults** includes everyone under the age of 18 (**residents aged 16 and 17**)

**Resident** includes young adults aged 16 and 17 (under 18) and **vulnerable adults (under 25)**

The following **three (3) safeguarding partners** will make arrangements to work together to safeguard and promote the welfare of local young adults, including identifying and responding to their needs:

- The local authority (LA)
- An Integrated Care Board (ICB) for an area within the LA
- The chief officer of police for a police area in the LA area

## EQUALITY STATEMENT

At FUTURE VISIONS we recognise that some residents have an increased risk of abuse and additional barriers can exist for some residents with respect to recognising or disclosing it. We are committed to anti-discriminatory practice and recognise our resident's diverse circumstances. We ensure that all young adults and vulnerable adults have the same protection, regardless of any barriers they may face.

We give special consideration to residents who:

- Have special educational needs (SEN) or disabilities (see section 9)
- May experience discrimination due to their race, ethnicity, religion, gender identification or sexuality
- Have English as an additional language
- Are known to have faced difficult living situations – for example, temporary accommodation or where there are issues such as substance abuse or domestic violence
- Are at risk of FGM, sexual exploitation, forced marriage, or radicalisation
- Are asylum seekers
- Are at risk due to either their own or a family member's mental health needs
- Are looked after or previously looked after

## ROLES & RESPONSIBILITIES

At FUTURE VISIONS, Safeguarding and young adult protection is **everyone's** responsibility. This policy applies to all staff, volunteers and the management board. FUTURE VISIONS's policy is consistent with the procedures of the 3 safeguarding partners. Our policy and procedures also apply to off-site, outreach activities.

### All Staff

All staff will be aware of:

- FUTURE VISIONS's systems which support safeguarding, including this young adult protection and safeguarding policy, the staff behaviour policy / code of conduct, the role and identity of the designated safeguarding lead (DSL) and the safeguarding response to young adults who go missing from the accommodation.
- The early help process (previously known as the common assessment framework) and their role in it, including identifying emerging problems, liaising with the DSL, and sharing information with other professionals to support early identification and assessment
- The process for making referrals to local authority young adults's social care and for statutory assessments that may follow a referral, including the role they might be expected to play
- What to do if they identify a safeguarding issue or a young adult or vulnerable adult tells them they are being abused or neglected, including specific issues such as FGM, and how to maintain an appropriate level of confidentiality while liaising with relevant professionals
- The signs of different types of abuse and neglect, as well as specific safeguarding issues, such as young adult sexual exploitation (CSE), FGM and radicalization. This will be achieved through regular learning opportunities to increase knowledge and share good practice via face-to-face, online and staff meeting spaces.

Section 13 and appendix 4 of this policy outline in more detail how staff are supported to do this.

### **The designated safeguarding lead (DSL)**

The DSLs at FUTURE VISIONS are: Brenda Brown and Louise Brown.

The DSL takes lead responsibility for young adult protection and wider safeguarding.

The DSL's will be available 24 hours a day and 7 days a week for staff to discuss any safeguarding concerns.

If the DSLs are not available Chantelle Straker (Registered Manager) will act as cover.

The DSL will be given the time, funding, training, resources and support to:

- Provide advice and support to other staff on young adult welfare and young adult protection matters
- Take part in strategy discussions and inter-agency meetings and/or support other staff to do so
- Contribute to the assessment of residents
- Refer suspected cases, as appropriate, to the relevant body (local authority young adults's social care, Channel programme, Disclosure and Barring Service and/or police), and support staff who make such referrals directly.

The DSLs will also liaise with local authority case managers and designated officers for young adult protection concerns as appropriate.

The full responsibilities of the DSLs are set out in their job description.

### **The Management Board**

The management board will approve this policy at each review; ensure it complies with the law and holds the Registered Manager to account for its implementation.

The management board will act as the 'case manager' in the event that an allegation of abuse is made against the Registered Manager, where appropriate (see appendix 3).

The management board will regularly review all updates pertaining to safeguarding young adults and vulnerable adults.

## **5.4 The Registered Manager**

The FUTURE VISIONS Registered Manager/s is responsible for the implementation of this policy, including:

- Ensuring that staff (including temporary staff) are informed of our systems which support safeguarding, including this policy, as part of their induction
- Communicating this policy to all stakeholders of FUTURE VISIONS
- Ensuring that the DSL has appropriate time, funding, training and resources, and that there is always adequate cover if the DSL is absent
- Ensuring that all staff undertake appropriate safeguarding and young adult protection training and update this regularly
- Acting as the 'case manager' in the event of an allegation of abuse made against another member of staff or volunteer, where appropriate (see appendix 3).

## CONFIDENTIALITY

This section focuses on confidentiality and data protection in relation to Safeguarding. Confidentiality is also addressed in this policy with respect to record-keeping in section 12 and allegations of abuse against staff in appendix 3. At FUTURE VISIONS we believe:

- Timely information sharing is essential to effective safeguarding
- Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare, and protect the safety, of young adults
- The Data Protection Act (DPA) 2018 and GDPR do not prevent, or limit, the sharing of information for the purposes of keeping young adults safe
- If staff need to share 'special category personal data', the DPA 2018 contains 'safeguarding of young adults and individuals at risk' as a processing condition that allows practitioners to share information without consent if it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent, or if to gain consent would place a young adult at risk
- Staff should never promise a young adult that they will not tell anyone about a report of abuse, as this may not be in the young adult's best interests
- The government's information sharing advice for safeguarding practitioners includes 7 'golden rules' for sharing information, and will support staff who have to make decisions about sharing information
- If staff are in any doubt about sharing information, they should speak to the designated safeguarding lead (or deputy).

## **REFERRALS, MATCHING & ADMISSIONS**

Safeguarding both potential residents and those already in-situ is important at FUTURE VISIONS. Managing admissions carefully and with consideration of the safety of all living at FUTURE VISIONS is essential, and starts with the referral process.

Before making a placement in semi-independent accommodation, it is essential that the placing authority social worker fully understands exactly what the environment can offer and how this meets the needs of the young person.

Furthermore, the proposed placement of a young person should only be accepted when the Registered Manager and Senior Management Team are satisfied that the FUTURE VISIONS Group can respond effectively to the assessed needs of the young person, (as recorded in the young person's relevant plans), as well as having fully considered the impact that the placement will have on the existing group of residents.

Once a referral has been received by the Registered Manager, it is logged on the central IT system, under the managers' only area. All referrals must be accompanied by a completed housing suitability assessment form.

The Registered Manager then shares the referral information with the senior management team, through password protected documents and encrypted emails. Passwords are shared by telephone. who respond in writing (email) with their first thoughts. The Registered Manager and DSL assess the impact on current residents. A briefing is held to share relevant information, including the impact assessment and a final decision is made based on risk levels for the individual (which is matched to the current staff groups skills) and impact on residents.

The decision is recorded on the central recording system.

If the decision is not to admit, the Registered Manager will liaise with the local authority and update accordingly, following up with an email to confirm the conversation, decisions and any actions. In this situation, all referring information will be returned to the referring authority, with the only information kept being for statistical purposes only and not identifying the individual.

Where referrals are a potential match, a decision will be based upon FUTURE VISIONS's Statement of Purpose, the young person's assessed needs, the needs of other young people already living at FUTURE VISIONS and the experience, skills and training of the current staff team.

The Registered Manager will undertake a Matching, Impact and Risk Assessment in which consideration is given to the views wishes and feelings of the resident group of young people, where they will be sharing the accommodation.

It is regarded as good practice for staff to undertake a pre-admission visit to the young person concerned if possible in their current living environment, to ascertain their wishes ,views and feelings about the proposed change.

Over a period of several hours (but within 48 hours) complete the following:

(See Check List for Admissions Appendix 2)

- Inventory of personal belongings which itemises those retained for safe keeping
- Register
- Medical records



- Room key number
- Picture of the young people for medical and legal purposes.

Information supplied to the young person and their parents/supporters should be kept as simple as possible. It may be that the young person/young person is so anxious that they are unable to retain much of what is told to them on admission.

Ensure the young person uses their personalisation grant to purchase items that reflects their personality.

Communicate clearly with the young person issues that will immediately affect them and support them into a routine.

Issues such as:

- Initial support with budgeting and shopping
- What happens if they go missing
- Visitors, curfews and sanctions
- Location and use of telephone
- Contact arrangements with family and how to make contact - details of next contact( if appropriate in the support plan)
- Fire escape routes and what to do if the fire alarm sounds
- What to do if they feel unwell
- Who they should tell if they are going out
- Daily routines and timetables
- Planned outings and special events
- House rules on bullying
- Resident meetings
- Complaints procedure
- Rules about smoking and drug taking
- Finance – This will differ depending on the age and status of the young person.
- Any other house rules and issues
- Provide them with copies of the young people's guide which is accessible to them and their age, aptitude and ability and any additional needs they may have.

Make up the residential file as per agreed format.

Ensure a team meeting is held to go over the young person's information and current risk assessments, behaviour management plans and support plans.

Ensure any training that is required is completed prior to placement, including any refresher courses that have been highlighted.

Update initial risk assessment and support plans at periods of 24 hours, 36 hours and 1 week/7 days. Then once a month or following any significant events.

Ensure any relevant information about the young person's support is added to a bound note book (daily log) and the main IT system (Mentor) to ensure staff are aware of any additional information in between main file updates as recorded above.

No admission will be made to FUTURE VISIONS without a written referral, all essential documentation, information and risk assessments. When a placement is made in an unplanned way,

the referral, other documentation and information and risk assessment(s) must be provided within 72 hours of admission.

It is the social worker's responsibility to provide all of the essential documentation before admission takes place. It is the Registered Managers responsibility to ensure that these documents have been regularly requested and received prior to a placement commencing.

It is the Managers/ Key Worker's responsibility to organise the young person's residential file and to obtain any outstanding documentation and information in the quickest possible time frame.

Prior to the agreed admission date, the young person should be visited in their current placement as part of the matching and impact risk assessment process.

The young person and significant others, as appropriate, should also be invited to visit FUTURE VISIONS on at least one occasion, to meet the other young people and staff and to ask any questions and have any queries or concerns answered.

The young person's bedroom should be prepared prior to admission. The young person should have a welcome pack for when they arrive at FUTURE VISIONS. If they are moving into shared accommodation, where possible, the current residents will be invited to welcome the new resident.

The young person should be given a copy of the Statement of Purpose and the FUTURE VISIONS Handbook to read in preparation for the admission. They should be prepared for the admission to FUTURE VISIONS and helped to understand what to expect from staff and what will be expected of them.

They should also ensure that the young person understands the Handbook and Tenancy agreements, especially in terms of their rights and their responsibilities, and have the routines and rules of the FUTURE VISIONS explained to them. It is important that the young person understands what to do if they are not happy about anything and that they will be listened to.

Once a young person has been placed a placement planning meeting should be held within 72 hours of their arrival at FUTURE VISIONS.

This meeting should include the young person to ensure their wishes and feelings are heard and are a part of their initial support planning.

This meeting will also look at arrangements for education or training, contact and look at identified needs and how those needs can be met and how positive outcomes can be achieved.

Persons that attend this placement planning meeting should include the young person, their parents if required, their social worker, advocate, the Registered Manager and their key worker.

Minutes should be made of the placement planning meeting to ensure actions are clearly recorded and acted upon.

## RECOGNISING ABUSE AND TAKING ACTION

FUTURE VISIONS staff, volunteers and managers must follow the procedures set out below in the event of a safeguarding issue.

Please note – in this and subsequent sections, you should take any references to the DSL to mean “the DSL (or deputy DSL)”.

### **If a young adult is suffering or likely to suffer from harm, or in immediate danger**

Make a referral to young adults’s social care and/or the police **immediately** if you believe a young adult is suffering or likely to suffer from harm, or in immediate danger. **Anyone can make a referral.**

Tell the DSL (see section 5.2) as soon as possible if you make a referral directly.

### **If a resident makes a disclosure to you**

If a resident discloses a safeguarding issue to you, you should:

- Listen to and believe them. Allow them time to talk freely and do not ask leading questions
- Stay calm and do not show that you are shocked or upset
- Tell the resident they have done the right thing in telling you. Do not tell them they should have told you sooner
- Explain what will happen next and that you will have to pass this information on. Do not promise to keep it a secret.
- Write up your conversation as soon as possible in the resident’s own words. Stick to the facts, and do not put your own judgement on it.
- Sign and date the write-up and pass it on to the DSL. Alternatively, if appropriate, make a referral to young adults’s social care and/or the police directly (see 7.1), and tell the DSL as soon as possible that you have done so.

### **If you have concerns about a resident (as opposed to believing a young adult is suffering or likely to suffer from harm, or in immediate danger)**

Figure 10 illustrates the procedure to follow if you have any concerns about a resident’s welfare.

Where possible, speak to the DSL first to agree a course of action.

If in exceptional circumstances the DSL is not available, this should not delay appropriate action being taken. Speak to a member of the management team and/or take advice from local authority young adults’s social care. You can also seek advice at any time from the NSPCC helpline on 0800 800 5000.

Make a referral to local authority young adults’s social care directly, if appropriate (see ‘Referral’ below). Share any action taken with the DSL as soon as possible.

### **Early help**

If early help is appropriate, the DSL will generally lead on liaising with other agencies and setting up an inter-agency assessment as appropriate. Staff may be required to support other agencies and professionals in an early help assessment, in some cases acting as the lead practitioner.

### **Referrals to other agencies**

If it is appropriate to refer the case to local authority young adults’s social care or the police, the DSL will make the referral or support you to do so.

If you make a referral directly (see section 7.1), you must tell the DSL as soon as possible.

The local authority will make a decision within 1 working day of a referral about what course of action to take and will let the person who made the referral know the outcome. The DSL or person who made the referral must follow up with the local authority if this information is not made available, and ensure outcomes are properly recorded.

If the young adult's situation does not seem to be improving after the referral, the DSL or person who made the referral must follow local escalation procedures to ensure their concerns have been addressed and that the young adult's situation improves.

## **RESIDENTS WITH SPECIAL EDUCATIONAL NEEDS AND DISABILITIES AND/OR IMPAIRED MENTAL CAPACITY**

FUTURE VISIONS recognise that residents with special educational needs (SEN) and disabilities can face additional safeguarding challenges. Additional barriers can exist when recognising abuse and neglect in this group, including:

- Assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the young adult's disability without further exploration
- Residents are more prone to peer group isolation than other young adults and young adults of similar age.
- The potential for residents with SEN and disabilities being disproportionately impacted by behaviours such as bullying, without outwardly showing any signs
- Communication barriers and difficulties in overcoming these barriers
- The vulnerability of residents with social, emotional and mental health needs.

## IF YOU DISCOVER THAT FGM HAD TAKEN PLACE OR A RESIDENT IS AT RISK OF FGM

FGM is illegal in the UK and a form of young adult abuse with long-lasting, harmful consequences. It is also known as 'female genital cutting', 'circumcision' or 'initiation'.

Possible indicators that a resident has already been subjected to FGM, and factors that suggest a resident may be at risk, are set out in appendix 4.

**Any staff member** who discovers (either through disclosure by the victim or visual evidence) that an act of FGM appears to have been carried out on a **young adult under 18** must immediately report this to the police, personally. This is a statutory duty, and staff will face disciplinary sanctions for failing to meet it.

Unless they have good reason not to, they should also discuss the case with the DSL and involve young adults's social care as appropriate.

**Any other member of staff** who discovers that an act of FGM appears to have been carried out on a **young adult under 18** must speak to the DSL and follow our local safeguarding procedures.

**Any member of staff** who suspects a young adult is *at risk* of FGM or suspects that FGM has been carried out, or that a **young person aged 18 or over** appears to have been a victim of FGM must speak to the DSL and follow our local safeguarding procedures.

## IF YOU HAVE CONCERNS ABOUT EXTREMISM

If a resident is not suffering or likely to suffer from harm, or in immediate danger, where possible speak to the DSL first to agree a course of action.

If in exceptional circumstances the DSL is not available, this should not delay appropriate action being taken. Speak to a member of the management team and/or seek advice from local authority young adults's social care. Make a referral to local authority young adults's social care directly, if appropriate (see 'Referral' above).

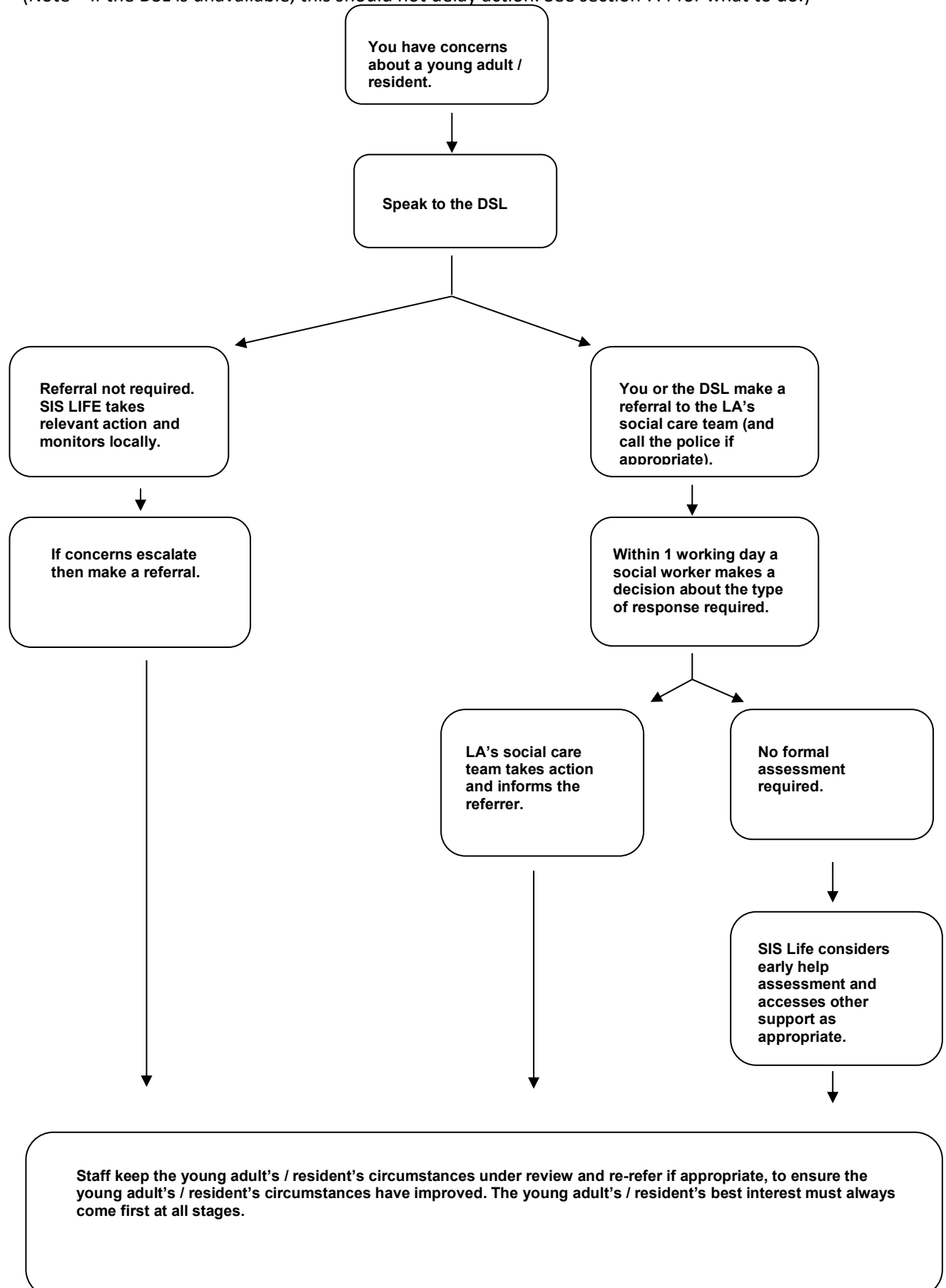
Where there is a concern, the DSL will consider the level of risk and decide which agency to make a referral to. This could include [Channel](#), the government's programme for identifying and supporting individuals at risk of being drawn into terrorism, or the local authority young adults's social care team.

In an emergency, call 999 or the confidential anti-terrorist hotline on 0800 789 321 if you:

- Think someone is in immediate danger
- Think someone may be planning to travel to join an extremist group
- See or hear something that may be terrorist-related

**Figure 1: procedure if you have concerns about a young adult's welfare (as opposed to believing a young adult is suffering or likely to suffer from harm, or in immediate danger)**

(Note – if the DSL is unavailable, this should not delay action. See section 7.4 for what to do.)



### **Concerns about a staff member**

If you have concerns about a member of staff, or an allegation is made about a member of staff posing a risk of harm to residents, speak to the Registered Manager / DSL. If the concerns/allegations are about the Registered Manager, speak to the management board.

The management board will then follow the procedures set out in appendix 3, if appropriate.

Also, refer to the whistle blowing policy.

### **Allegations of abuse made against other children & young people**

FUTURE VISIONS recognise that young adults & young people are capable of abusing their peers. Abuse will never be tolerated or passed off as “banter”, “just having a laugh” or “part of growing up”.

FUTURE VISIONS also recognise the gendered nature of peer-on-peer abuse (i.e. that it is more likely that girls will be victims and boys perpetrators). However, all peer-on-peer abuse is unacceptable and will be taken seriously.

Most cases of young adults hurting other young adults will be dealt with in accordance with the FUTURE VISIONS behaviour policy, but this young adult protection and safeguarding policy will apply to any allegations that raise safeguarding concerns. This might include where the alleged behaviour:

- Is serious, and potentially a criminal offence
- Could put young adults in the service at risk
- Is violent
- Involves young adults and young people being forced to use drugs or alcohol
- Involves sexual exploitation, sexual abuse or sexual harassment, such as indecent exposure, sexual assault, or sexually inappropriate pictures or videos (including sexting)

If a young adult makes an allegation of abuse against another young adult:

- You must record the allegation and tell the DSL, but do not investigate it
- The DSL will contact the local authority young adults’ social care team and follow its advice, as well as the police if the allegation involves a potential criminal offence.
- The DSL will put a risk assessment and support plan into place for all young adults involved (including the victim(s), the young adult(ren) against whom the allegation has been made and any others affected) with a named person they can talk to if needed
- The DSL will contact the young adults and adolescent mental health services (CAMHS), if appropriate

FUTURE VISIONS will minimise the risk of peer-on-peer abuse by:

- Challenging any form of derogatory or sexualised language or behaviour, including requesting or sending sexual images
- Being vigilant to issues that particularly affect different genders – for example, sexualised or aggressive touching or grabbing towards females pupils, and initiation or hazing type violence with respect to boys
- Ensuring our key worker sessions help to educate young adults and vulnerable adults about appropriate behaviour and consent

- Ensuring young adults and vulnerable adults know they can talk to staff confidentially by informing them within the young person's handbook.
- Ensuring staff are trained to understand that a young adult harming a peer could be a sign that the young adult is being abused themselves, and that this would fall under the scope of this policy

## **PROFESSIONAL BOUNDARIES**

### **Building relationships**

The FUTURE VISIONS management team expect all staff to develop and maintain good, trusting relationships with young people.

However, within this expectation, staff need to be mindful of:

- The requirement to undertake the de-escalation training as part of the induction programme, as we do not condone any form of physical contact between staff and residents or other people using our services. This training offers methods to reduce the risk of a physical and/or incident.
- All relationships with young adults and young people should remain in the professional sphere. This includes not having a personal and/or intimate relationship with anyone living at, or using the services of FUTURE VISIONS. Inappropriate relationships are considered to be gross misconduct and will be managed using the relevant HR processes and most likely lead to dismissal. Reporting will also be made to all relevant bodies. This will include DBS services.

### **Relationships and contact within work**

Staff should be approachable, open to fair challenge and criticism; they should not be seen as intimidating or inaccessible.

Staff should be careful not to influence young adults and their families with their own beliefs or personal values. Staff should be aware of their own potential to influence vulnerable young adults, and/or their families and not promote their own religious or political beliefs upon young adults and/or their families.

Staff should respect the right to privacy of a young adult and their family and not discuss one young adult and their family's details with another young adult and family. Staff should never enter into gossip or hearsay with a young adult or their family.

Staff should understand the difference between befriending (a professional relationship made to meet the young adult's, young person's and their family's needs) and becoming a friend (a non professional relationship which meets the needs of both people). This is addressed in induction and revisited in supervision.

The relationship between a staff member and a young adult or a member of their family is not an equal one. On no account, should staff enter into a sexual relationship with a young adult or a member of their family.

When staff offer advice to young adults and/or their family, they should provide them with sufficient information to make informed choices. Staff should also be aware of where they do not have the



knowledge/experience to give advice and refer the young adult and/or their family to the appropriate person or agency.

Staff should be aware of the need to empower young adults and their families and therefore not “do everything for them” but encourage and enable them to achieve outcomes themselves.

Staff should be realistic and honest about the services they provide to young adults and/or their families and not give them false hope or make false promises.

Where staff know a young adult or their family prior to them accessing the service, this must be made known to their manager. Failure to do so may lead to disciplinary action.

Staff should treat young adults and their families with dignity, respect and in a non- judgmental manner.

Staff should never apply favouritism to any young adults or their families.

### **Contact outside of the workplace**

Staff should never give out their personal contact details to young adults or to members of their family. FUTURE VISIONS will always provide devices to communicate during working hours.

Staff should not allow young adults or members of their family to visit their homes.

Staff must not encourage young people or members of their family to develop relationships with the staff member’s relatives or friends.

Staff who encounter young adults, young people and their families in a social situation outside of work should be pleasant and polite if approached by children, young people or their families but should not encourage any prolonged social contact. Staff should not approach children, young people or their families in any social situation other than to say hello.

Staff should not give out their personal mobile number to children, young people or their families. Staff should not use their home or mobile phone to ring young people or their families, except in an emergency and in such circumstances the staff member should dial 141 followed by the number, in order to preserve the confidentiality of their telephone number.

Staff should not give out their own personal email address to young people or members of their family. All electronic communication should be through the FUTURE VISIONS computer email system, and staff should only give young people and their families the FUTURE VISIONS administartor email or the address allocated to them.

### **Social Networking Sites**

Staff should not share any details about their social media use or accounts and under no circumstances should any member of staff accept a young person or their relatives to their social media accounts.

## **Financial**

Staff should not enter into any financial transactions with young people or members of their family, including buying, selling, exchanging or bartering goods and services. This also includes young people or members of their family entering into financial transactions with the relatives or friends of staff.

Staff should never become Power of Attorney, trustees, executors or beneficiaries of young people's wills, or for members of their families.

Staff should not lend their personal money or possessions to children, young people or their families.

Staff should not borrow money or possessions *from* children, young people or their family members.

Staff should not accept any offers of labour from children, young people or their families for their own benefit.

Staff should not accept gifts from children, young people or their families under normal circumstances.

However, where a child, young person and/or their family would be upset or insulted if a gift was refused by a member of staff, or if cultural norms were being broken, the receiving of that gift should be recorded.

Gifts may be accepted under the circumstances when giving of the gift is done not out of duty, but as heart led thanksgiving, or appreciation. This should be discussed with the service manager and recorded.

Children, young people and their families should be told when they enter into the service that it is generally against the rules and good practice guidelines of the organisation for staff to receive gifts from children and young people.

## **Physical contact**

We all have very different attitudes towards what levels of physical contact is ok for ourselves.

Children and young people are no different, but because of their age and lived experiences, they are likely to be still trying to make sense of what is appropriate physical contact. They will look to you for approval and may be testing out your responses to touch.

Whilst there is a need to strike the right balance between working as a professional and being a human being and caring enough to be able to work positively for the young adult, it is important these boundaries do not blur regarding physical contact.

***At FUTURE VISIONS, staff should be clear that we are a no-touch organisation.***

However, we are aware that there may be occasions where contact is unavoidable. This is/should be limited to preventing harm, such as preventing a fall or injury.

Inappropriate contact includes hugs or holding hands. This is not exhaustive-see managers' advice if clarification is required.

It is not possible to be specific about the appropriateness of each physical contact, since an action that is appropriate with one young adult, in one set of circumstances, may be inappropriate in another, or with a different young adult. However, some good guidance is the following:

- Physical contact should be limited to avoiding or limiting physical harm or accident.
- If possible, try to make sure there are other members of staff around or to be in view of a CCTV camera, to protect yourself and the young adult. This will also give confidence to you and the young adult that this is an appropriate level of touch that can be done in a social space
- During the induction programme, all staff attend a workshop on de-escalating situations that may arise and in doing so, consider alternatives that can avoid any physical contact with the young person. Staff can request support of a manager if they need any clarity on the organisations expectations.

### **Sharing personal information**

It can be a tricky balance to know how much personal information to share about your own life with the children and young people you come into contact with when working at FUTURE VISIONS. It may be ok to talk generally about your family and perhaps your own young adults if it helps you build a relationship with the young adult. But be aware of the impact this may have on the young adult – for example it may cause feelings of jealousy or sadness as your children may be getting opportunities in their life that the young adult didn't or doesn't have. As such, we advise that you avoid sharing any personal information with anyone using our services.

Usually talking and engaging about your skills, knowledge and interests is a better way to build a relationship than your personal life.

You may also need to recognise that anything that you have shared about yourself, may be used in an insulting or negative way in the future as way to hurt or get a reaction from you.

Remember that your personal experiences are your own, and what you have done or what you may do in your own home life may be very different to the life experiences or opportunities of the young people you work with. You should not share worries or 'off load' details of your personal life, or generally talk about things that are of no benefit to the young adult. Sharing of information or the relationship you have with the young person should always be to support the well-being of the child or young person and should not be of benefit to yourself.

If a young person asks a question, you are uncomfortable about answering, ask yourself why they would need to know that information and if they need to know it. If this is not the case and it is something you aren't comfortable talking about it, try to divert the focus back to the "here and now" – the relationship with the young person and you as their member of staff or keyworker.

You should not share information to a young adult that identifies other young adults you work with now or have done in the past.

You also need to be careful not to share other people's private information – such as your colleagues. This is important to always think about when in your role – and can often be an accident if you are not aware where a young adult is or if they are listening. It is important to be aware about the type of conversation you are having, where you are and who could overhear. All conversations, formal and informal, between staff should take place in the back offices, where it is less likely that you will be overheard.

Be careful about things that identify people and places, for instance:

- mentioning your home address or clues about where you live (or information about your colleagues' homes)
- What you are doing in your spare time. For example, where you walk your dog
- Where your child or other people's children go to school
- Never take a young person to your home or leave them in a vehicle outside your home while you pick something up

## Communication

Communication plays a vital role in building relationships with the young adults you work with.

Communication is the imparting or exchange of information through any medium, such as speaking, writing, gestures, body language, images and many others. It is really important that you ensure the other person(s) understands your communication, and this builds trust and helps to prevent further misunderstanding or confusion.

Some tips on communication are as follows:

- Be conscious that your moods and feelings affect communication – particularly body language and eye-contact which can affect interactions with young people. Learn to recognise when personal issues affect your mood when working directly with a young person. Use supervision, team meetings and other support to help with this and to help maintain boundaries between your personal and professional life
- **Be positive, this is essential to building self-esteem. Children and young people thrive with words of encouragement and praise, active listening boosts their self-esteem and enables them to feel worthy and loved**
- Discuss problems or issues with your colleagues or team in a private space, rather than in front of young people. For example, a disagreement about the rota should not be in front of a young adult. It is important to promote and show unity and consistency and not undermine other members of staff.

***Be thoughtful about the language you use. Remember you are not a young person's "friend". Similarly, avoid using words such as "unit", in place of "home", or "service users". Seek more support from your line manager about appropriate terminology at FUTURE VISIONS, as this can change over time***

## **Use of cars**

Staff should not give young adult and/or their family lifts in their personal cars, with the exception of where this has been previously planned.

Where it has been defined as acceptable by the organisation for a child or young person to travel in a staff members' vehicle, e.g. so that the staff member can attend a meeting with and on behalf of the child, young person or their family, the appropriate car insurance must be obtained.

Business insurance must be obtained *prior* to any travel, as normal social, domestic and pleasure car insurance does not cover children, young people and their families when working and if there were any accidents, the staff member may be personally liable for damages.

## THE INTERNET AT FUTURE VISIONS, SEXTING AND ONLINE ABUSE

### Your responsibilities when responding to an incident

#### Definition

- Cyber-bullying takes place online, such as through social networking sites, messaging apps or gaming sites. Like other forms of bullying, it is the repetitive, intentional harming of one person or group by another person or group, where the relationship involves an imbalance of power.

#### Preventing and addressing cyber-bullying

- To help prevent cyber-bullying, we will ensure that residents understand what it is and what to do if they become aware of it happening to them or others. We will ensure that residents know how they can report any incidents and are encouraged to do so, including where they are a witness rather than the victim.
- The organisation will actively discuss cyber-bullying with residents, explaining the reasons why it occurs, the forms it may take and what the consequences can be.
- All staff receive training on cyber-bullying, its impact and ways to support residents, as part of safeguarding training.
- The organisation also sends information/leaflets on cyber-bullying to parents so that they are aware of the signs, how to report it and how they can support young adults who may be affected.
- The ICT Manager at FUTURE VISIONS will ensure that the networks are checked regularly (1 x month) for viruses or harmful programmes.
- The ICT Manager will review the network access and apply appropriate internet safety filters to reduce the possibility of access to harmful materials through the organisations' systems.
- In relation to a specific incident of cyber-bullying, the organisation will follow the processes set out in the organisation behaviour policy. Where illegal, inappropriate or harmful material has been spread among residents, the organisation will use all reasonable endeavours to ensure the incident is contained.
- The DSL will consider whether the incident should be reported to the police if it involves illegal material, and will work with external services if it is deemed necessary to do so.

FUTURE VISIONS's approach to Sexting is based on guidance from the UK Council for Young Adult Internet Safety for all staff and for DSLs and Senior Leaders.

If you are made aware of an incident involving sexting (also known as 'youth produced sexual imagery'), you must report it to the DSL immediately.

You must **not**:

- View, download or share the imagery yourself, or ask a young adult to share or download it. If you have already viewed the imagery by accident, you must report this to the DSL
- Delete the imagery or ask the young adult to delete it
- Ask the young adults who are involved in the incident to disclose information regarding the imagery (this is the DSL's responsibility)

- Share information about the incident with other members of staff, the young adults it involves or their, or other, parents and/or members of staff. Ensure that this is recorded on Mentor and signed by a manager.
- Say or do anything to blame or shame any young people involved
  - It is important to remember that the above also relates to other forms of abuse where electronic devices and platforms are accessed to abuse others.
  - This is an area that is regularly reviewed through supervision and all staff meetings, as changes are occurring often, due to the nature of the method of abuse.
  - It is important that all staff are familiar with the Online Safety Bill (2022) and GDPR policies.

You should explain that you need to report the incident, and reassure the young adult will receive support and help from the DSL.

### **Initial review meeting**

Following a report of an incident, the DSL will hold an initial review meeting with appropriate staff. This meeting will consider the initial evidence and aim to determine:

- Whether there is an immediate risk to young adults
- If a referral needs to be made to the police and/or young adults's social care
- If it is necessary to view the imagery or content in order to safeguard the young person (in most cases, imagery should not be viewed)
- What further information is required to decide on the best response
- Whether the imagery has been shared widely and via what services and/or platforms (this may be unknown)
- Whether immediate action should be taken to delete or remove images from devices or online services
- Any relevant facts about the young adult / young adults involved which would influence risk assessment
- If there is a need to contact the school, college setting or individuals.

The DSL will make an immediate referral to police and/or young adults' social care if:

- The incident involves an adult
- There is reason to believe that a young person has been coerced, blackmailed or groomed, or if there are concerns about their capacity to consent (for example owing to special educational needs)
- What the DSL knows about the imagery suggests the content depicts sexual acts which are unusual for the young person's developmental stage, or are violent
- The imagery involves sexual acts and any young adult in the imagery is under 13
- The DSL has reason to believe a young adult is at immediate risk of harm owing to the sharing of the imagery (for example, the young person is presenting as suicidal or self-harming)

If none of the above apply then the DSL / FUTURE VISIONS Registered Manager and other members of staff as appropriate, may decide to respond to the incident without involving the police. A report on the incident will be shared with children or adults social care.

### **Further review by the DSL**

If at the initial review stage a decision has been made not to refer to police and/or children/adult social care, the DSL will conduct a further review.

They will hold interviews with the young adults involved (if appropriate) to establish the facts and assess the risks.

If at any point in the process there is a concern that a young adult has been harmed or is at risk of harm, a referral will be made to the relevant social care department and/or the police immediately.

### **Referring to the police**

If it is necessary to refer an incident to the police, this will be done through local neighbourhood police, dialling 101 or 999.

### **Recording incidents**

All sexting and online abuse incidents and the decisions made in responding to them will be recorded. Staff are expected to use the organisations' processes in place to record the incident.

### **FUTURE VISIONS Key work Sessions**

Residents are taught about the issues surrounding sexting and online abuse as part of FUTURE VISIONS's key work sessions. Sessions will cover the following in relation to sexting and online abuse:

- What it is
- How it is most likely to be encountered
- The consequences of requesting, forwarding or providing such images or content, including when it is and is not abusive
- Issues of legality
- The risk of damage to people's feelings and reputation

Residents also learn the strategies and skills needed to manage:

- Specific requests or pressure to provide (or forward) such images or content
- The receipt of such images

This policy on sexting and online abuse is also shared with residents so they are aware of the processes FUTURE VISIONS will follow in the event of an incident.

There are additional opportunities to share information with young adults at the regular residents' forums. These are held weekly (informal) and monthly (formal). The organization regularly addresses online safety and abuse with the resident group through the two approaches above as well as in staff meetings every month, where any concerns about new trends (locally or in wider society) or behavioural changes amongst the resident group that might indicate someone is experiencing online abuse are discussed and a consistent approach to monitoring (as far as possible without exceeding a person's privacy) is agreed. Individual staff members are also supported in supervision to raise any issues, including knowledge gaps.

The management of FUTURE VISIONS will also disseminate any new information about recent trends, research on the impact of online/virtual abuse and changes in law, policy and criminality in relation to online abuse with staff and young adults living at FUTURE VISIONS or receiving services in the community. Where deemed appropriate, policies will be amended or new policies implemented to meet the remit of the new information.



### **Staff using a work device in (or outside of) the organisation**

- Staff members using a work device outside organisation must not install any unauthorised software on the device and must not use the device in any way which would violate the organisation's terms of acceptable use.
- Staff must ensure that their work device is secure and password-protected, and that they do not share their password with others. They must take all reasonable steps to ensure the security of their work device when using it outside organisation. Any USB devices containing data relating to the organisation must be encrypted.
- If staff have any concerns over the security of their device, they must seek advice from the ICT or Registered Manager. Work devices must be used solely for work activities.

### **Acceptable use of the internet in the organisation**

- All staff are expected to sign an agreement regarding the acceptable use of the organisation's ICT systems and the internet. Visitors will be expected to read and agree to the organisation's terms on acceptable use if relevant.
- Use of the organisation's internet must be for educational purposes only, or for the purpose of fulfilling the duties of an individual's role.
- We will monitor the websites visited by staff and visitors (where relevant) to ensure they comply with the above.

### **Mobile phones and cameras**

Staff are allowed to bring their personal phones to FUTURE VISIONS for their own use, but will limit such use to non-contact time when young adults are not present. Staff members' personal phones will remain in their bags or cupboards during contact time with young adults.

Staff will not take pictures or recordings of young adults and or residents on their personal phones or cameras.

FUTURE VISIONS follows the General Data Protection Regulation and Data Protection Act 2018 when taking and storing photos and recordings for use in the service.

### **CCTV at FUTURE VISIONS**

FUTURE VISIONS routinely captures images of people using Closed Circuit Television (CCTV) to provide a safe and secure environment for the benefit of residents, student, staff and visitors and also to protect the property of the three organisations.

This policy sets out the accepted use and management of CCTV equipment in line with the Information Commissioner's CCTV Code of Practice to ensure that FUTURE VISIONS complies with the Data Protection Acts of (1998), (2018) and the requirements of the GDPR.

FUTURE VISIONS uses CCTV in order to

- Deter crime
- Assist in the prevention and detection of crime or Anti-Social Behaviour (ASB);
- Assist with the identification, apprehension and prosecution of offenders (for instance, trespassers/burglars);
- Assist with the identification of actions that might result in disciplinary proceedings against residents, students or staff:
- Assist with any safeguarding concerns or disclosures:
- Monitor the security of property:
- Identify vehicle movement issues around each property:
- To maintain the health and safety of its residents, students and staff or other lawful purposes.

At FUTURE VISIONS, CCTV is restricted to communal areas only. No residents' living spaces are monitored with electronic recording devices.

#### **Covert recording**

No covert recording will occur at the property.

CCTV images must be adequate for the purpose for which they are being collected. The situation of the cameras has been chosen to maximise sight of communal areas only and have the necessary technical specification to ensure that images are of the appropriate quality.

Factors taken into consideration:

- The cameras are located to minimise viewing of spaces not relevant to the purposes for which the organisations are using CCTV;
- The cameras are sited to ensure that they can produce images of the right quality, taking account of their technical capabilities and the environment in which they are operating;
- The cameras are sited where they are secure, and the risk of vandalism is minimised;

Recorded material is to be stored in a way that maintains the integrity of the image. This is to ensure that the rights of the individuals recorded by the CCTV system are protected and that the material can be used as evidence by the police and in court.

If recorded materials need to be removed from the premises, all parties concerned will be informed. This is most likely to be through a police request.

As a general rule, viewing of CCTV images will be on a strict need-to-know basis and either completed by a senior member of staff or a director. Alternatively, a senior member of staff or a director can give permission for another member of staff to view images.

The need-to-know basis also applies if images are being viewed remotely. This is a specific duty/responsibility of the senior staff members and directors.

If recordings are taken from the system, the responsible person must record:

- Date and time the media is removed;
- Method of removal (electronic, drive)
- The name of the person sharing the media
- The name of the person receiving(viewing) the media;
- The name of the organisation the person viewing the recording belongs to;
- The reason for viewing the recordings;

## **Disclosure**

All staff at FUTURE VISIONS must ensure that disclosure of images from the CCTV system is controlled at all times and that images taken are consistent with the purpose for which the systems was established. For example, the system has been established to help prevent and detect crime (as listed in section 1). It is appropriate to disclose images to law enforcement agencies where a crime needs to be investigated.

Requests must be processed through a responsible person, such as a senior member of staff or a director.

## **Subject access requests (SAR's)**

The Data Protection Acts (1998), (2018) give individuals whose images are recorded by the organisation, have a right to view these images and be provided with a copy of the images.

All SAR requests must be made in writing to the respective part of the organisation.

All subject access requests (SAR's) are to be forwarded to the responsible person, who will co-ordinate all requests for the disclosure of any images held by the organisation.

Each SAR request is to be acknowledged promptly. The organisation must respond within one month of receiving the request.

Disclosure to third parties will only be made in accordance with the purpose's for which the system is used and will be limited to:

- Law enforcement agencies, where recorded images may assist in a specific criminal enquiry and/or the prevention of terrorism and public disorder;
- Prosecution agencies (for example, the CPS);
- People whose images have been recorded and retained under the SAR – unless disclosure would prejudice criminal enquiries or criminal proceedings;
- Members of staff involved in disciplinary procedures.

If the organisation cannot comply with the request, the reason(s) must be documented and the person who made the request advised in writing.

## **Images of third parties**

If images of third parties are also shown with the images of the person who has made the SAR, the senior manager or director must consider whether to obscure the images of the third party. If providing such images would involve an unfair intrusion into the privacy of the third party or cause harm or distress, they should be obscured, except where there has been a safeguarding concern or disclosure and the third party is named.

In many cases, images can be disclosed as there will be such intrusion, however, if there is any doubt, the senior management and/or directors should be consulted for advice.

## **Retention**

The Data Protection Act (1998)/(2018) does not prescribe any specific minimum or maximum retention periods that apply to all systems or footage.

Images and recordings will be held for a maximum of 180 days.

Images retained for evidence must be securely stored.

## **Letting people know**

The organisation(s) have a duty to let people know that they are in an area where CCTV surveillance is being carried out.

Signage is placed at the entrance to the area covered by CCTV and reinforcing this with further signage inside the area.

Clear and prominent signs are particularly important where the cameras themselves are very discreet. Or in locations where people may not expect to be under surveillance.

All signage is:

- Clearly visible and readable;
- Include the name of the relevant organisation as the operating body of the CCTV system, the purpose for using the system and who to contact about the system.

## **STAFF TRAINING**

Any staff expected to handle recordings and images will receive adequate training on the operation and administration of the CCTV systems and ensure that training is provided on the impact of the Data Protection Acts (1998)/(2018) with regards to those systems.

## **Review**

The senior management team and directors are responsible for ensuring that this policy is reviewed every three years or whenever there is a change in legislation affecting CCTV systems, whichever is sooner.

## **COMPLAINTS AND CONCERNS ABOUT FUTURE VISIONS SAFEGUARDING POLICIES**

Complaints against staff that are likely to require a child or adult protection investigation will be handled in accordance with our procedures for dealing with allegations of abuse made against staff.

## **Whistle-blowing**

Please refer to Future Visions's Whistle-blowing Policy regarding concerns about the organisation's safeguarding of young adults and residents – including poor or unsafe practice or potential failures.

## RECORD KEEPING

FUTURE VISIONS will hold records in line with our records retention schedule.

All safeguarding concerns, discussions, decisions made and the reasons for those decisions, must be recorded in writing. If you are in any doubt about whether to record something, discuss it with the DSL. All records and reports must contain the names of anyone involved in allegations (which should have information about where the incident occurred), discussions and decision making, with a clear indication of the date and time of any disclosures and actions is required.

The **procedure for dealing with allegations** is:

FUTURE VISIONS's Registered Manager (or management board where the Registered Manager is the subject of the allegation) – the 'case manager' – will take the following steps:

- Within 24hours of an allegation being made, (subject to office opening hours) discuss the allegation with the designated officer at the local authority. This is to consider the nature, content and context of the allegation and agree a course of action, including whether further enquiries are necessary to enable a decision on how to proceed, and whether it is necessary to involve the police and/or young adults's social care services. (The case manager may, on occasion, consider it necessary to involve the police *before* consulting the designated officer – for example, if the accused individual is deemed to be an immediate risk to young adults or there is evidence of a possible criminal offence. In such cases, the case manager will notify the designated officer as soon as practicably possible after contacting the police)
- Within 24hours, Inform the accused individual of the concerns or allegations and likely course of action as soon as possible after speaking to the designated officer (and the police or relevant social care services, where necessary). Where the police and/or relevant social care services are involved, the case manager will only share such information with the individual as has been agreed with those agencies
- Where appropriate (in the circumstances described above), carefully consider whether suspension of the individual from contact with young adults and residents at FUTURE VISIONS is justified or whether alternative arrangements such as those outlined above can be put in place. Advice will be sought from the designated officer, police and/or the relevant social care services, as appropriate
- **If immediate suspension is considered necessary**, agree and record the rationale for this with the designated officer. The record will include information about the alternatives to suspension that have been considered, and why they were rejected. Written confirmation of the suspension will be provided to the individual facing the allegation or concern within 1 working day, and the individual will be given a named contact at FUTURE VISIONS and their contact details
- **If it is decided that no further action is to be taken** in regard to the subject of the allegation or concern, record this decision and the justification for it and agree with the designated officer what information should be put in writing to the individual and by whom, as well as what action should follow both in respect of the individual and those who made the initial allegation. Supervision with the individual will occur prior to any decision about returning to work. This will be to consider a safety plan for both the person raising the concern and the staff member.
- **If it is decided that further action is needed**, take steps as agreed with the designated officer to initiate the appropriate action at FUTURE VISIONS and/or liaise with the police and/or young adults's social care and vulnerable adults services as appropriate
- Provide effective support for the individual facing the allegation or concern, including appointing a named representative to keep them informed of the progress of the case and considering what other support is appropriate.
- Make a referral to the DBS where it is thought that the individual facing the allegation or concern has engaged in conduct that harmed or is likely to harm a young adult or vulnerable adult, or if the individual otherwise poses a risk of harm to a young adult or vulnerable adult.

## **Timescales**

- Any cases where it is clear immediately that the allegation is unsubstantiated or malicious will be resolved within 1 week
- If the nature of an allegation does not require formal disciplinary action, FUTURE VISIONS will institute appropriate action within 3 working days
- If a disciplinary hearing is required and can be held without further investigation, FUTURE VISIONS will hold this within 15 working days

Following any allegation,

Non-confidential records will be easily accessible and available on the IT system. Confidential information and records will be held securely by a senior manager and only available to those who have a right or professional need to see them.

Safeguarding records relating to individual residents will be retained for a reasonable period of time after they have left FUTURE VISIONS and a minimum of six years.

If a young adult for whom FUTURE VISIONS has, or has had, safeguarding concerns moves to another semi-independent accommodation, the DSL will ensure that their young adult protection file is forwarded promptly and securely to the young adult's social worker.

Safeguarding records (paper based and electronic) will be held in the Registered Manager's office, within a locked cupboard. The information will be held for a period of six years.

## **TRAINING**

### **All staff**

All staff members will undertake safeguarding training at induction, including on whistle-blowing procedures, to ensure they understand FUTURE VISIONS's safeguarding systems and their responsibilities, and can identify signs of possible abuse or neglect. This training will be regularly updated and will be in line with advice from the three safeguarding partners.

All staff members will undertake safeguarding and young adult protection training at induction. The mandatory framework is informed by government policy and staff must complete the following training prior to engaging with any person using services of Future Visions Ltd:

- Safeguarding & Young adult Protection (young adults & young people)
- Safeguarding & Protecting Adults
- De-escalation Training
- Sexual Exploitation & Human Trafficking
- County Lines & Criminal Exploitation
- Domestic Abuse
- Femal Genital Mutilation (FGM)
- Honour Based Abuse (ABA)
- Prevent Duty
- Serious Violence & Knife Crime
- Supporting Mental Health and Wellbeing of Young adults & Young People
- Safeguarding when Learning Disability & Additional Needs are present
- Self-Harm & Safeguarding
- LGBT Awareness & Safeguarding
- Understanding Adverse Young adulthood Experiences
- Models & Theories of Safeguarding (incl. Contextual Safeguarding)
- Basic skills in Motivational Interviewing & Communication
- GDPR & data processing at Future Visions Ltd

In addition to the above induction training, staff will undertake refresher training each year for basic safeguarding knowledge updates and when emerging trends occur.

The induction programme will offer new employees the opportunity to understand safeguarding with young adults and young adults, with the assessments for each course and ongoing supervision being used to embed the learning, through the use of reflective models such as the Weather model and other models based on Kolb's learning cycle. Together, the courses offer an understanding of how past trauma impacts on brain development and presenting behaviours, so staff are better able to identify indicators of abuse and raise concerns.

All staff will have training on the government's anti-radicalisation strategy, Prevent, to enable them to identify residents at risk of being drawn into terrorism and to challenge extremist ideas.

All staff will receive training on de-escalating situations and contextual safeguarding theory to inform their practice.

FUTURE VISIONS will ensure staff receive regular safeguarding and young adult protection updates (for example, through emails, e-bulletins and staff meetings) as required, but at least annually.

### **The DSL**

The FUTURE VISIONS DSLs will undertake young adult protection and safeguarding training at least every 2 years.

In addition, they will update their knowledge and skills at regular intervals and at least annually (for example, through e-bulletins, meeting other DSLs, or taking time to read and digest safeguarding developments).

They will also undertake Prevent awareness training.

### **Management Board**

The FUTURE VISIONS management board will receive training about safeguarding, to make sure they have the knowledge and information needed to perform their functions and understand their responsibilities.

The management board may be required to act as the 'case manager' in the event that an allegation of abuse is made against the Registered Manager, they receive training in managing allegations for this purpose.

All members of the management board will have an enhanced DBS, preferably on the update service.

### **Recruitment – interview panels**

At least one person conducting any interview for a post at FUTURE VISIONS will have undertaken safer recruitment training - in line with local safeguarding procedures.

## **MONITORING ARRANGEMENTS**

This policy will be reviewed **annually** by FUTURE VISIONS's management board.



## **LINKS WITH OTHER POLICIES**

FUTURE VISIONS's Safeguarding and Young adult protection policy links to the following policies and procedures:

- Behaviour
- Staff code of conduct
- Complaints
- Health and safety
- Online safety & Acceptable Use policy
- GDPR
- Safer Recruitment
- Equality & Diversity
- First aid
- Privacy notices
- Referrals, Matching & Admissions
- Whistle blowing
- Substance Misuse Policy

## Appendix 1: types of abuse

Abuse, including neglect, and safeguarding issues are rarely standalone events that can be covered by one definition or label. In most cases, multiple issues will overlap. These definitions focus on the four key categories that are addressed in all safeguarding. Newer and emerging safeguarding trends will be discussed in the practice environment.

**Physical abuse** may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a young adult.

**Emotional abuse** is the persistent emotional maltreatment of a young adult such as to cause severe and adverse effects on the young adult's emotional development. Some level of emotional abuse is involved in all types of maltreatment of a young adult, although it may occur alone.

Emotional abuse may involve:

- Conveying to a young adult that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person
- Not giving the young adult opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate
- Age or developmentally inappropriate expectations being imposed on young adults. These may include interactions that are beyond a young adult's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the young adult participating in normal social interaction
- Seeing or hearing the ill-treatment of another
- Serious bullying (including cyberbullying), causing young adults frequently to feel frightened or in danger, or the exploitation or corruption of young adults

**Sexual abuse** involves forcing or enticing a young adult or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the young adult is aware of what is happening. The activities may involve:

- Physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing
- Non-contact activities, such as involving young adults in looking at, or in the production of, sexual images, watching sexual activities, encouraging young adults to behave in sexually inappropriate ways, or grooming a young adult in preparation for abuse (including via the internet)

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other young adults.

**Neglect** is the persistent failure to meet a young adult's basic physical and/or psychological needs, likely to result in the serious impairment of the young adult's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a young adult is born, neglect may involve a parent or member of staff failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a young adult from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a young adult's basic emotional needs.

## **Appendix 2: Safer recruitment and DBS checks – policy and procedures**

FUTURE VISIONS will record all information on the checks carried out on the recruitment of staff. Copies of these checks, where appropriate, will be held in individuals' personnel files. FUTURE VISIONS will follow requirements and best practice in retaining copies of these checks, as set out below.

### **New staff**

When appointing new staff, we will:

- Verify their identity
- Obtain (via the applicant) an enhanced Disclosure and Barring Service (DBS) certificate, including barred list information for those who will be engaging in regulated activity (see definition below). We will not keep a copy of this for longer than 6 months
- Obtain a separate barred list check if they will start work in regulated activity before the DBS certificate is available
- Verify their mental and physical fitness to carry out their work responsibilities
- Verify their right to work in the UK. We will keep a copy of this verification for the duration of the member of staff's employment and for 2 years afterwards
- Verify their professional qualifications, as appropriate
- Check that candidates taking up a management position are not subject to a prohibition from management (section 128) direction made by the secretary of state
- FUTURE VISIONS will ask for written information about previous employment history and check that information is not contradictory or incomplete.
- FUTURE VISIONS will seek a minimum of two references for the previous five years of employment on all short-listed candidates with previous experience, including internal candidates, before interview. We will scrutinise these and resolve any concerns before confirming appointments. The references requested will ask specific questions about the suitability of the applicant to work with young adults and young adults. If the potential employee is new to the field, an additional character reference (total of three) will be sought. All references are verified through an unplanned telephone or virtual call, using the details provided by the referee.

**Regulated activity** means a person who will be:

- Responsible, on a regular basis, training, instructing, caring for or supervising young adults and / or vulnerable adults.
- Carrying out paid, or unsupervised unpaid, work regularly, where that work provides an opportunity for contact with young adults and vulnerable adults.
- Engaging in intimate or personal care or overnight activity, even if this happens only once and regardless of whether they are supervised or not

### **Existing staff**

If we have concerns about an existing member of staff's suitability to work with young adults, we will carry out all the relevant checks as if the individual was a new member of staff. We will also do this if an individual moves from a post that is not regulated activity to one that is.

We will refer to the DBS anyone who has harmed, or poses a risk of harm, to a young adult or vulnerable adult where:

- We believe the individual has engaged in [relevant conduct](#); or

- The individual has received a caution or conviction for a relevant offence, or there is reason to believe the individual has committed a listed relevant offence, under the [Safeguarding Vulnerable Groups Act 2006 \(Prescribed Criteria and Miscellaneous Provisions\) Regulations 2009](#); or
- The 'harm test' is satisfied in respect of the individual (i.e. they may harm a young adult or vulnerable adult or put them at risk of harm); and
- The individual has been removed from working in regulated activity (paid or unpaid) or would have been removed if they had not left

### **Contractors**

FUTURE VISIONS will ensure that any contractor, or any employee of the contractor, who is to work at FUTURE VISIONS has had the appropriate level of DBS check This will be:

- An enhanced DBS check with barred list information for contractors engaging in regulated activity
- An enhanced DBS check, not including barred list information, for all other contractors who are not in regulated activity but whose work provides them with an opportunity for regular contact with young adults and vulnerable adults.

We will obtain the DBS check for self-employed contractors.

We will not keep copies of such checks for longer than 6 months.

Contractors who have not had any checks will not be allowed to work unsupervised or engage in regulated activity under any circumstances.

We will check the identity of all contractors and their staff on arrival at FUTURE VISIONS.

### **Trainee/student social workers**

Where applicants for student social worker placements are salaried by us, we will ensure that all necessary checks are carried out.

Where student social worker placements are fee-funded, we will obtain written confirmation from the training provider that necessary checks have been carried out and that the trainee has been judged by the provider to be suitable to work with residents.

### **Volunteers**

We will:

- Never leave an unchecked volunteer unsupervised or allow them to work in regulated activity
- Obtain an enhanced DBS check with barred list information for all volunteers who are new to working in regulated activity
- Carry out a risk assessment when deciding whether to seek an enhanced DBS check without barred list information for any volunteers not engaging in regulated activity. We will retain a record of this risk assessment
- Obtain references for the past five years. References will be verified by the HR lead or Registered Manager via calls to the referees, which are followed up with written confirmation.

### **Management Board**

The FUTURE VISIONS management board will have an enhanced DBS check without barred list information.

They will have an enhanced DBS check with barred list information if working in regulated activity.

### Appendix 3: allegations of abuse made against staff

This section of this policy applies to all cases in which it is alleged that a current member of staff or volunteer has:

- Behaved in a way that has harmed a resident, or may have harmed a resident, or
- Possibly committed a criminal offence against or related to a resident, or
- Behaved towards a young adult / young adults and vulnerable adults in a way that indicates he or she would pose a risk of harm to residents.

FUTURE VISIONS will deal with any allegation of abuse against a member of staff or volunteer very quickly, in a fair and consistent way that provides effective young adult protection while also supporting the individual who is the subject of the allegation.

Our procedures for dealing with allegations will be applied with common sense and judgement.

#### Suspension

Suspension will not be the default position, and will only be considered in cases where there is reason to suspect that a vulnerable adult, young adult or other young adults is/are at risk of harm, or the case is so serious that it might be grounds for dismissal. In such cases, FUTURE VISIONS will only suspend an individual if we have considered all other options available and there is no reasonable alternative.

Based on an assessment of risk, we will consider alternatives such as:

- Providing an assistant to be present when the individual has contact with young adults or vulnerable adults

#### Definitions for outcomes of allegation investigations

- **Substantiated:** there is sufficient evidence to prove the allegation
- **Malicious:** there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive
- **False:** there is sufficient evidence to disprove the allegation
- **Unsubstantiated:** there is insufficient evidence to either prove or disprove the allegation (this does not imply guilt or innocence)
- **Unfounded:** to reflect cases where there is no evidence or proper basis which supports the allegation being made

#### Procedure for dealing with allegations

In the event of an allegation that meets the criteria above, FUTURE VISIONS's Registered Manager (or management board where the Registered Manager is the subject of the allegation) – the 'case manager' – will take the following steps:

- Within 24hours of an allegation being made, (subject to office opening hours) discuss the allegation with the designated officer at the local authority. This is to consider the nature, content and context of the allegation and agree a course of action, including whether further enquiries are necessary to enable a decision on how to proceed, and whether it is necessary to involve the police and/or young adults's social care services. (The case manager may, on occasion, consider it necessary to involve the police *before* consulting the designated officer – for example, if the accused individual is deemed to be an immediate risk to young adults or there is evidence of a possible criminal offence. In such cases, the case manager will notify the designated officer as soon as practicably possible after contacting the police)
- Within 24hours, Inform the accused individual of the concerns or allegations and likely course of action as soon as possible after speaking to the designated officer (and the police or young adults's social care services, where necessary). Where the police and/or young adults's social care services

are involved, the case manager will only share such information with the individual as has been agreed with those agencies

- Where appropriate (in the circumstances described above), carefully consider whether suspension of the individual from contact with young adults and residents at FUTURE VISIONS is justified or whether alternative arrangements such as those outlined above can be put in place. Advice will be sought from the designated officer, police and/or young adults's social care services, as appropriate
- **If immediate suspension is considered necessary**, agree and record the rationale for this with the designated officer. The record will include information about the alternatives to suspension that have been considered, and why they were rejected. Written confirmation of the suspension will be provided to the individual facing the allegation or concern within 1 working day, and the individual will be given a named contact at FUTURE VISIONS and their contact details
- **If it is decided that no further action is to be taken** in regard to the subject of the allegation or concern, record this decision and the justification for it and agree with the designated officer what information should be put in writing to the individual and by whom, as well as what action should follow both in respect of the individual and those who made the initial allegation. Supervision with the individual will occur prior to any decision about returning to work. This will be to consider a safety plan for both the person raising the concern and the staff member.
- **If it is decided that further action is needed**, take steps as agreed with the designated officer to initiate the appropriate action at FUTURE VISIONS and/or liaise with the police and/or young adults's social care and vulnerable adults services as appropriate
- Provide effective support for the individual facing the allegation or concern, including appointing a named representative to keep them informed of the progress of the case and considering what other support is appropriate.
- Make a referral to the DBS where it is thought that the individual facing the allegation or concern has engaged in conduct that harmed or is likely to harm a young adult or vulnerable adult, or if the individual otherwise poses a risk of harm to a young adult or vulnerable adult.

#### **Timescales**

- Any cases where it is clear immediately that the allegation is unsubstantiated or malicious will be resolved within 1 week
- If the nature of an allegation does not require formal disciplinary action, FUTURE VISIONS will institute appropriate action within 3 working days
- If a disciplinary hearing is required and can be held without further investigation, FUTURE VISIONS will hold this within 15 working days

#### **Specific actions**

##### **Action following a criminal investigation or prosecution**

The case manager will discuss with the local authority's designated officer whether any further action, including disciplinary action, is appropriate and, if so, how to proceed, taking into account information provided by the police and/or young adults's social care and vulnerable adults services.

##### **Conclusion of a case where the allegation is substantiated**

If the allegation is substantiated and the individual is dismissed or FUTURE VISIONS ceases to use their services, or the individual resigns or otherwise ceases to provide their services, the case manager will discuss with the designated officer whether to make a referral to the DBS for consideration of whether inclusion on the barred lists is required.

##### **Individuals returning to work after suspension**

If it is decided on the conclusion of a case that an individual who has been suspended can return to work, the case manager will consider how best to facilitate this.

The case manager will also consider how best to manage the individual's contact with the young adult / young adults or vulnerable adult who made the allegation, if they are still residing at FUTURE VISIONS

### **Unsubstantiated or malicious allegations**

If an allegation is shown to be deliberately invented, or malicious, the Registered Manager, or other appropriate person (management board) in the case of an allegation against the 'Registered Manager' will consider whether any disciplinary action is appropriate against the young adult or young adults who made it, or whether the police should be asked to consider whether action against those who made the allegation might be appropriate, even if they are not a young adult.

### **Confidentiality**

FUTURE VISIONS will make every effort to maintain confidentiality and guard against unwanted publicity while an allegation is being investigated or considered.

The case manager will take advice from the local authority's designated officer, police and young adults's social care services, as appropriate, to agree:

- Who needs to know about the allegation and what information can be shared
- How to manage speculation, leaks and gossip
- What, if any, information can be reasonably given to the wider community to reduce speculation
- How to manage press interest if, and when, it arises

### **Record-keeping**

The case manager will maintain clear records about any case where the allegation or concern meets the criteria above and store them on the individual's confidential personnel file for the duration of the case. Such records will include:

- A clear and comprehensive summary of the allegation, including names, job roles (where appropriate) dates and times;
- Details of how the allegation was followed up and resolved, including details of who was involved, their role in the investigation, dates and times.
- Where actions follow the legal framework, this must be clearly stated in the record or report.
- Notes of any action taken and decisions reached (and justification for these, as stated above). All records and reports must be uploaded on to the record system and signed by a DSL or senior manager of FUTURE VISIONS within 48 hours of completion.

allegation or concern is not found to have been malicious, FUTURE VISIONS will retain the records of the case on the individual's confidential personnel file, and provide a copy to the individual.

Where records contain information about allegations of sexual abuse, FUTURE VISIONS will preserve these for the Independent Inquiry into Young adult Sexual Abuse (IICSA), for the term of the inquiry. We will retain all other records at least until the individual has reached normal pension age, or for 10 years from the date of the allegation if that is longer.

The records of any allegation that is found to be malicious will be deleted from the individual's personnel file.

### **References**

When providing employer references, FUTURE VISIONS will not refer to any allegation that has been proven to be false, unsubstantiated or malicious, or any history of allegations where all such allegations have been proven to be false, unsubstantiated or malicious.

### **Learning lessons**

After any cases where the allegations are *substantiated*, FUTURE VISIONS will review the circumstances of the case with the local authority's designated officer to determine whether there are any improvements that we can make to our procedures or practice to help prevent similar events in the future.

This will include consideration of (as applicable):

- Issues arising from the decision to suspend the member of staff
- The duration of the suspension
- Whether or not the suspension was justified
- The use of suspension when the individual is subsequently reinstated. FUTURE VISIONS will consider how future investigations of a similar nature could be carried out without suspending the individual



## **Appendix 4: specific safeguarding issues**

### **Child sexual exploitation**

Child sexual exploitation (CSE) is a form of child/young adult sexual abuse that occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child/young adult into sexual activity in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator.

This can involve violent, humiliating and degrading sexual assaults, but does not always involve physical contact and can happen online. For example, young people may be persuaded or forced to share sexually explicit images of themselves, have sexual conversations by text, or take part in sexual activities using a webcam.

Young adults who are being sexually exploited may not understand that they are being abused. They often trust their abuser and may be tricked into believing they are in a loving, consensual relationship.

If a member of staff suspects CSE, they will discuss this with the DSL. The DSL will trigger the local safeguarding procedures, including a referral to the local authority's young adults's social care team and the police, if appropriate.

Indicators of sexual exploitation can include a child or young adult:

- Appearing with unexplained gifts or new possessions
- Associating with other young people involved in exploitation
- Having older boyfriends or girlfriends
- Suffering from sexually transmitted infections or becoming pregnant
- Displaying inappropriate sexualised behaviour
- Suffering from changes in emotional wellbeing
- Misusing drugs and/or alcohol
- Going missing for periods of time, or regularly coming home late
- Regularly missing school or education, or not taking part in education

### **Honour-based violence (including FGM and forced marriage)**

Honour-based violence (HBV) encompasses incidents or crimes committed to protect or defend the honour of the family and/or community, including FGM, forced marriage, and practices such as breast ironing.

Abuse committed in this context often involves a wider network of family or community pressure and can include multiple perpetrators.

All forms of HBV are abuse and will be handled and escalated as such. All staff will be alert to the possibility of a young adult being at risk of HBV or already having suffered it. If staff have a concern, they will speak to the DSL, who will activate local safeguarding procedures.

### **FGM**

The DSL will make sure that staff have access to appropriate training to equip them to be alert to residents affected by FGM or at risk of FGM.

Indicators that FGM has already occurred include:

- A child or vulnerable adult confiding in a professional that FGM has taken place
- A mother/family member disclosing that FGM has been carried out
- A family/young adult already being known to social services in relation to other safeguarding issues
- A girl:
  - Having difficulty walking, sitting or standing, or looking uncomfortable

- Finding it hard to sit still for long periods of time (where this was not a problem previously)
- Spending longer than normal in the bathroom or toilet due to difficulties urinating
- Having frequent urinary, menstrual or stomach problems
- Demonstrating increased emotional and psychological needs – for example, withdrawal or depression, or significant change in behaviour
- Being reluctant to undergo any medical examinations
- Asking for help, but not being explicit about the problem
- Talking about pain or discomfort between her legs

Potential signs that a young adult may be at risk of FGM include:

- The girl's family having a history of practising FGM (this is the biggest risk factor to consider)
- FGM being known to be practised in the girl's community or country of origin
- A parent or family member expressing concern that FGM may be carried out
- A family not engaging with professionals (health, education or other) or already being known to social care in relation to other safeguarding issues
- A girl:
  - Having a mother, older sibling or cousin who has undergone FGM
  - Having limited level of integration within UK society
  - Confiding to a professional that she is to have a "special procedure" or to attend a special occasion to "become a woman"
  - Talking about a long holiday to her country of origin or another country where the practice is prevalent, or parents stating that they or a relative will take the girl out of the country for a prolonged period
  - Requesting help from staff because she is aware or suspects that she is at immediate risk of FGM
  - Talking about FGM in conversation – for example, a girl may tell other young adults about it (although it is important to take into account the context of the discussion)
  - Having sections missing from her 'red book' (child health record) and/or attending a travel clinic or equivalent for vaccinations/anti-malarial medication

The above indicators and risk factors are not intended to be exhaustive.

### **Forced marriage**

Forcing a person into marriage is a crime. A forced marriage is one entered into without the full and free consent of one or both parties and where violence, threats, or any other form of coercion is used to cause a person to enter into a marriage. Threats can be physical or emotional and psychological.

Staff will receive training around forced marriage and the presenting symptoms. FUTURE VISIONS is aware of the 'one chance' rule, i.e. we may only have one chance to speak to the potential victim and only one chance to save them.

If a member of staff suspects that a young adult or vulnerable adult is being forced into marriage, they will speak to the young adult / vulnerable adult about their concerns in a secure and private place. They will then report this to the DSL.

The DSL will:

- Speak to the child / vulnerable adult about the concerns in a secure and private place

- Activate the local safeguarding procedures and refer the case to the local authority's designated officer
- Seek advice from the Forced Marriage Unit on 020 7008 0151 or [fmufco.gov.uk](mailto:fmufco.gov.uk)

### **Preventing radicalisation**

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism. Extremism is vocal or active opposition to fundamental British values, such as democracy, the rule of law, individual liberty, and mutual respect and tolerance of different faiths and beliefs.

The DSL will undertake Prevent awareness training and make sure that staff have access to appropriate training to equip them to identify young adults and vulnerable adults at risk. All staff undertake PREVENT training as part of their induction. This is also a regular agenda item for staff meetings, to ensure awareness remains present in practice.

FUTURE VISIONS will assess the risk of residents being drawn into terrorism. This assessment will be based on an understanding of the potential risk in our local area, in collaboration with our local safeguarding partners and local police force.

FUTURE VISIONS will ensure that suitable internet filtering is in place and equip our residents to stay safe online through key work sessions.

There is no single way of identifying an individual who is likely to be susceptible to an extremist ideology. Radicalisation can occur quickly or over a long period.

Staff will be alert to changes in behaviour.

The government website [Educate Against Hate](https://www.gov.uk/government/collections/educate-against-hate) and charity [NSPCC](https://www.nspcc.org.uk) say that signs that a young adult is being radicalised can include:

- Refusal to engage with, or becoming abusive to, peers who are different from themselves
- Becoming susceptible to conspiracy theories and feelings of persecution
- Changes in friendship groups and appearance
- Rejecting activities they used to enjoy
- Converting to a new religion
- Isolating themselves from family and friends
- Talking as if from a scripted speech
- An unwillingness or inability to discuss their views
- A sudden disrespectful attitude towards others
- Increased levels of anger
- Increased secretiveness, especially around internet use
- Expressions of sympathy for extremist ideologies and groups, or justification of their actions
- Accessing extremist material online, including on social media sites
- Possessing extremist literature
- Being in contact with extremist recruiters and joining, or seeking to join, extremist organisations

Children (and vulnerable young adults) who are at risk of radicalisation may have low self-esteem, or be victims of bullying or discrimination. It is important to note that these signs can also be part of normal teenage behaviour – staff should have confidence in their instincts and seek advice if something feels wrong.

If staff are concerned about a young adult or vulnerable adult, they will follow our procedures of the organisation, including discussing their concerns with the DSL.

Staff should **always** take action if they are worried.

Further information on FUTURE VISIONS's measures to prevent radicalisation are set out in other policies and procedures, including:

- Online safety and acceptable use policy
- Whistle blowing policy
- Behaviour Policy

#### **Checking the identity and suitability of visitors**

All visitors to FUTURE VISIONS will be required to verify their identity to the satisfaction of staff.

If the visitor is unknown to the setting, we will check their credentials and reason for visiting before allowing them to enter the setting. Visitors should be ready to produce identification.

Visitors are expected to sign the visitors' book and wear a visitor's badge.

Visitors to FUTURE VISIONS accommodation who are visiting for a professional purpose, such as a social worker, will be asked to show photo ID and:

- Will be asked to show their DBS certificate, which will be checked alongside their photo ID; or
- The organisation sending the professional, such as the LA, will provide prior written confirmation that an enhanced DBS check with barred list information has been carried out

All other visitors to FUTURE VISIONS will be accompanied by a member of staff at all times.