

EMMAUS TRANSFORMATION TRUST

THE LIGHTHOUSE

Charity 1069902

Registered Address:

The Lighthouse, 8-10 High Street, Woking, GU21 6BG

SAFEGUARDING POLICY

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Section I: The Lighthouse & Key Details

The Lighthouse exists to address the widespread poverty of resources, relationships and identity for people in Woking and its surrounds. This is achieved through a community of projects which seek to transform lives through kindness, belief, and hope. These projects are housed in our Lighthouses in Woking Town Centre (8-10 High Street, Woking), at our Jigsaw Hub (11. High Street, Woking) and at The Lighthouse Barnsbury (30 Ash Road, Woking).

The Lighthouse operates as part of the Emmaus Transformation Trust. The ETT Trustees have overall responsibility for the effective application of The Lighthouse policies and procedures.

In respect to safeguarding policies and procedures, the ETT is a member of thirtyone:eight, a charity which helps individuals, organisations, charities, faith and community groups to protect children, young people and adults at risk from abuse. Our safeguarding policy and procedures are based on the material and support provided by thirtyone:eight.

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Section 2: The Trustees & Leadership Commitment

The Trustees of the Emmaus Transformation Trust (ETT) and the Leadership of The Lighthouse recognise the need to provide a safe and caring environment for children, young people and adults who come into The Lighthouses.

We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” We have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

In complying with the relevant UK legislation, we refer to the following extant documentation:

- Care and Support Statutory Guidance (February 2018) for Adults
- Working Together to Safeguard Children 2018

The policy and attached codes of conduct/procedures are based on, and have incorporated, thirtyone:eight’s ten Safe and Secure safeguarding standards which can be found on the thirtyone:eight website.

The EET Trustees and The Lighthouse Leadership undertake to:

- Endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- Provide on-going safeguarding training for all its workers (paid and voluntary) and will regularly review this policy and procedures.
- Ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- Support the Safeguarding Leads in their work and in any action they may need to take in order to protect children, young people and adults at risk

Section 3: Prevention

The purpose of this policy is to:

- Safeguard and protect children, young people and adults at risk who attend The Lighthouses
- Safeguard and protect all workers (paid and voluntary) at The Lighthouses
- Provide workers with the overarching principles and procedures that guide our approach to safeguarding children, young people and adults at risk

3.1 Understanding abuse and neglect

A child at risk is:

- A person under the age of 18

An adult at risk is:

- A person aged 18 years or over who may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

Detailed definitions, and signs and indicators of abuse for children, young people and adults at risk are included in Appendices 1 and 2. Recognising abuse of children and vulnerable adults is found in Appendix 3.

3.2 Safer recruitment

We are committed to ensuring that all workers (paid and voluntary) are appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a job description and person specification for the post
- Those applying to work directly with children, young people and adults with care and support needs have completed an application form
- Those short listed for paid employment have been interviewed
- Safeguarding has been discussed at interview for paid positions
- Written references have been obtained, and followed up where appropriate for those working directly with children, young people and adults with care and support needs
- A disclosure and barring check has been completed where necessary (and updated every three years), and the equivalent if the applicant has lived abroad or is not a UK citizen (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant if required
- Paid employees have completed a probationary period
- Those working directly with children, young people and adults with care and support needs have been given a copy of the ETT safeguarding policy and know how to report concerns
- Those working directly with children, young people and adults with care and support needs attend annual safeguarding training

3.3 Safeguarding training

The Trustees and The Lighthouse Leadership are committed to on-going safeguarding training and development opportunities for all workers (paid and voluntary), developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis (every 12 months at least). The Leadership will also ensure that children, young people and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

3.4 Management of workers

The Trustees are committed to supporting all workers (paid and voluntary) and ensuring they receive support and supervision. All workers have been issued with codes of conduct for interaction with children and young people and working with adults at risk. See Appendices 4 & 5.

Section 4: Working Practices

4.1 The Lighthouse

As The Lighthouses and our projects are visited by children, young people and adults with care and support needs, we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

We are aware of the emotional impact of making a disclosure/allegation, receiving a disclosure/allegation and being alleged against. We are committed to offering emotional support to all parties involved in the process without judgement, regardless of the outcome of an investigation.

Appendices 4 & 5 contain The Lighthouse codes of conduct for interaction with children and young people and working with adults at risk.

4.2 Working practices when in partnership with other organisations

The Lighthouses regularly work in partnership with other organisations. Our approach regarding safeguarding is as follows:

- When in The Lighthouse buildings, other organisations and partners will follow The Lighthouse safeguarding policy, codes of conduct and procedures.
- When working in partnership on a neutral site, arrangements regarding which policy and procedures to follow will be agreed in advance.
- When an external group hires or uses a Lighthouse site, they are responsible for the safeguarding of their group.
- When The Lighthouse hires an external site for a Lighthouse event, we will follow The Lighthouse policy, codes of conduct and procedures.

Section 5: Allegations or Suspicion of Abuse

5.1 Reporting an allegation or suspicion of abuse

Under no circumstances should a worker (paid and voluntary) carry out their own investigation into an allegation or suspicion of abuse.

Appendix 4 (Code of Conduct for Working with Adults at Risk) and Appendix 5 (Code of Conduct for Interacting with Children and Young People) describe how a worker is to initially respond to an allegation or suspicion of abuse. In particular, details should be recorded using the incident/disclosure form found at Appendix 6.

The procedures to then be followed in reporting the suspicion or allegation of abuse are detailed in Appendix 7.

5.2 Confidentiality

Information regarding allegations, concerns and on-going investigations are confidential. Information sharing will only be on a need to know basis. If the Safeguarding Leads are made aware of a safeguarding concern, they will need to inform the Safeguarding Officer. The Safeguarding Leads may inform others depending on the circumstances and/or nature of the concern at their discretion. The Leadership Team will support the Safeguarding Leads in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

5.3 Data Storage

The records made during a safeguarding process are stored on a secure, encrypted and password protected online storage system. We store and retain safeguarding information related to individuals and concerns in line with best practice as advised by thirtyone:eight.

Section 6: Pastoral Care

6.1 Supporting those affected by abuse

The Trustees and The Lighthouse Leadership are committed to offer support, working with statutory agencies as appropriate, for those who have been affected by abuse who have contact with or are part of The Lighthouse.

Useful pastoral support contacts:

- Samaritans <https://www.samaritans.org/> or telephone 116 123
- The National Association for People Abused in Childhood <https://napac.org.uk/> or telephone 0808 801 0331
- The Survivors Trust <https://www.thesurvivorstrust.org/> or telephone 0808 801 0818
- The NSPCC at <https://www.nspcc.org.uk/> or national helpline on 0808 800 5000

6.2 Working with offenders and those who may pose a risk

When someone attending The Lighthouse is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs, The Lighthouse Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children, young people and adults with care and support needs, set boundaries for that person, which they will be expected to keep. These boundaries will be based on an appropriate risk assessment and through consultation with appropriate parties.

Section 7: Adoption of the Policy

This policy was agreed by the Trustees and The Lighthouse Leadership and will be reviewed annually.

Signed by:

Position: Chair of Trustees

Signed by:

Position: Director

Date:

Appendix I: Definitions of Abuse of Children

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

The four definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2015)'.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child 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. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child 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 children. Sexual exploitation can include seemingly consensual relationships or sexual activity in exchange for attention, a place to stay, gifts, money, cigarettes or illegal substances. It can also include serious organised crime.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers);
- or ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Appendix 2: Definitions of Abuse of Adults

Physical abuse

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence

Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence. The government's definition of domestic violence and abuse is: "any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality."

Sexual abuse

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Emotional/Psychological abuse

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Neglect and acts of omission

Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple, and affect one person or more.

Financial or material abuse

Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse

Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation. Organisational abuse may be found in organisations where there are poor standards of care, a lack of training, low pay and recognition or where there simply isn't enough staff to cope with the workload.

Spiritual Abuse

Spiritual abuse could be defined as an abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves. See appendix 11 for more details.

Appendix 3: Recognising Abuse of Children, Young People & Vulnerable Adults

The following signs could be indicators that abuse has taken place but should be considered in the context of the child or adult's whole life.

Physical abuse

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation
- Cuts/scratches/substance abuse

Behavioural signs may include:

- Aggressive behaviour or outbursts of temper
- Running away from home or showing a fear of going home
- Reluctance to get undressed for sporting or other activity
- Ensuring the arms and legs are covered, even when it is hot
- Depression or mood swings that are out of character
- Flinching when someone gets close (as though they are expecting to be harmed).

Emotional/Psychological abuse

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy.
- Nervousness, frozen watchfulness, lack of facial expression
- Lack of self-esteem
- Depression, aggression, extreme anxiety
- Distrustful of any kindness or consideration shown to them
- Excessive deference towards others
- Excessive need for approval, attention and affection
- Attention-seeking behaviour
- Eating disorders
- Self-harm
- Sudden under-achievement or lack of concentration
- Obsessions or phobias
- Inappropriate relationships with peers and/or adults
- Persistent tiredness
- Running away/stealing/lying
- They disclose they are being bullied or you suspect it may be taking place

Sexual abuse

- Any allegations made concerning sexual abuse
- Alluding to secrets that they cannot reveal
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia
- Drug and/or alcohol abuse
- Having unexplained amounts of money
- Running away from home or care
- Withdrawn, subdued, poor concentration, or overly compliant behaviour
- Depression, self-harm or suicidal behaviour
- Urinary tract infections, vaginal infections or sexually transmitted diseases that are not otherwise explained
- Pain, itching or bleeding in the genital/anal area
- A woman who lacks the mental capacity to consent to sexual intercourse becomes pregnant.

Neglect

- Inappropriately or inadequately dressed e.g. no warm clothes in the winter
- Under nourishment, constant hunger, stealing or gorging food
- Poor hygiene, e.g. smelly or dirty
- Has lost interest in their academic work and there are frequent absences
- Has thinning hair, a protuberant abdomen, sore, reddened hands and feet, or decaying teeth, all of which suggest that neglect may have been going on for some time.
- Failure to grow or put on weight
- Being left alone at home a lot
- Poor social or language skills
- Untreated illnesses

Financial/material abuse

- Unexplained loss of possessions or money
- Stealing under coercion to give money to an abuser
- Bills not being paid (for example rent or utility bills)
- A lack of money to pay for basics such as food and clothes

Discriminatory abuse

- Racist or sexist comments or innuendo
- Verbal or physical abuse because of a disability
- Harassment because of a sexual orientation.

Organisational abuse

Organisations where this form of abuse can take place typically have:

- Inflexible and rigid systems and routines
- A culture of name calling or showing a lack of respect
- Harsh disciplinary standards and sometimes rough handling when they are not met

Appendix 4: Code of Conduct, Working with Adults at Risk

We aim to see lives of those we meet at The Lighthouse enriched by kindness, belief and hope. We aim to see all adults, including adults at risk, flourish in their relationships with others, and inspired and hopeful about their future, whilst fostering independence at every opportunity.

This document outlines how, at The Lighthouse, we work to achieve the above whilst working in a variety of settings and maintaining a safe environment for all. All workers (paid and voluntary) engaging with adults at risk at The Lighthouse are required to work within the following guidelines.

An adult at risk of harm may be someone who:

- is frail due to age, ill health, physical disability or cognitive impairment, or a combination of these
- has a learning disability
- has a physical disability and/or a sensory impairment
- has mental health needs
- has a long-term illness/condition
- is living in poverty, in unsuitable housing or in a deprived area
- uses substances or alcohol
- is unable to demonstrate the capacity to decide and needs care and support.
- An adult may be at risk temporarily due to circumstances (e.g., becoming homeless for a period, a change in relationship status).

Creating and Maintaining a Safe Environment

Working environments

- All projects and activities with adults at risk must take place in a public space in The Lighthouse.
- All projects and activities, including 1:1 work, must be in the line of sight of other team members and/or guests.
- We do not undertake any activities in a home.
- Where there are larger groups with adults at risk present, there must always be enough Project Leaders and team members present to ensure the welfare of the adults in the group.
- On the rare occasion that a guest needs escorting to an appointment off-site, team members of the same sex should ideally take them. Before agreeing to the appointment, team members must speak to the Project Leader to receive permission to do this, to maintain both your safety and the safety of the person you are taking.

Risk Assessments

Every project at The Lighthouse must be risk assessed by the Project Leader using the template found in Appendix 8 to ensure a safe environment for all. Where there are one-off events, these should also be risk assessed by the event leader using the template in Appendix 8.

Safeguarding

Raising Concerns

- Where faced with a situation where there is a concern of abuse, it is important to contact the Safeguarding Lead(s) to share your concerns (or your Project Leader if this is initially more appropriate).
- They may need to then complete a Safeguarding Disclosure Form with you.

- The Safeguarding Lead will assess and, where appropriate, contact thirtyone:eight for advice or make direct contact with Social Services or the Police to share your concerns.
- Adult Social Care or the Police will decide if they need to put a safeguarding plan in place, taking into account whether the individual lacks the mental capacity to make a choice, whether there is a risk to others, or whether or not action is necessary in order to prevent a crime.
- We have a duty to act on any concern of abuse of an adult to ensure that the situation is assessed and investigated. The priority should always be to ensure the safety and protection of the person concerned. The primary responsibility for managing any investigation process rests with Adult Social Care which they will do upon receiving a referral.

The Three Cs

Based on principles enshrined in government policy for protecting adults at risk of harm, there are three key aspects for us to be aware of, namely:

- **Choice:** Individuals have the right to make choices about their care and treatment – this includes making decisions about their safety, even where those decisions may seem to others to be unwise.
- **Control:** Individuals are enabled to control decisions about their care to the extent they are able.
- **Clear justification:** Any actions that do not have the person's full and informed consent must have a clear justification, be permissible in law and be the least restrictive of the person's rights to meet the justifiable outcome. It is important that all cases of suspected or actual abuse are treated seriously.

Mental Capacity

When interacting with adults at risk, we may be faced with the situation of determining whether someone has the mental capacity or ability to make decisions about themselves and their safety and well-being (clear justification). It is often a fine balance between respecting an individual's rights to autonomy and their need for protection. The mental capacity of an adult at risk will determine what actions will be taken. Adults have a right to make their own choices in relation to their well-being and personal safety. Even if a person may follow a course of action or behaviour which may expose them to harm, or leave them in a situation of abuse, where they have mental capacity and choose to do so, then this should be respected.

Responding to disclosures or signs of abuse in adults

How we react can have a big impact on the person feeling heard, safe, and confident that the right next steps will be taken to help them. This is a vital part of the culture we bring to The Lighthouse.

Where an adult wants to disclose abuse, the following guidance should be followed:

- Ensure the physical environment is welcoming, giving opportunity for the adult at risk to talk in private but making sure others are aware the conversation is taking place.
- It is especially important to allow time and space for the person to talk. Above everything else, listen without interrupting, be attentive and look at them whilst they are speaking.
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used
- Try to remain calm, even if on the inside you are feeling something different
- If you don't feel comfortable, ask them if they're happy for you to invite the Project Leader/Safeguarding Lead into the conversation
- Be honest and don't make promises you can't keep regarding confidentiality - you are likely to need to share information with the Safeguarding Lead or the Police/Adult Social Care.
- We might need to clarify something to ensure we understood what they've said correctly, by repeating back information, but we should not ask questions for our own curiosity.
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.

- **Do say:** You have done the right thing in telling me. I am glad you have told me. Thank you for telling me. I am going to have to tell someone else what you have said, but only people that need to know.
- **Don't say:** Why didn't you tell anyone before? I can't believe it! Are you sure this is true? Why? How? When? Who? Where? I am shocked, don't tell anyone else. I promise to keep this a secret

Following the discussion, the disclosure form (Appendix 6) should be completed and the Safeguarding Lead informed (see Appendix 7).

Responding to Incidents

An incident, for the purpose of this Code of Conduct, is:

- When someone has been subject to physical harm, whether accidental or intentional
- When a disclosure is made that contains a safeguarding concern
- When aggressive behaviour has led to action being taken by a Project Leader/Member
- When the emergency services are called for any reason

In the event of an incident taking place, an incident form (Appendix 6) should be completed and the Safeguarding Lead informed (see Appendix 7).

Dealing with Challenging Behaviour

We understand that adults at risk are more likely to be harmed than harm another, however, it might be that on occasion there is a need to deal with challenging behaviour. Here are some basic guidelines for working with adults who display challenging behaviour:

- Establish ground rules with those attending the group/activity. Keep them simple and clear, making sure everyone understands what action will be taken if they are not kept.
- If someone breaks the ground rules, use two warnings and, if the behaviour is repeated a third time, a consequence should follow. At every stage, make sure they understand what rule they have broken and the consequence that will follow if the behaviour continues.
- Consequences could include; Asking them to leave or giving a one week ban from the group/activity. Or if the behaviour puts themselves or anyone else at risk of immediate harm, do not give warnings; act immediately. E.g. in an emergency situation, emergency services should be called, and an incident form completed.
- Act out of love never anger (call on support from other leaders if you feel you may deal with the situation unwisely in your anger)
- Never reject someone, just the behaviour. Encourage the person that you accept them, but you are not willing to accept the behaviour.
- Do not shout in anger.
- Never use physical force. Do no touch or try to restrain someone who is behaving aggressively.
- If a difficult or dangerous situation is occurring, keep a distance of at least two feet from the person, remain calm and do not turn away from the person so as you cannot see where they are.
- Never try to deal with a difficult situation alone.
- Use the opportunity to have a constructive conversation with the person about their behaviour.

Team Expectations

Recruitment

All voluntary team members will complete an application form, attend a trial session, provide two references and have a face to face meeting with a paid staff member when joining a team working specifically with Adults at Risk. They may also need to apply for a DBS check where relevant. E.g. within our Money Advice project. The Project Leader will make the final decision on successful applicants. All team members will be required to attend annual safeguarding training.

Training

All workers (paid and voluntary) will be required to attend induction and on-going safeguarding training as determined by the Safeguarding Lead, as well as training specific to their project.

Team Meetings

Before each project we hold a team meeting, to share the plan for the session, and give any updates. We also debrief to discuss what went well/not so well during the session afterwards. However, if team members have concerns that needs to be addressed straight away, please talk with your Project Leader or Safeguarding Lead during the session.

Commitment

We ask all team members to take seriously the time commitment they have made. If you are unable to make a session, we encourage team members to try and swap with someone else on their team and inform your Project Leader of the swap as soon as possible. If you are unable to arrange a swap, you are encouraged to let the Project Leader know as early as possible.

Appropriate Relationships

It is important to maintain appropriate boundaries with adults at risk. We want to build good relationships using the guidance in this document and the safeguarding policy as a foundation. It is recognised that self-disclosure can be a useful tool in building relationships, however we ask everyone to be mindful of what they choose to disclose. In particular:

- Never share your home address with adults at risk.
- Never share your contact details and social media accounts.
- Do not accept invitations to an adult at risk's home. Please discuss the matter with the Project Leader and/or Safeguarding Lead if you are invited.
- Always remember the relationship and conversation should remain focused on the adult at risk's experiences rather than your own.
- Always approach your Project Leader or the Safeguarding Lead if you are unsure.

If it appears that a relationship between a worker (paid and voluntary) and an adult at risk is becoming unhealthy in any way, the Safeguarding Lead will intervene. It is the responsibility of all of us to be watchful and to help each other by constructively challenging anything which could be misunderstood or misconstrued. Where there are on-going concerns about a worker's relationship, the person concerned should report their concerns as per **Appendix 7**.

Physical Touch

- At the Lighthouse we have a no hugging policy (inclusive of volunteers as well as guests), for many different reasons including a history of abuse, or those with Autism or Aspergers.
- Shaking hands, a pat on the shoulder, or a high five may be more appropriate.
- Although wanting to physically comfort someone who is upset is a natural response, it is worth bearing in mind that unless used appropriately, it may interrupt or detract from the person expressing what they are thinking or feeling.
- Always keep any physical contact very public and avoid any contact where no-one else is around. Team members should monitor one another in the area of physical contact. They should be free to help each other by constructively challenging anything which could be misunderstood or misconstrued. Where there are on-going concerns about a worker's relationship, the person concerned should report their concerns as per **Appendix 7**.

Dress Code

All workers (paid and voluntary) should dress appropriately. E.g. shoulders should ideally be covered, and legs should be covered to the knees.

Substance Use

Under no circumstances should workers (paid and voluntary) be under the influence of any substances whilst working with guests at The Lighthouse. All workers are asked to refrain from drinking alcohol for at least eight hours before working. If any workers are found to be under the influence of drugs or alcohol whilst working within Lighthouse projects, or if they are found on their person, they will be asked to leave, an incident form will be completed and the Safeguarding Lead will be informed who will decide if any other action is required.

Lending/Giving Money

We do not lend or give money to guests of The Lighthouse. If someone has financial challenges, please refer them to a Project Leader who will explain that we are unable to lend or give them money. The Project Leader will look to see if they can refer them to an appropriate project or organisation. We are not to sell to, or buy from, visitors.

Accepting Gifts

If an adult at risk gives a gift (for example, a 'thank you' gift) to a worker, it must be declared and the Safeguarding Lead must be informed, no matter the value. If the value of the gift is above £5, it must be returned, unless there are exceptional circumstances approved by the Safeguarding Lead.

Use of photography

Only people approved by the Safeguarding Lead should take photographs or videos of guests at The Lighthouse. No photographs or videos will be used without consent from guests. The photos or videos should be uploaded to The Lighthouse's password protected online space and then deleted from the device used to take the photos or video. Photographs or videos of guests on social media may only be shared through official Lighthouse accounts.

Confidentiality

Many of the adults at risk we work with choose to share personal information and experiences with us. It is important that this remains confidential between the adult, the team member and the Project Leader – unless there is a safeguarding concern in which case the Lighthouse Safeguarding Policy and this Code of Conduct must be followed.

Sharing your Faith

Projects and activities at The Lighthouse are faith based, but not faith biased. We work with adults and partner with organisations of all faiths and none. If a visitor asks about your faith, it's a great opportunity to share. However, we should never force our faith on those we work with.

Fostering Independence

Wherever possible, our relationships with adults at risk should be seeking to foster independence. This means that we should be enabling those we meet to live the life they hope for within community but not dependant on us. We recognise this is a journey, and different individuals will need varying levels of support.

Appendix 5: Code of Conduct, Interacting with Children and Young People

Where children/young people are brought by visiting parents/carers, or where we are working with young people or children, we have a responsibility to ensure the children/young people are in a safe environment as well as having a responsibility to be watchful for signs of possible abuse. Detailed definitions, and signs and indicators of abuse for children and young people are included in Appendices 1 and 3.

Creating and maintaining a safe environment

Interaction

- Team members must not be left alone 1:1 with children and young people.
- Parents/carers should always be in attendance and must not leave their children or young people unattended in any part of The Lighthouse.
- Team members must not look after someone else's child, even a sleeping baby in a pram.
- Except to rescue from immediate harm, team members should not pick up the child or baby of a guest within the Lighthouse environment.
- Where a parent/carer needs to access a project upstairs or downstairs, we will ask the parent/carer to carry their own baby (even if the baby is sleeping), whilst Lighthouse team members carry the pram or pushchair, bearing in mind manual handling procedures. (We will only lift the pram or pushchair in exceptional circumstances, and then only with team members who feel able to do this, and who are aware of manual handling procedures).
- Parents should be encouraged to keep their children away from the stairs.
- *We very occasionally offer specific sessions where we are responsible for the child. Where this is the case, this will be agreed with the parent/carer beforehand and team members will have appropriate training, and a separate risk assessment will be carried out.

Risk Assessments

Every project at The Lighthouse must be risk assessed by the Project Leader using the template found in **Appendix 8** to ensure a safe environment for all. Where there are one-off events, these should also be risk assessed by the event leader using the template in **Appendix 8**.

Consent and Medical Information

When children and young people become part of a Lighthouse activity, any relevant medical or other helpful information will be recorded. When taking children and young people on trips, parental consent must be obtained in writing.

Toileting

At our Lighthouses and Jigsaw Hub, we do not help children and young people with toileting. We do not change nappies or assist children or young people with personal hygiene.

Safeguarding

Raising concerns

- Where faced with a situation where there is a concern of abuse, it is important to contact the Safeguarding Lead to share your concerns.
- They will assess and, where appropriate, contact thirtyone:eight for advice and/or contact Social Services or the Police and share your concerns.

- Social Services or the Police can then decide if they need to put a safeguarding plan in place or whether action is necessary in order to prevent a crime.
- We have a duty to act on any concern of abuse of a child or young person to ensure that the situation is assessed and investigated.
- The priority should always be to ensure the safety and protection of the person concerned.
- The primary responsibility for managing any investigation process rests with Children's Social Care which they will do upon receiving a referral.

Responding to disclosures or signs of abuse in children

- Ensure the physical environment is welcoming and make sure others are aware the conversation is taking place.
- It is especially important to allow time and space for the child or young person to talk. Above everything else, listen without interrupting, be attentive and look at them whilst they are speaking.
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used
- Try to remain calm, even if on the inside you are feeling something different
- If you don't feel comfortable, ask them if they're happy for you to invite the Project Leader/Safeguarding Lead into the conversation
- Be honest and don't make promises you can't keep regarding confidentiality - you are likely to need to share information with the Safeguarding Lead or the Police/Adult Social Care.
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.
- Use language that is age appropriate.
- **Do say:** You have done the right thing in telling me. I am glad you have told me. Thank you for telling me. I am going to have to tell someone else what you have said, but only people that need to know.
- **Don't say:** Why didn't you tell anyone before? I can't believe it! Are you sure this is true? Why? How? When? Who? Where? I am shocked, don't tell anyone else. I promise to keep this a secret

Dealing with incidents

An incident, for the purpose of this document, is when;

- someone has been subject to physical harm, whether accidental or intentional
- a disclosure is made that contains a safeguarding concern
- a consequence is implemented for serious challenging behaviour (in line with the guidance above)
- the emergency services are called for any reason

In the event of an incident taking place, an incident form should be completed and the Safeguarding Lead informed. The procedures and guidance in this document and the Safeguarding Policy should be followed.

Team Expectations

Recruitment

All voluntary team members will complete an application form, complete a trial session, provide two references, have a face to face meeting with a paid staff member, and may be asked for a DBS check. The Project Leader for the project, and the Safeguarding Lead will make the final decision on successful applicants. Volunteers and paid staff will receive safeguarding training annually. Volunteers may be asked to start serving on team before this process is completed but will be accompanied by a fully recruited team member.

DBS Checks

We DBS check all team members who are interacting with children within the Jigsaw Hub.

Free16 Youth is a project operating from Barnsbury Lighthouse, in partnership with Emmaus Rd Church. We come under Emmaus Rd's Safeguarding Policy and Code of Conduct for this project.

Training

All workers (paid and voluntary) will be required to attend induction and on-going safeguarding training as determined by the Safeguarding Lead, as well as training specific to their project.

Team Meetings

Before each project we hold a team meeting, to share the plan for the session, and give any updates. We also debrief to discuss what went well/not so well during the session afterwards. However, if team members have concerns that needs to be addressed straight away, please talk with your Project Leader or Safeguarding Lead during the session.

Appropriate Relationships

- Never share your home address with children or young people.
- Never share your contact details and social media accounts.
- Always remember the relationship and conversation should remain focussed on the children and young people's experiences rather than your own.
- If it appears that a relationship between a team member and a child, young person or guest of The Lighthouse is becoming unhealthy in any way, the Safeguarding Lead will intervene.

Bringing children

Project Leaders and team members are requested not to bring children or young people under the age of 18 with them when they are on duty.

Appendix 6: Incident/Disclosure Form

This form should be completed as soon as possible after any significant incidents, safeguarding concerns, or safeguarding disclosures and passed to your Project Leader and the Safeguarding Lead/Officer.

How to complete this Incident/Disclosure Form:

- Complete the incident form with all involved in the incident (if possible) to ensure you have the clearest picture.
- If you make a mistake, cross it out and write your initials/sign by the mistake.
- Write objectively, avoiding opinions, judgments, conclusions, or assumptions about who or what caused the incident.
- Describe only what you saw and heard and the actions you took to provide care at the scene.

Name and information about you

Your name	Your role
-----------	-----------

Name and information about the vulnerable person

Name	Age
Gender	Ethnicity

Address

Contact Number	Contact Email
----------------	---------------

If applicable, name of person with parental responsibility or name of primary carer (if different)

Any other relevant information

Information about where and when the incident happened

Where	What date and time
-------	--------------------

Who was responsible for the group at the time of the accident/incident/disclosure?

Who else was present to witness the accident/incident/disclosure? (Anyone who was not directly involved but saw all or part of the incident. Where possible, include specific names and contact details)

Nature of concern

What the person said, what someone told you, physical signs and behavioural indicators

Any relevant observations about the person in the past

The name and address of alleged abuser (if known)

Your response to the person and what you said, including what you said about confidentiality

Have you spoken to anyone else about this incident/disclosure? If yes, who?

I confirm that the information I have given here is correct.

Signature

Date

Submit this form to the ETT Safeguarding Lead as soon as it is completed in person or by email.

TO BE COMPLETED BY PROJECT LEADER/SAFEGUARDING LEADS

Name and role of person receiving this form (For example, project leader, Safeguarding Officer
Safeguarding Lead)

Any actions taken:

I confirm that the information I have given here is correct.

Signature

Date

Appendix 7: Reporting Allegations or Suspicion of Abuse

Appendix 4 (Code of Conduct for Working with Adults at Risk) and Appendix 5 (Code of Conduct for Interacting with Children and Young People) describe how a worker (paid or voluntary) is to initially respond to an allegation or suspicion of abuse.

I. Recording and reporting pathway

It is important that concerns are passed on to the right people as soon as possible. In the first instance, inform your Project Leader immediately who will inform the Safeguarding Lead. If more appropriate, inform the Safeguarding Lead or the Safeguarding Officer directly.

Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Lead, the absence of the Safeguarding Lead or Officer should not delay referral to Social Services, the Police or taking advice from thirtyone:eight. It's vital to ensure the immediate safety of the person who has made the disclosure or to who the concern relates to. This may include staying with the person until further arrangements can be made.

(If a child or an adult at risk is in immediate danger, call the emergency services on 999, the relevant Multi-Agency Safeguarding Hub (MASH) team for your local area - 0300 470 9100 (8am-6pm) or 01483 517898 (out of hours), or the Mental Health Crisis Line if it's a mental health related emergency).

If you have a concern that abuse is taking place, or a disclosure is made to you, record it using the incident form found in Appendix 6 as soon as possible. Ensure the record is legible, and is an objective, accurate record of exactly what happened/and or was said.

Safeguarding Lead Woking

Name: Lucy Greenland

Email: lucyg@lighthousewoking.org

Phone Number: 07742191511

Safeguarding Lead Barnsbury

Name: Anna Wright

Email: anna@lighthousewoking.org

Phone Number: 07769 308 815

Safeguarding Lead Jigsaw Hub

Name: Emma Heather

Email: jigsaw@lighthousewoking.org

Safeguarding Lead Woking Foodbank

Name: Alison Buckland

Email: info@woking.foodbank.org.uk

The above is nominated by the Trustees to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities. In the absence of the Safeguarding Lead or, if the suspicions in any way involve the Safeguarding Lead, then the report should be made to the Safeguarding Officer.

Safeguarding Officer

Name: Alan Buckland

Email: alan@lighthousewoking.org

Phone Number: 07912 508 599

The role of the Safeguarding Leads and Safeguarding Officer is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

It is, of course, the right of any worker (paid and voluntary) to make a direct referral to the safeguarding agencies or seek advice from thirtyone:eight, although the Trustees and The Lighthouse Leadership hope that the person will use this procedure. If, however, the individual with the concern feels that the Safeguarding Lead(s)/Officer has not responded appropriately, or where they have a disagreement with the Safeguarding Lead(s) as to the appropriateness of a referral, they are free to contact an outside agency directly.

2. Detailed procedures where there is a concern about a child:

a. Allegations of physical injury, neglect or emotional abuse

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Lead/Officer will:

- Contact Social Services (or thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Social Services direct for advice.
- Seek and follow advice given by thirtyone:eight (who will confirm their advice in writing) if unsure whether to refer a case to Social Services.

b. Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Lead/Officer will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by thirtyone:eight if for any reason they are unsure whether to contact Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

3. Detailed procedures where there is a concern about an adult:

If the concern/disclosure is regarding an adult at risk, before you report it, ensure you speak to the person concerned (or their advocate) if this is possible, to find out their views about the concern and include this in the reporting process. Suspicions or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

If there is concern about any of the above, the Safeguarding Lead/Officer will:

- Contact the Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively, thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, the Safeguarding Lead will:

- Identify support services for the victim i.e. counselling or other pastoral support

- Contact thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

4. Allegations of abuse against a person who works with adults with care and support needs

The Safeguarding Lead will:

- Liaise with Social Services in regarding the suspension of the worker (paid or voluntary)
- Make a referral to the DBS following the advice of Social Services

The Care Act places the duty upon Adult Social Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person and/or The Lighthouse, increasing the support for the worker or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not The Lighthouse Leadership or Trustees.

5. Allegations against young people

It is possible for children and young people to abuse other children and young people. Be mindful not to dismiss disclosures or concerns of this nature.

6. Allegations against staff and volunteers

If an accusation is made against a worker (whether a volunteer or paid employee), whilst following the procedure outlined above, the Safeguarding Lead will need to liaise with the Chair of Trustees and Children's Social Services in regards to the suspension of the worker. thirtyone:eight will also be contacted for advice.

If an accusation is made against the Chair of Trustees, contact thirtyone:eight, PO Box 133, Swanley, Kent, BR8 7UQ. Tel: 0303 003 1111. Alternatively contact Surrey Social Services or the Police.

Advice will be taken from Children's Social Services and thirtyone:eight as to whether a referral to the DBS is required. The DBS will be contacted if the nature of concern leads us to end the employment of the employee or volunteer or would have led to us making this decision in circumstances where they have left voluntarily.

Appendix 8: Risk Assessment Form

Activity:	Site: E.g. The Lighthouse, 8-10 High Street Woking GU21 6BG		
People at Risk: Visitors to the building, volunteers, staff, contractors	Additional Information:		
Contact Person:	Job Title:	Date:	Review Date:

Severity x Likelihood = Risk

Severity

- 1 – Minor
- 2 – Significant
- 3 – Serious
- 3 – Major
- 5 – Fatality

Likelihood

- 1 – Very Unlikely
- 2 – Slightly
- 3 – Feasible
- 4 – Likely
- 5 – Very Likely

Risk

- 1-3: Minimal Risk - Maintain Existing Measures
- 3-9: Low Risk - Review Existing Measures
- 10-15: Medium Risk - Improve Control Measures
- 16-20: High Risk - Consider Stopping Activity
- 25: Extreme Risk - Do Not Proceed

Hazard	Who	Severity	Likelihood	Risk	Preventative / Protective Measures
Kitchen Hygiene	All	2	3	5	•

Appendix 9: Lighthouse Team Application Form

The contents of this application form will be kept confidential and will not be shared with any other organisation, in line with The Lighthouse GDPR Policy. We will only use the information you share for essential communications or in case of emergency, and with Lighthouse Project Leaders where appropriate. Your information will be deleted if you haven't volunteered with us for two years. Please only complete this form if you are happy to agree to this. Please note that we fully endorse and seek to follow the standards of good practice on recruitment, including taking up references.

* Required

Full Name*

Your answer

Date of Birth

MM / DD / YYYY

Address

Your answer

Phone Number*

Your answer

Email*

Your answer

Tell us about yourself E.g. Your work, character, hobbies and interests, strengths and weaknesses*

Your answer

Why would you like to volunteer for The Lighthouse?*

Your answer

Have you any experience in working with vulnerable people? E.g. Helping with a foodbank*

Your answer

Please give details of any other skill, experience or training you think might be useful E.g. Teaching, arts and craft, counselling, administration, hospitality, community work etc.*

Your answer

Do you have any past or current criminal convictions? If yes, please give full details. This will not necessarily prevent your application from being accepted.*

Yes

No

Please let us know if you agree with our mission: Our mission is to address the widespread poverty of resources, relationships, and identity. We seek to transform lives through kindness, belief, and hope.*

Yes

No

Please let us know if you agree with our values: Integrity, Compassion, Truth, Courage, Dignity, Friendship, Confidence, Freedom, Belonging, Love for all, Respect, Self-worth, Acceptance, Authenticity, The love of God, Honesty*

Yes

No

Which Lighthouse would you like to be involved in?*

Woking

Barnsbury

Jigsaw Hub

Guildford

Aldershot

Which aspects of The Lighthouse work are you most interested in? Please tick. *

Lighthouse Projects List

Which days of the week are you available to volunteer? Please tick.*

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Other:

Please give details of two people (email) who we can contact for a reference. Ideally one professional or church related and one personal reference. ONE.*

Your answer

Please give details (email) of two people who we can contact for a reference. Ideally one professional or church related and one personal reference. TWO.*

Your answer

I confirm that the information in this form is correct. I agree to tell The Lighthouse of any changes to this information as soon as possible. I am willing to complete a Disclosure and Barring Service check if needed.*

Yes

Appendix 10: Extremism, Radicalisation and Terrorism

Definitions of extremism and radicalisation

Extremism is defined by the Government in the Prevent Strategy as 'vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs'.

Extremism is defined by the Crown Prosecution Service as 'the demonstration of unacceptable behaviour by using any means or medium to express views' which:

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

The UK government strategy for counter terrorism (CONTEST) highlights three main categories of factors which may lead to vulnerability to radicalisation:

1. Engagement with a group, cause or ideology

Feelings of grievance or injustice, feeling under threat, a need for identity, meaning and belonging, a desire for status, a desire for excitement and adventure, a need to dominate and control others, susceptibility to indoctrination, a desire for political or moral change, opportunistic involvement, family or friend's involvement in extremism, being at a transitional time of life, being influenced or controlled by a group, relevant mental health issues.

2. Intent to cause harm

Over-identification with a group or ideology, 'Them and Us' thinking, dehumanisation of the enemy, attitudes that justify offending, harmful means to an end, harmful objectives.

3. Capability to cause harm

Individual knowledge, skills and competencies, access to networks, funding or equipment, criminal capability

While there is no set pattern or easy answer, there are certain signs and indicators that we can all be mindful of, particularly when individuals may be displaying potentially concerning behaviours:

- Spending increasing time in the company of other suspected extremists
- Changing their style of dress or personal appearance to fit in with the group
- Behaviour becoming increasingly centred around an extremist ideology, group or cause
- Loss of interest in other friends and activities not associated with the extremist ideology, group or cause
- Possession of material or symbols associated with an extremist cause (e.g. the swastika for far right groups)
- Attempts to recruit others to the group/cause/ideology
- Communications with others that suggest identification with the group/cause/ideology
- Accessing violent extremist websites, especially those with a social networking element;
- Possessing or accessing violent extremist literature;

We seek to protect people against the messages of all violent extremism including, but not restricted to, those linked to Islamist ideology, or to Far Right / Neo Nazi / White Supremacist ideology, Irish Nationalist and Loyalist paramilitary groups, and extremist Animal Rights movements.

Response

When any member of the team has concerns that a person may be at risk of radicalisation or involvement in terrorism, they should speak with the Safeguarding Lead. They will then be advised what to do in line with our usual pathway. Numerous factors can contribute to and influence the range of behaviours that are defined as violent extremism, but most people do not become involved in extremist action. For this reason, the appropriate interventions in any particular case may not have any specific connection to the threat of radicalisation, for example they may address mental health, relationship or drug/alcohol issues.

ANTI-TERRORISM

Look for anything that seems out of the ordinary, such as:

- People using recording equipment, including camera phones, or seen making notes or sketches
- People loitering at or near our buildings for long periods and watching staff, visitors and deliveries for no apparent reason, or paying close attention to specific entry and exit points
- People asking detailed or unusual questions about buildings and operations, facilities (such as room layouts), security or parking for no apparent reason
- Anyone in 'off limits' areas – ask these people who they are and what they're doing and report

Reporting

If you're suspicious of something that could identify a terrorist threat, pass this on to the Safeguarding Lead who will call the Anti-Terrorism Hotline on [0800 789 321](tel:0800789321).

Appendix I I: Spiritual Abuse

As a Christian organisation, we are aware that we must take extra care to be aware of and safeguard against spiritual abuse.

Linked with emotional abuse, spiritual abuse could be defined as an abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves. Some indicators of spiritual abuse might be a leader who is intimidating and imposes his/her will on other people, perhaps threatening dire consequences or the wrath of God if disobeyed. He or she may say that God has revealed certain things to them and so they know what is right. Those under their leadership are fearful to challenge or disagree, believing they will lose the leader's (or more seriously God's) acceptance and approval.

“Spiritual abuse is coercion and control of one individual by another in a spiritual context. The target experiences spiritual abuse as a deeply emotional personal attack. This abuse may include:- manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and silence, pressure to conform, misuse of scripture or the pulpit to control behaviour, requirement of obedience to the abuser, the suggestion that the abuser has a ‘divine’ position, isolation from others, especially those external to the abusive context.” (Oakley & Kinmond, 2013)

If an individual recognises or experiences any signs of spiritual abuse, this must be reported and responded to immediately.