

Shema Koli

Safeguarding Policy and Procedures

A: POLICY

1. INTRODUCTION

- 1.1 Shema Koli (the **Charity**) operates a confidential helpline which is accessed by those from the orthodox Jewish community who have been affected by or have experienced abuse. In support of this work, the Charity also engages with schools and community groups within orthodox Jewish communities to educate the public and sign-post to the support provided by this organisation and others.
- 1.2 The Charity's objects include promoting the emotional well-being of those who have experienced or have been affected by abuse, historically or currently, targeted principally to those within the Jewish community.
- 1.3 The Charity furthers its objects through advancing its mission, being:
 - 1.3.1 To support those who have experienced or been affected by abuse in the UK Jewish community with a sensitive, confidential and professional telephone helpline service.
 - 1.3.2 To educate the community about keeping children safe through seminars and workshops for parents, young people, Rabbis and educators.
 - 1.3.3 To consult with professionals and community leaders on safeguarding and child protection issues.
- 1.4 The purpose of part A of this document is to set out the Charity's policy for safeguarding its beneficiaries, those who work with the organisation, its trustees and all who come into contact with the Charity and its work.
- 1.5 The accompanying procedures (in part B) detail **how** the Charity upholds safeguarding in its work and what assurances the trustees have in place to ensure the effectiveness of safeguarding within the Charity.

2. SCOPE

- 2.1 This policy and the accompanying procedures apply in relation to all of the Charity's activities.
- 2.2 This policy and procedures apply to anyone working or volunteering on behalf of the Charity, including trustees, call operators, supervisors, Rabbinic Council members, and any other paid staff, volunteers or agency workers. These individuals are required to familiarise themselves with and comply with the requirements in this policy. Failure to do so will be considered a serious matter.

3. POLICY STATEMENT

- 3.1 The Charity is committed to supporting all those who have suffered or are at risk of suffering harm or abuse and believes that everyone has a responsibility to promote the welfare of everyone and to keep them safe. A summary of examples of abuse is set out at APPENDIX 1.
- 3.2 The Charity wishes to accord with best practice for safeguarding within the communities it supports. This policy and accompanying procedures explains how the Charity operates in a way that upholds this.

- 3.3 The Charity is committed to upholding the following principles in all areas of its work:
- 3.3.1 To support victims of abuse and educate communities about abuse and prevention of the same.
 - 3.3.2 Support for service users who almost always will be in vulnerable circumstances and may still be at risk of abuse.
 - 3.3.3 To promote service users' wellbeing and welfare in its work.
 - 3.3.4 Protecting people and upholding its safeguarding responsibilities is a governance priority.
 - 3.3.5 No abuse of any kind will be tolerated within the Charity or by any individual that is connected or in any way affiliated with the Charity.
 - 3.3.6 The religious and cultural context in which the Charity operates and of its beneficiaries is fundamental to the ability of the Charity to be able to provide appropriate support and assistance, and therefore all support and assistance will be provided within this religious framework.
 - 3.3.7 Within the communities in which the Charity predominantly operates, the teachings and opinions of religious leaders are respected and upheld.
 - 3.3.8 The rights of confidentiality of all beneficiaries are respected and upheld. In some circumstances confidentiality cannot be absolute and having appropriate systems and processes in place to deal with such situations is vital for the Charity to work effectively and to promote trust and confidence in the Charity's work.
 - 3.3.9 Effective engagement with statutory authorities (including local authorities and the police) is important to build trust, provide assurance of the Charity's safeguarding policies and practices and receive assurance in matters relating to the religious and cultural context of the Charity.
 - 3.3.10 The Charity is committed to continuous development and improvement.

4. LEGAL FRAMEWORK

- 4.1 This policy and procedures have been drawn up on the basis of legislation, policy and best practice guidance in the United Kingdom, to seek to protect children and adults at risk, as well as any others who use the Charity's services.
- 4.2 This includes:
- 4.2.1 Children Act 1989
 - 4.2.2 United Convention of the Rights of the Child 1991
 - 4.2.3 Human Rights Act 1998
 - 4.2.4 Sexual Offences Act 2003
 - 4.2.5 Children Act 2004
 - 4.2.6 Safeguarding Vulnerable Groups Act 2006
 - 4.2.7 Protection of Freedoms Act 2012
 - 4.2.8 Children and Families Act 2014
 - 4.2.9 The Care Act 2014 and the Care and Support statutory guidance

4.2.10 The Data Protection Act 2018 and the General Data Protection Regulations

- 4.3 The Charity promotes its work in England and the vast majority of the Charity's beneficiaries are situated in England, therefore this policy adheres to requirements within England. Where the Charity's work goes beyond this jurisdictions and no relevant safeguarding legislation exists, the Charity will seek to adhere to the standards of practice mandated within England, in support of its commitment to upholding good safeguarding practice through all of its work. The Charity will signpost a service user from another jurisdiction to local services and support wherever possible, but if the Charity does carry out work in another jurisdiction it will seek to ensure that its work complies with any additional requirements prescribed by that jurisdiction.

5. RELATED POLICIES AND GUIDANCE

- 5.1 This policy should be considered alongside:

5.1.1 The Rabbinic Council Safeguarding Code of Conduct

5.1.2 Safeguarding protocol for call operators and supervisors (**Safeguarding Protocol**)

6. CONTACT

- 6.1 If any person has any questions or concerns about this policy or accompanying procedures, or safeguarding within the Charity, or if they wish to report a concern, they should contact the Executive Director.

7. ADOPTION AND VARIATION

- 7.1 This policy is adopted by the Charity's trustee board following discussion with the Rabbinic Council and may be amended from time to time by the trustee board.

Last reviewed/updated: February 2023

Date of next review: March 2024

B: PROCEDURES

8. CONTEXT OF THE CHARITY'S OPERATIONS

Safeguarding commitment

- 8.1 Safeguarding is the action taken to promote a person's welfare and protect them from harm. The Charity is committed to safeguarding all beneficiaries, service users, volunteers, workers and everyone who comes into contact with the Charity, recognising in particular that additional protections are required when a child or an adult at risk is concerned¹. The welfare of our service users is paramount and the Charity is committed to protecting vulnerable groups from the risk of harm or abuse. This is regardless of their age, disability (physical or mental), gender, sexual orientation, relationship status, pregnancy and maternity status, race, religion or belief.

Charedi communities

- 8.2 Although the Charity's activities (detailed below in Section 99) may be accessed by any member of the public, these are particularly focussed at providing information and support to the Charedi communities in the United Kingdom and in Europe, and services are designed with this particularly in mind.
- 8.3 These communities are very close-knit and there is sometimes a distrust of non-Jewish authorities, including the police and local authorities. There is also a cultural aversion to exposing wrongdoing and bringing shame on individuals. These factors mean that very often circumstances of harm and abuse are not reported and are being dealt with internally. This can lead to a perpetuation of abuse and harm being covered up and safeguarding practices to fall far short of what is now considered to be good practice.
- 8.4 Children and young people within these communities are likely to face additional barriers to being educated in relation to safeguarding, child protection and knowing of services supporting children and young people who have suffered abuse. They may also feel a greater sense of societal pressure to uphold certain family ideals and family reputations.

Charity's work

- 8.5 The Charity's work within these communities is particularly important, and must be framed and developed with that religious framework in mind. If the Charity does not operate in a way that is sensitive to the needs of the communities it seeks to serve, the Charity will be ineffective because its beneficiaries will not use its services and more importantly will leave a major gap in required services.
- 8.6 The Charity wishes to create an environment where individuals, including children and adults at risk, are able to speak out about any form of abuse they have suffered, they are concerned someone else may be suffering, or they are otherwise worried about.

9. ACTIVITIES

Helpline service

- 9.1 The Charity operates an anonymous helpline where those affected by any kind of abuse can call for confidential support, advice and a listening ear. This service is available free of charge to anybody, but is particularly focused on supporting the Charedi communities and is structured in light of the cultural factors relevant to those communities, detailed above.
- 9.2 The Charity advertises its helpline service within these communities only, through newspaper advertising, posters and online, to inform individuals about the Charity's services who are most likely to be in need of these.

¹ A child is an individual who has not yet reached 18 years of age. An adult at risk is an individual who is aged 18 years or over and is, or may be, unable to take care of themselves or who is unable to protect themselves against significant harm or exploitations, for example due to a disability, a physical or mental illness or because of age or frailty.

- 9.3 The Charity's helpline service **is not** intended to be an emergency service, or a substitute for a person to receive medical, psychological or legal support. It provides support to individuals on an anonymous basis, who may then be signposted to other sources of support or information.
- 9.4 Because the service is operated on an anonymous basis, identifying information about callers is deliberately not requested or recorded, and in fact callers are actively discouraged from providing such information. As a result, the Charity very rarely receives identifiable safeguarding concerns that may require onward reporting. The circumstances in which reporting would be required is set out in section 12 below.
- 9.5 The Charity operates on an anonymous basis because of the context in which the Charity operates; if beneficiaries believed that their personal details or information about their disclosures would be passed on to authorities outside the Jewish community, individuals in those communities would feel unable to use the Charity's services and the Charity would no longer be able to support the communities it seeks to serve. Due to the relatively small size of the community, callers have a real risk of being known by the operators which makes it harder for them to talk about such intimate issues.
- 9.6 The Charity nevertheless recognises that beneficiaries using the service will be vulnerable, and may be children or adults at risk. The Charity therefore takes its safeguarding obligations very seriously and is committed to ensuring that all who use its services are supported and advice is given to help protect them from harm.
- 9.7 Ensuring that suitable individuals are recruited to work with the Charity and are adequately trained are key ways in which the Charity seeks to safeguarding beneficiaries, as this ensures that those providing advice and support are appropriately skilled and qualified to do so, and are doing so in line with safeguarding best practice. Effective recording of matters and internal reporting and referral of cases considered to be high risk is a key way the Charity has assurance that matters are handled properly.
- 9.8 Further information and advice is provided to call operators in the Safeguarding Protocol.

Other activities

- 9.9 The Charity runs seminars and workshops for school children, school leaders, staff and parents within Jewish communities to educate people about abuse and safeguarding, and to make people aware of the support the Charity can provide.
- 9.10 The Charity is supported by a Rabbinic Council (the **Council**). The Council also meets with and advises those of the Charity's beneficiaries who request this, to provide advice and guidance, especially of a halachic (Jewish Law) nature. The role of the Council from a safeguarding perspective is detailed further below.
- 9.11 Not all of the Charity's activities are therefore conducted on an anonymous basis. Seminars and training are conducted through face to face sessions and Rabbinic Council members may meet with helpline callers in person only at the caller's request; even then the callers may opt to remain anonymous. In these situations any disclosures will be considered in line with section 12 below and individuals' personal data will be processed in line with the Charity's data protection documents.

10. WORKING OVERSEAS

- 10.1 Occasionally the Charity receives calls from individuals located overseas. The Charity will seek to provide the same level of care and support to those individuals. Those calling from overseas can be affected by the same forms of abuse as UK-based service users, and additional cultural or legal factors in that country may make it more challenging for that individual to receive additional advice or support from elsewhere.
- 10.2 As the Charity's helpline service is available to individuals to call from any country in the world, the call operators receiving those calls will be mindful of the fact that additional factors may be relevant and will not seek to provide specific information or guidance unless they have been suitably trained to do so.

11. APPROPRIATE CONDUCT

- 11.1 The majority of the Charity's work with its beneficiaries is not face to face, which it is recognised can present particular risks and it is therefore important that all who work with the Charity are aware of what conduct should be encouraged, and what should be avoided.
- 11.2 Those who work with the Charity in any way should seek to promote the following conduct:
- 11.2.1 Work and act in an open and transparent way.
 - 11.2.2 Maintain professionalism at all times.
 - 11.2.3 When engaging with the same beneficiary on multiple occasions, particular care should be taken to maintain a professional relationship that is not overly familiar or could risk abusing the vulnerabilities of the service user, and ensure this repeat contact is recorded on the Charity's secure database.
 - 11.2.4 Report concerns about a beneficiary or the conduct of any other person involved with the Charity in line with section 12 below.
- 11.3 The following conduct is not sanctioned by the Charity and should be avoided:
- 11.3.1 Engaging in contact with a beneficiary other than through the Charity's authorised channels.
 - 11.3.2 Meeting with beneficiaries, unless this is a specific part of the agreed plan of action.
 - 11.3.3 Undertaking any intimidating behaviour.
 - 11.3.4 Subjecting a service user or any other person who comes into contact with the Charity to any form of emotional or other abuse including making a person feel uncomfortable or distressed by the conduct.
- 11.4 Any person involved in the Charity, whether they are a call operator, supervisor, manager, director, other volunteer or trustee, must immediately notify the Executive Director (or, in the case of the Executive Director or in his absence, the chair of trustees) of any matter relating to that individual that does affect or could reasonably be seen to affect their professional status, or which could otherwise bring the Charity or its work into disrepute. A failure by any individual to comply with this requirement may result in that person's immediate dismissal or termination of engagement with the Charity. This will be determined by the Charity's trustees in light of the seriousness of the matters at issue.

12. RECEIVING AND REPORTING DISCLOSURES AND CONCERNS

Receiving information about abuse

- 12.1 When a person reveals that they have, are or may be suffering harm or abuse, the person to whom this information has been passed should adopt the following principles:
- 12.1.1 keep questions to a minimum so as to avoid leading questions. Ensure any questions asked are open.
 - 12.1.2 Make a full record of the conversation including the nature of the allegation and other relevant information such as date, time, place, and individuals concerned (where disclosed). This should be done immediately after or, ideally, during the conversation. Provide this to the individual to whom the concern is reported (as detailed in the following sub-sections).
 - 12.1.3 Where relevant, report the disclosure in accordance with the following sub-sections.
- 12.2 Additional specific guidance is provided to call operators and the Rabbinic Council in the safeguarding documents applicable to their work with the Charity.

Reporting concerns from callers

- 12.3 A key element of the Charity's work is being able to provide confidential information and support on an anonymous basis, and the Charity understands that, for many of its helpline service users, maintaining confidentiality is a key factor in determining the decision to seek support.
- 12.4 In providing its services to beneficiaries, working in a way that effectively supports confidentiality is therefore very important (whilst recognising that promising this in all circumstances is not necessarily compatible with effective safeguarding, as set out in section 16 below).
- 12.5 There are limitations to the information and support the Charity is able to provide because of the way this service is provided. Service users will therefore be sign-posted to information and services that will be able to provide additional support and advice relevant to their circumstances. Where relevant to the circumstances, the individual will also be encouraged to report the matter to the relevant authorities.
- 12.6 Although the Charity will receive the vast majority of safeguarding information on an anonymous basis, it is nevertheless recognised that the Charity must have appropriate policies in place to deal effectively with matters in the event that an identifying disclosure is made (against the request of the call operator). This is discussed further below.
- 12.7 The Charity may be required to report particular disclosures or concerns in the following circumstances:
- 12.7.1 Where information is received that identifies a specific child at risk;
 - 12.7.2 Where information is received that identifies a specific adult or child who is alleged to have committed an offence against a child;
 - 12.7.3 Where the caller expresses an intention to commit a crime and the Charity has information relating to that person's identity or whereabouts;
 - 12.7.4 Where the caller has given specific, unequivocal and informed consent to pass on any information;
 - 12.7.5 Where a court order has been issued requiring that information to be provided;
 - 12.7.6 Where a caller is deemed to pose a risk to their own life or to the life of another person;
or
 - 12.7.7 Information about acts of terrorism is disclosed.
- 12.8 Where such information is disclosed to a call operator, it must be notified as soon as possible to the Executive Director as the Charity's designated safeguarding officer, who will have the training required to assess the nature of the information and, if necessary, report this information in line with the Charity's legal requirements. If the designated safeguarding officer is unavailable on of his/her deputies should be contacted instead.
- 12.9 This information, along with the appropriate procedures to follow, and what to do in the event of an emergency or in the event that a child or adult at risk is at risk of harm, is provided to call operators in the call operators' Safeguarding Protocol.

Reporting concerns from other service users

- 12.10 The Charity may receive disclosures from individuals as part of its other activities, for example after a presentation has been given at a school, or whilst a member of the Rabbinic Council is meeting with or talking to an individual who has previously accessed the Charity's helpline service.
- 12.11 Where an individual has any concern about a particular person's welfare, they should take appropriate action immediately.

- 12.12 The concern should always be reported to the Executive Director as soon as possible (or, if they are unavailable, their deputy). It is not the responsibility of the individual receiving the disclosure or who has the concern to evaluate whether the issue is one that should be reported. Any such matters should be reported to the person designated to deal with and assess these concerns. This person will then make an assessment about what further action (if any) the Charity is required to take.
- 12.13 In an emergency, the person receiving the disclosure should also call emergency services if there is an immediate threat to an identifiable individual's life or safety.

Reporting other concerns

- 12.14 Individuals may have safeguarding concerns through their work with the Charity other than those that are disclosed to them by service users. For example, someone may have a concern that another person working with the Charity is acting in a way that may be inappropriate, either to beneficiaries or other workers, or that another person is deliberately or inadvertently failing to apply the Charity's safeguarding policy and procedures.
- 12.15 In these situations it is important for all who are involved in the Charity's work to feel empowered to report their concern, confident in the knowledge that this will be taken seriously and investigated thoroughly.
- 12.16 Any safeguarding concerns should be reported to the Executive Director or, if that person is not available, to their deputy. Where the concern relates to that person, the concern should instead be reported to the co-chair of trustees.
- 12.17 The Charity's employees (if any) should also have regard to the Charity's whistleblowing policy if they consider that a concern is not being dealt with adequately or appropriately by the Charity.

13. ROLE OF THE RABBINIC COUNCIL

- 13.1 The Charity operates within communities bound by Jewish religious teaching. There may be times when these teachings appear to conflict with safeguarding obligations the Charity is required to follow. In these situations, it is the role of the Council to provide guidance on such matters from a Jewish law perspective, to ensure the Charity is able to comply with safeguarding law and best practice, in a way that is compatible with and sensitive to the needs of its beneficiaries.
- 13.2 In addition to providing guidance to the Charity, members of the Rabbinic Council will provide support to the Charity's beneficiaries on matters of Jewish teachings from the perspective of safeguarding and child protection.
- 13.3 The Rabbinic Council operates in line with the Rabbinic Council Safeguarding Code of Conduct in carrying out its work for the Charity.

14. SAFER RECRUITMENT AND DBS

- 14.1 The Charity is committed to upholding safer recruitment practices when engaging individuals to work with the Charity as call operators, supervisors, employees, trustees or on the Rabbinic Council.
- 14.2 The Charity will therefore ensure that everyone who works or volunteers with the Charity is suitable to do so, by carrying out appropriate checks on each person and having clear internal procedures in place to support a safer recruitment process and provide guidance in the event that an issue arises that calls into question a person's suitability to work with the Charity.
- 14.3 To ensure they are suitably qualified to carry out the role, all potential call handlers are assessed on the basis of their relevant expertise and training and are recruited as consultants with pre-existing skills sufficient to carry out the role. Engaged call handlers are trained mental health professionals and abuse helpline specialists. In addition, on their initial appointment call operators are provided with relevant training on the Charity's safeguarding policies and procedures and are given subsequent training regularly thereafter to ensure continuing

development in line with best safeguarding practice and to meet any development needs identified.

- 14.4 Rabbinc Council members are selected by the head of the Rabbinc Council and are given safeguarding training appropriate to their role. This provides the Charity with assurance that these individuals are appropriately trained to carry out their role.
- 14.5 In addition, all individuals that work directly with the Charity's beneficiaries are required to sign a confidentiality undertaking, to help ensure that confidential and sensitive information is not subject to inappropriate or unauthorised disclosure.
- 14.6 The Charity will obtain references in relation to individuals who work with the Charity to help provide suitable assurance to the Charity about that person's suitability to carry out the proposed role.
- 14.7 As stated by the Disclosure and Barring Services, it is a criminal offence:
- 14.7.1 To allow someone to work with children or adults at risk if they are barred from doing so, if you know or have reason to believe they are barred; or
- 14.7.2 To request a standard or enhanced Disclosure and Barring Service (DBS) check if you know that the position is not eligible for such a check.
- 14.8 The Charity will carry out a criminal record check for all staff, volunteers, consultants, trustees and Rabbinc Council members, at the level appropriate to their role.
- 14.9 Where the Charity's activities do not constitute regulated activity with either children or adults at risk, the Charity is ineligible to carry out standard or enhanced DBS checks on staff, volunteers, consultants, trustees or Rabbinc Council members. In these circumstances the individual working with the Charity will be asked to carry out a basic DBS check.
- 14.10 In line with the Charity Commission's guidance, the Charity will carry out the highest level of DBS checking a particular individual is eligible to obtain from their work with the Charity. If the correct level of check is not clear in the circumstances, the Charity should contact the Disclosure and Barring Service for further guidance.
- 14.11 The Charity will have regard to relevant guidance from the Disclosure and Barring Service in these matters.
- 14.12 The Charity will act in accordance with its safer recruitment procedures in the event that these checks reveals any information that raises concerns about that person's ability to work with the Charity in the way proposed and carry out a suitable risk assessment.
- 14.13 The Charity will store and retain DBS information in accordance with its data protection policy.
- 14.14 The DBS process is overseen by the Charity's honorary secretary.

15. CONTINUOUS IMPROVEMENT

- 15.1 The Charity is committed to continually improving safeguarding across all areas of its activities and operations.

Training

- 15.2 Training of trustees, staff and all those who provide services for and on behalf of the Charity is a key element of facilitating continuous improvement and working in a way that upholds best practice.
- 15.3 As part of their induction all individuals will receive training on the Charity's safeguarding policy and all procedures and protocols relevant to their role within the Charity.

- 15.4 Further update training will be provided on a regular basis to ensure everyone that works with the Charity is appropriately trained in all changes to the Charity's policies and procedures and on any developments in safeguarding law or best practice.
- 15.5 The Charity will keep a record of safeguarding training undertaken by call operators, supervisors, trustees and Rabbinic Council members, either directly through the Charity or elsewhere, to ensure these individuals continue to carry out training relevant to their roles and identify any areas for development. The Charity's honorary secretary will be responsible for overseeing training and development of these individuals.

Feedback and audit

- 15.6 The Charity will welcome all feedback received from service users and will seek to use this to improve the service provided.
- 15.7 The Charity engages in reflective practice through periodic assessment and audit, to ensure the Charity's practices are compliant with its safeguarding policies and procedures, and any developments in law and best practice.

16. ENGAGING WITH THIRD PARTIES

- 16.1 The Charity recognises the importance of developing and maintaining effective working relationships with third parties, including other bodies in the charitable sector providing complimentary support to the Charity's beneficiaries, the police, other authorities and regulators.
- 16.2 The Charity recognises its commitment to ensuring the anonymity and confidentiality of service users alongside its legal obligations to report disclosures in certain circumstances. The Charity is committed to working in a way that upholds both of these principles.

Other organisations providing services

- 16.3 The Charity welcomes opportunities to work with other charities and organisations carrying out work relevant to the Charity's activities, where the trustees consider that doing so is in the Charity's best interests. This provides a valuable opportunity to share good practice and collaborate for the benefit of service users.
- 16.4 The Charity will also refer service users to services operated by third party organisations where relevant. Further details about such referrals are set out in the Safeguarding Protocol.

Police

- 16.5 The Charity seeks to foster a collaborative relationship with police officers in areas where the Charity carried out a large amount of its work, recognising that this relationship is of benefit to both the Charity and the police, which will ultimately benefit the Charity's beneficiaries.
- 16.6 In particular, the Charity carries out cultural awareness training for police forces, creating and developing channels for the Charity to provide information to the police about general or non-specific risks or information, and sharing police safety guidance information in communities where the Charity works.
- 16.7 Where relevant, the Charity will encourage and support service users in approaching the police to report safeguarding concerns or disclosures.
- 16.8 Due to the anonymised nature of calls, the Charity will not ordinarily receive information about specific matters or events, which could trigger an obligation to report such matters to the police. However, the Charity is nevertheless committed to complying with its reporting obligations, and in the event that any information is received that must be provided to the police, the Charity will do so.
- 16.9 This determination will be made by the Executive Director who will receive all information that may be reportable and will carry out an assessment as to whether it is necessary for the Charity to notify the police.

16.10 Where the Charity receives a request for information from the police, it will disclose information (including a third party's personal data) where it is under a legal obligation to do so. The Charity will additionally ordinarily seek to comply with a police request for information not constituting personal data even where there is no legal obligation to do so, unless the Executive Director, having consulted with the co-chair of trustees, considers that doing so would prejudice the Charity in some way. Where the police request is for personal data and the Charity is not required by law to provide this, the Charity may nevertheless decide to provide this if the Executive Director, having consulted with the co-chair of trustees, considers that to do otherwise would be likely to prejudice the prevention or detection of a crime.

Local authorities

16.11 The Charity has links with a number of local authority safeguarding units working in Charedi communities are situated and welcomes the opportunity to share information and awareness about the cultural issues relevant to the Charity's beneficiaries and the context of the Charity's work.

16.12 The Charity recognises its shared responsibility for keeping people safe. The Charity will have regard to local safeguarding arrangements and make a referral to the local authority's children or adults service where necessary.

16.13 This determination will be made by the Executive Director who, under this policy, will receive all information that may be reportable and will carry out an assessment as to whether it is necessary for the Charity to notify the police and/or the local authority (as appropriate).

Charity Commission

16.14 The responsibility for reporting serious incidents to the Charity Commission rests with the Charity's trustees. All trustees hold ultimate responsibility for ensuring the Charity makes a report, and does so in a timely manner.

16.15 Serious incidents will be reported on actual or suspected incident promptly, this means as soon as is reasonably possible after it happens, or immediately after the trustees have become aware of it.

16.16 In case of a serious incident, immediate action should be taken:

16.16.1 Prevent or minimise any further harm, loss or damage;

16.16.2 Report it to the Commission as a serious incident, via its online form:
<https://ccforms.charitycommission.gov.uk/report-a-serious-incident>;

16.16.3 Report it to the police, if you suspect a crime has been committed, and to any other regulator the Charity is accountable to;

16.16.4 Plan what to say to your staff, volunteers, members, the public and the media; and

16.16.5 Review what happened and explain how you're dealing with it, even if you already reported it to the police or another regulator.

16.17 Serious incidents related to safeguarding issues that will be reported:

16.17.1 Beneficiaries (adults or children) have been, or alleged to have been, abused or mistreated while under the care of the Charity, or by someone connected with the Charity, for example a trustee, staff member or volunteer.

16.17.2 There has been an incident where someone has been abused or mistreated (alleged or actual) and this is connected with the activities of the Charity.

16.17.3 There has been a breach of procedures or policies at the Charity which has put beneficiaries at risk, including failure to carry out checks which would have identified that a person is disqualified in law, under safeguarding legislation, from working with children or adults.

Any other third parties

- 16.18 If the Charity receives a request for information from any other third party, this request will be passed to the Executive Director who will consider the request and respond. The Charity will not ordinarily provide information about specific cases or call operators, or other potentially identifying information, unless it is legally required to do so.

17. TRUSTEE OVERSIGHT AND ASSURANCE

- 17.1 It is the duty of the Charity's trustees to ensure effective safeguarding policies and practices within the Charity. It is therefore important for the trustees to receive appropriate information from the Executive Director and others to enable them to provide sufficient oversight of the Charity's work, receive assurance of the effectiveness of safeguarding within the Charity, and be able to provide constructive challenge.
- 17.2 Trustees receive a written report on safeguarding at each trustees' meeting and receive updates on matters of particular importance or urgency by email between meetings. Individual cases will not generally be discussed with trustees, unless there is an issue that is of strategic relevance to the Charity or represents a material risk to the Charity or its work.
- 17.3 In addition, if any matter is reported in line with paragraph 11.4 of these procedures, the Executive Director (or, in the case of the Executive Director, the chair of trustees) should report this to the trustee board as soon as reasonably practical, to enable the trustee board to decide what, if any, further steps need to be taken in order to protect the Charity and/or its beneficiaries.
- 17.4 The Charity is committed to seeking to ensure effective oversight of safeguarding risks and is developing a risk register for the board to facilitate this.

APPENDIX 1

Examples of Abuse

Physical abuse - includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.

Domestic abuse – is “an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality” (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as so called ‘honour’ based violence, forced marriage and female genital mutilation.

Sexual abuse - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

Psychological abuse - includes 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 from services or supportive networks, or using religious practice as a weapon.

Financial and material abuse – includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery - includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

Neglect and acts of omission - includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse - includes abuse based on a person’s race, gender, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

Organisational abuse – includes neglect and poor practice within an institution or specific care setting such as a hospital or care home or infirmary, for example, or in relation to care provided in one’s own home or place where someone ordinarily lives. 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.

Self-neglect - covers a wide range of behaviours, such as neglecting to care for one’s personal hygiene, health or surroundings and includes behaviours such as hoarding.

A safeguarding response in relation to self-neglect may be appropriate where:

- a person is declining assistance in relation to their care and support needs; and
- the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing.

APPENDIX 2

Useful Links

Charity Governance Code: <https://www.charitygovernancecode.org/en/front-page>

Charity Governance Code for smaller charities: <https://www.charitygovernancecode.org/en/pdf>

Charity Commission guidance on safeguarding: <https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees>

Keeping Children Safe – operate accreditation: <https://www.keepingchildrensafe.org.uk/>

International Federation of the Red Cross has specific standards and guidance – Stay Safe: <https://www.ifrc.org/Global/Documents/Secretariat/201402/Stay-Safe-manual-EN.pdf>

DBS service: <https://www.gov.uk/dbs-check-applicant-criminal-record>

Criminal record checks for overseas applicants: <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

The Care Act 2014:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf

NSPCC: www.nspcc.org.uk

Care Quality Commission: <https://www.cqc.org.uk/>