

OJC and OSJC Safeguarding Children and Adults Policy



**This policy is reviewed annually by OJC Management Committee and Council
Oxford Jewish Congregation (OJC) and Oxford Synagogue and Jewish Centre Ltd
(OSJC) recognise their responsibility for Safeguarding and Child Protection.**

Safeguarding and Child Protection Policy - OJC& OSJC

Introduction

The Management Committee takes seriously its responsibility to safeguard and promote the welfare of children; to work together with other agencies to ensure adequate arrangements exist within our setting to identify and support those children who are suffering harm or are likely to suffer harm.

We recognise that all staff and volunteers have a full and active part to play in protecting our young people from harm and that the child's welfare is our paramount concern.

Our Centre should provide a safe, caring, positive and stimulating environment that promotes the social, physical and moral development of the individual child, free from discrimination or bullying, where children can learn and develop happily.

This policy applies to all staff, teachers and volunteers working in our Centre.

The aims of this policy are:

- To support the child's development in ways that will foster security, confidence and resilience
- To provide an environment in which children and young people feel safe, secure, valued and respected, feel confident and know how to approach adults if they are in difficulties.
- To raise the awareness with all staff of the need to safeguard children and of their responsibilities in identifying and reporting possible cases of abuse.
- To acknowledge the need for effective and appropriate communication between all members of staff in relation to safeguarding children and young people.
- To develop a structured procedure within the Centre which will be followed by all members of the staff in cases of suspected abuse.
- To ensure that all adults within our Centre who have access to children have been checked as to their suitability.

General Guidelines for staff, volunteers, helpers:

- Treat all children with dignity and respect
- Maintain an attitude of 'it could happen here'
- Try and avoid being alone with a child or small group for extended periods of time

- If it is necessary to speak to a child alone make sure you tell someone and if possible have someone with you. Think about having the conversation somewhere you can be seen.
- Think carefully about offering physical affection or comfort to a child as this, though well-intentioned, could be misinterpreted.
- Make sure another person is with you in dealing with situations involving personal hygiene or if administering first aid if possible.
- Children need boundaries. However, physical punishment is not permissible. If a child becomes agitated or out of control the other children ideally should be removed from the room or area.
- It is advisable not to engage in tickling, physical or sexually provocative games.
- Do not make sexually suggestive comments to a young person even in fun. Do not make scapegoats, ridicule, reject or show favouritism for a young person.
- Seek parental permission before transporting a child and if possible avoid being the only adult with a young person. If unavoidable, the child should sit in the back seat using appropriate seat belts, car seats or booster seat.

Responsibilities of the Centre

- The OJC procedure for safeguarding children is in line with Oxfordshire Local Authority (the LA) and Oxfordshire Safeguarding Children Board child protection procedures, and “Working Together to Safeguard Children 2018”.
- The Management Committee understands and takes its safeguarding responsibilities seriously and has a designated person for Safeguarding.
- All adults, (including volunteers) who come into contact with children will be made aware of this policy as part of their induction.
- The OJC will complete a DBS check on all employed staff and volunteers over 16 who come into contact with children which will be renewed every three years. We will accept a check from another organisation if they are signed up to the Update Service with an enhanced check that is for the children’s workforce.
- If a DBS check has not been received in time (or the person is not eligible for a DBS check e.g., visiting from abroad) the individual will be required to sign a Declaration Form as a temporary measure until a DBS can be obtained. This will typically be someone known to us like a parent or student. If a DBS is not received in time, then the person will not be alone with children without a DBS checked adult with them.

- Under 16s (not eligible for a DBS) will be asked to sign a Declaration Form. Volunteers who have unsupervised access to children under the age of 18 will be treated as employees for the purposes of child protection.
- Anyone working or volunteering with children and young people must ensure they have read and understand the recommendations set out in this 'OJC and OSJC Safeguarding Children and Child Protection Policy'
- We will ensure that all staff and volunteers understand that there is a procedure to be followed in dealing with child protection allegations made against staff. This procedure must be followed on all occasions. All staff must be made aware of this process and how it differs from other concerns about children.
- Caretakers will endeavour to minimise risk by locking less frequented areas of the building such as on Shabbat and festivals.
- All areas will be well lit and easily accessible.
- Each member of staff, volunteer or helper will have preparation beforehand about their role, expectations and will have a person to whom they will be accountable for their work.
- The Cheder Lead Teacher, Community Development Worker and organizers of community events involving children will meet with staff and helpers beforehand to plan activities and review their work. They will ensure staff and helpers are aware of this policy.
- The Lead Teacher / Centre Manager/ Community Development Worker should ensure relationships between workers and children remain safe and appropriate
- The Lead Teacher / Centre Manager/ Community Development Worker, can consult with the Safeguarding Lead about any issue if they need advice (safeguarding@ojc-online.org)
- Where there is an outside speaker or visiting adult, it is the responsibility of the member of staff organizing the event to ensure that they are accompanied by a member of staff at all times when there are children in the building.

Allegations against staff

- All staff should take care not to place themselves in a vulnerable position with a child. It is always advisable for interviews or work with individual children or parents to be conducted in view of other adults.
- We understand that a child or young person may make an allegation against a member of staff. If such an allegation is made, the member of staff receiving the allegation will immediately inform the Centre Manager or the Chair of the Management Committee.
- The Manager on all such occasions will discuss the content of the allegation with the LADO (Local Authority Designated Officer) **before taking any action.** Contact details are on the OSCB website.
- The Centre will follow the procedures for managing allegations against staff or volunteers, as far as possible as outlined in 'Keeping children safe in education' 2021. We will consult with the LADO should such a situation arise, only sharing information on a strictly 'need to know' basis.

Anti-Bullying

Bullying is a safeguarding issue that, if left unresolved, can become a child protection matter. Our setting will take seriously any bullying concerns, and both investigate and take action to protect children where appropriate

Health & Safety

Our Health & Safety policy, set out separately, reflects the consideration we give to the protection of our children both physically within the Centre environment and when away from the Centre when undertaking outside events, trips and visits.

Categories of Abuse

The table below outlines the four main categories of abuse as defined by Keeping Children Safe in Education 2021. (Full definitions can be found in this document). Staff should be aware that the possible indicators are not definitive and that some children may present these behaviours for reasons other than abuse.

Type of Abuse	<u>Possible Indicators</u>
Neglect The persistent failure to meet a child's basic physical and psychological needs, likely to result in the serious impairments 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 food, clothing and shelter;	Obvious signs of lack of care including: Problems with personal hygiene Constant hunger Inadequate clothing Emaciation Lateness or non-attendance at school Poor relationship with peers Untreated medical problems Compulsive stealing and scavenging Rocking, hair twisting, thumb sucking Running away

protect a child from physical and emotional harm or danger; ensure adequate supervision; ensure access to appropriate medical care or treatment.	Low self-esteem
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	Physical signs that do not tally with the given account of occurrence Conflicting or unrealistic explanations Cause repeated injuries Delay in reporting or seeking medical advice
Sexual Abuse Forcing or enticing a child 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, penetrative or non-penetrative acts and also includes involving children in watching pornographic material or watching sexual acts.	Sudden changes in behaviour Displays of affection which are sexual and age inappropriate Tendency to cling or need constant reassurance Tendency to cry easily Regression to younger behaviour – e.g. thumb sucking, acting like a baby Unexplained gifts or money Depression and withdrawal Wetting/soiling day or night Fear of undressing for PE
Emotional Abuse 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.	Rejection Isolation child being blamed for actions of adults child being used as carer for younger siblings affection and basic emotional care giving/warmth, persistently absent or withheld.

It is also important that those working with children and young people under 18 understand the issues presented by the following situations:

Child sexual exploitation (CSE)

Child sexual exploitation is a form of child sexual abuse.

It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator.

The victim may have been sexually exploited even if the sexual activity appears consensual.

Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology. All Cheder staff and other members of the community working with children should be aware of the link between online safety and vulnerability to CSE.

Any concerns that a child is being or is at risk of being sexually exploited should be passed immediately to the Safeguarding Lead.

If a child is in immediate danger the Police should be called on 999.

Child Criminal Exploitation (CCE)

Both CSE and CCE are forms of abuse and both occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into sexual or criminal activity.

There are a number of areas in which young people are put at risk by gang activity, both through participation in, and as victims of, gang violence which can be in relation to their peers or to a gang-involved adult in their household.

A child who is affected by gang activity or serious youth violence may have suffered, or may be likely to suffer, significant harm through physical, sexual, and emotional abuse or neglect.

The risk or potential risk of harm to the child may be as a victim, a gang member or both - in relation to their peers or to a gang-involved adult in their household. Teenagers can be particularly vulnerable to recruitment into gangs and involvement in gang violence. This vulnerability may be exacerbated by risk factors in an individual's background, including violence in the family, involvement of siblings in gangs, poor educational attainment, or poverty or mental health problems.

Criminal exploitation of children is a typical feature of county lines criminal activity. Key identifying features of involvement in county lines are when children are missing, when the victim may have been trafficked for transporting drugs; a referral to the National Referral Mechanism should be considered with Social Care and Police colleagues.

A child who is affected by gang activity, criminal exploitation or serious youth violence can be at risk of significant harm through physical, sexual, and emotional abuse. Girls may be particularly at risk of sexual exploitation.

Any concerns that a child is being or is at risk of being criminally exploited should be passed without delay to the Safeguarding Lead. If there is concern about a child's immediate safety, the Police will be contacted on 999.

Peer on peer abuse

Sexual violence and sexual harassment can occur between children or any age and sex. It can occur through a single child or a group of children sexually assaulting or sexually harassing a single child or group of children.

Children who are victims of sexual violence and sexual harassment will find the experience stressful and distressing. This will, in all likelihood, adversely affect their educational attainment as well as their emotional well-being. Sexual violence and sexual harassment exist on a continuum and may overlap; they can occur online and offline (both physically and verbally) and are never acceptable. It is important that all victims are taken seriously and offered appropriate support.

Reports of sexual violence and sexual harassment are extremely complex to manage. It is essential that victims are protected, offered appropriate support and every effort is made to

ensure their education is not disrupted. It is also important that other children, adults and cheder staff are supported and protected as appropriate. Cheder staff should be aware of the importance of:

- Making clear that sexual violence and sexual harassment is not acceptable, will never be tolerated and is not an inevitable part of growing up
- Not tolerating or dismissing sexual violence or sexual harassment as 'banter', 'part of growing up', 'just having a laugh', or 'boys being boys'
- Challenging behaviour (potentially criminal in nature), such as grabbing bottoms, breasts and genitalia and flicking bras and lifting up skirts. Dismissing or tolerating such behaviours risks normalising them
- Understanding that girls are more likely to be victims and boys are more likely to be perpetrators and that all peer-on-peer abuse is unacceptable and will be taken seriously

It is important to recognise that not everyone who has been subjected to sexual violence and/or sexual harassment considers themselves a victim or would want to be described in this way. Cheder staff should be conscious of this when managing any incident and be prepared to use any term with which the individual child is most comfortable. We should think carefully about terminology, when using language such as 'perpetrator' or 'alleged perpetrator' especially when speaking in front of children.

Online safety

Children increasingly use electronic equipment on a daily basis to access the internet, share and view content and images via social media sites such as Facebook, Twitter, Instagram, Snapchat and Voodoo and for online gaming.

Some adults and other children use these technologies to harm children. The harm might range from sending hurtful or abusive texts or emails, to grooming and enticing children to engage in extremist or sexual behaviour such as webcam photography or face-to-face meetings.

Children may also be distressed or harmed by accessing inappropriate material such as pornographic websites or those which promote extremist behaviour, criminal activity, suicide or eating disorders

Sharing nudes and semi-nudes

The practice of children sharing images and videos via text message, email, social media or mobile messaging apps has become commonplace. However, this online technology has also given children the opportunity to produce and distribute sexual imagery in the form of photos and videos. Such imagery involving anyone under the age of 18 is unlawful.

Sharing Nudes/Semi-Nudes refers to both images and videos where:

- A person under the age of 18 creates and shares sexual imagery of themselves with a peer under the age of 18.
- A person under the age of 18 shares sexual imagery created by another person under the age of 18 with a peer under the age of 18 or an adult.
- A person under the age of 18 is in possession of sexual imagery created by another person under the age of 18.

Cases where sexual imagery of people under 18 has been shared by adults and where sexual imagery of a person of any age has been shared by an adult to a child is child sexual abuse and should be responded to.

If someone becomes aware of an incident involving youth produced sexual imagery, they should follow the child protection procedures and refer to the Safeguarding Lead immediately.

A Cheder member of staff or other member of the community working with children should confiscate the device involved and set it to flight mode or, if this is not possible, turn it off. No one should view, copy, or print the youth produced sexual imagery.

Parents should be informed at an early stage and involved in the process unless there is reason to believe that involving parents would put the child at risk of harm.

At any point in the process if there is concern a young person has been harmed or is at risk of harm a referral should be made to the CSPA or the Police as appropriate.

Domestic abuse

Domestic abuse represents one quarter of all violent crime. It is actual or threatened physical, emotional, psychological, or sexual abuse. It involves the use of power and control by one person over another. It occurs regardless of race, ethnicity, gender, class, sexuality, age, religion, mental or physical ability. Domestic abuse can also involve other types of abuse.

We use the term domestic abuse to reflect that a number of abusive and controlling behaviours are involved beyond violence. Slapping, punching, kicking, bruising, rape, ridicule, constant criticism, threats, manipulation, sleep deprivation, social isolation, and other controlling behaviours all count as abuse.

Living in a home where domestic abuse takes place is harmful to children and can have a serious impact on their behaviour, wellbeing and understanding of healthy, positive relationships. Children who witness domestic abuse are at risk of significant harm and Cheder staff and other members of the community working with children should be alert to the signs and symptoms of a child suffering or witnessing domestic abuse.

Dealing with Disclosures

All staff, volunteers and helpers have a responsibility for action in cases of suspected child abuse. This document outlines the procedures which should be followed if anyone working with children under the auspices of the Centre suspects a child is being abused, or if a disclosure is made.

Immediate action is required where there is concern about possible abuse. Written records must be made at each stage of the process.

All staff and volunteers are asked to be alert to possible physical or emotional problems being experienced by children and young people.

Receive

Always stop and listen straight away to someone who wants to tell you about incidents or suspicions of abuse. Listen quietly and actively, giving your undivided attention. Allow silences when needed. Do not show shock or disbelief but take what is said seriously.

Reassure

Stay calm, no judgements, empathise. **Never make a promise that you can keep what a child has said a secret.** Give reassurance that only those who need to know will be told. Reassure the young person that they were right to tell you.

React

React to the student only as far as is necessary for you to establish whether or not you need to refer this matter, but don't interrogate for full details.

Don't ask leading questions – keep the open questions e.g., 'is there anything else you want to say?'

Do not criticize the perpetrator; the student may have affection for him/her.

Explain what you will do next – inform designated teacher, leader, keep in contact.

Record

If possible, make brief notes about what they are actually telling you at the time. Keep these notes, however rough they are. If you are unable to make notes at the time write down what was said as soon as you can.

Try to record what was actually said by the student rather than your interpretation of what they are telling you.

Record the date, time, place and any noticeable nonverbal behaviour.

Report

Report the incident to the Lead Teacher (Cheder), Centre Manager, Community Development Worker or the Chair of the Management Committee, Safeguarding Lead or Playshul Leader as soon as possible and do not tell any other adults or students what you have been told.

Never attempt to carry out an investigation of suspected abuse by interviewing the young person or any others involved. This is a highly skilled role and any attempts by you could affect possible criminal proceedings.

Record Keeping

The Centre Manager/ Safeguarding Lead and Chair of the Management Committee are responsible for ensuring that the necessary paperwork is completed and sent to the relevant agency and stored electronically in a safe and confidential place, which is password protected. If anyone is made aware of an allegation/ disclosure, they will liaise with the Safeguarding Lead/ Chair of the Management Committee/ Centre Manager and agree a course of action i.e., who will follow up the issue with the parent/ carer in the first instance.

We will always undertake to share our intention to refer a child to Social Care with their parents /carers unless to do so could put the child at greater risk of harm or impede a criminal investigation. If in doubt, we will consult with Social Care on this point.

Confidentiality

- We recognise that all matters relating to child protection are confidential.
- Personal information about a child or young person will only be disclosed to other members of staff on a need-to-know basis.
- However, all staff, volunteers and helpers must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children.
- All staff must be aware that they cannot promise a child to keep secrets which might compromise the child's safety or well-being or that of another.

Reporting Concerns - who to contact

Immediate Concerns about a Child

The Multi-Agency Safeguarding Hub (MASH) is the front door to Children's Social Care for all child protection and immediate safeguarding concerns. If there is an immediate safeguarding concern, for example:

* Allegations/concerns that the child has been sexually/physically abused * Concerns that the child is suffering from severe neglect or other severe health risks * Concern that a child is living in or will be returned to a situation that may place him/her at immediate risk

* The child is frightened to return home

* The child has been abandoned or parent is absent

You should call the MASH immediately **Tel: 0345 050 7666** (This number will take you through to Customer Services who will ask a series of questions and triage into MASH where safeguarding concerns are raised).

A No Names Consultation should **not** be used for the above scenarios.

Or you can email a report to MASH using the secure email address on: mash-childrens@oxfordshire.gcsx.gov.uk

Please see the online [OSCB procedure](#) for escalation and whistleblowing in Oxfordshire and for further information and reference.

If you are unsure whether to make a referral:

You can contact the Locality and Community Support Service (LCSS) and request a ‘**no names’ consultation** (meaning you don’t give the child’s name). You can then discuss the situation with them and they will advise you on what to do next. If a referral needs to be made they will advise you of this.

LCSS Central (Oxford) : 0345 241 2705

To report concerns about a professional or person in a position of trust: Please contact the Local Authority Designated Officer (LADO) to report an allegation or concern on: 01865 810603 or email: LADO.safeguardingchildren@oxfordshire.gov.uk

Date initially agreed at Management Committee & Council: 2011

Date of last Review – May 2022

OJC Vulnerable Adults Protection Policy

The OJC is fully committed to the protection of all vulnerable adults ensuring that their welfare is preserved. The OJC believes that all vulnerable adults, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse. All Staff, Volunteers, Trustees & Council Members of the OJC have a duty to identify abuse and report it.

Definition

For the purpose of this Policy a vulnerable adult is a person who is eighteen years of age or over and who may be in need of community services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation.

Abuse may be defined as the wrongful application of power by someone in a dominant position. It involves an imbalance of power and exploitation without a full and informed consent. Abuse can take several different forms and may be a single act or repeated acts.

- **physical** - includes hitting, slapping, kicking, pushing, withholding or misuse of medication
 - **financial/material** - includes fraud, theft, exploitation, financial transactions, misappropriation e.g. willed inheritance, property, benefits and possessions
 - **sexual** - includes sexual assault and rape, or sexual acts where the vulnerable person has not (or could not give) given consent or was forced into consenting.
 - **psychological** - includes threats of harm, emotional abuse, humiliation, verbal abuse, intimidation, coercion, harassment, withdrawal of support, isolation and deprivation (physical and sensory).
 - **neglect** - ignoring physical care and medical needs, withholding basic living requirements e.g. adequate nutrition, safe and warm environment, withholding necessary medication and failure to provide access to appropriate health and social care services and / or educational services
- Discrimination** - Comments or jokes about a person's disability, race, age, gender or sexual orientation

Who might abuse

Abuse can take place in any setting, public or private and can be perpetuated by anyone. For example:

- Family, friends or neighbours
- Carers or volunteers
- Doctors, nurses, support workers or other professional people
- Strangers (e.g. trades-people, callers on the telephone or at the door).

It doesn't have to be deliberate. Things that are done with the best of intentions can put someone at risk of harm.

Anyone can be abused or put at risk.

Rights & Responsibilities

Responsibilities of the OJC

- To ensure volunteers are aware of vulnerable adults' need for protection
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To check employees and volunteers via the DBS (Disclosure & Barring Service) who have access to or work with vulnerable adults

Responsibilities of the OJC Staff & Volunteers

- To be familiar with the Vulnerable Adults' Protection Policy
- To take appropriate action in line with the Vulnerable Adults' Protection Policy
- To declare any existing or subsequent convictions.

Support for those who report abuse

Anyone making a complaint, allegation or expressing concern, whether they are staff, volunteers, service users, members or members of the general public should be reassured that:

- They will be taken seriously
- Their comments will be treated confidentially as far as possible, but their concerns may be shared with the appropriate authorities if they or others are at significant risk

In raising a concern about a vulnerable adult, they need to:

- To be made aware of this Policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment
- To be involved in any process as appropriate
- To receive information about the outcome

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

Good practice guidelines for Employees, Volunteers and Contractors working with Vulnerable Adults:

All representatives should be encouraged to behave in a way that protects themselves from false allegations. The following are common sense examples of how to create a positive culture and climate. If one of the following occurs you should report this immediately to another colleague in a senior position and record the incident. You should also ensure the carers/relatives of the vulnerable adult are informed:

- if you accidentally hurt a vulnerable adult
- if he/she seems distressed in any manner
- if a vulnerable adult seems to be sexually aroused by your actions

- if a vulnerable adult misunderstands or misinterprets something you have done.

The OJC does not expect staff or volunteers to do things which could be construed as being of a personal nature for vulnerable adults. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

The following should also be avoided except in emergencies. If a case arises where the situation is unavoidable such as the vulnerable adult sustains an injury and needs to go to hospital, it should be with the full knowledge and consent of someone in charge or the vulnerable adult's carer/relative:

The following should be avoided:

- + Engage in rough physical or sexually provocative games, including horseplay.
- + Share a room with a vulnerable adult.
- + Allow or engage in any form of inappropriate touching.
- + Make sexually suggestive comments to a vulnerable adult, even in fun.
- + Reduce a vulnerable adult to tears as a form of control.
- + Allow allegations made by a vulnerable adult to go unchallenged, unrecorded or not acted upon.
- + Do things of a personal nature for vulnerable adults.
- + Invite or allow vulnerable adults to stay with you at your home unsupervised.

Possible signs of abuse:

- Unexplained injury / repeated visits to a GP or Accident & Emergency department
 - Signs of fear or distress
 - Withdrawal or isolation
 - Self neglect or basic physical and emotional needs not being properly met by others
 - Not able to pay bills or buy food even though enough money should be available
- There may be other signs too – it's important to be aware of changes and differences in people.

If a vulnerable adult talks of abuse:

- Listen to what is being said
- Accept what is being said
- Allow the vulnerable adult to talk freely
- Reassure the vulnerable adult but not make promises which it might not be possible to keep
- Do not promise confidentiality- it might be necessary to refer to social services
 - Reassure them what has happened is not their fault
- Stress that it is the right thing to tell
- Listen rather than asking direct questions

Statutory obligations to 'report concerns'

Under certain circumstances, employees, volunteers and the OJC Designated Safeguarding Lead have a statutory responsibility to 'formally report' a concern to the Oxfordshire Safeguarding Team (or relevant Social Services Safeguarding Team), even where consent is not given. These situations are where:

- a crime is suspected
- allegations of abuse involve OJC employees or volunteers
- there is significant risk of harm to the person concerned or other people
 - the person at risk is a tenant, resident or patient in a statutory, voluntary or private institutional setting and it is thought that any suspected or actual abuse may affect others, including situations where the alleged 'abuser' is an employee of the care provider.

Record keeping:

- Make notes as soon as possible after the conversation
 - Do not destroy notes in case they are needed later on
- Record the date, time, place and any noticeable non-verbal behaviour and the words used by the vulnerable adult
 - Draw a diagram to indicate the position of any bruising or other injury
- Record statements and observations rather than interpretations or assumptions

Confidentiality:

1. All information about any individual vulnerable adult and any individual volunteer or staff member will be treated as confidential and will not be communicated to others, save those who need to be involved for due process to take place
2. Representatives will only discuss any individual vulnerable adult with the carer/relatives of that vulnerable adult, other than for planning and management purposes
3. Representatives will not discuss matters of supervision with any outside parties and should draw any concerns to the attention of the Safeguarding Lead, Centre Manager or President
4. Staffing and the other matters will remain confidential within the OJC and those directly related to the personal issues.

Help and support

There is a lot of help and support out there. The first step, telling someone, is the hardest. As well as senior members of the community you can talk to:

- Adult Social Care Services
- the police
- a doctor, nurse or other health worker
- someone you trust (for example, your care worker, a warden)
- the Care Quality Commission (CQC)

If someone is seriously hurt call an ambulance on 999.

If you think a crime has been committed call the police on 101.

Whoever you speak to, they can help you to find the right help and support to stop the abuse and help someone keep themselves safe for the future.

Oxfordshire Local Authority Designated Officer (LADO)

www.osab.co.uk for online referrals and more information

Safeguarding Triage team: **01865 328232** if you are not sure whether to refer.

You can also raise a concern on the phone. Call **0345 0507 666** with as much information as possible. If you need to raise a concern outside of standard office hours and the concern is urgent, please call the Emergency Duty Service on 0800 833 408.