Managing and Reporting Sensitive Cases For children and young People

Policy and Procedures

Introduction
Refugees Welcome believes that it is always undesirable for a resettled family to experience adverse incidents. We recognise our responsibility to safeguard the welfare of the Family, Trustees, Contractors and Volunteers and that of the community as best we can.
We are conscious of the effect such an incident would have on our reputation as a charity, the local authority and on public confidence.

Recruitment of Trustees, Contractors and Volunteers
There is a robust application and interview process for all Volunteers working with families in the programme as per the Volunteering Policy including DBS checks and taking up references.
Suitable recruitment procedures are in place for Trustees and Contractors working with Refugees Welcome

Training for Trustees, and Volunteers
Trustees, Contractors and Volunteers working with families on the programme receive safeguarding training to cover: how to identify a concern, how to raise concerns and how to respond to safeguarding concerns. In the management of sensitive cases, we will implement our safeguarding procedure which will ensure that Trustees, Contractors and Volunteers are able to: Recognise, Respond and Record any cause for concern and consider appropriate escalation of concerns as outlined in the safeguarding policy and in this policy. Training in the management and reporting of sensitive cases is included in our Safeguarding Training.

What is an adverse incident which would lead to a case being sensitive?
Sensitive cases are defined as any incidents involving members of a resettled family as a victim, perpetrator or observer, where the outcome or consequence is likely to result in:

- Serious harm to any individual or group.
- Significant impact on a community.
- Significant impact on public confidence in the Work of Refugees Welcome.

Included as potential sensitive cases are the incidents described in the table on pages 4 and 5.

Refugees Welcome recognises that:

- The welfare of the resettled families is our responsibility as well as the welfare of our Trustees, Contractors and Volunteers. We recognise responsibility on our part towards the community in which we are working.
- All individuals, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.
- We aim to work in partnership with the resettled family, the local authority and statutory bodies and the local community to achieve a successful integration of the resettled family into the UK.

The purpose of the policy is:

- To identify any potential adverse incidents which might cause serious harm to individuals or result in significant impact on the community or on public confidence in the work of Refugees Welcome
- To provide Trustees, Contractors and Volunteers with guidance on procedures that they should adopt if they suspect that a potential adverse incident might/is/has occurred including how to escalate their concern.
- This policy applies to anyone working on behalf of Refugees Welcome.

Identifying concerns:

A list (not exclusive) can be found in the table on pages 4 and 5. Trustees, Contractors and Volunteers are encouraged to discuss any other events which they consider may be an additional potential adverse incident with a support worker or Lead Trustee of Refugees Welcome.

The triggers for concern are any of the following:

- Could the event or situation cause serious harm to an individual or group?
- Could the event or situation have a significant impact on a community
- Could the event or situation have a significant impact on public confidence?

Procedure

Management and reporting procedure:

Step 1)

In all cases (including child protection and vulnerable adults) the policy and escalation procedures appertaining to Safeguarding of Children and Young People and of Vulnerable Adults should be followed.

The purpose of this step is to give the volunteer acting on their concern a framework to Recognise, Respond, Record and receives advice on Risk Assessment so as to reassure any individual involved where appropriate and to escalate the concern to senior members of Refugees Welcome (contact details below and see flow chart) who will access support for individuals or groups involved from the Local Authority, Police, Health, Support Groups and statutory agencies (see table).

If any individual is in immediate danger inform the police straight away (999). If any individual has injuries seek medical help (111)

The volunteer should fill in the "first report" form as usual so a record is available of the process so far.

Step 2) The senior member of Refugees Welcome, Safeguarding Lead, other Trustees, will take steps to support the individual or group affected through referral to appropriate statutory or advisory organisations (e.g. health, mental health, police, charities) while also supporting the affected person/s. Interpretation may be required. The interpretation line should be used.

Step 3) Inform the Refugees Welcome Designated Safeguarding Trustee if not already involved.

Step 4) Complete the Reporting Issues Form and send to RW Designates Safeguarding Lead and RW Chair of Trustees .

Families sending money to relatives in other countries.

Volunteers and others should be aware that there are security and safeguarding concerns around families sending money back home to relatives in the Middle East, Afghanistan and North Africa regions. The Resettlement Programmes for these groups (now closed) asked us to be vigilant to the issue. It remains a concern to be aware of.

If we are aware that families want to send money to their relatives overseas, we recommend that volunteers explain to them that this must not be to the detriment of meeting the family's needs here in the UK. Families must also be advised to use the regulated legal money transfer processes.

This policy will be reviewed annually for currency and accuracy by the Chair of Trustees or individuals delegated by him/her. This does not prevent any changes taking place to this policy at any other time due to changes in practice or legislation.

V2 update May 20

Reviewed: Sept 26

SIGNED BY: N.A. Campbell DATE: 10.9.26

POSITION in REFUGEES WELCOME: Chair of Trustees

Review Date: Sept 2027

List of Contacts
Refugees Welcome

There is a list of all Trustees and their responsibilities on the 'Refugees Welcome Current Trustees list page' on the Website.
refugeeswelcome.co.uk

All volunteers have this information for the support worker or Lead Trustee (email and phone contact)

RW Designated Safeguarding Trustee: Tony Smith awrtjjs@gmail.com

To contact any Trustee please email:
refugeescheshireeast@gmail.com

and put FAO: (the name) in the subject bar

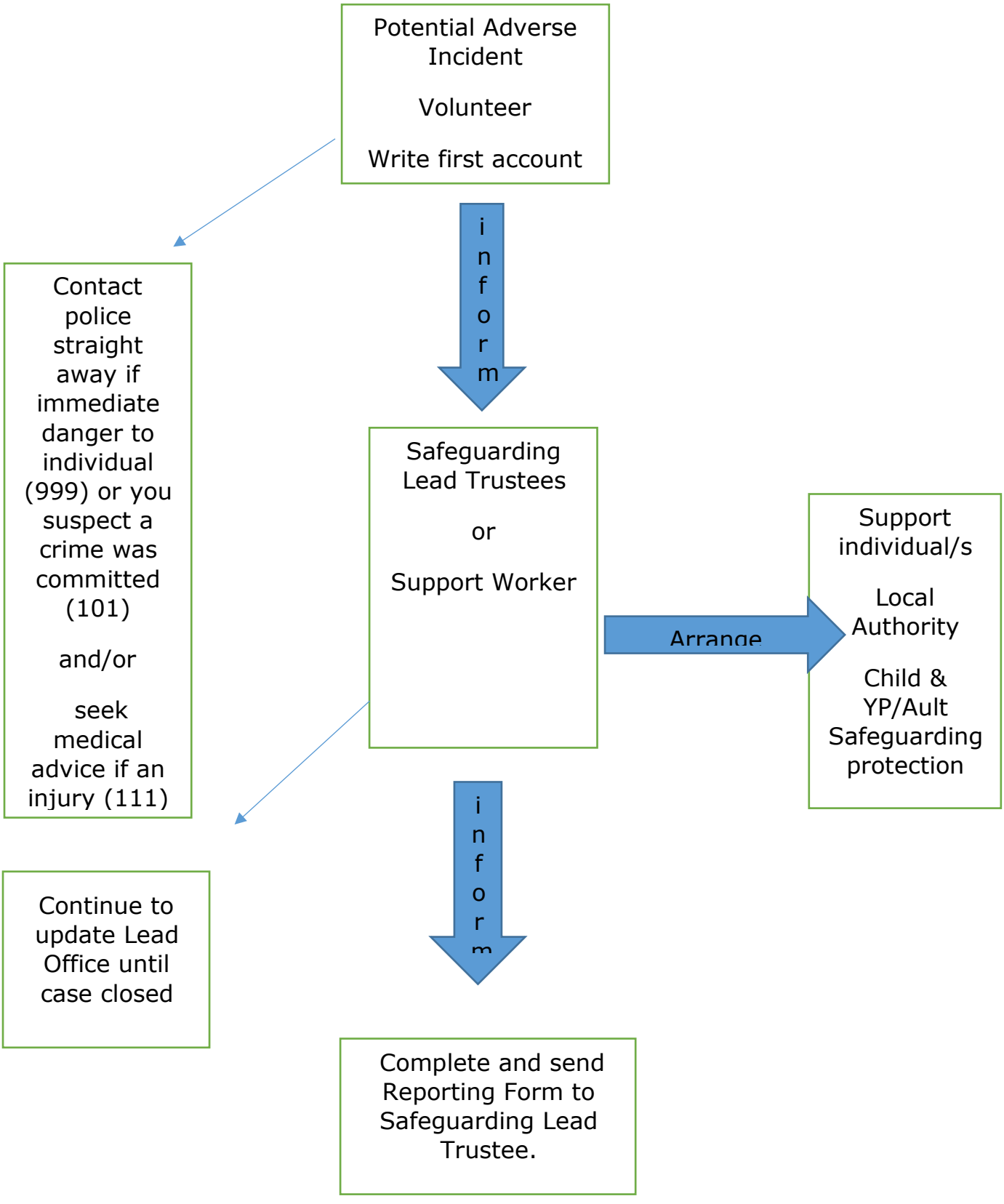
Table of Incidents (*not exhaustive*)

Type of Incident	**Suggested sources of information and support on reporting procedures. Contact details at end**
Breakdown of relationship between sponsor and resettled family Ukraine Scheme	Safeguarding Lead, other Trustee, Support Worker
Incidents of domestic violence	Safeguarding Lead, other trustee, support worker, Local Authority, Police, Cheshire Without Abuse 01270 250390 (24 hour)
Incidents of divorce or of a split of a family	Safeguarding Lead, other trustee, support worker, Local Authority Relate (Tarporley) 0300 330 5793
Child Protection Concerns	Safeguarding Lead, other trustee, support worker, Local Authority, Police, Health Cheshire East Consultation Service 0300 123 5012 (working hours) Emergency Duty Team 033 123 5022
Incidents of Hate crime (e.g. involving disability/race/religion or belief/sexual orientation)	Safeguarding Lead, other trustee, support worker, Local Authority, Police Specialist support group where available. Translation service (Language line)
Incidents that challenge or raise concerns about potential community cohesion problems	Safeguarding Lead, other trustee, support worker, Local Authority, Police

Concerns relating to the risk of vulnerable people being radicalised and drawn into supporting terrorism (known as Prevent)	Safeguarding Lead, other trustee, support worker, Local Authority Cheshire East Consultation Service 0300 123 5012 (for children) Police Prevent Officer 01606 362121
Incidents relating to gender based violence, exploitation, modern slavery	Safeguarding Lead, other trustee, support worker, Local Authority, Police
Any other incidents of actual or possibly unlawful activity including those potentially relating to concerns about National Security	Safeguarding Lead, other trustee, support worker, Local Authority, Police
Incidents relating to the health and safety of one or more resettled family members (e.g. threatening or inappropriate behaviour carried out by or directed at family members, being sectioned under the Mental Health Act	Safeguarding Lead, other trustee, support worker, Local Authority, GP, Police if necessary

Management and reporting of sensitive cases

Flowchart



Other Services

Child Protection Consultation Service Cheshire East 0300 123 5012 (working hours)

Adult safeguarding 0300 123 5010 (out of hours 5022)

Adult and children out of hours Emergency Duty Team 033 123 5022

Police

Cheshire East Force Control Room:
ring 101
Emergencies: ring 999

Inspector for Asylum and Refugees
https://www.cheshire.police.uk/advice-and-support/hate-crime/

https://www.cheshire.police.uk/advice-and-support/modern-slavery-and-human-trafficking/

Health
Emergency 999
Urgent 111

Supportive Charities

Domestic violence: Cheshire Without Abuse 01270 250390
(24 hour)

Rape and sexual abuse support centre 01260 697900
https://www.rapecentre.org.uk/ (Arabic available on web-site)

Cheshire Cares: provides victim support 01606366336
https://www.victimsupport.org.uk/help-

and-support/get-help/support-near-you/north-west/cheshire

Mind
PTSD support and advice
https://www.mind.org.uk/information-support/types-of-mental-health-problems/post-traumatic-stress-disorder-ptsd/#.W27KtNJKjIV