

Safeguarding



Experiment in
International
Living UK

“Safeguarding means protecting people’s health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect”.

Safeguarding and wellbeing are priorities for EIL UK, and we are proactive in our work to protect all children and vulnerable adults who come into contact with our charity. This document aims to help staff, coordinators, hosts and other volunteers to recognise and identify different types of abuse.

It also sets out the clear procedures the charity has put in place to keep children safe, help protect vulnerable adults from harm and safeguard everyone involved in our work.

1. Report a concern or incident

Volunteers, staff or anyone involved in an EIL UK programme or activity should report their concern about child protection or a vulnerable adult to a member of staff or EIL’s Designated Safeguarding Lead (DSL), who is the Chief Executive, at the earliest opportunity – **but in any event within the same working day.**

9am - 5pm Call the EIL UK office on **01684 562577**
24-hour Call EIL’s emergency number on **0300 303 0173**
Calling from abroad? Add +44 and do not use the first 0
Please keep calling until you actually speak with one of our staff.
If reception is bad or if staff are driving, this is still the quickest way for safeguarding matters to be picked up and dealt with.

If at any time you feel that there is any danger to an individual, call 112 or 999 and ask to speak to the Police.

Leave a full message with your name, the name of the individual at risk, the best number to contact you on and the nature of the emergency.

They will assess the situation and put you in contact with social services if required. You must make a record of who you called and when, what was discussed and any reference or case numbers. This way you can ensure that EIL UK is fully briefed so that staff can take the appropriate action/s as soon as possible.

In the event that the 24-hour emergency number is unavailable for some reason, email: emergency@eiluk.org

2. Protocol for dealing with a cause for concern

2a. Who is responsible for protecting children and vulnerable adults?

As a member of staff, coordinator, regional NHS, a volunteer EIL-registered host, another support volunteer or contractor providing services you have a responsibility and a duty to respond to the needs of children (under 18 years of age) and young people, especially when there are concerns about their safety or welfare.

Responsibility for responding to concerns about a child or vulnerable adult is not dependent on your specific role or position within an organisation, or on your professional status; safeguarding is everyone's responsibility, and we all have an important part to play.

All EIL UK members of staff, volunteers and household members aged 18+yrs who are hosting under 18's or vulnerable adults in a homestay are subject to an enhanced DBS check or equivalent check as appropriate in other parts of the UK.

EIL UK works to internationally agreed Federation EIL safety and security standards with partners in other countries.

2b. Role of a Designated Safeguarding Lead (DSL) and EIL UK Staff in safeguarding

All EIL UK staff are trained in safeguarding. Programme Managers are responsible for communicating about safeguarding to everyone involved in their programmes. They are the first point of contact for any queries relating to a vulnerable adult or child's safety and wellbeing.

EIL UK's Designated Safeguarding Lead is: Katherine Davis (Chief Executive) katherine.davis@eiluk.org

The Programme Managers are:

Karen Morris	Homestays & Cultural Groups Manager	karen.morris@eiluk.org
Charlotte Fereday	Study Abroad Manager (high school students)	charlotte.fereday@eiluk.org

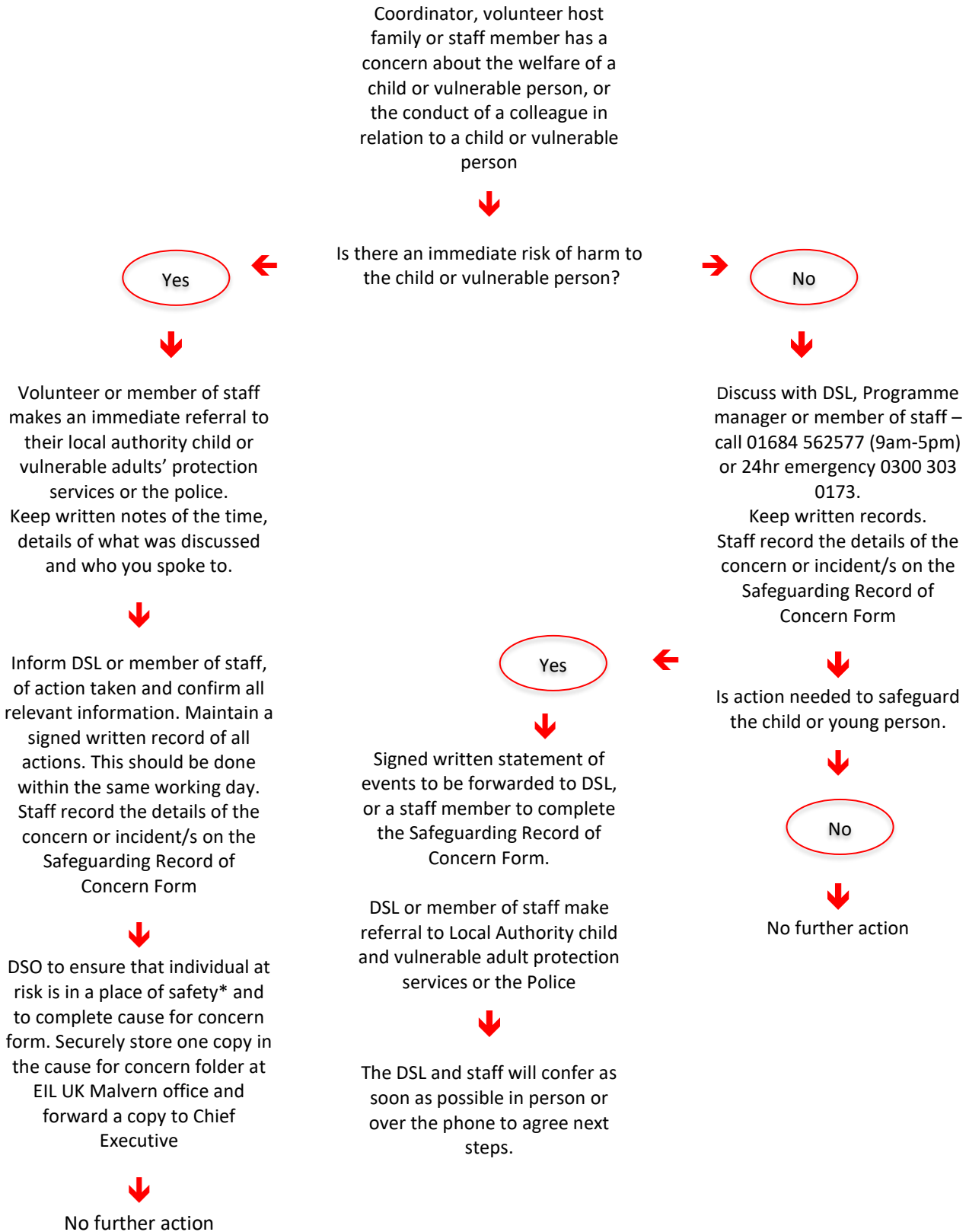
All staff are responsible for the following:

- Receiving and acting upon any reported concerns;
- Ensuring all staff are familiar with, and adhere to the organisation's child and vulnerable adults safeguarding, protection policies and procedures;
- Ensuring that safeguarding and wellbeing policies are implemented and promoted;
- Representing the key link to statutory agencies (Social Care or Police) and partner organisations including schools, colleges and universities during and following formal investigations;
- Maintaining and updating this Safeguarding Policy;
- Keeping an up-to-date knowledge and understanding of the area of child protection, including attending appropriate training;
- Ensuring all relevant information around protecting children and vulnerable adults is communicated to the wider EIL UK Team, hosts, volunteers and contractors.

2. What to do if you are concerned about a child's welfare

Below is a decision tree to help you take decisions about safeguarding and understand what happens when a concern or incident is reported.

Safeguarding decision tree



* If a move is required, EIL's Emergency Moves Procedure will be followed which requires two EIL representatives to be involved, one of whom must be a senior or programme manager.

3. Definitions of Abuse

What is abuse?

- Abuse occurs when an individual is harmed by the acts or omissions of another individual responsible for their well-being.
 - Abusers are often, although not exclusively, adults and often adults that the individual knows and trusts.
 - Abuse can cause harm to physical, mental or emotional health.
 - Abuse can take many forms:
- a) **Neglect** occurs when basic needs are not met (for example needs for food and warmth); when a vulnerable individual is left alone or unsupervised, or not given appropriate attention. Neglect in the homestay or other situation could involve refusal of food, medical attention or isolation.
- b) **Emotional abuse** is any behaviour which will have a negative effect on the emotional and behavioural development of an individual. It can include bullying, rejection, blackmail or threats. All forms of abuse involve a degree of emotional abuse. Emotional abuse in the homestay might include instances where family members subject individuals to constant criticism, bullying, racial taunts or unrealistic pressure to conform to the family's norms.
- c) **Physical abuse** is where injury is inflicted such as bruises, burns, physical injuries, poisoning or suffocation.
- d) **Sexual abuse** is actual or likely sexual exploitation. This can include obscene phone calls, indecent exposure, fondling, taking pornographic pictures, attempted intercourse, rape or incest. A host family member having physical contact (e.g. caring for individuals) could potentially create situations where sexual abuse may go unnoticed.
- e) **Financial abuse** is where money belonging to an individual is used or appropriated by underhand means to the detriment of the individual. In the homestay this might occur if money intended for the individual is not passed to them or personal money is stolen or misused.

Recognition of abuse.

Signs and symptoms of abuse could include:

- Unexplained bruising and injuries
- Sexually explicit language or actions
- Sudden changes in behaviour
- Something an individual has said
- Fear of going home or of specific individuals or situations
- Reluctance to change clothes/get changed
- Nightmares / sleepwalking / disturbed sleep
- Secretive behaviour
- Reluctance to talk

If you are concerned about the welfare of an individual, it is not your responsibility to decide if it is abuse but it is your responsibility to act on your concerns and do something about it. See section 1 above on how to contact a member of the EIL UK team.

4. Responding to a concern

If you are concerned about possible or actual abuse, the following process must be followed.

a. Approach

On becoming aware that a child or vulnerable adult has a concern, EIL staff or volunteers should:

- Listen carefully to what the child or adult has to say.
- Stay calm.
- Allow the child or adult to say whatever they wish to say in their own words and at their own pace.
- Reassure the child or adult that they have done nothing wrong – and they were right to tell someone about their concerns or incident/s.
- Try to elicit enough information to be able to decide what to do next – no more than this.
- Consider the welfare of other children and/or adults who might be at risk, including siblings.
- Consult the child or adult (according to age and understanding) as to what they would like to happen next – but do not allow this to override the responsibility to report abuse.
- Keep the child or adult informed as to what steps EIL and other agencies are taking.
- Make an accurate written record as soon as possible using the Report A Concern form.

b. Records

You will need to record as much information as possible on the Report a Concern form at your earliest opportunity. This should include:

- Basic information about the child or vulnerable adult (name, address, DOB, ethnicity and any disability)
- Who the child or adult lives with
- Name of the child's school or adult's place of study or work
- The precise nature of the concern
- Anything that the child or vulnerable adult has said about the concern/incident.

c. Behaviour

In such circumstances staff and volunteers should remember the following:

- Do not panic – this is likely to silence the child or vulnerable adult.
- Do not inquire into the details of the abuse – it is the duty of social services and police to investigate and even with the best intentions, there is a risk you could do harm.
- Do not push the child or vulnerable adult to speak
- Never promise to keep their secrets
- Never fail to report their concerns – always tell a member of staff.

5. Guidelines for talking to individual about suspected abuse

Care must be taken when talking to individuals about indications or accusations of abuse. Be aware that the way in which you talk to them could have an effect on the evidence which is put forward if there are subsequent criminal proceedings.

- Do not ask leading questions - for example ask 'Tell me what happened' rather than 'Did they do [this or that] to you?'
- Do not ask questions which encourage the individual to change their version of events in any way.
- Do not impose your own assumptions.
- Listen to the individual and take their concerns seriously.
- Record the discussion and inform EIL. You should record the date, time place and people who were present as well as what was said.

6. Confidentiality and data security

There are limits to a child's right to confidentiality within the context of child protection. It is important that information about a child is confidential in the sense that only those who need to know are informed. Otherwise a child's right to confidentiality is superseded by his/her right to protection. This means that information suggesting a child is at risk (whether given by the child, a parent or anyone else) must be shared with the authorities. It also means that absolute promises of secrecy and confidentiality should never be given to children.

Confidentiality also applies to vulnerable adults alongside a duty of care and requirement to report concerns about safeguarding.

Further details on privacy and data protection are available on request from the EIL UK offices. Currently the charity's Privacy Notices are being updated to take account of changes in data protection and GDPR requirements and how they apply in the UK and internationally.

7. Procedures to minimise the risk of abuse occurring

a. Recruitment and selection of volunteers and staff.

EIL UK will:

- Issue a clear role description, outlining the responsibilities and duties of the post;
- Ensure all relevant information is gathered from applicants, including experience of working with young people and vulnerable adults;
- Ensure applicants sign a declaration that there is no reason why they should not volunteer or be employed and declare any criminal record;
- Complete DBS Disclosures (or equivalent) on all staff and any volunteers who may work with young people under 18 years of age;
- Take up independent references for all staff and volunteers.

b. Homestay Programmes.

If there is no Coordinator for a host, the EIL programme manager will be responsible for these duties. Coordinators or the Programme Manager will:

- Check that the Host is registered with EIL and that their home has been visited. As part of EIL's registration process, new hosts are visited in their home. The home environment and location is checked to ensure it meets EIL's homestay standards. Hosts are assessed and made aware of what is expected of hosting and their duty of care. Pets are also assessed and their details, such as breed, size and behaviour noted;
- Check that all members of the household in permanent and temporary residence at the address are registered with EIL. This is a requirement;
- Introduce prospective hosts to the application process and refer them to EIL's Volunteers Manager. Applicant hosts must complete all stages of the application process, including the provision of two references;
- Report any concerns or observations that the home is not safe and secure, with adequate heating, sanitation, lighting, ventilation, fire precautions and access to a telephone. Insurance cover should be adequate to cover domestic incidents;
- Ensure that host families are accurately informed of any participant allergies, dietary or medical requirements;
- Return evaluation forms or feedback (provided to both participants and group leaders/staff) to EIL as soon as possible at the end of the programme.

EIL trustees, staff, volunteers, group leaders, trainers, suppliers and all members of host households (who are resident in the home and aged 18yrs old or older) are required to:

- a) Be DBS checked (or the equivalent in the other countries of the UK) in order to host participants under 18yrs of age;
- b) Adhere to EIL UK's Code of Conduct which includes conduct related to safeguarding and wellbeing for everyone of any age involved in the homestay.

c. Non-homestay programmes and programmes abroad.

EIL will ensure that:

- Residential centres/hostels/hotels offer clean and safe environments;
- Activity instructors are appropriately qualified, registered with any relevant authority and have a current DBS (or equivalent) check;
- Group Leaders have access to immediate support and have relevant telephone numbers and information in the event of emergency;
- Offices abroad provide information on their procedure for recruiting and checking hosts, monitoring activities and reporting;
- UK groups of young people are accompanied by sufficient staff (a ratio of 1:10 or less) and that, where possible, there is a gender mix of leaders in mixed sex groups;
- UK leaders are provided with completed parental consent forms with appropriate medical information;
- Leaders do not spend time alone, and in isolation, with a young person.

d. Reducing the possibility of abuse through good practice.

When possible, EIL staff and all volunteers and contractors should avoid:

- Spending time alone with a young person away from others;
- Taking a young person alone in a car on journeys, however short. Further information and guidance for single adult host households is available from the EIL office.

Never:

- Allow or engage in 'horseplay' or rough, physical or sexually provocative games;
- Allow or engage in inappropriate touching of any form;
- Allow individuals to use inappropriate language unchallenged;
- Make sexually suggestive comments to an individual;
- Let allegations an individual makes go unchallenged or unrecorded;
- Do things of a personal nature that individuals can do for themselves;
- Allow your judgement or actions to be affected by alcohol or drugs;
- Allow concerns or observations to go unreported.

The EIL UK Code of Conduct applies to everyone involved in a homestay and it is regularly reviewed to take account of changes in safety and the protection of children and vulnerable adults, such as cyber and on-line security. The updated Code will be published for the start of every academic year.

It is the responsibility of all EIL UK staff and individual programme managers to ensure good practice for the protection of everyone involved in the homestay, particularly young people and vulnerable adults associated with EIL UK, and to report any concerns immediately to the EIL UK Designated Safeguarding Lead, your line manager or the appropriate authority or authorities.

8. Additional sources of information

Useful EIL UK documents

- Hosting Agreement / Family Homestay Terms and Conditions
- High School Programme Code of Conduct
- Handbook for Group Programmes

Useful external publications

What to do if you suspect a child is being abused?

Getting it right for every child, Scottish Government 2012

Worried about a child – how to protect children from abuse, NSPCC

<https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/>

Useful organisations

Disclosure and Barring Service: www.homeoffice.gov.uk/agencies-public-bodies/dbs/

Department of Health, Statement of Government policy on adult safeguarding (2011).

<https://www.gov.uk/government/publications/adult-safeguarding-statement-of-government-policy>

If you identify any areas of this policy that have become out of date or could be improved, email EIL UK at info@eiluk.org

Last reviewed V2 November 2023