

SAFEGUARDING POLICY

This policy describes the work necessary to protect children or vulnerable adults, with particular focus on protecting vulnerable groups from the risk of abuse or harm.

The purpose of this policy is:

- a. To protect children and vulnerable adults who use Muslim Youth Helpline's (MYH) services from harm.
- b. To provide staff and volunteers with an understanding and procedures regarding how to handle situations which may require safeguarding,
- c. To identify risks in order to protect our users.

This policy applies to anyone working for, or representing, Muslim Youth Helpline in all capacities. This includes, but is not limited to: the Director, Senior Management, Trustees, Helpline Officers, Volunteers, and Interns.

Equality

MYH is committed to equality and anti-discriminatory. MYH ensures that children and vulnerable adults have the same protection regardless of age, gender, disability, gender, racial heritage, religious belief, sexual orientation or identity.

Safeguarding

MYH believe safeguarding is everyone's responsibility.

Safeguarding and promoting the welfare of children and vulnerable adults is defined as:

- a. Protecting children and vulnerable adults from maltreatment
- b. Preventing impairment of children and vulnerable adult's health or development
- c. Ensuring that children and vulnerable adults exist in circumstances consistent with the provision of safe and effective care

When MYH is operating the Safeguarding Policy, a disclosure may need to be made to the police, social services or an appropriate healthcare provider.

MYH can face particular safeguarding concerns when a child or vulnerable adult discloses that they might be:

- a. At risk from another person
- b. At risk of self-harm or experiencing suicidal thoughts or feeling
- c. At risk of harm in some other way, such as not having a safe place to stay

A child is defined as anyone under the age of 18, and an adult may be vulnerable if he or she:

- a. Has a learning or physical disability or a mental impairment

- b. Has a physical or mental illness, including an addiction to alcohol or drugs which would substantially affect their state of mind or functioning
- c. Is unable, for any other reason, to protect himself/herself against significant harm or exploitation.

Safeguarding principles

MYH commit to the following safeguarding principles, in accordance with the government's Care Act (2014). All MYH staff and representatives must uphold the following safeguarding principles:

- a. **Empowerment:** Support and encourage individuals to make their own decisions and provide informed consent.
- b. **Prevention:** To take action before harm occurs.
- c. **Proportionality:** Provide the least intrusive response to the presented risk.
- d. **Protection:** Support and represent those in the greatest need.
- e. **Partnership:** Partner with local and community service providers to aid vulnerable individuals.
- f. **Accountability:** Clearly stating accountability in safeguarding practices.

Confidentiality

MYH believe in transparency. All information provided by a client will be kept confidential at all times.

At times when there may be a potential safeguarding issue, the client will be asked whether we can contact authorities on their behalf.

While MYH practices confidentiality, we will contact authorities without client consent in an emergency situation. This includes:

- a. Imminent risk of death
- b. Imminent risk of harm to self and/or others
- c. Court or police order to share information
- d. Information regarding any criminal activity
- e. If a user shares an information which identifies a child or vulnerable adult at risk of harm

Outside of emergency scenarios, client information remains private and confidential. Clients maintain the right to have their information removed from our database at any time.

At the organisation

MYH have the following objectives when it comes to safeguarding:

- a. Achieve a safe environment
- b. Achieve safe staff
- c. Safeguarding vulnerable individuals who utilise our service

We will achieve a safe environment by:

- a. Ensuring the safety of our staff, and individuals who use the service.
- b. Regularly review and enhance our safeguarding policy and safety risks which may arise.
- c. Report any non-compliance to the Helpline Manager, Director, and Service Operations Trustee.

We will prioritise the wellbeing of our staff:

- a. Recruiting staff, volunteers, and trustees who are suitably qualified, and have Enhanced Disclosure and Barring Service checks.
- b. Providing staff and volunteers with updated safeguarding training.
- c. Ensuring staff have constant access to our Safeguarding Policies and Procedures.
- d. Ensuring staff utilise Safeguarding procedures when speaking with vulnerable adults and children.
- e. Supporting staff and volunteers to carry out their job with appropriate supervision

We will safeguard vulnerable individuals who utilise our service:

- a. Following our Safeguarding Policy and Procedure
- b. Ensure our Safeguarding Policy and procedures are up to date and relevant
- c. Ensure all appropriate agencies and staff are contacted when a safeguarding issue is taking place
- d. Ensure our clients safety and best interests are our number one priority

The individual

Individuals working for MYH are trained with regards to identifying safeguarding cases, and providing referrals as necessary.

Management

Responsible for updating the Safeguarding Policy annually.

Responsible for the implementation of the Safeguarding Policy.

Update resources to fulfil safeguarding responsibilities.

Liaise with staff to ensure all safeguarding procedures are taking place.

Responsible for identifying and communicating safeguarding risks with staff.

Staff and volunteers

Staff must comply with Safeguarding Policy.

Staff must report all safeguarding concerns to management.

Staff are trained to identify different cases in which an individual might be facing a safeguarding concern when they call our helpline.

Staff are trained to identify how this may manifest differently in both children and vulnerable adults.

Vulnerable adults

Vulnerable adults may be facing a number of issues relating to safeguarding, which are outlined below (next page).

At MYH, we work to safeguard vulnerable adults by identifying the issues they may be facing, identifying and assessing risk, and reporting to higher authorities as needed.

We believe it is critical to create and encourage a safe environment in which vulnerable adults can have independence.

Type	Definition
Physical Abuse	An act where one person uses their body to inflict intentional harm or injury upon another person. This includes:
	Hitting, slapping, pushing, kicking
	Scalding, burning
	Physical punishments
	Poisoning, misuse of medication
Suicide/Self Harm	Injury to self with the intent of hurting self, or ending one's life. This includes:
	Self-poisoning, self-injury
	Attempted suicide
Sexual Abuse	Abusive sexual behaviour by one person upon another. This includes:
	Rape, attempted rape, sexual assault
	Inappropriate touching
	Sexual or physical interactions, when the person cannot or will not consent
	Sharing sexual images or content without consent
Psychological or Emotional Abuse	A form of abuse characterised by a person subjecting or exposing another to behaviour that may result in psychological trauma, anxiety, depression, or PTSD. This includes:
	Blaming
	Controlling
	Manipulating
	Threatening, intimidating, or harassing
Financial/Material Abuse	A form of abuse when one person has control over another person's access to economic resources. This includes:
	Theft of money or possessions
	Fraud, scamming
	Preventing someone from accessing their own money or benefits
	Pressuring an individual to spend their money
Modern Slavery	Severe exploitation of other people for personal or commercial gain. This includes:
	Human trafficking
	Forced labour

Sexual exploitation

Fig 1: <https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

Children

At MYH, our Safeguarding Policy aims to address child safeguarding in a holistic manner.

The policy outlines situations in which a child's safety may be compromised (as outlined below), and allows staff to identify and assess risk. It also provides staff with the tools to carry out child safeguarding as necessary.

Type	Examples
Bullying	A behaviour which hurts someone else. This includes:
	Cyberbullying
	Physical bullying
	Verbal bullying
	Controlling/manipulating someone
Suicide/Self Harm	Injury to self with the intent of hurting self, or ending one's life. This includes:
	Self-poisoning, self-injury
	Attempted suicide
Physical Abuse	Any non-accidental infliction of physical injury to a child. This includes:
	Kicking
	Hitting
	Punching
	Cutting
	Burning, scathing
Sexual Child Abuse	Any sexual behaviour with - or sexual exploitation of - a child.
	Rape
	Molestation
	Indecent exposure
	Use or distribution of children in pornography or prostitution
Neglect	A pattern of failing to provide for a child's basic needs. This includes:
	Physical neglect - failure to provide food, appropriate clothing, supervision, and a safe home.
	Medical neglect - Failure to provide the necessary medical or dental care for a child.
	Educational neglect - Failure to enroll a child in school, or to provide necessary education.

	Emotional neglect - Failure to provide a child with emotional support, love, and affection.
Emotional Abuse	Any attitude, behaviour, or failure to act that interferes with a child's mental health or social development. This includes:
	Verbal insults
	Belittling, rejecting, ridiculing, blaming
	Threatening or fearful conditions
	Isolating or restricting a child from social interactions

Fig 2: abusewatch.net

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