

ADULT SAFEGUARDING POLICY AND PROCEDURES

This policy is based on the policy developed by Masorti Judaism.

We are grateful for their permission to use this policy and for the work they have done on this important topic.



New London Synagogue Adult Safeguarding Policy and Procedures

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1. Introduction

New London Synagogue has a responsibility to prevent and report concerns about the abuse, neglect and ill treatment of adults who are at risk of being harmed.

There are legal requirements on statutory bodies under the Care Act 2014, and statutory guidance (Care and Support Statutory Guidance 2018) applying to the voluntary sector across England and the devolved nations. Such organisations are obliged to do everything they can to recognise and report abuse quickly and appropriately, in order to keep adults safe, and to prevent such abuse from happening in the first place.

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

Anyone who is employed by, or volunteers for or on behalf of New London Synagogue, regardless of the type or amount of contact they have with adults who are at risk of abuse or vulnerable adults, has a role to play in safeguarding and protecting them. They must:

- Know how to recognise potential abuse of adults, and especially at risk/vulnerable adults
- Know what to do when safeguarding concerns arise
- Understand what New London Synagogue expects of them in terms of their own behaviour and actions

An adult at risk of abuse can be anyone over the age of eighteen, including service users, staff, or volunteers (see the 'terminology' section below). Whilst personal characteristics may make an individual more vulnerable, for example people with disability and communication difficulties, it is the situation around an individual which may increase risk or place them at potential risk of harm. It is therefore vital to be open to the possibility that any adult may be at risk, and that this can be temporary or on-going depending on the support and protective factors around them.

This policy applies to all staff and volunteers, trustees, chairs, and interns, secondees, agency staff, students, sole traders, and contractors, including associates and professional fundraising agencies.

Third parties and assignees involved in services for New London Synagogue must also comply with our safeguarding policies, legislation, and all relevant regulatory codes of conduct.

2. Legal context

New London Synagogue adheres to legislation and statutory guidance enforced in England. The relevant law and guidance are as follows:

The Care Act 2014, which came into effect in 2015, is the primary legislation in England for the support and protection of adults. It represents the most significant reform of care and support in more than 60 years, putting people and their careers in control of their care and support.

http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted_

The legislation sets out how people's care and support needs should be met and introduces the right to an assessment for anyone, including carers and self-funders, in need of support.

The act's "wellbeing principle" spells out a local authority's duty to ensure people's wellbeing is at the centre of all it does. This includes strong emphasis on outcomes, and on helping people to connect with their local community. It seeks to ensure that people's eligibility for services will be the same across England.

3. Terminology

For the purposes of this policy and procedures, the following terms are used:

- **Adult at risk:** An adult at risk is 'any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and support' (Care Act 2014 [England]). This definition is broadly consistent with definitions across the devolved nations. In Scotland, the definition of an 'adult at risk' or 'vulnerable adult' applies to those aged 16 years and over. In Northern Ireland the definition is, helpfully, broken down to assist in understanding as follows:
- **Adult at risk of harm** is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:
 - Personal characteristics which may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.
and/or
 - Life circumstances which may include, but are not limited to, isolation, socio-economic factors, and environmental living conditions.
- **Adult in need of protection** is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics, physical or mental health, sensory impairment (for example vision, hearing or mobility) and/or life circumstances
- **Vulnerable adults.** This defines a person who is or may be for any reason unable to take care of themselves, or unable to protect themselves against significant harm or exploitation. This includes
 - Refugees and asylum seekers
 - People undergoing mental health challenges (for example, depression, anxiety disorders, eating disorders, psychosis, etc. See Appendix 4 for advice on supporting people with mental health challenges.
 - Adults who are neuro-divergent and require specific environmental adjustments in order to feel safe
 - Adults unable to protect their own well-being, property, assets, rights, or other interests
 - Where the action or inaction of another person or persons is causing, or is likely to cause, the adult to be harmed. This includes bullying, whether presenting as verbal banter or in a more overt manner
 - Members of staff and volunteers performing services on behalf of the community and are concerned about, or feel themselves to be victim of current

practice, bullying or any other emotionally damaging behaviours (see Appendix 3 page 14 for the New London Whistleblowing policy.)

- **Safeguarding:** This describes the activity that is undertaken to protect adults at risk from abuse, harm, ill-treatment, and neglect.
- **Abuse:** This is the ill-treatment or abuse of an adult. A person may abuse or neglect an adult by commissions (inflicting harm) or by omission (knowingly failing to act to prevent harm.)

Adults can be abused in a family, at a community fundraising event, in any type of institution/organisation, or by those known to them or others, for example by those responsible for organising, participating, or providing support or care.

- **Prevention:** This is a crucial part of the policy which spells out how we seek to reduce the abuse of adults at risk occurring in the first place. This includes ongoing training, guidance and support for employees and volunteers, as well as for those receiving services.
- **Categories of Abuse:** See Appendix 1.
- **Whistle-blowing policy:** see Appendix 2.

4. Key Principles

New London Synagogue's approach to safeguarding adults is based on the following principles:

- a) All adults have a right to equal protection from all types of harm or abuse, regardless of age, ability, gender identity, racial heritage, religious beliefs, sexual orientation, or personal characteristics which may indicate additional vulnerabilities.
- b) The best interests of a vulnerable adult are paramount in all safeguarding and protection considerations.
- c) Where concerns are identified, the key principles of working with adults at risk, as outlined in the Care Act 2014, will always inform the New London Synagogue's approach to interventions.
- d) Where a concern is identified, it is important to communicate very clearly what we as an organisation have done and will be doing to safeguard the adult at risk, unless to do so would in any way increase risk to themselves or others. Capacity will be assumed unless there is reason to believe that the person cannot understand (see Section 5, page 6, Capacity and Consent)
- e) Concerns or allegations that New London Synagogue's staff or volunteers have abused, or neglected adults will be taken very seriously and managed sensitively and fairly in accordance with these policies, relevant legislation, and local procedures.

f) Whistle-blowing policy: (see Appendix 2 page 13.)

We deliver on these principles by:

- Providing effective leadership and management for staff and volunteers through induction, supervision/one-to-one learning and mentoring, support, and training.
- Ensuring effective and robust safeguarding and protection practices by having clear policies, procedures, practice standards and guidance in place.
- Enabling staff to exercise professional judgement based upon seeking to act in the best interests of, and outcomes for, the adult at risk.
- Safe recruitment and employment practices to ensure that robust recruitment, selection, induction, and supervision processes are in place for all those who work for and with New London Synagogue.

5. Capacity and Consent

It is important to be alert to issues of cognitive capacity which can increase the vulnerability of people where they have a reduced ability to make informed decisions in the moment. This may be transient (e.g., due to fear, shock, injury, illness) or long term (e.g., due to learning differences, disability, mental health issues).

Whilst this is a complex issue, it should not get in the way of staff and volunteers genuinely seeking to ensure that all individuals are respectfully consulted in relation to participation in activities and/or sharing of information about them.

Capacity to consent is often assumed to be present for all adults. However capacity is not simply based on age. Other factors are relevant, particularly where learning and communication difficulties and disabilities are identified. You should also consider a person's capacity to understand the consequences of giving or withholding their consent. They should not be treated as unable to decide until all practicable steps to help them have been taken.

When assessing a person's understanding you should seek to explain the issues using their preferred mode of communication and language. This should be done in a way that is suitable for them, considering all you know about them from your contact with them, particularly their age, language and likely understanding.

It is important to try and ensure that they really understand the issues and are not just agreeing to what is proposed. If you are unsure whether they have the capacity to consent, then you should seek advice from New London Synagogue's **Designated Safeguarding Leads** (see section 6 page 7 below).

The person's friends, carers, other professionals working with them, or an advocate, where available, may be able to provide relevant information or advice as long as consulting these people does not increase potential risks.

The following criteria should be considered when assessing whether a person has sufficient understanding at any time to consent, or to refuse consent, to sharing of information about them or participating in specific activities:

- Can the person understand the question being asked of them?
- Are they taking an active part in the discussion?
- Can they rephrase the question in their own words?
- How would they explain it to someone else?
- Do they have a reasonable understanding of what the risks or benefits of giving their consent or saying no?
- What do they say they think would happen if they agree to the action being suggested?
- Can they appreciate and consider the alternatives, weighing up one aspect against another and express a clear and consistent personal view? Encourage them to say out loud, or write down, their view of the pros and cons. You could recheck these views later or at a later contact with them.

6. New London Synagogue Designated Safeguarding Leads

For the calendar year 2025, the Designated Safeguarding Lead (DSL), is **Joe Carlebach**, a member of Council (trustee of the Synagogue).

Joe works with the deputy DSLs, **Rabbi Jeremy Gordon** and **Gabriella Spencer-Hope**

Contact Information - via the Deputy Safeguarding Leads:

Rabbi Jeremy on 07973 713 193, rabbi@newlondon.org.uk,

Gabriella Spencer-Hope on 07471 046 804, chederhead@newlondon.org.uk

In case of immediate danger please call 999.

If you are still in doubt, you may also contact the Designated Safeguarding Lead of Masorti Judaism, Rachel Sklan (**07957 672 266** - rachel@masorti.org.uk).

7. Procedure for responding to allegations of abuse

If you are concerned that a crime has been committed or that there is an immediate concern about the safety of any adults at risk, call the police on 999 for an emergency response, or 101 for a non-emergency response. Only once you have informed the police should you follow the procedure below. If the suspicions implicate the DSL, then contact the police or the relevant statutory authorities listed below.

Under **no** circumstances should a New London Synagogue employee, volunteer or member carry out their own investigation into an allegation or suspicion of abuse.

Those concerned that abuse may be taking place should follow the procedures set out below:

- The person in receipt of allegations or suspicions of abuse must write down in pen all information gathered relating to the concern. This documentation must be kept in an allocated safe place.
- All concerns must then be reported as soon as possible to the New London Synagogue's Designated Safeguarding leads (DSL, see above, page 6) who will deal with the allegation or suspicion of neglect or abuse, including referring the matter to the relevant statutory authorities along with a written record if deemed necessary.
- The DSL may need to inform others depending on the circumstances and/or nature of the concern. However, the individual reporting the suspicions should not discuss the matter with anyone other than the DSL nominated above.
- Whilst allegations or suspicions of abuse will normally be reported to the DSL, in their absence there should not be a delay in referring to the relevant Social Services and/or the police. See below for contact numbers for local statutory social services.
- It is the right of any individual as a citizen to make a direct referral to Social Services, although New London Synagogue hopes that all employed, contracted, or volunteering on behalf of New London Synagogue will use our NLS procedure. If, however the individual with the concern feels that the DSL has not responded appropriately, or where they have a disagreement with the DSL as to the appropriateness of a referral, they are free to contact an outside agency directly.
- If a person discloses to you that they have been abused, listen carefully and show concern but do not offer to help personally. Make it clear that you will get the right kind of help for this person. A useful phrase to use is "I will help you to get help". Do not discuss the disclosure with anyone other than your line manager/s and the Designated Safeguarding Lead. Do not promise to keep the disclosure confidential, as it is the duty of everyone to prevent abuse, but assure the person that you will only disclose their story to the relevant people who can try to help.
- If a woman discloses concerns about domestic abuse, or if a child discloses that their mother is being abused at home. It is very important NOT to offer help or give advice. In many cases, as soon as a woman makes a complaint or changes her behaviour at home (for example, if she tries to become more assertive, or to talk to the abuser about the abuse) the situation worsens. This is because domestic abuse is often about control, and when the abuser feels their control is being threatened,

they become more abusive. In every case, you and/or the woman should get expert advice from Jewish Women's Aid or Refuge (see below for contact details)

VIOLENCE AGAINST WOMEN AND GIRLS

JWA

Jewish Women's Aid is the UK's only specialist organisation dedicated to supporting Jewish women and children affected by domestic abuse and sexual violence.

Helpline 0808 801 0500 free phone line Monday - Thursday 9.30am-9.30pm or leave voicemail

Webchat www.jwa.org.uk/webchat Mon & Wed 3pm-5pm, Tues & Thurs 10am-12pm. A free, confidential advice and emotional support service.

Email advice@jwa.org.uk. Your message will go straight to someone in the specialist support team.

Closed on Jewish festivals.

REFUGE

National Domestic abuse helpline Tel: 0808 2000 247

OTHER HELPINES

If you suspect someone may be a victim of trafficking or criminal coercion, call the **Modern Slavery Helpline** on 0800 012 1700.

To file an online report: <https://www.modernslaveryhelpline.org/report>

See also Appendix 5 below on this topic

CONTACTING THE LOCAL STATUTORY AUTHORITY:

Westminster	Tel: 020 7641 2176 (9.00 am - 5.00 pm Monday to Friday) Out of office hours Tel: 020 641 6000 email: adultsocialcare@westminster.gov.uk
Barnet	Tel: 020 8359 5000 (9.00 am - 5.00 pm Monday – Friday) Out of office hours Tel: 020 8359 2000 Email: socialcaredirect@barnet.gov.uk
Camden	Tel: 020 7974 4444 from Monday - Friday, 8am - 5pm (except bank holidays) https://www.camden.gov.uk/contact-camden
Brent	Tel: 0208 937 4098 / 0208 937 4099 Monday - Friday, 9am - 5pm Outside office hours, contact emergency duty team 0208 863 5250 Email: safeguardingadults@brent.gov.uk
Kensington	Tel: 020 7361 3013 (office hours) / 020 7361 3013 (out-of-hours) Email: socialservices@rbkc.gov.uk

Appendix 1: Categories of Adult Abuse

What constitutes abuse and neglect?

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Organisations and individuals should not limit their view of what constitutes abuse or neglect, as they can take many forms, and the circumstances of the individual case should always be considered. Exploitation and abuse of power are common themes in the following list of the types of abuse and neglect.

a) Physical abuse including:

- hitting
- choking
- slapping
- pushing
- misuse of medication
- restraint
- inappropriate physical sanctions

b) Domestic violence including:

- psychological
- physical
- sexual
- financial
- emotional abuse
- honour-based violence
- elder abuse
- excessively coercive and controlling behaviour

The cross-government definition of domestic violence and abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse by persons aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

A new offence of **coercive and controlling behaviour in intimate and familial relationships** was introduced into the Serious Crime Act 2015. The offence will impose a maximum 5 years' imprisonment, a fine or both.

The offence closes a gap in the law around patterns of coercive and controlling behaviour during a relationship between intimate partners, former partners who still live together, or family members, sending a clear message that it is wrong to violate the trust of those closest to you, providing better protection to victims experiencing continuous abuse and allowing for earlier identification, intervention, and prevention.

c) Sexual abuse including:

- rape
- indecent exposure
- sexual harassment
- inappropriate looking or touching
- sexual teasing or innuendo
- sexual photography
- subjection to pornography or witnessing sexual acts
- indecent exposure
- sexual assault
- online sexual abuse
- sexual acts to which the adult has not consented or was pressured into consenting

d) Psychological abuse including:

- emotional abuse
- threats of harm or abandonment
- deprivation of contact
- Humiliation
- Blaming
- Controlling
- Intimidation
- Coercion
- harassment in person or online
- verbal abuse, bullying, hurtful or mocking talk, ganging up against a specific person, excluding a person from synagogue activities
- cyber bullying
- failing to make necessary adjustments to include people who are neuro-divergent and may not feel safe in the Synagogue spaces
- isolation and loneliness due to life circumstances or social situation
- unreasonable and unjustified withdrawal of services or supportive networks

e) Financial or material abuse including:

- theft
- fraud
- internet scamming
- coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance, or financial transactions
- the misuse or misappropriation of property, possessions, or benefits
- Elder abuse: abuse of people who due to their age are unable to protect themselves and may be taken advantage of
- Financial abuse is the main form of abuse investigated by the Office of the Public Guardian amongst adults. Financial recorded abuse can occur in isolation, but as research has shown, where there are other forms of abuse, there is likely to be financial abuse occurring. Although this is not always the case, everyone should also be aware of this possibility.

Potential indicators of financial abuse include:

- change in living conditions
- lack of heating, clothing, or food
- inability to pay bills/unexplained shortage of money
- unexplained withdrawals from an account
- unexplained loss/misplacement of financial documents
- the recent addition of authorised signers on a client or donor's signature card
- sudden or unexpected changes in a will or other financial documents

f) Modern slavery encompasses:

- slavery
- human trafficking
- forced labour and domestic servitude.
- traffickers and slave masters using whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment

g) Discriminatory abuse including forms of:

- harassment
- bullying in person or online
- slurs or similar about race, gender and gender identity, age, disability, sexual orientation, or religion.

h) Organisational abuse

- Neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home.
- This may range from one-off incidents to ongoing ill-treatment.
- Such abuse can be through neglect or poor professional practice due to the structure, policies, processes, and practices within an organisation.
- Incidents of abuse may be one-off or multiple and affect one person or more. Professionals and others should look beyond single incidents or individuals to identify patterns of harm. Repeated instances of poor care may be an indication of more serious problems and of systemic organisational abuse.

i) Neglect and acts of omission including:

- ignoring an adult's medical, emotional, or physical care needs
- failure to provide access to appropriate health, care and support or social services when the adult is not able to do this themselves
- the withholding of the necessities of life, such as medication, adequate nutrition, and heating

j) Self-neglect

- This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
- A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

k) Patterns of abuse vary and include:

- **serial** abuse, in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse
- **long-term** abuse, in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse
- **opportunistic** abuse, such as theft occurring because money or jewellery has been left lying around

NOTE: this is not an exhaustive list, nor do these examples prove that there is actual abuse occurring. However they do indicate the necessity for taking a closer look and possibly investigation further.

Appendix 2: Whistle-blowing policy

You're a whistleblower if you're a worker and you report certain types of wrongdoing. This will usually be something you've seen at work - though not always.

The wrongdoing you disclose must be in the public interest. This means it must affect others, for example the general public.

As a whistleblower you are protected by law. You should not be treated unfairly or lose your job because you 'blow the whistle'. You can raise your concern at any time about an incident that happened in the past, or is happening now, or you believe will happen in the near future.

You are protected by law if you report any of the following:

- a criminal offence, for example fraud
- someone's health and safety is in danger
- risk or actual damage to the environment
- a miscarriage of justice
- the company is breaking the law, for example does not have the right insurance
- you believe someone is covering up wrongdoing

Complaints that do not count as whistleblowing:

Personal grievances (for example bullying, harassment, discrimination) are not covered by whistleblowing law, unless your particular case is in the public interest. Report these to your line manager or to the Designated Safeguarding Leads.

Appendix 3: Asylum seekers

Advice for asylum seekers can be found here:

<https://www.gov.uk/government/publications/asylum-applicants-rights-and-responsibilities/asylum-applicants-rights-and-responsibilities#:~:text=1.-,Your%20rights,for%20people%20of%20other%20faiths>

Refugees and asylum seekers have very specific rights, as well as responsibilities, in the UK. Extensive information is available on the gov.uk website above. This information covers

- the rights of asylum seekers
- the responsibilities of asylum seekers
- what kind of support asylum seekers can be given, and how to access this support
- information for parents of young children regarding education, health and other support, including information about care for newborn babies
- information about healthcare for adults and children
- information about what to do if an asylum seeker is refused asylum

ASYLUM HELPLINES

Call an [asylum helpline](#) for help with applications. They may also be able to help if you're: threatened or harmed by someone because of your race threatened or harmed by a member of your family, the victim of a crime, or a witness to a crime. Charities run the helplines. They do not make decisions on asylum applications.

MIGRANT HELP UK HELPLINE

Telephone: 0808 801 0503 Monday to Friday, 8am to 8pm (24-hour service for emergencies) Find out about call charges

[Get help through the Migrant Help UK webchat](#)

[Fill in the Migrant Help UK contact form](#)

Call **CHILDRENS PANEL** if you're a child in the UK on your own and applying for asylum.

Telephone: 020 7346 1134 Monday to Friday, 9am to 5:30pm (limited service at other times)

HOW TO CLAIM ASYLUM SUPPORT: Housing and cash support for asylum seekers

Apply using form ASF1 to claim housing and cash support. Send the form to the asylum support casework team. Asylum Support Casework Team PO Box 471 Dover CT16 9FN

S95NewApplications@migranthelpuk.org S4@migranthelpuk.org

EMERGENCY HEALTHCARE

Tel: [NHS 111](#) Textphone: 18001 111

Phone NHS Help With Health Costs for help with prescriptions for medicine, dental care, eyesight tests and buying glasses. NHS Help With Health Costs Telephone: 0300 330 1343

Appendix 4: people with mental health challenges

- **depression**
- **anxiety**
- **bipolar disorder**
- **psychosis**
- **eating disorders**
- **post traumatic stress**
- **substance abuse**

If a member of the community is observed to have mental health challenges, or approaches someone in the community, for example a rabbi or a person who attends the synagogue regularly, for help with such challenges, it is important to listen carefully and to show a supportive attitude.

However, a non-medically trained person cannot provide the kind of support which such a person might need. The response of course is to be kind and attentive, but the risk is that the person may get the impression that their problem can be alleviated by talking to this person in the community. There is a risk of the person in need developing a dependence on the person at the synagogue who provides support. In such a case the person will not be getting the help needed, and will be at further risk of harm.

A boundary must be kept between providing warmth and acceptance, and giving the impression that help can be given by a non-medically trained person. If such an impression is given, this amounts to collusion with the mistaken impression of the person in need.

Always remember to keep yourself safe when trying to help others.

Try to ensure that you are not alone with the person requesting help, as it is easy for a person to get the wrong impression and it is always a good policy to ensure that another person is present as witness. It may also be a good preventative measure to have someone of the same gender as the person when meeting them in private.

One could tell the person something along the lines of “I see you are very upset, but I don’t know how to help you. Is there someone, a friend or family member, who you could talk to? If not, I will find the right person to help you”. A useful phrase is: **“I will help you to find help.”**

If you are at all concerned about the safety of this person, you should immediately contact 999 for police, or the emergency psychiatric service, see contact numbers below:

EMERGENCY HELP FOR MENTAL HEALTH

- Call the 24/7 Mental Health Crisis Line at 0800 0234 650. If you have an emergency about your physical health, please call 999 or go to your local A&E.

If you or the person you are with can keep themselves safe for a short while but is still in need of urgent help:

- Dial 111 on your phone and speak to the [NHS Mental Health Triage Service](https://111.nhs.uk/triage/check-your-mental-health-symptoms). It is free and open 24/7. <https://111.nhs.uk/triage/check-your-mental-health-symptoms>
- Contact your or their GP surgery and ask for an emergency appointment.
- Call the 24/7 Mental Health Crisis Line at 0800 0234 650
- People with hearing problems can use the [NHS 111 British Sign Language \(BSL\)](https://signvideo.co.uk/nhs111/) service. <https://signvideo.co.uk/nhs111/>

APPENDIX 5: CRIMINAL EXPLOITATION

There are different terms used when describing the criminal exploitation of people. One of these terms is “trafficking.”

Traffickers force, coerce and manipulate children into sexual exploitation, labour exploitation, slavery, criminal activities and forced marriage. In some cases, trafficking is the movement of a child to be exploited for somebody else’s gain. These children are moved to the UK from many parts of the world. Some children are trafficked from around the UK. Some children are moved out of the UK. They are often moved away from their family and friends.

Trafficked children are usually too afraid to seek help, and it is hard to remove them from the people exploiting them. They need intensive support to end the trafficking cycles they find themselves in and recover from their experiences.

How do traffickers control victims?

Traffickers are experts at finding those moments when people are vulnerable, of manipulating reality and exploiting fears. The process is called grooming. When a trafficker has identified their victim, they need to also gain that person’s trust. They may have several conversations where they form a bond over common interests with the victim or pretend to care about what they have experienced.

In situations where the trafficker may already be a part of their victim’s life, such as a family member, it may be easier to gain trust. The traffickers will gain trust and collect information that can be later used to manipulate their victims.

When traffickers have gained the trust of their victims and identified their needs, traffickers offer a solution to meet those needs.

These might be:

- A safe place to live.
- A job.
- A better lifestyle.
- Love and affection.
- Appreciation and confidence.
- A sense of belonging and being wanted.
- Access to alcohol or drugs.

Traffickers often put themselves at the centre of their victims’ lives to create near total dependency. By fulfilling these needs, traffickers gain power over their victim, the power to provide for their needs and the threat, usually implicit, to take away what the person thinks they have gained.

The traffickers then start to isolate their victim from anyone or anything that may weaken their influence. This may involve accompanying their victim everywhere and commenting that anyone else in the victim's life is bad for them. This isolation makes it almost impossible for victims to seek help.

When the traffickers begin exploiting their victims varies; some are ensnared through online job adverts, lured by the promise of well-paid work, often with the offer of appropriate accommodation linked to the job. Many have their identity documents confiscated and have most of their earnings withheld as payment for living costs or for their journey to the UK.

Others start with small acts, pushing their victim to do things they might be uncomfortable with, then conditioning them to believe that what they are being asked to do is normal or manipulating the victim into believing that they have to do it because they owe the trafficker.

Some traffickers make their victims believe that what they are asking them to do will be only temporary. The purpose of the grooming process is for a trafficker to be able to gain full control over their victim and manipulate them into cooperating in their own exploitation.

To maintain their control over their victims, traffickers may use a variety of tactics depending upon the situation.

These can include:

- Feeding an addiction such as drugs or alcohol.
- Emotional blackmail such as losing love.
- Threats.
- Force and violence.
- Continuing to isolate.

Sometimes just the thought of losing something gained such as love, increased status, sense of belonging and being wanted is enough to keep a person in a trafficking situation.

Other types of criminal exploitation of are:

Criminal exploitation: This can take several forms but generally involves an individual or group taking advantage of an imbalance of power to coerce and control a person into committing a criminal act. The victim can be threatened and blackmailed, subjected to physical, emotional, or sexual abuse, and are often at risk of serious violence.

The most recognised form of child criminal exploitation is 'county lines' where young people are coerced to carry drugs and weapons from one area to another to service complex drug supply chains.

People can also be exploited through a range of organised criminal activity from forced begging to cannabis cultivation to stealing cars or alcohol to order. The experience of being exploited is traumatising and it is unlikely that victims will be able to recover from abusive experiences without significant professional support.

Sexual exploitation: People who commit sexual exploitation often ‘groom’ their victims to gain their trust. Later, when the behaviour of the abuser starts to change, many people are too frightened to come forward, or don't realise they are being abused.

This can happen to people from all backgrounds and communities, right across the UK, out of sight and behind closed doors. It happens to both boys and girls, online or offline.

Sexual exploitation doesn't always involve physical contact. It can also happen through the use of technology.

A victim may have been sexually exploited, even if it appears consensual.

Domestic servitude is often experienced within a home-type setting (sometimes by alleged/actual relatives, sponsors or partners). Teens and young people may not be able to access universal services such as health support or education, so may not be registered with these services. They are often treated differently to others within the household such as siblings. They may display indicators such as tiredness, withholding food or eating alone, they may appear isolated from peers, or have limited time to complete tasks. They can experience other forms of exploitation alongside this and may experience physical abuse too.

Victims of domestic servitude may be forced to carry out tasks such as cleaning, cooking or providing care for other people/children (possibly referred to as a house maid / nanny / cleaner / cook) for little or no pay or told this is in exchange for accommodation.

Whilst victims’ servitude often have their movement restricted, some victims may be able to physically leave the place of exploitation.

Exploiters may also tell the victim they will be deported / arrested if they speak to anyone, and may withhold documents or passports as a further means of control.

A person of any nationality can be a victim of domestic servitude however exploiters often target particular groups who have added vulnerabilities, such as those seeking asylum.

Sometimes, the children are brought to the U.K. illegally and therefore are undocumented.

They may have very limited/no contact with anyone outside of the house where they are being exploited. In this instance, the exploitation is unseen and therefore may not be identified or reported.

Financial exploitation

Young people may be encouraged to share their bank or money transfer scheme details in order for someone else to make use of their account. Money may be paid into their account and moved out again at a later date. A small amount of money may be left in their account as ‘payment’ for its use. This type of exploitation is money laundering and may be described as being a ‘money mule’.

In some cases young people have been asked to sell their social media and Paypal accounts for the purposes of financial exploitation.

Young people can also be exploited in making fraudulent benefit applications which are created in the young person’s name and using their bank details.

Any young person can be targeted for financial exploitation. It may happen to someone who has no previous links to criminal activity, or the young person may have vulnerabilities such as adverse childhood experiences and/or cognitive/learning difficulties.

Young people may be in receipt of benefits or other regular payments that the exploiters then take away from them.

At times financial exploitation can be orchestrated by family members. Many young people known to have been exploited are vulnerable and previously known to professionals. It appears that financial exploitation runs alongside other types of exploitation, most commonly alongside child criminal exploitation.

Some possible signs that a person is being trafficked could be:

Physical Signs

- injury or abuse, such as bruising, burns or fractures
- appearing malnourished, tired or unwell
- poor hygiene, indicating a lack of care or control
- ongoing or frequent illnesses or infections
- forced pregnancy, miscarriage or abortion
- living or working in hazardous conditions
- tattoos or cigarette burns may be an indication of being controlled by others

Behavioural Signs

- appearing anxious, distressed, depressed, or emotionally numb
- avoiding eye contact, appearing fearful, allowing others to speak on their behalf or not speaking freely
- reluctant to seek or receive help
- being secretive or isolated from other children
- not attending school or regularly skipping classes
- behaving in a fearful or subservient manner
- being accompanied by a controlling or abusive adult
- restricted freedom of movement: limited freedom to interact with others, often always accompanied by someone who seems to be monitoring their movements
- isolation, having limited contact with family or friends or any support system
- inconsistent stories about their home, their family, education or activities
- sudden changes in behaviour or appearance, sudden weight loss, appearing unclean or unkempt
- sudden change in attire, wearing noticeably expensive items or having expensive smartphones
- loss of personal possessions
- secretive or unusual computer or smartphone usage
- receiving gifts or packages from unfamiliar people
- making references to sexual situations or terminology that are beyond age-specific norms
- having a “boyfriend” or a “girlfriend” who is noticeably older
- attempts to conceal recent scars
- sharing personal information with strangers online
- being approached by strangers online or through social media platforms Friendship or relationships with older adults
- large amounts of money coming into and out of their bank or PayPal accounts with small sums left in the account as payment to them
- using their social media accounts to advertise products or money-making opportunities.

- having new or expensive items, or more money than expected (although they can also be rewarded with things like gaming credits that are not visible).
- one of the warning signs that a person is being exploited is the use of specific slang words. The following link provides a list of slang terms used by people being trafficked in their conversation, and could provide a clue to their being in need of support:

chrome-

extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.wiltshire.police.uk/SysSiteAssets/media/downloads/wiltshire/news/dex004c_slang-dictionary-a5-booklet_v4_digital.pdf

Legal and documentation signs

- carrying false identification documents or having none at all
- no control over their personal documents or money
- working without legal permission or below the minimum wage
- moving frequently or being unwilling to disclose their location or living conditions
- not having access to their bank account, passport, visa or legal documentation
- being in contact with known criminals or traffickers
- not having a postal address

If you think a person is in immediate danger, dial 999 or contact your local authority social care department.

If you suspect a child or teenager may be a victim of trafficking, call the **Modern Slavery Helpline** on 0800 012 1700.

To file an online report: <https://www.modernslaveryhelpline.org/report>

ADULT SAFEGUARDING POLICY ANNUAL REVIEW FORM

This policy was last reviewed on: Date	
Name/s of reviewer/s:	
Role/s within the organization:	
Signed	
Date	