

## **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 in the Community Sponsorship scheme.

#### **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 Recruitment Policy including DBS checks where appropriate and taking 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 Risk Assess the situation for 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.

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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 family 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 in the event that they suspect that a potential adverse incident might/is/has occurred including how to escalate their concern.
- This policy applies to working on behalf of Refugees Welcome.

## **Identifying concerns:**

A list (not exclusive) can be found in the table on pages 4 and 5. Trustees, Advisors, Contractors and Volunteers are encouraged to discuss any other events which they consider may be an additional potential adverse incident with their Team Leader or any other senior member of Refugees Welcome (list and contact details on page 5)

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 in the Community Sponsorship Scheme?

## 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 Risk Assess 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 (Project Manager, Designated Person, Safeguarding Monitor, Volunteer Supervisor, Trustee) 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 Safeguarding Trustee.

**Step 4)** Complete the Reporting Issues Form and send RW Safeguarding Trustee, RW Chair of Trustees and CVSCE Supervisor

### Families sending money back to the Middle East and North Africa region

Sponsors should be aware that there are security and safeguarding concerns around families sending money back home to relatives in the Middle East and North Africa region. The Resettlement Programme is asking sponsors to be vigilant to the issue.

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If families want to send money to their relatives overseas, we recommend that sponsors 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. Sponsors must contact their Contact Officer for advice if they have any concerns.

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 24**

**SIGNED BY: N.A. Campbell    DATE: 19.9.24**

**POSITION in REFUGEES WELCOME: Chair of Trustees**

**Review Date: Sept 2025**

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## **Table of Incidents (*not exhaustive*)**

<b>Type of Incident</b>	<b>Suggested sources of information and support on reporting procedures. Contact details at end</b>
Breakdown of relationship between sponsor and resettled family	Project Lead
Incidents of domestic violence	Project Lead, Local Authority, Police, Cheshire Without Abuse 01270 250390 (24 hour)
Incidents of divorce or of a split of a family	Project Lead, Local Authority Relate (Tarporley) 0300 330 5793
Child Protection Concerns	Project Lead, 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)	Project Lead, Local Authority, Police Specialist support group??? Arabic??
Incidents that challenge or raise concerns about potential community cohesion problems	Project Lead, Local Authority, Police
Concerns relating to the risk of vulnerable people being radicalised and drawn into supporting terrorism (known as Prevent)	Project Lead, Local Authority Cheshire East Consultation Service 0300 123 5012 ( for children)  Police Prevent Officer 01606 362121

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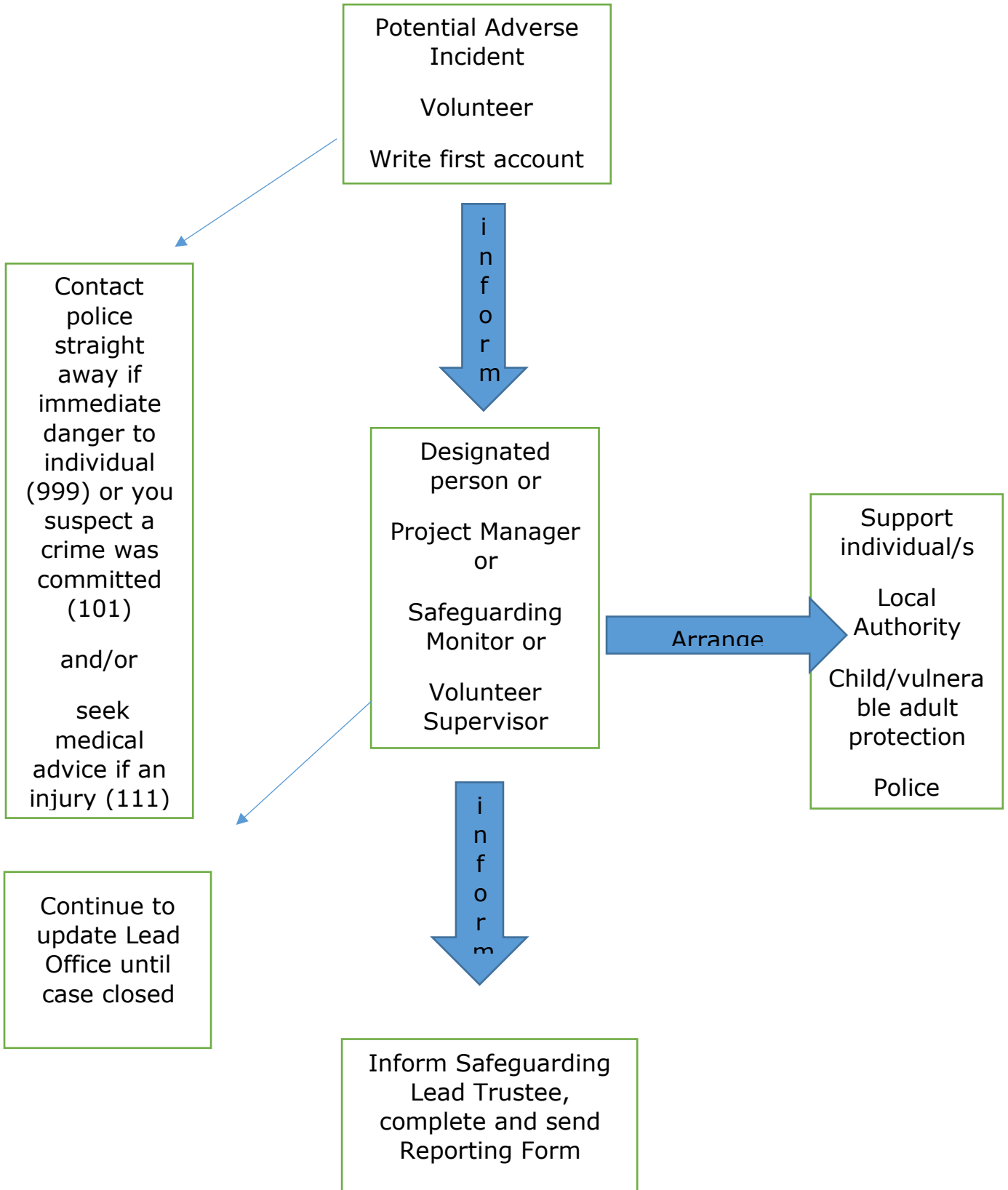
Incidents relating to gender based violence, exploitation, modern slavery	Project Lead, Local Authority, Police
Any other incidents of actual or possibly unlawful activity including those potentially relating to concerns about National Security	Project Lead, Local Authority, Police
Incidents relating 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	Project Lead, Local Authority, GP, Police if necessary

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## Management and reporting of sensitive cases

### Flowchart



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## List of Contacts Local Authority Refugees Welcome

Nicky Campbell RW Chair of Trustees:  
[refugeescheshireeast@gmail.com](mailto:refugeescheshireeast@gmail.com)

RW Volunteer Supervisor (CVSCE)  
Safeguarding First Contact all RW  
projects:: Estelle Worthington 01270  
763100  
[Estelle.Worthington@cvsce.org.uk](mailto:Estelle.Worthington@cvsce.org.uk) **Work  
mobile 07565 338 486** during normal  
work hours/days (9 - 4.30pm Wed -  
Thur, and 9 - 12.30pm on Fri)

Gill Appleton: Safeguarding Trustee Lead  
[refugeescheshireeast@gmail.com](mailto:refugeescheshireeast@gmail.com)

### Cheshire East Council

Paul Giotoiu  
Communities | People Directorate  
|Cheshire East Council  
Senior Community Development Officer  
Tel: 01270 68545  
Work Mobile: 07976443032  
Email: [paul.giotoiu.cheshireeast.gov.uk](mailto:paul.giotoiu.cheshireeast.gov.uk)

Child Protection Cheshire East  
Consultation Service 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  
updated later by HO



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<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>