

Safeguarding Policy

The Secrets Group takes the health, safety and welfare of all staff and self-employed performers seriously. We believe that all people have the right to live in safety, free from abuse and neglect.

The Secrets Group have up-to-date, functional policies which are brought to our employees' attention and to the attention of all self-employed performers at their induction and periodically afterwards.

The care and support statutory guidance identifies ten types of abuse, these are:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

All members of Management are trained on how to identify the different types of abuse. Some signs to look out for are listed below:

Physical Abuse – Signs to Look Out For

- No explanation for injuries or inconsistency with the account of what happened.
- Injuries are inconsistent with the person's lifestyle.
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps.
- Frequent injuries.
- Unexplained falls.
- Subdued or changed behaviour in the presence of a particular person.
- Signs of malnutrition.
- Failure to seek medical treatment or frequent changes of GP.

Domestic Violence – Signs to Look Out For

- Low self-esteem.
- Feeling that the abuse is their fault when it is not.
- Physical evidence of violence such as bruising, cuts, broken bones.
- Verbal abuse and humiliation in front of others.
- Fear of outside intervention.
- Damage to home or property.
- Isolation – not seeing friends and family.
- Limited access to money.

Sexual Abuse – Signs to Look Out For

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck.

- Torn, stained or bloody underclothing.
- Unusual difficulty in walking or sitting.
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude.
- Self-harming.
- Poor concentration, withdrawal, sleep disturbance.
- Excessive fear/apprehension of, or withdrawal from relationships.
- Reluctance to be alone with a particular person.

Psychological / Emotional Abuse – Signs to Look Out For

- An air of silence when a particular person is present.
- Withdrawal or change in the psychological state of the person.
- Insomnia.
- Low self-esteem.
- Uncooperative and aggressive behaviour.
- A change of appetite, weight loss/gain.
- Signs of distress: tearfulness, anger.
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment.

Financial / Material Abuse – Signs to Look Out For

- Theft of money or possessions.
- Fraud, scamming.
- Preventing a person from accessing their own money, benefits or assets.
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions.
- Misuse of benefits or direct payments in a family home.
- Someone moving into a person's home and living rent free without agreement or under duress.
- False representation, using another person's bank account, cards or documents.
- Exploitation of a person's money or assets, e.g. unauthorised use of a car.
- Misuse of a power of attorney, deputy, appointeeship or other legal authority.
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship.

Modern Day Slavery– Signs to Look Out For

- Signs of physical or emotional abuse.
- Appearing to be malnourished, unkempt or withdrawn.
- Isolation from the community, seeming under the control or influence of others.
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address.
- Lack of personal effects or identification documents.
- Always wearing the same clothes.
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers.
- Fear of law enforcers.

Please see our Modern Slavery Policy for more details.

Discriminatory Abuse– Signs to Look Out For

- The person appears withdrawn and isolated.
- Expressions of anger, frustration, fear or anxiety.
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic.

Neglect – Signs to Look Out For

- Poor environment – dirty or unhygienic.
- Poor physical condition and/or personal hygiene.
- Pressure sores or ulcers.
- Malnutrition or unexplained weight loss.
- Untreated injuries and medical problems.
- Inconsistent or reluctant contact with medical and social care organisations.
- Accumulation of untaken medication.
- Uncharacteristic failure to engage in social interaction.
- Inappropriate or inadequate clothing.

Self-Neglect – Signs to Look Out For

- Very poor personal hygiene.
- Unkempt appearance.
- Lack of essential food, clothing or shelter.
- Malnutrition and/or dehydration.
- Living in squalid or unsanitary conditions.
- Neglecting household maintenance.
- Hoarding.
- Collecting a large number of animals in inappropriate conditions.
- Non-compliance with health or care services.
- Inability or unwillingness to take medication or treat illness or injury.

All workers are encouraged to speak to a member of Management if they are being abused or if they believe another worker is being abused. Also workers are encouraged to speak to a member of Management if they have any concerns about their mental health or the mental health of another staff member or performer.

Raising Safeguarding Alerts

Management will refer concerns to the Council when required using the Safeguarding alert referral form on this link - <https://www.lbhf.gov.uk/crime/victim-support/safeguarding-adults> or to another appropriate organisation.

Management will report suspicions of Modern Slavery to the Modern Slavery Helpline confidentially on 08000 121 700. This is open 24 hours a day, 365 days a year.

If Management believe that any worker is in immediate danger or a crime has been committed, they will ring 101 or 999 immediately.

Services Available

If an employee or self-employed performer would like to access help directly, the contact details for some local services are listed below:

Drug & Alcohol Services	<p>Turning Point The New Coach House 370-376 Uxbridge Road London W12 7LL</p> <p>Tel 02087406815</p>
Sexual Health	<p>Hammersmith Centres for Health, Hammersmith Hospital, Du Cane Road, W12 OHS</p> <p>Tel 020 3313 4100</p>
Domestic Violence Services	<p>Hammersmith & Fulham Police Community Safety Unit (CSU) is on 020 8246 2828. The CSU investigate hate crimes, including domestic violence, in the borough. Officers are specially trained to deal with these crimes.</p> <p>Angelou Partnership Tel: 0808 8010660 or 0208 7417008. Translators are available.</p> <p>National Domestic Abuse Helpline 24 hours a day on 0808 2000247.</p>