Safeguarding Policy Statement

Context

Korea Future is an international charity with offices in London, Seoul, and The Hague. The vast majority of our contact – directly or indirectly – with beneficiaries occurs within South Korea. Where we have contact with beneficiaries in other settings, this policy below still applies.

Policy Statement

Korea Future believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

Korea Future is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

Korea Future acknowledges that safeguarding is everybody’s responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

Korea Future recognises that health, well-being, ability, disability and need for care and support can affect a person’s resilience. We recognise that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people’s lives.

Korea Future recognises that there is a legal framework within which charities need to work to safeguard adults who have needs for care and support and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Actions taken by Korea Future will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.
Statement of commitment

In order to implement this policy Korea Future will ensure that:

We are aware that many of our clients are vulnerable to different kinds of abuse. At Korea Future we aim to create an environment that is safe, and we are committed to doing everything in our power to protect our clients, promote their welfare, and support their families.

Everyone involved with Korea Future is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.

Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with Korea Future Safeguarding Policy and Procedures.

The well-being of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to (see the Safeguarding Adults Procedures).

Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.

Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with our Data Protection Policy.

Korea Future acts in accordance with best practice advice, for example, from Charity Commission, NSPCC, Ann Craft Trust.

Korea Future will cooperate with the Police and the relevant Local Authorities in taking action to safeguard an adult.

All Board members, staff, officials and volunteers understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.

Korea Future uses safe recruitment practices and continually assesses the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals in this organisation and within the sector.

Korea Future shares information about anyone found to be a risk to adults with the appropriate bodies. For example: Disclosure and Barring Service, Services, Police, Local Authority/Social Services.
When planning activities and events Korea Future includes an assessment of, and risk to, the safety of all adults from abuse and neglect and designates a person who will be in attendance as a safeguarding lead for that event.

Actions taken under this policy are reviewed by the Board and senior management team on an annual basis.

This policy, related policies (see below) and the Safeguarding Adults Procedures are reviewed no less than on a two yearly basis and whenever there are changes in relevant legislation and/or government guidance as required by the Local Safeguarding Board, Charity Commission, or as a result of any other significant change or event.

**Purpose of this policy**

The purpose of this policy is to:

- Effectively safeguard our clients and promote their rights and welfare
- Provide all staff and volunteers with clear rules to follow
- Make all staff and volunteers aware of what is expected of them in terms of their approach, behaviour and actions
- Provide evidence to Korea Future’s beneficiaries, parents and carers, the local community, partner organisations, the Local Authority and funding and commissioning bodies that Korea Future is committed to safeguarding.

**Scope of this policy**

This policy applies to all Korea Future’s staff and volunteers, including trustees, sessional workers, students on work placements and anyone working – including consultants or pro bono support – on behalf of Korea Future.

This policy covers people aged 18 and above.

This policy applies both online and offline.

**Definitions**

*Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal*
relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.’

Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

Korea Future adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Staff and volunteers should ensure that their work reflects the principles above and ensure adults who are vulnerable or with care and support needs are involved in their decisions and informed consent is obtained. Korea Future should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. Korea Future should be transparent and accountable in delivering safeguarding actions.

**What is Making Safeguarding Personal (MSP)?**

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

Korea Future will not tolerate the abuse of adults. Korea Future will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and life styles, the same process may not work for all.

**Who do adult safeguarding duties apply to?**

The Care Act 2014 sets out that adult safeguarding duties apply
to any adult who:

- Has care and support needs, and
- Is experiencing, or is at risk of, abuse and neglect, and
- Is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs

**Legislative framework**

At Korea Future we recognise our legal responsibility to safeguard our beneficiaries and promote their welfare. We will therefore act within the frameworks set out by the Mental Capacity Act 2005, the Care Act 2014, and Sexual Offences Act 2003.

**Underlying principles**

At Korea Future we will endeavour to safeguard our beneficiaries by:

- Following the procedures below.
- Listening to our clients and respecting and valuing them at all times
- Challenging discrimination and promoting the right to equal protection regardless of race, ethnicity, culture, religion, faith, gender, sexual orientation, disability, social or immigration status or any other element of diversity
- Providing effective management to staff and volunteers through support, supervision and training.
- Recruiting staff and volunteers safely, ensuring that all necessary checks are made (all staff and volunteers must undergo an Enhanced DBS check – this must be repeated on annual basis after the completion of the very first check), and safe recruitment good practice guidelines are followed, including interviewing any candidate and receiving at least 2 references.
- Responding to both safeguarding concerns immediately
- In cases of doubt, questions or need for guidance, always seeking advice by calling the Single Point of Access SPA (for both Kingston & Richmond: 020 8547 5008), or, in cases involving staff/volunteers, the Local Authority Designated Officer (LADO) via Single Point of Access (SPA)
- Working in partnership with members of the local community and local statutory and voluntary organisations
- Adhering to the attached Code of Behaviour for staff and volunteers at all times.

**Safeguarding Procedures**
These responsibilities must be addressed on the same day as the Concern is raised.

They set out what to do in the following circumstances:

- An abusive act is witnessed;
- A disclosure is made by an adult at risk or third party;
- You have a suspicion or concern that something is wrong;
- There is evidence of possible abuse or neglect.

Be Aware

It is often difficult to recognise abuse and/or exploitation. Staff should be alert to changes in a client’s disposition or demeanour. Staff may see abuse occur, or may also overhear indications of abuse or exploitation, or be informed directly.

Whatever the source of the information or suspicion, this must be recorded on the client’s file on the case management system. This includes anonymous information or information from people who do not want to be identified.

The abuse must be reported to the Designated Safeguarding Lead through the case management system.

Respond

Is the adult in immediate danger? You should take immediate action to safeguard anyone at risk of immediate harm.

Call the police and or medical assistance - Dial 999 for emergency services or 111. Make sure you note the log number/reference.

Preserve evidence - Get brief details about what happened and what the adult would like done about it, but do not probe or conduct a mini-investigation.

Inform the Designated Safeguarding Lead (or their Deputy) via face-to-face/phone call.

Report

If adult is not in immediate danger:

- Non-staff members should speak to a member of staff as soon as possible to agree on the next steps.
- Non-staff members should not attempt to assess whether a person should be referred to social care and thus should always refer to a staff member to make this assessment.

As soon as it is safe to do so:

- All concerns about an adult at risk or concerns about possible abuse or neglect must
- be referred to the Designated Safeguarding Lead immediately. If s/he is not available, the Safeguarding Deputy should be notified. The Designated Lead will refer on as appropriate.

**Concerns about staff and Trustees**

If there is a concern about a staff member, volunteer or Trustee (other than the Designated Safeguarding Lead), this should be referred to the Designated Safeguarding Lead.

If there is a concern about the Designated Safeguarding Lead, this must be raised with the Designated Trustee on 07738 576869.

Concerns about staff, Trustees and volunteers must be referred to the LADO (Local Authority Designated Officer).

**Record**

By this point, the matter should have been referred to the Designated Safeguarding Lead and thus all actions should be being taken by that individual. The following things should be undertaken/assessed:

1) Unless it is not safe to do so, speak to the adult concerned to get their views on the concerns or incident and what they would like to happen next.
2) Seek consent from the adult to take action and to report the concern.
3) Consider whether the adult has capacity to make decisions about their own and other people’s safety and wellbeing.
4) If you think it is necessary to act against their wishes or without their consent (due to concerns about the individual’s capacity to make decisions), you must seek the authority of the Designated Safeguarding Lead or in his absence, the Deputy Safeguarding Lead, before taking action (as this involves breaching our Confidentiality Policy). Any such decision must be recorded including the reasons for the decision.
5) If a criminal offence against our client has occurred or is likely to occur, seek informed consent from the client to report to police using non-emergency number
6) Record what has happened on the case management system under the client’s record
7) As far as possible, records should be written contemporaneously
8) Records about safeguarding should be confidential. See our Confidentiality and Data Protection policies.
9) Use the Risk assessment on the case management system to identify next steps.

Refer

The risk assessment should be shared with the Designated Safeguarding Lead so that they may make a decision as to whether to refer the case on.

1. In making a decision whether or not to refer to social care, the safeguarding lead should take into account:
   - The adult’s wishes and preferred outcome
   - Whether the adult has mental capacity to make an informed decision about their
     own and other’s safety
   - The safety or wellbeing of children or other adults with care and support needs
   - Whether there is a person in a position of trust involved
   - Whether a crime has been committed

Definitions of Abuse and Exploitation

The following are types of abuse and exploitation that staff should keep an eye for:

1) Physical Abuse

The use of force which results in pain or injury. The non-accidental infliction of physical force that results in bodily injury, pain or impairment.

Examples of this are:
   - Physical injuries, which have not been adequately explained and suspicion that they have been inflicted intentionally
   - Bullying
   - Forced medication
   - Prolonged physical restraint

2) Sexual Abuse

Sexual abuse is the direct or indirect involvement of the adult at risk in sexual activity or relationships, which they:
   - Do not want or have not consented to
• Cannot understand and lack the mental capacity to be able to give consent to
• Have been coerced into because the other person is in a position of trust, power or authority (for example a care worker)

3) Emotional and Psychological Abuse

Emotional abuse includes actions or behaviour that have a harmful effect on the emotional, health and/or development of an adult who is at risk. For example, threats, deprivation of contact, shouting, ignoring, cruelty, bullying, humiliation, coercion, negating the right of the adult at risk to make choices and undermining self-esteem.

Further examples of this are:

• Humiliating someone in private or public
• Rejecting or ignoring them
• Making someone afraid
• Making someone unnecessarily dependent
• Abuse through social media and cyberbullying

4) Financial and Property Abuse

Financial abuse is the use of a person’s property, assets, income, funds or any resources without their informed consent or authorisation. Financial abuse is a crime. It includes:

• Theft or fraud
• Exploitation
• Undue pressure in connection with wills, property, inheritance or financial transactions
• The misuse or misappropriation of property, possessions or benefits
• The misuse of an enduring power of attorney or a lasting power of attorney, or appointeeship

This is also the misappropriation of money or property. Examples of this are:

• The control of a client’s financial affairs by an appointee or another party, but a refusal to meet their financial needs
• Money being spent by the appointee or another party on their or other’s benefit without this having been intended by the owner
• Disposal or sale of possessions by another party

5) Neglect and Acts of Omission
Neglect and acts of omission - the failure of any person, who has responsibility for the charge, care or custody of an adult at risk, to provide the amount and type of care that a reasonable person would be expected to provide. Neglect can be intentional or unintentional.

Examples of this are:

- Depriving someone of everyday essentials like food, clothes, warmth and hygiene needs
- Depriving someone of a service

6) Discriminatory Abuse

Discriminatory abuse occurs when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. It can be a feature of any form of abuse of an adult at risk, but can also be motivated because of age, gender, sexuality, disability, religion, class, culture, language, and race or ethnic origin.

It can result from situations that exploit a person’s vulnerability by treating the person in a way that excludes them from opportunities they should have as equal citizens, for example education, health, justice and access to services and protection.

7) Institutional

Institutional abuse is the mistreatment, abuse or neglect of an adult at risk by a regime or individuals. It can take place within settings and services that adults at risk live in or use, and it violates the person’s dignity, resulting in a lack of respect for their human rights.

Institutional abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice. It can take the form of an organisation failing to respond to or address examples of poor practice brought to their attention.

It can take place in various places, for example day care, care homes, hostels, supported housing, hospitals, supported housing and detention centres. It can be difficult to identify the difference between poor service and institutional abuse.

8) Domestic Violence or Abuse

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:
- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.”This definition includes so called ‘honour’ based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Women in Initial Accommodation: In July 2019, the Home Office published their revised Domestic Abuse Guidance setting out how the Home Office, accommodation providers and Migrant Help should respond to reports of people seeking asylum at risk of domestic abuse. The new guidance contains a number of safeguards to improve the protection available to victims of abuse including:

- the presumption is that the victim should be believed, at this stage corroborating evidence is not required
- the person and their children must immediately be offered safe alternative accommodation and if that offer is accepted, transferred without delay
- some victims may wish to remain in their current accommodation and, in these cases, consideration must be given to relocating the perpetrator
- there is no need for accommodation providers to obtain prior Home Office consent to transfer the victim and their children to alternative accommodation, but a report to the Home Office must be made without delay
- the victim must be referred to a specialist organisation for assessment and supported by a domestic violence specialist worker

9) Types of modern slavery

Slavery is an umbrella term for activities involved when one person obtains or holds another person in compelled service.
For example:
- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

10) Self-neglect

Self neglect is a behavioural condition in which an individual neglects to attend to their basic needs such as personal hygiene, appropriate clothing, feeding or tending appropriately to any medical conditions they have.

Types of self-neglect:
- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one’s personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one’s personal affairs

11) Self-harm and suicide ideation

People who self-harm must be considered under the Adult Safeguarding Policy. Due to trauma and distress in adults, depression and low self esteem, and as these factors increase, they can lead to suicide ideation, where a person may be presenting as high risk. These may not always be verbalised but show signs in their behaviour.

12) Hate and Mate crime

People who suffer from hostility or prejudice based on their disability, religion, gender or identity. It should be noted that this definition is based on the perception of the victim. Mate crime is defined where vulnerable people are befriended by members of the community who go on to exploit and take advantage of them.

Training

It is the Designated Safeguarding Lead’s responsibility to ensure all staff, volunteers, trustees, sessional workers, and any other individual working for the organisation is appropriately trained in safeguarding. The current
training of all individuals connected to Korea Future as it stands today can be found in the Safeguarding folder on Google Drive. The Designated Safeguarding Lead has the responsibility to update this as and when individuals are trained in new subjects or receive refresher training. All staff receive training to the appropriate level for their role within the first month of starting a role. Refresher training is provided at least once a year.

All trustees must be trained in safeguarding to understand their governance duties related to safeguarding. At least one trustee will be trained in safeguarding as it applies to operations. This training will be conducted within the first month of appointment and will be refreshed on an annual basis.

The designated safeguarding lead will be trained to level 4. They will conduct any training with volunteers. This will be conducted before any client-facing work and will be refreshed on an annual basis.

Additional Documents
This safeguarding policy should be read in conjunction with our client support rules document and our wellbeing policy, which are available on Notion.

**Details of the Designated Safeguarding lead and their Deputy**

The Designated Safeguarding Lead for Korea Future is:

Name: Michael Glendinning  
Job/role title: Chief Executive Officer  
Contact tel.: 07939 461055  
Email: michael@koreafuture.org

The Deputy Designated Safeguarding lead for Korea Future is:

Name: TBD  
Job/role title: TBD  
Contact tel.: TBD  
Email: TBD

The Board Trustee for safeguarding for Korea Future is:

Name: Mitra Motlagh  
Contact tel.: 07833 401213  
Email: mmoadab@hotmail.com
Review arrangements

Korea Future will review this policy annually. In cases of relevant legal or local procedures changes, we will review this policy accordingly.

This policy statement was adopted by the Board of Trustees on the 16th of July, 2023. It will next be reviewed at the Annual Strategy Day in July 2024.
Appendix 1

Code of Behaviour for staff and volunteers

Korea Future’s Code of Behaviour outlines good and desirable behaviours and actions towards our beneficiaries, as well as unacceptable and wrong behaviours that put our beneficiaries and staff/volunteers at risk.

By having a Code of Behaviour in place, all staff and volunteers work under the same rules and have a shared understanding of what is good and what is bad practice. This protects both our beneficiaries and staff and volunteers.

All staff and volunteers are expected to follow Korea Future’s Code of Behaviour at all times and must contact the Nominated Safeguarding Lead or their Deputy if they have any questions or if they are unclear about any of the points included in the Code.

Staff and volunteers SHOULD AT ALL TIMES:

- Be aware that your main priority is the beneficiary
- Listen to our beneficiaries and talk to them about their right to be kept safe from harm.
- Be respectful towards our beneficiaries and fellow workers
- Seek advice and support from your colleagues, activity leaders or supervisors and your designated Safeguarding leader.
- Report all concerns, disclosures or allegations (made by children, parents/carers or colleagues) to the Designated Safeguarding Lead or their Deputy.

Staff and volunteers SHOULD NOT:

- Touch clients
- Invite a client to your home or arrange to see them outside the set activity times.
- Engage in any sexual activity (this would include using sexualised language) with a client you meet through your duties or start a personal relationship with them, this would be an abuse of trust.
- Add clients on social networking sites e.g. Facebook, etc. Also, be aware of your online profile and check your privacy settings.
• Investigate any concerns or reports. Instead, you should contact your Designated Safeguarding Lead or the Deputy immediately.
• Never let allegations, made by anyone, go unacknowledged, unresolved or not acted upon - Talk to your Designated Safeguarding Lead.

Staff and volunteers should also follow the following GOOD PRACTICE GUIDELINES:

• Be careful about forming personal relationships with clients. This could make it difficult to report allegations/suspicions of abuse. Remember your duty of care is to all our beneficiaries.
• Exercise caution about being alone with a client. In situations where this may be needed (for example where a client wants to speak in private) think about ways of making this seem less secret. For example, by telling another worker or volunteer what you are doing and where you are or leaving a door open. Remember to record your conversation in the log.
• Remember you set an example to our clients - dress appropriately, use appropriate language and show respect to your colleagues and our clients at all times.
Appendix 2 - Role Description: Safeguarding Lead

- Build relations with local charities, the Council, and other organisations to create a comprehensive support network and proper referral pathways for North Koreans, which can enable local services to support the community.
- Develop and oversee a robust internal safeguarding structure, inclusive of training, policies, procedures, and giving compliance information and advice to senior management and trustees.
- Liaise with community support and mental health teams to support referrals to key safeguarding agencies (e.g. Single Point of Access, Domestic Violence Hub, etc) of any incidents or allegations of abuse and harm within the community.
Appendix 3 - Sources of Information and Support

| Kingston DV Hub | National Domestic Abuse Helpline  
| 0208 547 6046  
| kingstondvhub@refuge.org.uk (Mon - Fri 9:30am - 5pm) | (24hrs) 0808 2000 247  
|  
| Kingston Hospital IDVA | https://www.nationaldahelpline.org.uk/ |  
| Support for anyone in the hospital or accessing support from the midwifery team.  
| 07342 065820 | Women’s Aid Live Chat  
|  
| Complex Needs Service | If it’s unsafe or you’re unable to speak on the phone https://chat.womensaid.org.uk/ |  
| Support for anyone experiencing domestic abuse and additional needs (drug & alcohol, mental health, disabilities, insecure immigration status) 0208 943 8188  
| outreach.swlcn@refuge.org.uk |  
| Kingston Housing Options Team | Men’s Advice Line  
| 0208 547 5000 (Mon - Fri 9am - 5pm) | Support for Male Victims/Survivors  
| 0808 801 0327 |  
| Achieving For Children (Children’s Services) 0208 547 5008 (Mon - Fri 8am - 5pm) | Galop LGBT+ Domestic Abuse Helpline 0207 704 2040 or 0800 999 5428 |  
| Adult Social Care  
| 0208 547 5005 (Mon - Fri 9am - 5pm) | Hourglass Helpline  
|  
| Kingston Foodbank  
| 0208 391 1100 | Support around elder abuse  
| 0808 8088141 |  
| Kingston Wellbeing Service  
| Drugs & Alcohol: 0203 317 7900 | Women and Girls Network Advice Line  
| Counselling, advocacy and advice for women and girls  
| 0808 801 0660 |  
| Kingston iCOPE  
| Mental Health Support  
| 0203 317 7850 | Suzy Lamplugh Trust  
| National Stalking Helpline and Stalking Advocacy Services  
| 0808 802 0300 |  
| The Sharan Project  
| Support for South Asian Women  
| 0844 504 3231 |  
| Deafhope  
| Support for deaf victims/survivors of abuse  
<p>| 0203 947 2601/da@signhealth.org.uk Text/Whatsapp/Facetime 07970350366 |</p>
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<th>Wolverton Sexual Health Clinic</th>
<th>Respect</th>
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<tr>
<td>0208 974 9331</td>
<td>Support and advice for perpetrators of abuse</td>
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<tr>
<td><a href="https://www.sexualhealthkingston.co.uk/">https://www.sexualhealthkingston.co.uk/</a></td>
<td>0808 802 4040 or LiveWebchat</td>
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