

JULY 2024

# Sufra



## SAFEGUARDING TOOLKIT

EQUIPPING SUFRA STAFF AND VOLUNTEERS WITH INFORMATION AND  
GUIDANCE ON COMPLEX SAFEGUARDING



FIGHT  
POVERTY  
LOVE  
COMMUNITY

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# ABOUT THIS RESOURCE

Welcome to the Safeguarding Toolkit, a comprehensive resource designed to equip Sufra staff and volunteers with the knowledge and tools to respond to specific safeguarding issues. This toolkit provides detailed guidance, practical strategies, and best practices to help you navigate the multifaceted challenges in safeguarding.

Safeguarding is about protecting a person's right to live in safety, free from abuse and neglect.

Safeguarding is a collective responsibility that requires a proactive and informed approach to ensure the well-being and protection of those at risk.



## AIM OF THIS TOOLKIT

The toolkit delves into various complex safeguarding issues, including but not limited to:

- Suicidal Thoughts
- Domestic violence
- Sexual Abuse or Violence
- Neglect
- Paranoia

By utilizing this Safeguarding Toolkit, we hope you will be better prepared to:

- Respond to complex cases in a way that aligns with best practice
- Engage with guests compassionately and effectively
- Collaborate with other professionals to provide comprehensive support

## SUPPORT

This document supplements our Safeguarding Adults and Child Protection Policies. It is important that you regularly familiarise yourself with our safeguarding policy and procedures for best practice and to keep abreast of any changes.

Please ensure you use this toolkit to support you with: how to have conversations with guests when you are concerned, how to follow Sufra procedures and what other external resources are out there.

# SAFEGUARDING AT Sufra

WHAT SHOULD YOU DO IF YOU ARE CONCERNED?

## LISTEN

- Listen carefully
- Speak in a private and safe place
- Take the person seriously
- Acknowledge concerns or allegations of abuse

## RESPOND

- Ensure the immediate safety of any child or vulnerable adult involved
- Call **999** and speak to the police if you think someone is at immediate risk of harm.
- Ensure your response to the concern is appropriate for the situation and the person

## RECORD

- Make a note of what has been said, heard and/or seen
- Fill in Sufra's Safeguarding incident log form
- Do NOT investigate

## REFER

- Contact Sufra's safeguarding leads to discuss the concern or referrals
- **Jo@sufra-nwlondon.org.uk**
- **Gill@sufra-nwlondon.org.uk**
- If the guest has care and support needs, is at risk of abuse and cannot protect themselves, a referral to Brent Safeguarding Team should be made. Consent from the guest should be obtained first.
- Call: **0208 937 4098** or **0208 937 4099** to discuss your concern (Mon – Fri 9am – 5pm)

## WHAT IS SAFEGUARDING?

Safeguarding adults means protecting people at risk of abuse or neglect.

Abuse and neglect can happen in different ways and perpetrated by anyone.

If you see something, are told something, or something doesn't feel right, you need to report it

**SUFRA'S  
SAFEGUARDING  
INCIDENT FORM**

**SCAN AND LOG A  
CONCERN HERE**



# Sufra SAFEGUARDING LEADS

FILLED OUT THE SAFEGUARDING FORM AND WONDERING WHO WILL SUPPORT NOW?



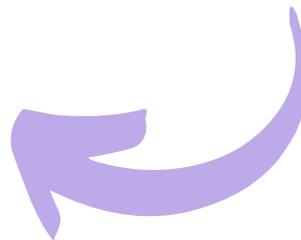
## Safeguarding Lead

Jo Kay  
jo@sufra-  
nwlondon.org.uk  
+44 7731 407763



## Deputy Safeguarding Lead

Gill Carter  
gill@sufra-  
nwlondon.org.uk  
+44 77245 18 206



SUSAN CRANE (CHAIR OF TRUSTEES) IS OUR SAFEGUARDING LEAD ON OUR BOARD OF TRUSTEES.

# SAFEGUARDING PROCESS Overview

(once a concern is identified)

Staff and volunteers are trained on how to identify (SG) safeguarding concerns

Staff or volunteers identify SG concerns / risk

Staff member or volunteer who identifies concern assess risks in an initial conversation

Immediate action taken in emergency situation (e.g. crime or risk to life)

If Section 42 criteria is met

Consent is sought for a referral to Adult Safeguarding. Referral is made by staff to [safeguardingadults@brent.gov.uk](mailto:safeguardingadults@brent.gov.uk)

Brent Adult Safeguarding carried out an enquiry into concern

Plan developed and reviewed

Enquiry Closed

If Section 42 criteria is not met

Staff member or volunteer puts a safeguarding plan in place and referrals are made to support the adult

Safeguarding Incident form is logged by staff or volunteer to raise concern with SG lead

Safeguarding Lead reviews concern. Addresses any gaps and next steps are agreed

Safeguarding Lead updates SG Log

SG lead reviews cases and ensures SG plans have been implemented

Cases are reported to Board at the end of each quarter

**Does the concern meet the criteria for a Section 42 safeguarding enquiry?**

- Does the adult have needs for care and support?
- Is the adult experiencing or at risk of abuse or neglect?
- And as a result of care & support needs is the adult unable to protect themselves from abuse or neglect?

Find the SG Incident form here



# KEEPING GUESTS SAFE

Always ensure guests know they can speak to us

Share this poster with anyone you may be concerned about:



EVERYONE HAS THE  
RIGHT TO LIVE IN  
SAFETY, FREE FROM  
ABUSE AND NEGLECT

HAVE YOU HEARD  
OR SEEN  
SOMETHING THAT  
DOESN'T FEEL  
RIGHT?

WORRIED ABOUT  
YOURSELF OR  
SOMEONE YOU  
KNOW?

**Tell someone if you don't feel safe.  
You can get support and advice here.**

**Speak to a Sufra member of staff  
today or call us on 020 3441 1335**

**If you feel you are in immediate  
danger call 999**

**Sufra**

REGISTERED CHARITY NO. 1151911



# MENTAL ILL-HEALTH CRISES

Mind reports that 1 in 4 people in the UK will experience a mental health problem each year. It is important that we remember that just as our bodies can become unwell, so can our minds. Our mental health is fluid and can change day to day, week to week and year to year.

Mental health problems can present in many different ways. You can find out more about specific diagnoses from depression, anxiety, paranoia and more on Mind's website: [mind.org.uk/information-support/types-of-mental-health-problems/](https://mind.org.uk/information-support/types-of-mental-health-problems/)

## KEY STEPS IN SUPPORTING GUESTS WITH MENTAL ILLNESS

**Find a quiet place** with an informal atmosphere to speak.

**Actively listen to the person** and give them your undivided attention. Avoid asking questions that only require a 'yes' or 'no' answer, or that begin with the word 'why.'

Ask open questions to invite a more detailed response:

- Tell me how you're feeling?
- How do you look after yourself?
- What support do you have in place?

**Keep to the remit of your role.** If you have completed mental health training such as Mental Health First Aid please utilise the skills learned but remember your role is to listen, record and to refer not to act as a counsellor that makes professional judgements on someone's state of mental health.

If someone is asking for direct advice or help beyond the limits of the role, staff and volunteers could say: "Sorry, I am not the best person to advise you on that as I am not a mental health professional. But I can suggest other sources of help and support you may wish to access."

**Reflect back actual words** they have used, as this can encourage them to open up. Use empathetic statements like "I appreciate this must be difficult for you..."



## WHERE TO REFER GUESTS TO FOR SUPPORT

Signpost Guests to appropriate support. Ask “What would you like to happen in this situation?”. This will help to empower them and encourage them to take the course of action that seems right to them.

Some options of where guests can access crisis support are outlined below. You can say the following:

- A&E - I would encourage you to go to A&E for immediate medical help – especially if you think you might act on suicidal thoughts, or you've harmed yourself and need urgent medical attention
- Emergency GP appointment - If you think you do not need urgent support for your mental health and there's is no immediate danger to your safety or the safety of others you can book a GP appointment
- Listening services - If you need to talk to someone right away about how your feeling. Call Samaritans on **116 123** free from any phone
- Crisis Team - The Single Point of Access is open 24 hours a day, seven days a week, 365 days a year. You can call them on **0800 0234 650** or email **cnw-tr.spa@nhs.net**
- For longer term support, explore services offered by Brent Cove and Brent Mind

Remember to follow our Safeguarding Procedure and to complete an incident form.

## LOOKING AFTER YOURSELF

Being a point of contact to have conversations about mental health with colleagues are very necessary but can be emotionally overwhelming. You might also find that discussing subjects or traumatic events may impact on your own mental health this is often called triggering – especially if you're feeling unwell.

We encourage you to think carefully about how you'll look after your own wellbeing and make sure you have appropriate support in place.

We provide staff and volunteers with access to an Employee Assistance Programme through Health Assured. To access advice or counselling please call 0800 028 0199. The lines are open 24/7, throughout the year.

Additionally, you can also download the 'My Healthy Advantage' App too to access resources (our organisational access code is MHA198756). Please also reach out to your line manager or service lead if you need support.

# SUICIDAL THOUGHTS

If you show it's ok to ask about, the guest will be more likely to feel it's ok to talk about what they are going through

Asking or talking about suicidal thoughts doesn't make someone more likely to act on them

You have a duty of care to share information if a guest indicates a risk of harm to themselves or others

You will need to let the guest know you have to tell someone else because of the disclosure

## IDENTIFYING PROTECTIVE FACTORS

Always check for protective factors (reasons not to harm themselves) by exploring the following areas:

- Do they have coping mechanisms that help them? For example, meditation, attending counselling, etc.
- Do they have reasons for living (individual protective factors)? For example, family, friends and a strong community networks, pets, work, etc.
- Do they have supportive relationships? E.g. partner, friends, siblings, etc.
- Have they got support from healthcare or community initiatives? E.g, have they spoken to their GP or community groups
- Are there societal protective factors? E.g. Cultural, religious, or moral objections to suicide



Using the ALERT model can also be helpful

**A**

ASK if you think someone may be thinking about suicide

**L**

LISTEN carefully for a plan, means and intent

**E**

ENCOURAGE them to talk, incl. protective factors & support

**R**

Right NOW - GP / A&E / Crisis team / online / phone support

**T**

TALK to the safeguarding lead or deputy afterwards & document your actions on the safeguarding incident form

# A GUIDE OF QUESTIONS TO ASK

Start here

Do you ever feel you don't want to wake up in the morning?  
Do you feel that life is not worth carrying on?  
Have you felt so low that you have wanted to end your life?

## If answer is 'Yes'



Have you thought about how you would go about it?

Yes

No



Have you made any preparations to carry out your plan? e.g. do you have the means or opportunity to do it?

Yes

No



- Ask about other support and protective factors
- Ask if they have made previous attempts before
- Call the **CNWL Single Point of Access Crisis Team** on **0800 0234 650** or call **NHS 999** for ambulance

## Tips to remember...

- Listen carefully to what the person is saying and encourage them to talk further
- Try to use their words
- As well as building rapport & gathering information, listen for background clues, e.g. their location, other people around

## If answer is 'No'



Ask of other support/services:

- Who else knows about how you are feeling?
- What professional support are you having/have you received?
- What support do you have from friends and family?
  
- Ask about protective factors (what's stopped you...)
- In addition, give information about what to do if thoughts persist/escalate - contact MH Crisis Team, A&E, Samaritans, Communicate with GP

Ask clarifying questions if you think someone may be thinking about suicide:

'Sometimes when people experience what you're going through they are considering taking their own life, is that something that you have been thinking about?'

'Can I be clear, when you're talking about.../thinking of just ending it all... is it suicide that you mean?'

'You mentioned that ending your life is on your mind, have you been thinking about how you would end your life?'



# HOW TO LOOK AFTER YOURSELF

- Ensure that, after the guest has disclosed suicidal thoughts to you (which can be a very stressful experience), you tell your line manager what's happened and speak to the Safeguarding Lead. You can also call Samaritans or our **Employee/Volunteer Assistance Programme** on **0800 028 0199**
- Set boundaries regarding your role, use the flowchart above to aid the conversation
- Know your limitations and what your role is

You can say.....

- 'It sounds like things are really difficult at the moment; I can't offer mental health support but I can try to understand and link you in with the right support. I need to let colleagues know so we can work together to keep you safe. Can I ask you some more about what you've said?'

## ORGANISATIONS WHO CAN SUPPORT FURTHER

### CNWL Single Point of Access

The Single Point of Access is open 24 hours a day, seven days a week, 365 days a year. You can call us on **0800 0234 650** or email **cnw-tr.spa@nhs.net**

### Brent Cove

Open from 2-10pm Monday- Sunday, 365 days a year. The service is open to residents of Brent aged 16+. Contact **07469856963**

### Brent Mind

Providing community mental health support. Call **020 7259 8100**

### Samaritans

Call **116 123** free from any phone

### Suicide Awareness Pack

This pack provides an in-depth overview of spotting signs, having safe conversations and signposting resources.

# CHILD NEGLECT

**Child neglect or acts of omission includes but is not limited to:**

- Emaciation
- Untreated medical problems
- No social relationships
- Compulsive scavenging
- Destructive tendencies
- Constant hunger
- Poor personal hygiene
- Constant tiredness
- Poor state of clothing

## KEY CONSIDERATIONS

If you believe a child is in immediate danger, phone the police. Call **999**.

Listen carefully to what the child or young person is saying. Use open ended questions and statements like "tell me more about that" if a child confides in you.

Reassure them for opening up by saying things like "you've done the right thing by telling me". Avoid reinforcing shame or blame by telling them "it's not your fault".

Don't confront the alleged abuser and calmly explain to the child next steps.

Report what the child has told you as soon as possible to **Brent Family Front door:**

- Office hours (Mon – Fri 9am – 5pm): Call **020 8937 4300** (option 1)
- Outside office hours: Call our emergency duty team on **020 8863 5250**

Alternatively, complete a **Child Concern Report** online.

If you need any advice or reassurance, the **NSPCC Helpline (0808 800 5000)** is also here to help and is open from 10am to 8pm Monday to Friday. The NSPCC Helpline can help when you're not sure if a situation needs a safeguarding response.

If you are unsure that a child or young person is at risk – it's still OK to report a suspicion. The NSPCC team will listen to your concerns and decide what to do.

For Advice around Self Neglect and Hoarding see the Brent Practitioner Toolkit for more information.



# DOMESTIC VIOLENCE

Domestic abuse can include, but is not limited to, the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- Psychological and/or emotional abuse
- Physical or sexual abuse
- Financial or economic abuse
- Harassment and stalking
- Online or digital abuse

## RESPONDING TO DOMESTIC VIOLENCE - KEY STEPS

If you recognise the signs of domestic violence, ask the guest about their experiences in their relationships using open ended questions.

If you feel the guest is at risk, offer to talk privately with them somewhere that they feel safe, you must ensure that you have your manager present.

Explore the situation further by asking sensitive questions that help the person talk about their experiences. Listen carefully and avoid making assumptions.

If the person needs support to communicate, including an interpreter, use a professional who is impartial and has a duty to maintain confidentiality. Do not use family and friends.

If a person discloses domestic violence or abuse, their safety and the safety of others, including any children who may be affected, is the first priority. See more about making a safety plan on the next page.

Don't judge and use supportive language. Take the guest seriously. Don't tell the guest to leave or criticise them for staying. Although you may want the guest to leave, they has to make that decision in there own time.

## PHRASES TO CONSIDER USING

- "This is not your fault"
- "You're not alone. I'm here for you and we can work together to find the right support and solutions for you"
- "You did the right thing telling me about this. You've been really brave"
- "You do not deserve to be treated in this way"
- "Help is available"



## ASSESSING SAFETY AND DEVELOPING A PLAN

- Check the guest's safety, including whether the abuser is present, the whereabouts of any children, immediate concerns, and whether the guest has a safe place to go.
- Consider if there is an immediate risk and seek management support and call the police on **999** if there is.
- Check if the victim needs any medical attention and support them to access help and support if needed, call an ambulance or encourage them to contact their GP.
- Discuss safety planning with the victim and help them to formulate a safety plan. Explore if the guest has somewhere else where they could stay and what they may need to consider including in an emergency suitcase (such as ID, important documents, bank cards and keepsakes, etc.) if they need to leave.
- If the guest needs access to refuge accommodation, contact **refuge.org.uk** or call them on **0808 2000 247**. If out of hours, contact the National Domestic Abuse helpline at **0808 2000 247**.

## FURTHER SUPPORT

- Share information about specialist services and offer a referral to a domestic abuse service. Contact **Advance Brent** if the guest resides in Brent on 07398 454898 (10am-6pm).
- The **Domestic Abuse (DA) Housing Service** at Brent Council is a specialist service which provides tailored housing advice and support, call 0208 937 2000 (select option 3). For out of hours please call 020 8937 1234.
- The **Asian Women's Resource Centre** – offers safety planning, advice and information, and support services to Asian women who have experienced domestic abuse. Services available in Azerbaijani, Gujarati, Hindi, Kurdish, Marathi, Punjabi, Turkish, Urdu.
- If the guest appears to have additional needs associated with alcohol or drug misuse or mental health problems, offer to refer them to the relevant service, as well as to domestic abuse support.
  - For mental health support – refer to CNWL Single Point of Access
  - For substance abuse support, refer to New Beginnings
- Record your discussion and the actions you have agreed on a Safeguarding Incident Form.



# SEXUAL ABUSE OR VIOLENCE

## KEY CONSIDERATIONS

- Believe what they're saying and tell them this.
- Listen to the person, but don't ask for details of the assault. Don't ask them why they didn't stop it. This can make them feel as though you blame them.
- Respect their decisions – for example, whether or not they want to report the assault to the police.
- Remember your professional boundaries and do not hug the person

## KEY QUESTIONS AND PHRASES

"You did the right thing by telling me"

"I'll do all I can to help you and to get you the support you need"

### **When did the incident take place?**

If recently, advise the individual to refrain from smoking, drinking, eating and showering.

### **Where did it take place?**

If it was in their home, advise that the space be left untouched if possible.

### **Do you have the clothes that you were wearing at the time?**

If so, encourage keeping the clothes unwashed and putting them in a sealed bag.

Explain that you will need to record what has happened on a confidential log, even if they do not wish to report the assault

Support them by asking if they would like to call Victim's Support's London Victim and Witness Service on 0808 168 9291 between 8am and 8pm (Monday to Friday).

Explore if they want to call the police, or dial 101. If they do decide to report it to the police, a police officer specially trained in supporting victims of sexual assault will talk to them and help to make sure they understand what's going on at each stage.

Make sure they have somewhere safe to stay if they decide to go back to the house where the assault took place and they do not want to report it make sure you have provided information for them to reach out to a service.

## REFERRING TO OTHER SUPPORT

- **West London Rape Crisis Centre** can provide those who have experienced sexual violence with counselling and therapeutic support, practice support and advice.
- **Victim Support Supportline** can be contacted on **08 08 16 89 111**. If you need support outside of your local team's opening hours, you can call our Supportline for free.
- **EACH Counselling** is a Brent based charity offering culturally competent counselling and therapeutic support to women and young people (including those with complex needs). Referral forms can be found on their website: **[eachcounselling.org.uk/brent](http://eachcounselling.org.uk/brent)**
- There is a list of services and resources related to Domestic and Sexual Abuse support on Brent Council's website.



# PARANOIA

Many of us experience mental health problems at some time, so it's likely we will encounter a guest who may be struggling with their mental health.

Mental health problems can present in many different ways. You can find out more about specific diagnoses from depression, anxiety, paranoia and more on Mind's website.

## ABOUT PARANOIA AND DELUSIONS

Rethink (2022) explains how paranoid thoughts can include some of the following behaviours:

- A fear that something bad will happen
- A belief that something has happened or is happening because of someone else
- Beliefs that things are worse than they really are

Some examples of paranoid thoughts are:

- Others are trying to steal your things or money
  - Someone wants to harm or kill you or following/watching you
  - The police, government or another organisation is picking on you
  - People are secretly talking about you
  - Someone is messing with or controlling your thoughts or actions
- Paranoia can be a feature in several different mental health conditions. These include psychosis, schizophrenia, anxiety disorders and dementia.

## RESPONDING TO GUESTS WITH PARANOIA - KEY STEPS

### **Listen and Respond**

- Simply giving someone space to talk, and listening to how they're feeling, can be really helpful in itself.
- If someone is experiencing reality in a very different way from people around them, they may not realise or agree that seeking help could be useful for them. They may be experiencing psychosis, mania, hearing voices or feeling very paranoid. In this case, it can also be helpful to:
  - Avoid confirming or denying their beliefs. Consider saying something like "I understand that you see things that way, but it's not like that for me."
  - Focus on how their beliefs are making them feel (for example anxious, scared, threatened or confused), as these feelings will be very real.
  - Comfort by saying things like; "this must be very frightening", or "it sounds very distressing for you."
  - Building trust by saying things like "I am on your side" or "I want to help."

# RESPONDING TO GUESTS WITH PARANOIA



## Asking Questions

Try to ask some open and non-judgemental questions to encourage the guest to reflect on a particular belief.

It may be best to ask these questions at different times. The guest may become distressed if you ask them too many questions at once.

If you have concerns about the safety of the guest, put a safety plan in place or call emergency services. If uncertain, seek advice and a second opinion by calling The Single Point of Access on **0800 0234 650** or email **cnw-tr.spa@nhs.net**.

If you don't have concerns about safety but do feel concerned about the individual's well-being, explore referring the guest to specialist services (see below).

In both circumstances, you should complete a safeguarding incident form.

## Reassurance

The guest may feel targeted or at risk. Even if there is no evidence of the risk of potential harm to safety, try to comfort the guest and help them feel a bit safer. You can do this by reassuring the guest by saying things such as:

"You don't need to worry, you haven't done anything wrong, XXX will not be interested in causing you harm."

## Referrals



- Encourage the guest to seek an emergency GP appointment if they're struggling and may need medical support, especially if they are experiencing hallucinations or delusions
- If you're concerned they may cause harm to themselves, encourage them to go to A&E
- The Single Point of Access works closely, at times of mental health crisis, with our crisis resolution teams and our partner organisations from across the public and private sectors, to direct people to services most able to aid their recovery. The Single Point of Access team can be contacted on **0800 0234 650** or email **cnw-tr.spa@nhs.net**
- Brent Cove is a service where Brent residents (aged 16+) can go if they are experiencing a mental health crisis. You can simply turn up or call **07469856963**, no appointment necessary.



# SAFE GUARDING TOOLKIT

**Sufra** FIGHT  
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COMMUNITY

020 3441 1335

[admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk)

[www.sufra-nwlondon.org.uk](http://www.sufra-nwlondon.org.uk)

160 Pitfield Way, Stonebridge, London, NW10 0PW

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