



South Gloucestershire Safeguarding Adults Board and Children's Partnership

COVID-19 Newsletter 4

SAFEGUARDING UPDATE FOR ALL PARTNERS

1 MAY 2020

Fourth Edition

This fourth edition of the Covid-19 newsletter is a combined newsletter for both the South Gloucestershire Children's Partnership and the Safeguarding Adults Board

We are all spending more time online. There are some resources for parents to use with children available [here](#)

SCAMs around wellbeing calls during Covid-19 – [click here](#) for Age UK advice

Getting help with nuisance and scam calls – [click here](#) for Age UK leaflet.

South Gloucestershire latest information about the support that is available during this period is published online [here](#)

Getting help with Domestic Abuse is available at the following places



[South Gloucestershire](#)

[Next Link](#)

[Home Office Advice](#)



Signs of Safety Update for Partners

A new briefing note for partners has been published [here](#)

Southern Brooks Community Mutual Aid Contact number changed on Tuesday.

0333 577 4666

New opening times

11am – 7pm Mon to Fri

12noon – 6pm Sat-Sun

Health Visiting and School Health Nursing during Covid-19



Community Children's
Health Partnership

Health Visiting

The Healthy Child Programme has been temporarily suspended across the country by Public Health England and therefore face to face routine contacts have stopped. In South Gloucestershire 60% of health visiting staff have been redeployed to priority clinical areas.

The remaining staff are delivering the following:

- An information and advice line for parents, answering any queries that they may have about parenting, wellbeing or child development from pregnancy to school entry.
- Antenatal contacts are being done by phone. Calls are made to all pregnant women at 32 – 34 weeks gestation.
- A postnatal discussion and assessment for all women before 14 days which includes feeding, emotional well-being, safe sleep and sensitive and responsive parenting.
- Specialist support for Infant Feeding from two Lactation Consultants (via phone and video link).
- A scales loan service where there are concerns about infant growth as part of a package of support.
- Home visits if required following risk assessment by HV Lead team and safeguarding team.
- Public health nursing staff will engage with case conference processes remotely, supported by the Safeguarding Team where indicated and appropriate.

Any staff from other agencies can use the following contacts to highlight any concerns to health visitors:

Health Visiting support and advice lines 9-4 Mon-Fri:

South Gloucestershire (South) 0300 1245498

South Gloucestershire (North) 0300 1245862

For concerns around faltering weight or infant feeding:

Jo Webb (Infant Feeding Lead, Lactation Consultant)

Email Joanne.Webb@sirona-cic.org.uk

School Health Nursing

- All face to face contacts with children, young people and families have stopped
- Staff members are being re-deployed to priority clinical areas.
- The National child measurement programme has stopped
- All Drop-in clinics have stopped in schools
- A telephone line is staffed by a rota of school health nurses to direct queries.
- Telephone health needs assessments will continue at present.
- Participation in child protection procedures by completing reports for Child protection conferences where appropriate, and attendance where the SHN has been working with the child.
- Referrals received are triaged in base by Senior School health nurse.

The contact phone line for the school nurse team is 01454 862441

South Gloucestershire Safeguarding Team

- Two health visitors and one school nurse have been moved into the Safeguarding Children team for the duration of the Covid 19 pandemic.
- The Specialist Nurses for Safeguarding/ public health nurses continue to be able to support the Local Authority with information sharing, strategy discussions, and MARAC processes. These are all being done remotely.
- Continued support or advice to front line staff via telephone for any member of staff within Sirona.
- Public health practitioners who have been redeployed have identified those families to whom they were offering an on-going service or they felt were vulnerable during this period. Families on this list are being contacted by the safeguarding children team and assessed for future contacts as needed, signposting or referral on. This has been well received by families.
- Ensuring the child protection conference process is responded to effectively, CP5s are written, conferences attended as needed. Please send any correspondence about child protection conferences to safeguarding.children1@nhs.net and copy in miranda.thrift1@nhs.net Sirona South Gloucestershire safeguarding team number 0300 124 5934

Safeguarding update for young carers:



Young carers are children and young people who look after someone in their family who has a disability, a long term illness, or is affected by mental ill health or substance misuse. Young carers may look after parents, care for a brother or sister, or another relative. They take on responsibilities normally only expected of an adult.

We are always mindful young carers can remain hidden for a variety of reasons. During the Covid-19 pandemic we are acutely aware of the increased stress, pressure and anxiety which may be impacting many of these children and young people. We are also concerned from a safeguarding perspective that they may now be taking on inappropriate and excessive levels of care (as usual support may no longer be in place). They could be shielding for the 12 week period and this can be incredibly challenging for them, impacting their mental health. Accessing their education may be difficult due to increased caring responsibilities or digital exclusion. We are also concerned that the number of referrals coming into the Young Carers Service have dropped significantly.

Carers Support Centre would like to take this opportunity to remind all practitioners of their duty to identify young carers. The referral pathway in South Glos for a **statutory young carers assessment** is through the Access and Response Team at South Glos Council; if you are particularly concerned about safeguarding we would encourage you to make a referral for a statutory assessment in the first instance. You need to get the families consent to do and they also have the right to request this assessment without a professional involved. To understand young carers rights [click here](#)

You can also refer to the Young Carers Service securely via the Carers Support Centre [website here](#)

At present the Young Carers Service is operating remotely; assessments are taking place over the phone, telephone support is being provided for families and wellbeing check-ins conducted for those young carers identified as in need of regular support.

Our usual service is tiered level support including access to trips, activities and breaks. Access to Free Family Days Out passes. Group support and liaison with partnership services and one-to-one support for the high level support need young carers.

Free virtual "Young Carers Awareness Training" is also available via Zoom for teams who have not previously accessed this. You can also watch a recent film created by our young carers about what professionals can do to support them with their mental health on You Tube [here](#)

For further information or enquiries please contact: Kama McKenzie Young Carers Service Manager
kamam@carerssupportcentre.org.uk or call **07821258383**

Practice briefing on how to respond to Domestic Abuse during Covid-19 from April 2020 until further notice.

Following the announcement by the Government on 23/03/2020 on the new emergency measures, families have been asked to isolate, to contain the spread of the Coronavirus. We are aware that self-isolating at home is supposed to be the safest place to be, however, for people experiencing domestic abuse, this can mean being trapped inside with their abuser. The measures to limit social contact are also likely to have significant mental health impacts, and this could be acute for survivors of domestic abuse coping and recovering from trauma.

This briefing note outlines the steps that should be taken by professionals who may come into contact with victims and survivors of Domestic Abuse.

This guidance applies to any professional in virtual or in person contact with members of the public including but not limited to: social workers; police; health professionals including GPs and pharmacists; IDVAs; education providers; probation staff; support workers.

Responding to Victims and Survivors of Domestic Abuse

1. If a service user arrives at your premises, please be aware they may be with their perpetrator. NICE guidance outlines the need for private discussion. This means, talking to individuals alone especially before you start asking the individual any questions relating to domestic abuse. This may be more challenging with Covid-19 procedures however social distancing provides the opportunity to say you need to reduce entry to a building and allow entry one at a time.
2. Don't attend home visits unless absolutely necessary. Arrange non-contact communication methods, ie. Telephone, Facetime, WhatsApp. Where stalking is a concern be mindful that perpetrators may be looking at technology and so provide victims appropriate advice and information about how to check for this.
3. When calling a service user try to establish if it is safe to have a telephone conversation, be aware the perpetrator could be listening. To establish if it is safe for the victim to talk, consider asking them 'who are you with at the moment?'; 'Is now a good time to talk?'
4. Be curious - Ask them how things are, how are they coping in this difficult time? Do they feel safe with their current living arrangements? This will enable them to indicate if things are not safe. If they do feel safe at that time, advise them to get a plan in place just in case things change.
5. All victims of domestic abuse presenting to any service in South Gloucestershire should be signposted to the relevant specialist services such as Next Link or Victim Support who can assist with assessing risk and developing safety plans. (See contact list of support services below).
6. If you are a professional who is familiar with DASH (Domestic Abuse, Stalking and Harassment) Risk Assessments, where possible please complete and process in the normal way (escalating those scoring as high risk or judged professionally as being high risk to the MARAC which will continue to be convened every other Wednesday. To upload your referral, please contact your agency's representative with access to the Professional Choices platform. If you are unsure of who your representative is please contact the MARAC Administrator via email: southglos.marac@nextlinkhousing.co.uk.cjsm.net
7. If the individual wants support please also complete a referral into Next Link which remains open and is accepting referrals.

Safety Planning

If you are a professional who is familiar with safety planning you should complete this along with a DASH by telephone. Try to establish an agreed code word or phrase so, when this is said by the service user you can end the conversation knowing it is no longer safe for you to speak to them without raising the suspicion of the perpetrator. This word or phrase should be easily used in a conversation without alerting others.

When safety planning you should ask the individual to consider the following:

- Encourage the individual to think about how they might respond to a crisis situation, including getting out and away from their perpetrator. They should consider and plan their escape route in advance of a crisis. Where

possible, this should include a small bag with ID (passport, birth certificate, national insurance number etc.), money, medication, documents for children, and some clothes.

- Consider safe locations in the community a victim could go to alert safe networks or professionals that they were unsafe during Covid-19 restrictions. Identify local pharmacy, supermarkets, community hubs and police stations which will remain open through the restrictions.
- Advise the individual of high risk areas in the home if they suspect a physical attack is imminent avoiding kitchens, garages, bathrooms or small places where they can be trapped or locked in.
- Encourage them to keep their mobile phones charged and on them at all times.
- Encourage them to teach any children/dependents to be able to call the police, including providing their name and address to the call operator if they are unable to do so.
- Remind the individual that if they are unable to alert police to their situation they may be able to contact the pharmacy or GP without raising the perpetrators' suspicion and indicate to them that they are at risk
- If a service user calls you urgently, needing assistance to leave their perpetrator, you should advise them to call 999 if they, or any dependents, are at risk of immediate harm or life is in danger. Please advise them to key in '55' if they ring the police but are unable to speak (if you ring 999 and key in 55 when the operator responds to your call it will highlight to them immediately you are in danger but unable to speak).

Identifying Previously Unknown Victims

It is now recognised good practice for many services to ask about domestic abuse routinely. Those experiencing domestic abuse find it very difficult to tell anyone what is happening to them, and feel very scared and isolated. It is important when they have an opportunity to tell someone, they are provided with the right response. Some victims will not report abuse to the police, but if they are provided with the right opportunity, they may disclose abuse to other services.

With this in mind, it is important professionals create a safe space, where they are able to sensitively ask questions without being overheard. Be aware not all abuse is physical, but may include financial, physiological and sexual abuse and coercive and controlling behaviour. For many victims, social distancing may be assisting their abuser to control and isolate them further.

Be aware many victims may not recognise the term 'domestic abuse' (especially if they are speakers of other languages), or they may think that it only applies to physical violence. Framing the question may include 'We know that many of our service users also have experiences of being hurt or frightened by a partner or family member so we ask everyone about these issues. Avoid direct questioning such as 'Are you being abused at home'? Instead, consider 'How are things going at home? If someone discloses domestic abuse to you, it is important to be aware of the help that is available along with contact details. If it is safe to do so, provide literature which provides information about local domestic abuse services.

Professionals can signpost victims and survivors of domestic abuse living in South Gloucestershire to the following support services:

Locally:

Next Link are continuing to accept South Glos referrals and provide telephone support. Next Link domestic abuse telephone help lines are open 10am – 4pm Monday to Friday 0800 4700280. Outside of these times the National Domestic Violence Helpline is available 24 hours a day, 7 days a week Freephone **0808 2000247**. Details of live chat and other services available on the website <https://www.nextlinkhousing.co.uk/southglos/contact/>

Victim Support: Telephone helpline **0300 3031972** or **07432 504692** Available Mon, Wed and Fri 09.30-17.30 and Tues and Thurs 11.00am-19.00. The national helpline is open **24/7 0808 1689111**. [24/7 live chat](#) is now available.

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/south-west/avon-and-somerset>

Somerset & Avon Rape and Sexual Abuse Support [SARSAS] provides support to people in Bristol, South Gloucestershire, B&NES, North Somerset and Somerset, who have experienced rape or any kind of sexual assault or abuse

at any time in their lives. From Monday 23 March 2020 the two helplines will be combined. Anyone can call either line.

0808 801 0456 or 0808 801 0464

Mondays & Fridays: 11am – 2pm Tuesdays, Wednesdays & Thursdays: 12pm – 2pm & 6pm – 8pm

If you need to speak to someone when the SARSAS Support helpline is shut you can call:

Rape Crisis England and Wales: **0808 802 9999**. They are open every day of the year. 12 – 2.30pm and 7 – 9.30pm.

<https://www.sarsas.org.uk/helpline/>

Woman Kind provide a telephone listening and befriending service call **0117 9166461** or **0345 4582914**. You can email them on info@womankindbristol.org.uk

The Bridge (Sexual Assault Referral Centre) for victims of rape, sexual assault or sexual abuse. Telephone anytime: **0117 3426999**. The website which is available in a number of different languages. <https://www.thebridgecanhelp.org.uk/>

Julian House continue to take referrals and provide telephone support to children, young people and parents who are experiencing domestic violence and abuse and can advise professionals where they are working with CYP who have experienced DVA. **0117 9424968** cypservice@julianhouse.org.uk

South Gloucestershire Safeguarding Concerns regarding an adult or child being abused or neglected can be reported as follows:

Adult 01454 868007 Mon to Fri 9am – 5pm. 01454 615165 Out of hours and weekends. 999 in an emergency.

Child : 01454 866000 Mon to Thur 9am – 5pm. 01454 866000 Fri 9am – 4.30pm. 01454 615165 Out of hours and weekends. 999 in an emergency.

Nationally:

National Domestic Abuse helpline phone number **0800 2000247** and website <https://www.nationaldahelpline.org.uk>

Mankind : 01823 334244 National helpline for male victims

NSPCC provide a 24/7 helpline for children who are experiencing domestic abuse at home and want to talk confidentially.

T: **0808 800 5000**

The Hideout is a Women's Aid online resource for children and young people providing information, support and an email service via the website: www.thehideout.org.uk

Lesbian, Gay, Bisexual and Trans* (LGBT) Domestic Violence Helpline 0800 999 5428 see [website](#) for further details

Safe Lives have produced a helpful document for survivors which can be found [here](#)

Modern Slavery Helpline. The Modern Slavery Helpline and Resource Centre ([click here](#)) provides victims, the public, statutory agencies and businesses access to information and support on a 24/7 basis. Free phone **08000 121 700**

Prevent



Information for Parents and Carers from the Home Office to help prevent online radicalisation

You can access it [here](#)