



## Safeguarding Standard Operating Procedures for Asylum Seekers

### 1. Purpose

The purpose of these SOPs is to establish a comprehensive framework for safeguarding the well-being, dignity, and rights of asylum seekers within CLAL. Recognising the vulnerabilities this population faces, these procedures aim to ensure a safe, respectful, and supportive environment for all individuals seeking asylum, fostering a culture of care and protection.

### 2. Legal and Ethical Framework

#### 2.1 Legal Compliance

Regularly review and update SOPs to align with national and international laws governing asylum seekers' rights, protection, and well-being.

Designate a legal focal point responsible for staying abreast of changes in immigration and asylum laws.

#### 2.2 Ethical Guidelines

Develop and disseminate a code of ethics that outlines CLAL commitment to upholding asylum seekers' dignity, cultural sensitivity, and rights throughout their engagement with the organisation.

### 3. Identification and Registration

#### 3.1 Initial Assessment

Design a comprehensive initial assessment tool that considers trauma-informed approaches, cultural sensitivity, and factors specific to the asylum-seeking experience.

Collaborate with cultural mediators or interpreters to facilitate effective communication during assessments.

#### 3.2 Registration Process

Implement secure and confidential registration processes that prioritise the safety and privacy of asylum seekers.

Clearly communicate the purpose and use of collected information, ensuring transparency and trust.



## 4. Risk Assessment and Management

### 4.1 Vulnerability Assessment

Establish a multidisciplinary team to conduct regular vulnerability assessments, considering factors such as age, gender, health, trauma history, and potential exposure to exploitation.

### 4.2 Risk Management Plans

Develop individualised risk management plans in collaboration with asylum seekers, incorporating their input, cultural context, and preferences.

Ensure that risk management plans are dynamic and subject to regular reviews based on changing circumstances.

## 5. Child Safeguarding

### 5.1 Child Protection Policies

Develop and implement child protection policies that adhere to international standards, emphasising the best interests of the child.

Appoint designated Safeguarding Lead and Officers responsible for overseeing and implementing safeguarding measures.

### 5.2 Unaccompanied Minors

Establish a specialised support framework for unaccompanied minors, including legal representation, psycho-social support, and age-appropriate accommodations.

Collaborate with child welfare agencies to ensure the best interests of unaccompanied minors are prioritised.



## 6. Training and Capacity Building

### 6.1 Staff Training

Develop a comprehensive training curriculum covering cultural competence, trauma-informed care, child safeguarding, and legal aspects of asylum.

Implement ongoing training and professional development opportunities for staff to stay informed and skilled in addressing the unique needs of asylum seekers.

### 6.2 Community Awareness

Organise regular community awareness sessions facilitated by cultural mediators to ensure asylum seekers are informed about their rights, available services, and reporting mechanisms.

Provide accessible and culturally appropriate information materials in multiple languages.

## 7. Reporting Mechanisms

### 7.1 Internal Reporting

Establish a confidential reporting system that allows staff members to report safeguarding concerns promptly and without fear of reprisal.

## Incident Report

Please complete with as much detail as possible, stating only fact. Please email to [CST@Clearsprings.co.uk](mailto:CST@Clearsprings.co.uk) who will review and send to UKVI where appropriate.

Property ID	Your HOTEL		
Person Reporting	Person sending IR		
Date of Incident	When it happened		
Name	Full name of SU'S THAT ARE DIRECTLY INVOLVED		
Port Reference	XXXXXXXXXXXX		
Telephone Number	XXXXXXXXXXXX		
Incident Description	<p><b>DEMO</b></p> <ul style="list-style-type: none"> <li>SU came to reception at 19:35.</li> <li>SU informed HO that he has been self-harming in his room for the past two days and says he needs help.</li> <li>HO saw cuts on SU's arm which were covered with a towel trying to stop bleeding.</li> <li>HO sat SU on chair and applied pressure to injured area.</li> <li>HO called 999 at 19:40</li> <li>Ambulance arrives at 20:00</li> <li>Medics assessed SU and took to hospital and left site at 20:10</li> </ul>		
Action Taken	<ul style="list-style-type: none"> <li>HO applied First Aid</li> <li>HO attempted to keep SU <u>calm</u></li> <li>HO called 999 for an ambulance.</li> <li>Reported incident to safeguarding</li> </ul> <p><b>IF 999 IS CALLED ENSURE THAT CAD REF IS INCLUDED TO THE RELEVANT SERVICE REQUESTED.</b></p>		
Warning Letter Issued Requested?	N/A	To Whom?	N/A
Offenders			
Victims			
Witnesses (SUs)	ALL SU'S THAT WITNESSED EVENT		
Witnesses (Non-SUs)	ALL NON -SUS		
<b>Reported Authorities</b>			
Safeguarding Informed?	YES	Who?	
Police Involved?	N/A	CAD Ref	N/A
Ambulance Involved?	N/A	CAD Ref	N/A
Fire Service Involved?	N/A	CAD Ref	N/A

Please attach photos of any evidence where possible when submitting to CST.

Ensure that reporting mechanisms are accessible and clearly communicated to all staff.

### 7.2 External Reporting

Foster collaborations with local authorities, child protection agencies, and relevant stakeholders to establish clear pathways for external reporting and response to safeguarding concerns.

Develop protocols for sharing information responsibly and within legal frameworks.

Incident Type, Category & Subcategory:



This protocol is applicable to all staff members following an incident or near miss, emphasising their pivotal role in identifying, assessing, and managing risks.

Initial understanding of the incident's severity will determine the subsequent steps

**Level 1:** These incidents are commonplace occurrences that necessitate regular reporting. Staff members are required to report such incidents promptly, submitting an incident report to the Safeguarding Officer within two hours of the incident.

Examples include service users seeking bandages, reporting meal shortages, temporarily leaving the site, or children not attending school. Pending safeguarding response, review processes and regular welfare checks should be instituted. If uncertain or unwilling to await safeguarding feedback, contact the safeguarding or area manager for guidance.

**Level 2:** Incidents at this level have a significant impact, demanding diligent follow-up as part of duty of care. Initial incident reports must be submitted within one hour of the occurrence, with a subsequent report providing status updates.

Examples include children left unattended, property damage, and non-life-threatening calls to 111 without a CAD reference. Immediate reporting to on-site managers is vital. If the situation is under control, contact safeguarding or the area manager within 15 minutes.

**Level 3:** These incidents involve the engagement of two Blue light services and entail life-threatening situations requiring immediate reporting and escalation. Safeguarding Lead, Managers and Area Managers must be notified instantly, with regular welfare checks and subsequent incident reports.

Examples include 999 services called, suicide attempts, physical violence, or incidents involving multiple service users, such as fights between 5 or 6 SUs.

Below are key guidelines to follow:

**Objective and Factual Language:**

Use clear, objective, and factual language. Avoid speculation, assumptions, or personal opinions.

Stick to what you observed, heard, or was reported directly.

**Chronological Order:**

Present information in a chronological order to provide a clear timeline of events.

Clearly state when the incident occurred, and any subsequent actions taken. Ensure any update on incident is added to same report and do not raise a whole new report.



### Include Relevant Details:

Identify the individuals involved, including names, ages, and roles.

Include any relevant background information that may help in understanding the context of the incident.

### Describe the Incident:

Provide a detailed description of the incident, including the nature of the safeguarding concern or risk.

Specify the location, date, and time of the incident.

## 8. Response and Support

### 8.1 Immediate Response

Develop an immediate response protocol that includes medical care, psycho-social support, and legal assistance for individuals identified as at-risk or in need of urgent intervention.

Collaborate with healthcare providers and legal aid organisations to ensure comprehensive support.

### 8.2 Case Management

Implement a robust case management system that prioritises the rights and well-being of asylum seekers, offering ongoing support, advocacy, and referrals to specialised services.

Establish regular lines of communication such as meetings involving relevant stakeholders to review and update individual cases and incidents.



## Welfare Checks

### Definitions

#### 9.1 Welfare Check:

A proactive, structured process of assessing the safety and well-being of an individual to ensure they are not at immediate risk of harm or in need of assistance.

### 10. Triggers for Welfare Checks

#### 10.1 External Reports:

Conduct welfare checks in response to external reports from concerned individuals, neighbours, community members, or other agencies expressing worry or suspicion.

#### 10.2 Self-Reports:

Initiate welfare checks based on self-reports from individuals who express concerns about their own safety or well-being.

#### 10.3 Previous Incidents:

Conduct follow-up welfare checks for individuals with a history of safety concerns or those previously identified as vulnerable.

### Notification and Authorisation

#### 11 Notification Process:

Establish a clear protocol for receiving and documenting notifications or concerns that trigger a welfare check.

#### 11.2 Authorisation:

Ensure that welfare checks are authorised by a designated supervisor or manager, considering the urgency and severity of the reported concerns.

### 12. Conducting the Welfare Check

#### 12.1 Approach:

Approach the location discreetly, prioritizing the safety and confidentiality of the individual being checked.

#### 12.2 Communication:

Introduce yourself and the purpose of the welfare check, emphasizing the organization's commitment to ensuring the individual's well-being.



### 12.3 Assessment:

Conduct a thorough assessment of the individual's immediate safety, mental and physical health, and any factors contributing to their vulnerability.

### 12.4 Interview Techniques:

Use empathetic and non-confrontational interview techniques, allowing the individual to express their concerns, feelings, and needs.

## 13. Decision-Making and Intervention

### 13.1 Risk Level Assessment:

Assess the level of risk based on the welfare check findings, distinguishing between immediate safety concerns and longer-term support needs.

### 13.2 Immediate Intervention:

If immediate risks are identified, take necessary actions to ensure the safety and well-being of the individual, including involving emergency services if required.

### 13.3 Referral to Support Services:

Make appropriate referrals to mental health professionals, social services, or community organisations based on the assessed needs of the individual.

## 14. Documentation

### 14.1 Record Keeping:

Maintain accurate and detailed records of the welfare check, including observations, actions taken, and any follow-up recommendations.

### 14.2 Confidentiality:

Emphasise the importance of maintaining confidentiality and secure storage of welfare check records, complying with relevant data protection laws.





## 15. Follow-Up

### 15.1 Communication with Reporting Parties:

- Provide feedback to those who reported concerns, ensuring appropriate communication about the welfare check outcomes while respecting privacy laws.

### 15.2 Individual Follow-Up:

- Establish a system for ongoing follow-up and support for individuals who have undergone welfare checks, ensuring continuity of care and connection to appropriate services.

## 16. Confidentiality and Data Protection

### 16.1 Confidentiality Policies

Develop and communicate clear confidentiality policies that underscore the importance of protecting asylum seekers' personal information.

Train staff on the ethical and legal obligations related to handling confidential data.

### 16.2 Data Security Measures

Implement encryption and secure storage measures to protect asylum seekers' personal information from unauthorized access or disclosure.

Conduct regular audits of data security measures to ensure compliance.

## 17. Monitoring and Review

### 17.1 Regular Audits

- Establish a schedule for regular internal audits, inviting external experts, when necessary, to assess the effectiveness and compliance of safeguarding procedures.
- Use audit findings to inform continuous improvement in safeguarding practices.

### 17.2 Feedback Mechanisms

- Develop and promote accessible feedback mechanisms for asylum seekers to voice their concerns, suggestions, and grievances.
- Use feedback to inform decision-making, policy adjustments, and improvements in service delivery.