

# Safeguarding in Hostels

*And other temporary accommodation settings*

## Safeguarding Adults

### Introduction

Adults who live in hostels could be described as being at a crossroads of their lives. They are often recovering from difficult circumstance and are in need of support.

This flyer aims to provide Hostel workers with an *at a glance view of what concerns may arise for residents and how to deal with these.*

*Safeguarding Adults is now the law: The Care Act of 2014 stated that the Local Authority (Croydon Council) must enquire into concerns raised around abuse & neglect for adults with Care and Support needs- **Safeguarding is everyone's business.** As such hostel staff can be the eyes and ears of the community and speak up for adults who may find it difficult to raise issues to the authorities themselves.*

### Examples of "Care and Support" Needs

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Safeguarding does not apply to all adults but only those with care and support needs. Examples of these can include adults with:

- Physical Disabilities
- Learning Disabilities
- Elderly and Frail
- Substance misuse
- Sensory Impairments (visual or hearing)
- Mental Health Illnesses

### Common Safeguarding issues in a hostel setting:

- **Financial Exploitation:** Residents should be aware that loaning money can be difficult to manage. People should never feel out of control of their own finances or that another person is taking advantage of them financially. It is best to keep one's finances, pin numbers and cards to oneself. If a resident feels that another person has stolen from them or abused their trust over a financial matter then this could be considered both a crime and a safeguarding matter. Sometimes people can pretend to be the friend of another simply to exploit them out of money (and perhaps other goods). This is **mate crime** as a friendship is being exploited and the relationship is unfair.
- **Sexual Exploitation:** This can take many forms such as rape and molestation (sexual contact that is forced and against the victim's wishes). However sexual contact could also be coerced and manipulated such as creating a situation where the victim feels that he/ she has to provide sex/ sexual acts in order to get something that they need. An example of this may be requesting that someone performs a sex act on a person in order to get help in accessing their money or using facilities in the hostel. This is an example of coercion and others misusing their power or position in order to abuse. It is a sexual offence.

- **Modern Day Slavery:** Modern Day Slavery can involve people being trafficked for the purposes of labour and sexual exploitation. If hostel staff notice that a person goes to work every day but never seems to have money, this person may be underpaid and this could be an example of modern slavery by exploiting a work. Staff can be curious about this and raise it with this person. Secondly, **sexual exploitation** could involve people being moved from place to place by organized groups who wish to abuse and exploit victims sexually. As such people staying at hostels may be invited to a “party” in a place that they feel is safe such as a hotel or private residence, but exploited when they are there. People in hostels are at additional risk for being targeted in this way. Be aware that **no under 18 year olds should ever be in an adult hostel** and all such cases need to arouse suspicion amongst hostel staff and activate questioning as to why a child is in a hostel, who the child is, and feedback given to those responsible for the child and the children’s MASH in Croydon Council (see Croydon Council website for how to report concerns to the Children’s MASH team).
- **Physical Abuse:** Any physical abuse is not acceptable. Staff are to be aware that this may be linked to drug dealing and the lending/ owing of money. Police involvement will always need to be considered in such cases and consider immediate safety of all involved.
- **Self- Neglect:** This may involve residents not caring for themselves adequately, not going to necessary medical appointments, not taking their medication, refusing to leave their room or eat or wash properly/ at all. If this occurs then the hostel staff need to reach out to others in the professional network and share the information and risk so that the case can be managed by a professional network and not just the hostel staff.

**Where possible, to have a secure entry with all entering having to check in with staff concierge. This ensures that all comings and goings are monitored and recorded.**

### ***What to do if you are worried about a resident:***

- In an emergency call 999
- **How to report a safeguarding to Croydon Council:** If you think that the person has care and support needs then you can refer them for Safeguarding via the Croydon Council Website “Report it” Tab or use [Referral.team2@croydon.gov.uk](mailto:Referral.team2@croydon.gov.uk) Call the council on 0208 726 6500.
- **Link to the Professional network:** If the client has a support worker, care coordinator or placing social worker, have you called them to express your concerns and perhaps request a review of their care/ placement?
- **Inform your line managers and risk assess the situation**
- **Further Reading:** For more information on Safeguarding Adults see the Care Act Guidance, Chapter 14 (DOH website) as well as the London Multi Agency Policy and Procedures of December 2015 <https://londonadass.org.uk/safeguarding/review-of-the-pan-london-policy-and-procedures/#>

To make a child alert email [childreferrals@croydon.gov.uk](mailto:childreferrals@croydon.gov.uk) or make a referral using the Croydon Council website [www.croydon.gov.uk](http://www.croydon.gov.uk) and use the “Report it” tab.

**Remember: Hostel/ Accommodation staff can be the eyes and ears for the professional community:**

### **Think of “The 3 Be’s”!**

- 1) **Be Curious:** If you notice something ask & try establish the facts politely, when they are upset & why,
- 2) **Be Aware:** Know about safeguarding and forms of abuse, know your clients and their habits, things they do, who they are with,
- 3) **Be Proactive:** Make people safe, alert Police and safeguarding, tell your managers.