

Compass Video - Safeguarding

- Introduction

Keeping the people who use our services safe is very important to Compass Video. We have arrangements in place to protect people from abuse.

This policy explains how you can get help and advice and outlines what abuse is, how it can be reported and what will happen after it is reported.

- What is abuse?

Abuse is what happens if someone does or says something to you which makes you feel scared or upset.

Abuse is when someone tries to take away your rights and your choices.

Abuse is when someone makes you do something or does something to you even if you tell them to stop.

- Abuse can happen anywhere

Abuse can happen anywhere at any time. It could be (but is not limited to):

- At home
- At a client's location or office
- On the internet or phone
- In a public place or in the community

- Abuse can be caused by anyone

Anyone can be an abuser. It could be (but is not limited to):

- A partner or relative
- A friend or neighbour. Sometimes a person can pretend to be your friend so that they can abuse you. This is sometimes called mate crime.
- A client during a telephone call
- A member of staff or someone in a position of trust
- A stranger
- More than one person can commit abuse at any given time
- A hired freelancer or sub-contractor

- The different kinds of abuse

There are lots of different kinds of abuse. These could be (but not limited to):

- Physical abuse

This involves being hit, slapped or kicked, or being hurt in another way

- Sexual abuse

This is when someone touches you sexually when you do not want them to, or makes you touch them. It is also when someone talks to you about sex when you do not want them to or makes you watch explicit films when you do not want to.

- Emotional or psychological abuse

This is when someone makes you feel sad, afraid or not important. This could be by shouting at you, calling you names, or making fun of you.

- Domestic abuse

This includes psychological, physical, sexual, financial and emotional abuse within an intimate or family environment.

- Financial or material abuse

This is when someone takes something that belongs to you without asking, or makes you give them things. You may also be forced to make purchases or spend money against your will.

- Modern Slavery

It can include victims brought in from overseas and vulnerable people in the UK being held and forced to work against their will.

- Neglect

This is when you do not get the help you need. It might include not getting help with your medication, or your care needs, or not giving you enough food.

- Discrimination

This is when someone treats you badly because you are different to them. This is sometimes called Hate Crime. For example against your; Age or Gender / Sexuality or Disability / Race or Religious Belief.

- Organisational abuse

Includes neglect and poor practice within an individual or specific case. This means you are not being treated with dignity or respect by your organisation.

- **What can be done?**

No one should have to live with abuse. Abuse is always wrong, whatever the circumstances. If you think that someone you know is being abused, you can:

- Help the person to be aware of the support that is available to them
- Make them aware of this policy
- Refer them to the contact numbers on this policy and to seek advice.

If someone is injured, you should get help by either calling for an ambulance or the local medical practice if not serious.

If you believe a crime to have occurred, you should call the police immediately

You should get advice to support the individual. This can be done anonymously.

If you think you have been abused or are suffering abuse, you should tell someone you trust immediately or if it is not safe to do so, as soon as you can. This could be difficult but it is the best option.

- Try to tell a friend, family member, partner, healthcare worker, GP or an individual in a position of trust.

- You could also contact official authorities like social services or the police.

By reporting abuse, you can help to bring the abuse to an end. Doing nothing is not an option.

- **What happens next?**

When a concern is reported, a member of staff will:

- Listen to your concerns
- Take all concerns seriously
- Gather information relevant to the concerns raised
- Agree the best way to help
- Talk to the police if it is a criminal matter
- Respond to the concerns sensitively and professionally
- The member of staff will create a plan to understand how the abuse has happened
- The member of staff will create a plan to understand what abuse has happened
- The member of staff will work with the person to keep them as safe as reasonably possible.
- New processes and procedures will be reviewed / implemented to aim to prevent the abuse from happening again (if relevant)
- If concerns are raised about a member of staff or a contractor, the member of staff or contractor will be interviewed with regards to the concerns. The whistle blower or victim will be kept anonymous.
- Disciplinary procedures will take place if relevant. The matter will be passed to the police if relevant.

- **How to report abuse**

If you think a crime has been committed call:

999 if someone is being physically assaulted or threatened violently

101 if there is not any immediate danger or do not wish to speak to a member of the Compass Video team

If you are worried that someone is at risk contact:

Email: Info@compass-video.com

Call: 07920100948

- **How to seek external advice**

If you feel you do not wish to speak to a member of the Compass Video team you can call the following:

Get help if you, or someone you know, is a victim

National Domestic Abuse Helpline

The [National Domestic Abuse Helpline](#) is run by Refuge and offers free, confidential support 24 hours a day to victims and those who are worried about friends and loved ones.

Telephone and TypeTalk: 0808 2000 247

Wales Live Fear Free Helpline

The [Wales Live Fear Free Helpline](#) offers help and advice about violence against women, domestic abuse and sexual violence.

Telephone: 0808 8010 800

TypeTalk: 18001 080 8801

Text: 078600 77 333

The Men's Advice Line

The [Men's Advice Line](#) is a confidential helpline for male victims of domestic abuse and those supporting them.

Telephone: 0808 801 0327

Email: info@mensadvice.org.uk

Galop - for members of the LGBT+ community

[Galop](#) runs the National LGBT+ domestic abuse helpline.

Telephone: 0800 999 5428

TypeTalk: 18001 020 7704 2040

Email: help@galop.org.uk

Karma Nirvana

[Karma Nirvana](#) runs a national helpline for victims of honour-based abuse, forced marriage and domestic abuse. If you are unable to call or email, you can [send a message securely on the website](#).

Telephone: 0800 5999 247

Email: support@karmanirvana.org.uk

Hourglass

The Hourglass confidential helpline provides information and support to anyone concerned about harm, abuse or exploitation of an older person.

Telephone: 0808 808 8141

Latin American Women's Rights Service

The Latin American Women's Rights Service provides support services for Latin American women suffering from domestic abuse.

Telephone:

- 0771 928 1714 Monday to Thursday 10am to 1pm
- 0759 597 0580 Monday to Friday 10am to 1pm

Email: if calling is not safe, email referrals@lawrs.org.uk with your name, phone number and the best time for them to call you.

Iranian Kurdish Women's Rights Organisation (IKWRO)

IKWRO provides support services for Middle Eastern, North African and Afghan women and girls who are living in the UK suffering from domestic abuse, forced marriage, female genital mutilation (FGM) and honour-based abuse.

Telephone: 020 7920 6460 Monday to Friday 9:30am to 5:30pm

Out of hours:

- Kurdish / Arabic / English: 07846 275246
- Farsi / Dari / English: 07846 310157

Stay Safe East

[Stay Safe East](#) provides advocacy and support services to disabled victims and survivors of abuse.

Telephone: 020 8519 7241

Text: 07587 134 122

Email: enquiries@staysafe-east.org.uk

Muslim Women's Network Helpline

The [Muslim Women's Network Helpline](#) is a national specialist faith and culturally sensitive helpline that is confidential and free to access.

Telephone: 0800 999 5786

Text: 07415 206 936

Email: info@mwnhelpline.co.uk

Victim Support

Victim Support runs a free and confidential 24/7 support telephone service for victims of crimes including domestic abuse, and also have free [24/7 live chat support on their website](#) available across England and Wales.

Telephone: 0808 16 89 111

SignHealth

[SignHealth](#) provides domestic abuse service support for deaf people in British Sign Language (BSL).

Telephone: 020 3947 2601

Text/WhatsApp/Facetime: 07970 350366

Email: da@signhealth.org.uk

NSPCC

The NSPCC operates a national female genital mutilation (FGM) helpline, which offers guidance and support if you are worried about a child who is at risk of FGM or about somebody who has already undergone FGM.

Telephone: 0800 028 3550

Email: fgmhelp@nspcc.org.uk

National Stalking Helpline

Operated by the Suzy Lamplugh Trust, the National Stalking Helpline gives practical information, support, and advice on risk, safety planning and legislation to victims of stalking, their friends, family, and professionals working with victims. They are open from 9:30am to 4pm Monday, Tuesday, Thursday and Friday and 1pm to 4pm Wednesday.

Telephone: 0808 802 0300

Email: use the [stalking helpline enquiry form](#) to get in touch.

Get help if you think you may be an abuser

If you are concerned that you or someone you know may be an abuser, there is support available.

[Respect Phonenumber](#) is an anonymous and confidential helpline for men and women who are harming their partners and families. The helpline also takes calls from partners or ex-partners, friends and relatives who are concerned about perpetrators.

A webchat service is available Wednesdays, Thursdays and Fridays from 10am to 11am and from 3pm to 4pm.

Telephone: 0808 802 4040

Get help for children and young people

NSPCC

The [NSPCC](#) helpline is available for advice and support for anyone with concerns about a child.

The NSPCC has issued [guidance for spotting and reporting the signs of abuse](#).

Telephone: 0808 800 5000

Email: help@nspcc.org.uk

If you are deaf or hard of hearing, you can contact the NSPCC via [SignVideo](#) using your webcam. SignVideo, using British Sign Language, is available on PC, Mac, iOS (iPhone/iPad) and Android smartphones (4.2 or above). This service is available Monday to Friday from 8am to 8pm and Saturdays from 8am to 1pm.

Childline

[Childline](#) provides help and support to children and young people.

Telephone: 0800 1111

Support a friend if they're being abused

If you're worried a friend is being abused, let them know you've noticed something is wrong.

Neighbours and community members can be a life-line for those living with domestic abuse. Look out for your neighbours, if someone reaches out to you there is advice on this page about how to respond. They might not be ready to talk, but try to find quiet times when they can talk if they choose to.

If someone confides in you that they're suffering domestic abuse:

- listen, and take care not to blame them

- acknowledge it takes strength to talk to someone about experiencing abuse
- give them time to talk, but don't push them to talk if they don't want to
- acknowledge they're in a frightening and difficult situation
- tell them nobody deserves to be threatened or beaten, despite what the abuser has said
- support them as a friend – encourage them to express their feelings, and allow them to make their own decisions
- don't tell them to leave the relationship if they're not ready – that's their decision
- ask if they have suffered physical harm – if so, offer to go with them to a hospital or GP
- help them report the assault to the police if they choose to
- be ready to provide information on organisations that offer help for people experiencing domestic abuse

If you are worried that a friend, neighbour or loved one is a victim of domestic abuse then you can call the National Domestic Abuse Helpline for free and confidential advice, 24 hours a day on 0808 2000 247.

All Employees, Directors, Freelancers, subcontractors and volunteers must be given a copy of this policy