

The Protection and Safeguarding of Adults when they are Vulnerable

Diocesan Policy, Procedures and Good Practice for Work in Parishes

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A Message from the Bishop of Winchester

“Give justice to the weak and the orphan; maintain the right of the lowly and the destitute. Rescue the weak and the needy; deliver them from the hand of the wicked.” – Psalm 82: 3-4 God’s mission reaches the least, the last and the lost and brings them into the Kingdom of God. Before Christ we are all vulnerable people as our weakness and brokenness are exposed and the process of healing and redemption begins. As God is, so should we be. This manual is all about becoming more like Christ as we reach out, draw in and begin to heal the most vulnerable members of our community in a way which is safe and responsible. In 2006 the Church of England published separate guidelines dealing with adults at risk of abuse or neglect “Promoting a Safe Church” – and this manual updates our 2013 manual and brings together in a single, convenient resource the guidelines and examples of best practice for use in this Diocese. It sets out the expectations and the standards which we must strive to achieve, and the importance of keeping our arrangements under regular review and scrutiny to ensure they are operating appropriately. Inevitably a document of this kind will be written in terms which at times appear directive or restrictive, but I hope that all the good advice and wisdom which it contains will also be a positive encouragement, demonstrating our conviction that keeping our churches safe forms a core part of our commitment to living the mission of Jesus together. We are very much helped in our efforts to achieve the highest standards of safeguarding by highly skilled professional advisers who are always happy to assist you should you have any concerns or questions, as indicated in this manual. Finally, I wish to thank all those who have contributed in many different ways to compiling this manual. It is an invaluable resource and we are grateful for it.

OUR THEOLOGICAL APPROACH

Throughout our lives anyone of us can be vulnerable to a wide range of pressures, concerns or dangers, but some people, by reason of their physical or social circumstances, have higher levels of vulnerability than others. It is our Christian duty to recognise and support those who are identified as being more vulnerable than ourselves.

Everyone within our church community has a responsibility to ensure vulnerable people feel welcome, respected and safe from abuse and treated with dignity. The Diocese will foster a culture that creates a Christian community through support, love and care, where good practice becomes a way of life allowing participation and empowerment for vulnerable adults. Christian communities should be places where all people are welcomed into a safe and secure environment, free from intolerance and discrimination. The Church is called by God to support those on the margins who are less powerful and without a voice in our society; failure to respect these values undermines the Christian faith.

Individuals who suffer abuse often experience a loss of self worth and dignity, feeling shame and guilt. Church is intended to be a place where people may find comfort, healing and be listened to. There is a particular responsibility for members of the church to ensure that all people are treated with respect and that any complaints against church workers are dealt with promptly and fairly. Safeguarding vulnerable adults within the Church is based on sound pastoral care and good practice.

BACKGROUND

Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work, published in October 2005, expands on the guidance in No Secrets by the Department of Health and the Home Office (March 2000). The publication of No Secrets was based on the premise that some groups of adults experience a higher prevalence of abuse and neglect than the general population and that they are also not easily able to access services to enable them to live safer lives. No Secrets defined a vulnerable adult as someone *"who is or may be eligible for community care services"*. Within that group, those who *"were unable to protect themselves from significant harm"*, there is a recognition that this definition is contentious and confusing because there are multiple definitions of a vulnerable adult in use within current government policy and legislation.

In recognition of the changing context, previous references to the protection of *"vulnerable adults"* and to *"adult protection"* work are now replaced by the new term: *"safeguarding adults"*. This phrase means all work which enables an adult *"who is or may be eligible for community care services"* to retain independence, well-being and choice and to access their human right to live a life that is free from abuse and neglect.

The Mental Capacity Act 2005 provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions. This Act clearly states who can take decisions, in which situations, and how they should go about this. It enables people to plan ahead for a time when they may lose capacity. The Act deals with the assessment of a person's capacity and enshrines in statute current best practice and common law principles concerning people who lack mental capacity and those who take decisions on their behalf.

Safeguarding Vulnerable Groups Act 2006 (England and Wales) makes provision in connection with the protection of children and vulnerable adults, recognising that safer recruitment is a greater task than simply creating lists of those barred from such work or criminal record checks concerning unsuitability. Employers (including those who recruit volunteers) and voluntary organisations should develop and apply robust recruitment procedures, including checking identity, qualifications and references and enquiring into career history.

With the growing awareness of abuse suffered by vulnerable groups and the Church of England's commitment to safeguarding, in 2006 The House of Bishops published "Promoting a safe church" which gave guidance and set down a framework for safeguarding vulnerable adults.

In addition the House of Bishops in its safeguarding commitment and pastoral duty has published further documents to give an integrated safeguarding policy:

1. Protecting All God's Children (4th edition 2010)
2. Practice Guidance: Safer Recruitment June 2015
3. Responding to domestic abuse 2006
4. Responding Well to those who have been sexually abused 2011 (1st edition 2011)

POLICY

A general statement of principle and intent

THE PRINCIPLES UNDERLYING THE DIOCESAN POLICY

Adults who are vulnerable will be:

Treated with respect, dignity and have their privacy upheld;

Allowed empowerment and given support in order to protect their well-being and their rights to lead as independent a life as possible;

Act in a way which supports the rights of the individual to be able to choose how to lead their life, based on self determination and personal choice.

The Diocese will:

Ensure adults who are vulnerable receive the protection of the law and have their rights upheld, regardless of their ethnicity, gender, sexuality, impairment or disability, age, religion or cultural background;

Recognise people who are unable to take their own decisions and/or to protect themselves, their assets and bodily integrity;

Allow the individual to be heard or represented in their "best interest".

DIOCESAN SAFEGUARDING POLICY STATEMENT

The Diocese of Winchester is committed to fostering a culture of good practice for all vulnerable groups who are part of the church community. Many vulnerable people are involved in church life and deserve a safe and secure environment in which to worship and participate. The Diocese will give high priority to all the aspects of safeguarding and support parishes in their invaluable work and pastoral care, allowing all vulnerable groups to worship and pursue their faith in safety.

The Diocese of Winchester adopts the House of Bishops' safeguarding policies and is committed to:

- Respectful pastoral ministry of adults providing support and empowerment to participate and make their own decisions.
- The safeguarding and protection of all children and adults.
- Establishing safe, caring communities which provide a loving environment where there is a culture of informed vigilance regarding the dangers of abuse.

In addition:

- The Diocesan Safeguarding Advisory Group will be chaired by an independent lay person.
- The Diocese will provide a Bishop's Adviser for Safeguarding Children and Vulnerable Adults.
- The Diocese accepts responsibility for establishing procedures for responding to allegations of abuse and for providing guidelines for good practice. These will be updated from time to time.
- The Diocese will respond without delay to every complaint, allegation and disclosure that suggests a vulnerable adult could or has been mistreated, abused, harassed, or bullied, co-operating with the statutory authorities.

- The Diocese will provide access to the Disclosure and Barring Service (DBS) for parishes, the Cathedral, the Bishop's office and the Diocesan office for those beneficed and licensed clergy, paid workers and volunteers who need to obtain disclosure.
- The Diocese will offer training on the procedures and guidelines to clergy and those working with vulnerable groups.
- The Diocese will monitor the use of safeguarding procedures and guidelines. The Archdeacons' Visitations will provide an opportunity for this and through their Articles of Enquiry.
- The Diocese will seek to offer informed pastoral care with anyone who has suffered abuse, developing, with him or her, an appropriate ministry.
- The Diocese will challenge any abuse of power, especially by anyone in a position of trust.
- The Diocese will seek to offer pastoral care and support, including supervision and referral to statutory authorities, of any member of the church community known to have offended against a vulnerable adult.
- It is diocesan policy that anyone convicted of or who has accepted a caution, reprimand or warning for a sexual offence against a child or adult will not be permitted to work, in a paid or unpaid position which may bring them into contact with any vulnerable group.
- It is diocesan policy that all people with a blemished DBS disclosure will undergo a risk assessment from a suitably qualified person. The nature of the assessment will be proportionate to the information disclosed. Cases of a serious, complex or borderline nature will require a multi-disciplinary risk assessment panel.

PARISH RESPONSIBILITY

Our congregations can be a refuge for those who have suffered abuse and those who have abused. The Incumbent and church community are in a complex and unique position providing protection and support for two diverse groups. The Incumbent and the Parochial Church Council (PCC) are responsible for all parish activities and must satisfy themselves that everything is being done to provide a safe environment for all our vulnerable groups. They are also responsible for making sure, as far as possible, that no false accusations can be made against their workers and volunteers.

Each parish should:

1. Adopt and implement a safeguarding policy for adults when they are vulnerable, accepting as a minimum the House of Bishops' policy on safeguarding vulnerable adults (Promoting a safe church 2006). In addition each parish must follow the diocesan policy, procedures and recommended good practice, while being responsive to local parish requirement.
2. Accept the prime duty of care placed upon the Incumbent and PCC to ensure the well-being of all its vulnerable groups in the church community.
3. Endorse the safeguarding policies annually, so that new members are aware of their responsibilities, and confirm the existence of their parish policy on vulnerable adults using the Parish Policy Statement for Safeguarding Adults when they are Vulnerable. This must be signed by the Incumbent and a churchwarden. One copy is to be kept in the parish records, one copy sent to the Diocese and one copy displayed prominently in the church. When a parish is in a vacancy the form should be signed by the chair of the PCC and a churchwarden during the meeting at which the policy is endorsed.
4. Appoint a Parish Safeguarding Adults' Representative to work with the Incumbent and the PCC to act as the key person to speak on behalf of adults when they are vulnerable. Ideally the appointed person should have

some experience in this area and liaising as necessary with the Diocesan Safeguarding Adviser and Statutory Adult Services. Some parishes may find it difficult to appoint someone to undertake this responsibility. It may be more appropriate for this to be considered as an appointment within each deanery. Each PCC is legally responsible for the activities in its own parish, however the appointment is arranged.

5. The Parish Safeguarding Adults' Representative if not a member of the PCC, should report at least annually on the implementation of the safeguarding policy within the parish.

6. Display in the church premises contact details of the Parish Safeguarding Adults' Representative and appropriate telephone numbers..

7. Provide all authorised personnel with access to copies of parish, diocesan and House of Bishops' policies, procedures and good practice guidelines.

8. Ensure that all those authorised to work with vulnerable adults or in a position of authority are appropriately recruited, trained and supported in accordance with House of Bishops' Practice Guidance: Safer Recruitment June 2015.

9. Ensure that there is appropriate insurance cover for all activities involving vulnerable groups undertaken in the name of the parish.

10. Ensure that a risk assessment is undertaken for activities (on and off parish property) involving vulnerable groups.

PROCEDURES

Administration routines and other directives that must be followed

PROCEDURES FOR SAFER RECRUITMENT

We will carefully select and train those with any responsibility within the Church in line with safer recruitment principles, including the use of DBS enhanced disclosure. For detailed up-to-date guidance on safer recruitment, please see the Diocesan website.

All those undertaking a role within the church that requires DBS checking will also complete a confidential self-declaration form and be given the appropriate written guidelines for their role to ensure our expectations and procedures are clear.

RESPONDING TO CONCERNS RELATING TO A VULNERABLE ADULT

Procedure to be followed if there are disclosures, allegations, complaints or suspicions.

The Diocesan Safeguarding Adviser (Tel: – 01962 737347), must be informed as soon as possible of all incidents concerning the church and of any referrals made or being made or being considered. If an allegation concerns a member of the clergy, the Bishop must also be informed.

Acting in an emergency

Call the police and or the ambulance service without delay. Do not hesitate when calling emergency services as it is the vulnerable adult's right as a citizen to receive immediate help.

Imminent risk

Where there are adult protection concerns an immediate formal referral must be made to adult social services. If it becomes clear that a criminal offence may have been or has been committed, the police should be contacted immediately.

Referral process

Contact should be made with adult social services. Referrals may be made by telephone and backed up in writing where possible or made in writing in the first instance. Provide as much factual information as possible about the nature of the alleged abuse or neglect and the context in which you believe that it has occurred. In order for it to be addressed under the adult protection process, concerns will need to relate to an identifiable individual(s).

Less urgent situations

If you are unclear that your concern should be addressed under the adult protection process, a formal consultation process is available through the adult social services and/or by contacting the Diocesan Safeguarding Adviser.

Notify your supervisor, Parish Safeguarding Adults' Representative and/or Incumbent if you have not already done so.

Seek support for yourself from an appropriate person within the church.

Receiving a disclosure or allegation

Many people working or volunteering for the church both clergy and lay people will visit / have contact with adults in a variety of situations. If they suspect that someone is being mistreated in any way, they should

always take responsibility for doing something about their concerns. Some adults will find it difficult to disclose abuse and may need help to tell their story to someone they know and trust.

Hearing a disclosure of abuse or mistreatment

All disclosures must be taken seriously. It is of vital importance that if an adult discloses experience of abuse or mistreatment, you should listen carefully to the adult disclosing:

- ♣ take him or her seriously;
- ♣ don't judge;
- ♣ listen carefully to what they are telling you, stay calm, try to get a better picture of what happened, but avoid asking too many questions;
- ♣ if you have to question ask open, non-leading questions;
- ♣ don't promise to keep it secret;
- ♣ tell him or her, if you can, what you will do next;
- ♣ check you have got their details;
- ♣ carefully record the conversation as soon as possible and keep the record in a secure place;
- ♣ reassure them that they will be involved in decisions about what will happen;
- ♣ if they have specific communication needs, provide support and information in a way that is most appropriate for them;
- ♣ do not confront the person alleged to have caused the harm as this could place you at risk, or provide an opportunity to destroy evidence, or intimidate the person alleged to have been harmed or witnesses.

When someone discloses to you, remember you are not investigating and you must refer to the Diocesan Safeguarding Adviser.

Do:

- ♣ stay calm and try not to show shock;
- ♣ listen very carefully;
- ♣ be sympathetic;
- ♣ be aware of the possibility that medical evidence might be needed.

Tell the person that:

- ♣ they did a good/right thing in telling you;
- ♣ you are treating the information seriously;
- ♣ it was not their fault.

If the adult experiences communication difficulties it would be appropriate to have an independent interpreter present. Careful listening is most important, without asking 'leading' questions or 'closed' questions that may confuse the story.

If someone discloses abuse it is important to receive the information without making a judgement or making a comment that may lead the individual to believe his or her word is doubted.

Open questions:

6WH:

Who, Why, Where, When, What, Which and How

A referral to the local authority Adult Services may be necessary. Under no circumstances should anything be done that might be construed as an investigation of the allegation, as action of this nature may contaminate evidence should a formal investigation by either the police or local authority be instigated.

Many people at risk rely on their carers for support, shelter and care and therefore the reporting of mistreatment needs to be undertaken with sensitivity and planned to ensure that the adult is fully supported and all necessary care is in place.

What if a vulnerable adult does not want any action taken?

If the adult has capacity and they are not being unduly pressured or intimidated, they may ask you not to intervene. Their wishes should be respected, but this does not remove your responsibility to report any concerns, as other adults may also be at risk.

Abuse in a care setting

Although it may be in the process of being dealt with in-house, it still needs to be reported to the police or social services.

What should be done if one vulnerable adult abuses another?

Abuse of one vulnerable adult by another should be treated with zero tolerance and be addressed as an adult protection issue.

Domestic abuse

If there is a child within the household a referral will need to be made to either the police or children's social services. The child's welfare is paramount and where there is conflict between the wishes of the adult and the welfare of the child, it is the welfare of the child that will always be given priority.

You must never attempt to investigate the situation yourself and never speak directly to the person against whom allegations have been made.

Information sharing, confidentiality and consent

Confidentiality must not be confused with secrecy. Information will only be shared on a need to know basis when it is in the best interest of the vulnerable adult. Informed consent should be obtained, but if this is not possible and other adults are at risk, it may be necessary to override the requirement. It is inappropriate to give assurance of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other vulnerable people may be at risk. Decisions about who needs to know and what information needs to be shared should be on a case to case basis, within the constraints of legal framework.

Principles of confidentiality designed to safeguard should not be confused with those designed to protect the interest of the Church.

Record keeping and privacy

In all cases make notes as accurate as you can, they should be factual and avoid rumour or opinion. They should be signed and dated and kept in a safe secure place indefinitely.

The parish should maintain records relating to parish appointments, including a note of when a DBS disclosure was obtained. Records should be kept secure and retained after the people concerned have left the Diocese. Records relating to safeguarding issues should be kept, together with a note of the outcome. These should be retained even if the information received was judged to be malicious, unsubstantiated or unfounded.

Records of known offenders against children should be retained indefinitely, together with a copy of any agreement and reviews.

Disclosures of historical abuse

When such allegations are made, they should be responded to in the same way as contemporary concerns in terms of prompt referral to the statutory agencies. If possible it should be established by the person hearing the disclosure to the whereabouts of the alleged perpetrator in order to safeguard other vulnerable people. If a formal complaint is made written statements will be required. If the case goes to trial evidence may need to be given. It is important the survivor is supported throughout the process - see Responding Well to those who have been sexually abused (1st edition 2011).

Disclosures by perpetrators of past abuse

In some cases offences only come to light after many years. In such situations it must be remembered that the perpetrator may still be a substantial risk to other vulnerable people, therefore, the police should be informed. It is necessary to tell a person who admits an offence against any child or adult that such information cannot be kept confidential.

Allegations against the church

Where allegations or suspicions are received concerning clergy, church leaders, others holding the bishop's licence, or church officers, the Bishop should be informed immediately (see chapter 7, Protecting All God's Children 4th edition) Page 29-33

Whistle blowing

To fulfil their commitment to safeguard and promote the welfare of all adults, organisations are required to have appropriate whistle-blowing procedures, and a culture that enables issues about safeguarding and promoting the welfare of all adults to be addressed.

The Public Interest Disclosure Act 1998 gives workers legal protection against being dismissed or penalised as a result of publicly disclosing certain serious concerns.

Whilst the Act does not provide the same protection for volunteers, churches should adopt the same approach in their protection. Members of a congregation should be reminded that Safeguarding is everyone's responsibility and be encouraged to acknowledge their individual responsibility to bring matters of unacceptable practice, performance or behaviour to the attention of the incumbent, churchwarden, Parish Safeguarding Officer.

It is often the case that a co-worker or co-voluntary worker may be the first to recognise that something is wrong but may not feel able to express concerns, feeling that this would be disloyal; he or she may fear harassment or victimisation. These feelings, however natural, must never result in anyone continuing to be unnecessarily at risk.

Reasons for whistle-blowing:

- ♣ To prevent the problem worsening or widening.

- ♣ To protect or reduce risks to others.
- ♣ To prevent becoming implicated oneself. What stops people from whistle-blowing:
- ♣ Starting a chain of events which spirals out of control.
- ♣ Disrupting the work or project.
- ♣ Fear of getting it wrong.
- ♣ Fear of repercussions or damaging careers or reputations.
- ♣ Fear of not being believed.
- ♣ Fear of consequences for themselves. How to raise a concern:
- ♣ Concerns, suspicions or uneasiness about the practice or behaviour of an individual should be raised with an appropriate person as soon as possible.
- ♣ The person raising the concern should be specific about what practice is concerning, what has been heard or what has been observed.
- ♣ Inform the Diocesan Safeguarding Adviser immediately.
- ♣ The concerns should be put in writing, outlining the background and history, and providing dates and times.
- ♣ Provide as many facts as possible; do not rely on rumour or opinion.

Communication with the media

In the event of an incident all communication both within and outside the Diocese will be handled by the Bishop's Officer for Communications, after consultation with the Bishop, the Diocesan Secretary, the Incumbent and the Diocesan Safeguarding Adviser. Particular care should be taken regarding any public statement or public prayer.

Suspected abusers and known offenders

The term "offender" applies only to those who have a conviction or who have accepted a caution, reprimand or warning for a criminal offence.

The term "suspected abuser" is used to refer to those who have been subject to an allegation(s) which has not been formally substantiated but which appears to be reasonably well founded.

Under the Rehabilitation of Offenders Act 1974 some old convictions and cautions are deemed spent after a period of time, which varies according to the offence. However, for the purpose of work with children or vulnerable adults no offence is considered spent.

A DBS check containing information is termed a blemished or unclear disclosure.

Old minor and unrelated offences will not prohibit otherwise suitable people from working with children or vulnerable adults. Thus a risk assessment will be undertaken proportionate to the matter disclosed.

Ministering to people who are known sex offenders

When it is known that a member of the congregation has sexually abused a young or vulnerable person, the Diocesan Safeguarding Adviser must be consulted in order for a safe course of action to be agreed in conjunction with the relevant statutory agencies. A written agreement or contract will usually be entered into with the offender which reflects research evidence about the compulsive nature of sexual abuse.

Where a sex offender is known, befriended and helped by a group of volunteers to lead a fulfilled life without direct contact with children or vulnerable adults, the chances of reoffending are diminished and the Church has thus an important role contributing to the prevention of abuse.

Where a small support group is formed, the membership should be chosen carefully. It should include the Incumbent or a delegated representative such as a churchwarden, a Parish Safeguarding Adults' Representative and any relevant supervisor. The Diocesan Safeguarding Adviser should be consulted on the constitution of the group, and training of the group may be necessary.

If the offender's victim, or in some cases the victim's family, attends the church, it is likely to be necessary to introduce the offender to another congregation. Consideration must also be given to other people who have been abused in the past.

The offender should not accept any official role or office in the Church which gives him or her status or authority; a vulnerable person may deem that person to be trustworthy.

A meeting should be convened with the offender, explaining that the appointed small group and a few others from the congregation will *need* to know the facts in order to create a safe environment for him or her. Those needing to know are likely to include the clergy, churchwardens, Parish Safeguarding Adults' Representative and any befriending volunteers. The police should be invited to the meeting, in addition to the probation service and social services, if they have a role.

Consideration should be given to whether, with the offender's agreement, the congregation should be told. The advantages and disadvantages of this course of action should be carefully considered, including the offender's need for protection as a vulnerable adult.

It must be made clear that no one else apart from those identified on the agreement will be informed of the facts without the offender's knowledge. The highest levels of confidentiality should be maintained unless there is a breach of the agreement and it is necessary to inform others for the purpose of safeguarding.

The group should offer support and friendship as well as supervision.

They should endeavour to keep channels of communication open.

Those with pastoral responsibility will need to discuss with the group appropriate ways for the offender to develop and grow as a Christian without putting him or herself and others at risk.

It will be necessary to establish clear boundaries, both to protect young or vulnerable people and to lessen the possibility of the offender being wrongly accused of abuse.

The Diocesan Safeguarding Adviser should assist in drafting a written agreement, which might include the following elements:

- attend designated services or meetings only;
- have an approved chaperone on specified occasions;
- sit apart from young and vulnerable people;
- stay away from areas of the building in which vulnerable groups meet;
- attend a house group where there are no young or vulnerable people;
- decline hospitality where there are young or vulnerable people;
- never be alone with young or vulnerable people;
- never work or be part of a mixed-age group;

- take no official role in the Church; and
- never work with young or vulnerable people

The offender should be asked to sign the agreement. Other parties will be members of the group noted earlier. It should be made clear that as people change role, their successors will take on becoming involved.

The agreement should be enforced, and no changes made without consultation with the Diocesan Safeguarding Adviser and other parties involved. It should be made clear that a breach or other relevant information could lead to a referral to the police and probation service and advice that the offender attends a different church.

The agreement should include provision for close support and pastoral care.

The agreement should be reviewed at regular intervals, at least annually, with the Diocesan Safeguarding Adviser.

A review must take the form of a face-to-face meeting with the offender and at least two members of the group. The meeting should be recorded and the record retained.

An agreement must remain in place so long as the person is a part of the congregation, whether or not they are on licence or their name appears on the Sex Offenders Register.

If the agreement is breached, the police or the probation service should be informed. In some cases it may be possible to restrict attendance at church. If the person cannot be banned because they live in the parish, the advice of the Diocesan Registrar should be sought and a high level of supervision maintained. It may be necessary, following consultation with the police, to inform other relevant organisations that the person presents a risk.

If the person leaves the church for another church, then the police should be involved and a new agreement should be made. If the person leaves without informing anyone where or whether they might attend for worship, the police should be informed.

Whenever possible, the agreement should be drawn up as a two-way covenant. The church will agree to levels of support and appropriate access to worship etc while the offender agrees to the appropriate behavioural guidelines included in the agreement.

RECOMMENDED GOOD PRACTICE

This section provides advice on good practice which is the main way that vulnerable groups are protected. The advice should be followed as closely as possible. If changes are made for practical purposes, these should be equally safe.

Conduct relating to individual workers

All church workers (paid or unpaid) should conduct themselves in accordance with the reasonable expectations of someone who represents the Church. They are expected to uphold Christian values throughout their lives.

They should work in a non-abrasive manner that respects the right and abilities of individuals to enjoy privacy, dignity, independence and choice.

They should recognise that the right to self determination can involve risk and ensure that such risk is understood by all concerned and minimised whenever possible.

They should assist in creating an environment within the church that can include everyone.

They should take care to observe appropriate boundaries between their work and their personal life.

They should be aware of the dangers of dependency in pastoral and professional relationships and seek advice or supervision when these concerns arise.

They should recognise their limits and not undertake any ministry that is beyond their competence or role (e.g. therapeutic counselling, deliverance ministry, counselling victims of abuse and domestic violence, or their perpetrators, or giving legal advice). In such instances the person should be referred to another person or agency with appropriate expertise.

They should avoid behaviour that could give the impression of inappropriate favouritism or the encouragement of inappropriate special relationships.

They should treat those with whom they minister or visit with respect, encouraging self-determination, independence and choice.

Pastoral relationships may develop into romantic attachments and such situations should be handled sensitively. Workers need to recognise such a development and make it clear to both the person concerned and a supervisor or colleague. Alternative arrangements should be made for the ongoing pastoral care of the person concerned.

They should not undertake any pastoral ministry while they are under the influence of drink or non-prescribed drugs.

It is never appropriate for workers to take advantage of their role and engage in sexual activity with anyone with whom they have a pastoral relationship. Workers should be aware of the power imbalance inherent in pastoral relationships.

Financial integrity

Financial dealings must always be handled with integrity. Those with authority for such matters should maintain proper systems and not delegate that responsibility to anyone else.

- Church workers (paid or unpaid) should not seek personal financial gain from their position beyond their salary and/or recognised allowances.
- They should not be influenced by offers of money.
- They should ensure that church and personal finances are kept apart and should avoid any conflict of interest.
- Money received by the church should be handled by two unrelated lay people.
- Any gifts received should be disclosed to a supervisor or colleague where it should be decided whether they could be accepted.
- Care should be taken not to canvass for church donations from those who may be vulnerable, e.g. the recently bereaved.

Insurance

The PCC should make sure that they have adequate insurance cover, including public liability insurance, to cover all their activities both on and off site.

The Ecclesiastical Insurance Group states:

"Ecclesiastical considers that the implementation of the House of Bishops Policy Document by all church organisations is essential for the maintenance of liability insurance in relation to the issues it addresses".

Policies of insurance require the insured to take all reasonable steps to prevent injury, loss or damage occurring. Failure to take such precautions may prejudice the insurance arrangements in force. A duty therefore exists upon the insured to research and adopt best practice based upon current and ongoing guidelines.

It is also a condition of a policy of insurance that any incident or allegation is notified to the insurer immediately. Failure to comply with this requirement may prejudice any cover provided by the policy.

Public Liability insurance indemnity limits should be kept under regular review. Guidance is available from Ecclesiastical.

Notification should be directed to: The Claims and Risk Services Director, Ecclesiastical Insurance Group, Beaufort House, Brunswick Road, Gloucester, GL1 1JZ. It should be marked Strictly Private and Confidential. Failure to notify the Insurers could prejudice any cover by the insurance policy.

Parishes insured by other companies should follow a similar procedure.

Church premises and health and safety

Church premises should be inspected at least once a year to ensure that health and safety standards are being adhered to and that anyone with a disability can participate.

Try to make the premises, toilets and access suitable for people with disabilities.

If premises are being designed or refurbished, take the opportunity to anticipate the possible special needs of future children and adults.

Disability legislation requires organisations to take reasonable steps to meet the needs of disabled people and this includes children.

The inspection and actions should be recorded in writing to the PCC.

See Disability Discrimination Act of 1995 and 2005.

See Diocesan website for Health and Safety guidance documents.

A first aid kit should be maintained on site and one available for off site activities. The contents of the first aid kit should be stored in a waterproof container and clearly marked. Each group should designate one worker to check the contents and restock on a regular basis.

An accident book should be available for both on and off site activities and all accidents recorded. All staff and volunteer workers should be encouraged to have some first aid knowledge and the church should encourage access to first aid training. A list of first aiders in the church should be compiled and kept available.

Good hygiene should always be practiced. Disposable protective gloves and a disposable apron should always be used when dealing with broken skin, body fluids and faeces. Confidentiality regarding an individual's HIV or hepatitis status should always be maintained.

Log book

It is good practice to keep a log book for any untoward incidents/occurrences.

Activities and risk assessments

A risk assessment of new and existing activities should be undertaken by the leader of the group, in order to identify hazards and take action to minimise the risk. The assessment and action taken should be recorded in writing and sent to the PCC.

Risk assessments should also be undertaken for all activities including travel arrangements.

A registration document should also be kept of participants and workers for each activity.

Transporting vulnerable adults on behalf of the church

Transporting vulnerable adults on behalf of a church may require a DBS check.

Unless the transport, travel or escort arrangements are formally organised by the PCC the arrangement will be classed as a private agreement.

Cars must be in a roadworthy condition and drivers need to have comprehensive insurance and ensure that their insurance covers the giving of lifts relating to church activities.

Drivers must comply with the law in relation to seat belts and at no time should the number of those travelling in a car exceed the usual passenger number.

All those who drive vulnerable people on church-organised activities should be over 21 and should have held a full and clean driving licence for at least two years.

Any driver who has an unspent conviction for any serious road traffic offence should not transport vulnerable people on behalf of the church.

Minibus or coach

Appropriate arrangements, for example, regarding insurance and driving qualifications, should be made by those driving minibuses on behalf of the church.

Workers and helpers should sit among the group and not together.

Before using a minibus, ensure you know the up-to-date regulations for its use and have had a trial drive.

A mini-bus with seat belts must be used.

An escort must always be taken.

Home/residential visiting

A record of the visit should be kept including date, time, place, reason for visit and outcome. Wherever possible do not visit alone.

Day centres/clubs

If food is regularly prepared on the premises, the facilities must be checked by the Environmental Health Officer and Environmental Health guidelines adhered to i.e. appropriate staff or volunteers possessing a Food Hygiene Certificate.

Where a vulnerable adult is known to lack capacity they must be accompanied by an advocate or responsible carer who cannot be expected to be part of the helper ratio. Helpers should not be expected to undertake lifting and handling or personal care of adults.

Staffing ratios

No specific staffing ratios are given in this policy as at all times consideration should be given to the level of dependency and capacity of any vulnerable adults and the activities being undertaken.

Lone working is discouraged for the safety of both the vulnerable adult and the worker.

APPENDICES

DESCRIPTIONS AND DEFINITIONS

Definition of safeguarding

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

Definition of a Vulnerable Adult

The concept of vulnerability is very complex; therefore in order to apply a definition for those in the church community the following may be helpful although it is not the definition of a vulnerable adult as given in the Safeguarding Vulnerable Groups Act 2006:

"A person aged 18 or over who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation" (Definition taken from No Secrets' March 2000 Department of Health).

This could include people with learning disabilities, mental health problems, older people and people with a physical disability or impairment. It is important to include people whose condition and subsequent vulnerability fluctuates. It may include victims of domestic abuse, hate crime and anti-social abusive behaviour.

It is important to understand that a vulnerable adult may be abused by another vulnerable adult.

Adult mistreatment/abuse

As defined by the Department of Health's No secrets March 2000:

"Abuse is a violation of an individual's human and civil rights by any other person or persons."

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to or exploitation of, the individual. In a church context it could be any misuse of a pastoral or managerial relationship. Harm is what results from mistreatment or abuse.

Definition of harm - what results from mistreatment or abuse.

Harm involves ill treatment (including sexual abuse and forms of ill treatment which are not physical), the impairment of, or an avoidable deterioration in, physical or mental health and/or the impairment of physical, intellectual, emotional, social or behavioural development.

All those who work in regular, face-to-face contact or have responsibilities for adults or are in positions of trust should be aware of the potential for the misuse and abuse of power.

Training in good practice and awareness of adult abuse and the proper recruitment of those who work in any recognised ministry on behalf of the Church is therefore essential.

The possibility of people at risk being harmed is not confined to their lives outside of the Church. Church workers need to be vigilant to protect people at risk from harm whilst they are attending worship or other meetings or activities or being visited by someone from the congregation. There is a specific range of issues that need to be addressed about church buildings, to ensure they are safe and accessible. In addition the Church has a responsibility and duty of care to ensure that all those who are closely involved with people at risk are behaving in safe and appropriate ways. Of course many people will be good friends of people who have impairments – it is not appropriate to try to ‘legislate’ their friendship, only their responsibilities when acting on behalf of the Church. All church workers have a responsibility to treat all those they minister to with respect.

Physical abuse

This may include:

- Hitting, slapping, scratching;
- Pushing or rough handling;
- Assault and battery;
- Restraining without a justifiable reason;
- Inappropriate and/or unauthorised use of medication;
- Deprivation of food, clothing, warmth and health care needs; and
- Inappropriate sanctions.

Sexual abuse

This may include:

- Sexual activity which an adult cannot or has not consented to or has been pressured into;
- Sexual activity which takes place when the adult client is unaware of the consequences or risks involved;
- Rape or attempted rape; and
- Sexual assault and/or sexual harassment.

Non-contact abuse such as taking inappropriate images of the adult, voyeurism or pornography is also considered sexual abuse.

Emotional or psychological abuse

This may include:

- Verbal abuse;
- Humiliation and ridicule;
- Threats of punishment, abandonment, intimidation or exclusion from services; Isolation or withdrawal from services or support networks;
- Deliberate denial of religious or cultural needs; and
- Failure to provide access to appropriate social skills and educational development training.

Financial abuse

This may include:

- Misuse or theft of money;
- Fraud and/or extortion of material assets;
- Misuse or misappropriation of property, possessions or benefits; and
- Exploitation or pressure in connection with wills, property or inheritance.

Neglect and acts of omission

This may include:

Ignoring medical, nutritional or physical care needs;
Failure to allow access to care or equipment for functional independence;
Failure to give prescribed medication;
Failure to allow access to appropriate health, social care or educational services;
Neglect of accommodation, heating, lighting etc;
Failure to provide privacy and dignity; and
Professional neglect.

Discriminatory abuse

Discrimination on any grounds of age, sex, race, colour, language, culture, religion, politics, sexual orientation, disability or hate crime.

Domestic abuse

Home Office Definition 2004:

“Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been intimate partners or family members, regardless of gender or sexuality”.

If there are children in the household they are witnesses to the abuse and are considered to be emotionally abused at least, whether or not they are in the same room. They may also be directly affected by abuse.

See Responding to domestic abuse - House of Bishops 2006

Self neglect or self injury

Self-neglect is any failure of an adult to take care of him or herself that causes, or is reasonably likely to cause within a short period of time, serious physical, mental or emotional harm or substantial damage to or loss of assets. Self-neglect can happen as a result of an individual's choice of lifestyle, or the person may be depressed, have poor health, have cognitive (memory or decision making) problems, or be physically unable to care of themselves. Often, the cases which give rise to the most concern are those where a vulnerable adult refuses help and services and is seen to be at grave risk as a result. If an agency is satisfied that the vulnerable adult has the capacity to make an informed decision, then that person has the right to refuse services.

Institutional abuse

It means that someone who has been institutionalised is being abused. Examples could be prison inmates, mental health patients, residents of care homes. The abuse or omission of care is usually caused by the people looking after them.

Spiritual and ritual abuse

Spiritual abuse is not covered by the statutory definition but is of concern both within and outside faith communities including the Church. It can be as simple as denying access to worship through to inappropriate use of religious belief or practice. This can include the misuse of the authority of leadership or penitential discipline, oppressive teaching, or intrusive healing. Such inappropriate behaviour should be referred for investigation in co-operation with the appropriate statutory agencies.

Psychological Abuse

Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

This is the most common form of abuse but can be the most difficult to recognise. It might include playing on someone's emotions to make them afraid, uneasy or unnecessarily dependent. This might include bullying, shouting, persistent ignoring, isolation or withdrawal from social contact or supportive networks, emotional blackmail, undermining, ridiculing, coercion, racial abuse, deprivation of contact.

In a church context we need to be careful how we address spiritual issues, to ensure we do not abuse people over spiritual matters.

Organisational Abuse

Neglect and poor care practice within a care setting such as a hospital or care home or in relation to care provided in someone's own home ranging from one off incidents to on-going ill-treatment. It can be neglect or poor practice as a result of the structure, policies, processes and practices within a care setting.

Modern Slavery

Encompassing slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Mental capacity

Mental capacity is not a universal concept and therefore has to be applied in a specific context: Every adult has the right to make his or her own decisions and it must be assumed they have capacity to do so, unless it is proved otherwise;

It is the right of an individual to be supported to make their own decisions - people must be given all appropriate help before anyone concludes that they cannot make their own decisions;

An individual must retain the right to make what might be seen as unwise or eccentric decisions;

Any action taken on behalf of an individual who lacks capacity must be in the "best interest" of that individual;

Assessing lack of capacity – The Mental Capacity Act 2005 sets out a single clear test for assessing whether a person lacks capacity to take a particular decision at a particular time. It is a "decision-specific" test. No one can be labelled 'incapable' as a result of a particular medical condition or diagnosis. Section 2 of the Act makes it clear that a lack of capacity cannot be established merely by reference to a person's age, appearance, or any condition or aspect of a person's behaviour which might lead others to make unjustified assumptions about capacity.

Criminal offences

Criminal offences are assault, whether physical, psychological or sexual, theft, fraud or other forms of financial exploitation, and certain forms of discrimination, whether on racial or gender grounds. Alleged criminal offences differ from all other non-criminal forms of abuse in that the responsibility for initiating action invariably rests with the State in the form of the police and the Crown Prosecution Service (private prosecutions are theoretically possible but wholly exceptional in practice). Accordingly, when complaints about alleged abuse suggest that a criminal offence may have been committed, it is imperative that reference should be made to the police as a matter of urgency. Criminal investigation by the police takes priority over all other lines of enquiry. Neglect and poor professional practice also need to be taken into account.

Contexts in which abuse might take place

Abuse and crimes against adults may occur in different contexts. Actual or suspected abuse of persons at risk in any of the contexts set out below will trigger a safeguarding response in accordance with this policy.

Hate crime is defined as any crime that is perceived by the victim, or any other person, to be racist, homophobic, transphobic or due to a person's religion, belief, gender identity or disability.

It should be noted that this definition is based on the perception of the victim or anyone else and is not reliant on evidence.

Mate crime happens when someone is faking a friendship in order to take advantage of an adult at risk. Mate crime is committed by someone known to the person. They might have known them for a long time or met recently. A 'mate' may be a 'friend', family member, supporter, paid staff or another person with a disability.

Domestic abuse is defined as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim." Family members are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or step-family (*Association of Chief Police Officers 2004*).

Honour based violence is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community. It is a collection of practices, which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code.

Forced marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of their parents or a third party in identifying a spouse. Forced marriage can be a particular risk for people with learning difficulties and people lacking capacity.

Female genital mutilation (FGM) involves procedures that include the partial or total removal of the external female genital organs for cultural or other non-therapeutic reasons. The practice is medically unnecessary, extremely painful and has serious health consequences, both at the time when the mutilation is carried out and in later life. The age at which girls undergo FGM varies enormously according to the community. The procedure

may be carried out when the girl is newborn, during childhood or adolescence, just before marriage or during the first pregnancy. FGM constitutes a form of child abuse and violence against women and girls, and has severe physical and psychological consequences. In England, Wales and Northern Ireland, the practice is illegal under the *Female Genital Mutilation Act 2003*.

Human trafficking is defined as the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation”.

Carers at risk of harm

Carers at risk of harm from the person to whom they are providing care and support-carers experiencing abuse by the person they offer care to can expect the same response as any person at risk of abuse. Carers also have a legal right to an assessment of their needs. A carer’s assessment should be seen as part of the overall assessment process. Sometimes both the carer and the supported person may be at risk of harm. The needs of the person at risk who is the alleged subject of abuse should be addressed separately from the needs of the person alleged to be causing the harm.

Carers who cause harm

The vast majority of carers strive to act in the best interests of the person they support. Occasionally however, carers may cause intentional or unintentional harm. Unintentional harm may be due to lack of knowledge, or due to the fact that the carer’s own physical or emotional needs make them unable to care adequately for their relative. The carer may also have their own needs care and support. In this situation, the aim of any safeguarding response will be to support the carer to provide support and help to make changes in order to decrease the risk of further harm to the person they are caring for.

Abuse of trust

A relationship of trust is one in which one person is in a position of power or influence over the other person because of their work or the nature of their activity. There is a particular concern when abuse is caused by the actions or omissions of someone who is in a position of power or authority and who uses their position to the detriment of the health and wellbeing of a person at risk, who in many cases could be dependent on their care. There is always a power imbalance in a relationship of trust.

Safeguarding Concerns

A Safeguarding concern is anything which causes you concern for the welfare of an adult at risk of abuse or neglect or that they are experiencing abuse or neglect.

This may happen in many ways:

DISCLOSURE – a person telling you about abuse they have experienced.

ALLEGATION – where you are told that a specific individual has or is abusing an adult at risk.

CONCERN - you observe or are told that:

- An individual’s behaviour or comments cause any safeguarding concerns – this may be towards adults at risk in general or a specific person,
- An individual shows any behaviour, signs, symptoms that have been or are being abused. This may take many forms – comments, behaviour, behaviour around a certain person

Signs and symptoms

Signs of Physical Abuse

- ♣ Cuts, lacerations, puncture wounds, open wounds, bruising, welts, discolouration, burns, scratches, black eyes, burns, broken bones and skull fractures.
- ♣ Untreated injuries in various stages of healing or not properly treated.
- ♣ Injuries that don't match explanation.
- ♣ Injuries in concealed areas.
- ♣ Poor skin condition or poor skin hygiene.
- ♣ Dehydration and/or malnourishment without an illness-related cause, loss of weight, soiled clothing or bedding.
- ♣ Broken spectacles or frames, physical signs of being subjected to punishment, or signs of being restrained.
- ♣ Inappropriate use of medication, overdosing or under dosing.
- ♣ The adult telling you they have been hit, slapped or mistreated.
- ♣ Victim exhibiting outward signs of stress and discomfort in the presence of the referred person.
- ♣ Emotional manipulation.
- ♣ Low level acts of physicality occurring in front of colleagues, other service users and even family members.

Signs of Psychological Abuse

- ♣ May feel or appear depressed, withdrawn, frightened, agitated, anxious, aggressive.
- ♣ Feelings of isolation.
- ♣ Sudden, unexpected or unexplained change in behaviour.
- ♣ Feelings of helplessness.
- ♣ Hesitation in talking openly
- ♣ Implausible stories.
- ♣ Confusion or disorientation.
- ♣ Anger without an apparent cause.
- ♣ The person becoming emotionally upset or agitated.
- ♣ Unusual behaviour (sucking, biting or rocking).
- ♣ Unexplained fear.
- ♣ Denial of a situation.
- ♣ The person becoming extremely withdrawn and non-communicative or nonresponsive.
- ♣ The adult telling you they are being verbally or emotionally abused.

Signs of sexual abuse

- ♣ Pain, itching or injury in anal, genital, abdominal areas.
- ♣ Torn, stained or bloody underclothing.
- ♣ Bite marks or bruises.
- ♣ Sexually transmitted infections, genital infections, or recurrent cystitis.
- ♣ Unexplained difficulty with catheters.
- ♣ Difficulty walking / sitting due to pain.
- ♣ Bruises around the breasts or genital areas.
- ♣ Unexplained vaginal or anal bleeding.
- ♣ Portrayal of a close personal relationship with the victim.
- ♣ Over-familiarity with the victim.
- ♣ Victim exhibiting outward signs of stress and discomfort.

- ♣ The person at risk telling you they have been sexually assaulted or raped.

Signs of neglect

- ♣ Deterioration in appearance or personal hygiene.
- ♣ Rashes, sores, ulcers, unexplained weight loss.
- ♣ Inadequate food, drink or medical care.
- ♣ Lack of social stimulation.
- ♣ Dirt, faecal or urine smell, or other health and safety hazards in the person's living environment.
- ♣ Rashes, sores, ulcers, lice on the person at risk .
- ♣ Inadequate clothing.
- ♣ Untreated medical condition.
- ♣ Poor personal hygiene.
- ♣ Over or under medication.
- ♣ Lack of assistance with eating or drinking.
- ♣ Unsanitary, unsafe and unclean conditions.

Signs of financial abuse

- ♣ Signatures on cheques etc. that do not resemble the adult's signature, or which are signed when the adult cannot write.
- ♣ Any sudden changes in bank accounts including unexplained withdrawals of large sums of money.
- ♣ The inclusion of additional names on an adult's bank account.
- ♣ Abrupt changes to or creation of wills.
- ♣ The sudden appearance of previously uninvolved relatives claiming their rights to a person at risk's affairs or possessions.
- ♣ The unexplained sudden transfer of assets to a family member or someone outside the family.
- ♣ Numerous unpaid bills, overdue rent, when someone is supposed to be paying the bills for the person at risk .
- ♣ Unusual concern from someone that an excessive amount of money is being expended on the care of the v person at risk .
- ♣ Lack of amenities, such as TV, personal grooming items, appropriate clothing, that the person at risk should be able to afford.
- ♣ The unexplained disappearance of funds or valuable possessions such as art, silverware or jewellery.
- ♣ Deliberate isolation of a person at risk from friends and family resulting in the caregiver alone having total control.
- ♣ Failure to complete documentation and protocols regarding the handling of money.
- ♣ Portrayal of a close personal relationship with the victim.

Additional indicators that abuse may be occurring

- ♣ The person at risk may not be allowed to speak for themselves, or see others, without the care-giver (suspected abuser) being present.
- ♣ Attitudes of indifference or anger from the caregiver towards the Person at risk.
- ♣ Family member or care-giver blames the person at risk (e.g. accusation that incontinence is a deliberate act).
- ♣ Aggressive behaviour (threats, insults, harassment) by the care-giver towards the person at risk.
- ♣ Previous history of abuse of others on the part of the care-giver.
- ♣ Inappropriate display of affection by the care-giver.
- ♣ Flirtations, coyness, which might be possible indicators of an inappropriate sexual relationship.

- ♣ Social isolation of the family or restriction of activity of the person at risk by the care-giver.
- ♣ Conflicting accounts of incidents by the family, supporters or the Person at risk.
- ♣ Inappropriate or unwarranted defensiveness by the care-giver.
- ♣ Indications of unusual confinement (closed off in a room, tied to furniture, change in routine or activity).
- ♣ Obvious absence of assistance or attendance.

IMPORTANT TELEPHONE NUMBERS:

Local Agencies:

Police (all non-emergency enquiries) Dial 101

Adult Social Services : Bournemouth Care Direct Tel: 01202 454979

Local Emergency Social Work Team Tel : 01202 657279.

Local General Hospital (Bournemouth) Tel: 01202 303626

Natalie Greenfield : Safeguarding Officer for St. Katharine's with St. Nicholas church.

Email: natalie_greenfield@yahoo.co.uk

Tel: 01202 568474 / 07966 713798

Margaret Matthews: Deputy Safeguarding Officer for St.Katharine's with St.Nicholas church.

Email: stkathnic@btconnect.com

Tel: 01202 418476

Siona Jeffery : Safeguarding Administrator, Diocese of Winchester.

Email: siona.jeffery@winchester.anglican.org

Tel: 01962 737347

Out of Hours Emergency Advice Line (Hampshire)

Tel: 0300 555 1373

Safeguarding Recording Form

This form should be used to record all safeguarding concerns and issues.

Section 1

Name of Person recording incident	
Date & time	
Name of Church	
Your telephone number	
Your address	
Your role	
Did you witness or told about it?	
If told – who told you? (include contact details if known)	

Section 2

Details of subject of concern	
Person at risk	
Date of birth / age	
Address	
Telephone number	

Section 3

Case type – e.g Child / Vulnerable Adult / Domestic abuse / other	
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Section 4

Contact details of parent/carer (if appropriate)	
Name	
Address	
Telephone number	
Relationship to subject of concern	

Section 5

Person causing concern / person about whom allegations, disclosures or concerns about behaviour are being discussed (Name)	
Address	
Telephone number	
Role within church	

Section 6

What is the relationship / contact between persons named in Section 2 & 5	
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Section 7

Details of the concern / disclosure / allegation	
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Section 8

What actions have been taken so far?	
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Signed Date

PRINT NAME

RECORDING FORM COMPLETION GUIDANCE

This form should be completed for all disclosures / allegations / concerns raised in respect of Safeguarding.

It should be completed by the person who received the disclosure / observed the behaviour or who referred it.

See relevant Guidance Manual for specific information.

It can be completed on line or printed and used in hard copy.

Guidance on completing form :-

Section 1 This should be the details of the person completing the form. If you did not witness / hear this please include their details.

Section 2 This section should include the details of the person experiencing the abuse or being at risk of harm. If you don't know their D.O.B ,an estimate of age is helpful.

Section 3 Indicate what the concern etc relates to.

Section 4 Please include details of the child's parent, or the carer for the vulnerable adult – if relevant. If the person is in residential care include name and address of organisation/ home

Section 5 This should relate to the person against whom an allegation has been made or whose behaviour is the cause of concern. If you don't know the full details give as much information as possible – an estimate of age, general area they live, etc.

Section 6 What is the relationship or link between the subject and person causing concern. What situations do they have contact in. Any information that indicates how a relationship or situation that allowed the behaviour occurred.

Section 7 Ensure as much detail as possible about the allegation / disclosure / concern is given. As far as possible use the words used by the person telling you. Include dates / times / locations and details of any witnesses. If the person telling you (or you) made a separate record / notes then put a summary here and refer to full notes and attach to the document.

Section 8 Include all detail of the actions taken – referral to DSA/police/etc . The completed form should be sent to the Diocesan Safeguarding Manager. You should retain a copy securely stored indefinitely. If you do not have all the information do not let that delay you in making the referral.