

St. Mary's Church

Safeguarding adults with care and support needs Policy and Procedures

2017

*Reviewed and adapted from the Diocesan Safeguarding
Policy for vulnerable adults 2015*

Date written: January 2017

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Written by: Safeguarding Team

Contents

*Throughout this policy adults with care and support needs refers to “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”*¹This 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.

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¹ Definition taken from No Secrets’ March 2000 Department of Health

Introduction

A message from the Bishop of Rochester²:

Adult safeguarding not only deals with protection, but incorporates prevention, empowerment and support to enable adults when they are vulnerable to make their own decisions, maintain independence and well-being.

Vulnerable people can be harmed by all types of abuse for various reasons and in a variety of settings, including the Church and its community. Every member of the Church has a responsibility for safeguarding, and raising awareness encourages church members to be vigilant, both within and outside the Church community.

It is every adult's right to live free from abuse in accordance with the principles of respect, dignity, autonomy, privacy and equity. Experiencing abuse and neglect is likely to have a significant impact on a person's health, well-being and independence. It can prevent a person who is dependent on others for their basic needs, exercising choice and control over the fundamental aspects of their lives. The purpose of this document is intended to assist members of the church by setting out policy, procedures and best practice in respect of safeguarding vulnerable adults.

Background to Rochester Diocese policy³

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 with care and support"*

² Diocesan Policy Procedures for Good Practice for Safeguarding Vulnerable Adults P.3

³ Diocesan Policy Procedures for Good Practice for Safeguarding Vulnerable Adults P.5

needs". 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 adults 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 about 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.

St. Mary's and the Care Act 2014

'Adult Safeguarding' means working with adults with care and support needs to keep them safe from abuse or neglect. St. Mary's understands that this is a vital responsibility for any public body.

St. Mary's has always taken an active role in safeguarding adults and children; this stance will not change. St. Mary's is aware that the Care Act of 2014 provided a clearer legal framework for safeguarding practice (effective April 2015). St. Mary's will follow the principles of this Act, particularly with regard to making safeguarding 'personal' and in the duty of enquiry laid out in Section 42.

St. Mary's understands that the views and concerns of the alleged victim should be paramount, but knows that this does not replace the duty to override consent in conjunction with our guidelines about confidentiality contained in this policy.

Our theological approach⁴

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 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.

⁴ Diocese of Rochester - The Protection and Safeguarding of Vulnerable Adults P.4

Policy Statement⁵

This page will be updated annually at the first PCC meeting following the APCM.

The PCC of St. Mary's Church declares:

St Mary's is a community of volunteers, with members contributing to its life in different ways. In today's busy world it is often difficult for people to take on new responsibilities, but especially in the care and nurture of adults with care and support needs a long-term commitment is needed. It is, nevertheless, important that those working with adults with care and support needs should be carefully selected, checked, supported and trained. We are responsible for all parish activities and must satisfy ourselves that everything is being done to provide a safe environment for all. We are also responsible for making sure, as far as possible, that no false accusations can be made against our workers and volunteers.

Part of St. Mary's mission statement says that we will be a learning, growing and caring Church. St Mary's is a church that welcomes people wherever they are on their journey and seeks to nurture these disciples as they discover more about God's love for them. However, whilst enabling this to happen, we must satisfy ourselves that everything is being done to provide an environment for everyone, where in particular, adults with care and support needs, are safe from harm.

Our Parish will:

- adopt and implement a safeguarding policy for adults with care and support needs, accepting as a minimum the House of Bishops' Policy, Promoting a Safe Church (2006). In addition, we will follow the diocesan procedures and recommended good practice, while being responsive to local parish requirement which means Bromley Local Adult Safeguarding Board and the London Multi-Agency Procedures;
- accept the prime duty of care placed upon the Incumbent and PCC to ensure the wellbeing of vulnerable groups in the church community;
- endorse the Safeguarding policies annually, at the first meeting of the new PCC, so that new members are aware of their responsibilities, and confirm the existence of our policy on adults with care and support needs using the annual Parish Vulnerable Adult Policy Statement. 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

⁵ Taken from Parish Responsibility P.9 of the Diocesan Policy

vacancy, the form should be signed by the chair of the PCC and a Churchwarden during the meeting at which the policy is endorsed;

- appoint at least one Parish Safeguarding Adults Representative (PSAR) known at St Mary's as the Adult Safeguarding Officer to work with the PCC, through the Safeguarding Team, to implement policy, procedures and good practice. He or she will have an overview of all the adults with care and support needs within our church. The Safeguarding Team will take responsibility for the implementation of these procedures and guidelines, liaising as necessary with the Diocesan Safeguarding Adviser;
- the Safeguarding Team will report regularly to the PCC on the implementation of the safeguarding policy within our church;
- display in the church premises where adult activities take place, contact details of the Adult Safeguarding Officer and the Safeguarding Team;
- display AA, Bromley Drug's Project, Bromley Women's Aid, Crisis, Mind, AgeUK, National Debt helpline and Samaritans helplines.
- appoint a Lead Recruiter, who is known as the DBS Officer here at St Marys.
- provide all authorised personnel with access to copies of parish, diocesan and House of Bishops' policies, procedures and good practice guidelines, as well as Bromley Local Adult Safeguarding Board and London Multi-Agency Protection policies and procedures;
- ensure that all those authorised to work and/or volunteer with adults with care and support needs or in a position of authority are appropriately recruited, trained and supported per the safer recruitment documents produced by the House of Bishops and the Diocese of Rochester;
- ensure that there is appropriate insurance cover for all activities involving vulnerable groups undertaken in the name of the parish; and
- ensure that a risk assessment is undertaken for activities (on and off parish property) involving adults with care and support needs. This is signed off by the Risk Assessment Officer on the Safeguarding Team.

Signed on behalf of the PCC

Alan Keeler (Incumbent)

Parish Policy Statement for Safeguarding Adults when they are Vulnerable 20...

Parish of the Church of England Diocese of Rochester.

The following policy was agreed at The Parochial Church Council (PCC)

meeting held on

- We recognise that everyone has different levels of vulnerability and that all adults should be offered respect and given inclusion and empowerment within the church
- We are committed to 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 the parish will follow the diocesan policy, procedures and recommended good practice, while being responsive to local parish requirement
- We will review and endorse all safeguarding policies annually, at the first meeting of the PCC, so that new members are aware of their responsibilities and confirm the existence of their parish policy on safeguarding adults when they are vulnerable
- We will undertake careful selection of all those who will work with vulnerable groups and appropriate support and opportunities for training
- We will respond without delay to every complaint made, that a vulnerable person for whom we are responsible may have been harmed
- This parish will cooperate fully with the statutory agencies in every situation and will not conduct its own investigations
- We will seek to offer informed pastoral care to any adult who has suffered abuse
- We will care for and supervise any member of our church community known to have offended
- The Parochial Church Council of this parish acknowledges its responsibility for all work with young and vulnerable people done in the name of the Church and requires all those engaged in such work to be properly appointed and supported in accordance with current good practice and guidelines issued through the Diocese of Rochester

We have appointed, as our Parish/Deanery Safeguarding Adults' Representative (*please complete all details clearly*):

Name

Address (including postcode)

Telephone.....Email

Signed: *Parish Priest/Incumbent* **OR** *Chair of PCC in a vacancy*
.....

AND

Churchwarden.....

*Please keep one copy with PCC minutes, display one on a church notice board, AND return one copy to The Administrator, Diocesan Safeguarding Advisory Group, Diocese of Rochester, Diocesan Office, St Nicholas' Church, Boley Hill Rochester, ME1 1SL
Issued by the Diocese of Rochester*

Safeguarding Team

Rachel Archer **Safeguarding Chair**

Tel: 020 8464 5848

Co-ordinates safeguarding and protection issues within St Marys and chairs this team.



Anthia Page **Child Protection Officer (known as the PCR in the Diocesan Policy)**

Tel: 020 8460 1960

All child protection matters, including allegations against paid staff and volunteers, should be referred to Anthia in the first instance.



Sharon Ibbotson **Adult Safeguarding Officer (known as the PSAR in the Diocesan Policy)**

Tel: 07463854137

All adult protection matters, including allegations against paid staff and volunteers, should be referred to Sharon in the first instance.



Peter Fall **Risk Assessment Officer**

Tel: 0208 464 1239

Responsible for signing off risk assessments.



Anne Yolland **DBS Officer (known as the Lead Recruiter in the Diocesan Policy)**

Tel: 0208 466 1939

Responsible for DBS disclosures and taking up references.



George Eke **Pastoral Lead Officer**

Tel: 07941426720

Responsible for the pastoral care of victims and perpetrators.



Safeguarding Team terms of reference

Permanent committee of the PCC

Aim

To provide a safe environment for all

Objectives:

1. To safeguard children and adults with care and support needs.
2. To review and implement all safeguarding and protection policies.
3. To ensure all volunteers are recruited using safe practice guidelines.

Responsibilities

This Committee shall undertake the following tasks:

1. Ensure risk assessments are completed, checked and implemented for all activities.
2. Provide procedures for safely recruiting volunteers in all aspects of church life (for example DBS, references, role descriptions etc)
3. Make referrals to Social Services and/or the Police and follow up with the required paperwork.
4. Keep the Diocese informed of any referrals that have been made.
5. Monitor and review, and if necessary, update all safeguarding and protection policies in time for distribution and discussion/sign off at the 1st PCC meeting following the APCM.
6. Keep ourselves up to date with Bromley's and the London Council's safeguarding and protection procedures for children and adults with care and support needs, as well as anything coming from the House of Bishops and/or the Diocese of Rochester.
7. Provide adequate training in safeguarding and protection matters by using external and internal providers to all our volunteers.
8. Raise awareness of the safeguarding/protection policies and members of the Safeguarding Team within St Marys.
9. Share and appropriately act upon information (confidentiality).

Financial responsibilities

We will need to be allocated money to provide training.

Membership

The personnel on this committee are:

1. Chair – Rachel Archer
2. Child Protection Officer – Anthia Page

3. Adult Safeguarding Officer – Sharon Ibbotson
4. Risk Assessment Officer – Peter Fall
5. DBS Officer – Anne Yolland
6. Pastoral Care Officer – George Eke

Members were recruited by the PCC.

Meeting arrangements

- This Committee will meet every 2 months.
- Confidential minutes will be taken with action points and circulated to members of the Safeguarding Committee.
- A report will be submitted to every PCC meeting highlighting any decisions that need to be taken. This will be done by the Chair.
- If an adult protection or a child protection matter arises the committee will meet as and when required to do so.
- Meetings will be held at 102 Queen Anne Ave.

ROLE DESCRIPTIONS OF COMMITTEE MEMEBRS:

CHAIR

1. To prepare the agenda for the Safeguarding Committee meetings.
2. To call emergency meetings and/or liaise with Committee members should a child or vulnerable adult protection matter arise.
3. Make referrals to Social Services and/or support the Child or Adult Protection Officer to do so.
4. Liaise with the Diocesan Safeguarding Adviser when necessary.
5. Submit reports to the PCC about the work of this committee.
6. Keep the committee on track with tasks as laid out in our yearly workplan.
7. Keep up to date with current legislation and procedures from external Safeguarding sources.
8. To encourage volunteers from church involved with groups which include vulnerable adults and/or children to attend Safeguarding training.

CHILD PROTECTION OFFICER

1. To make, if necessary, child protection referrals to Social Services and/or the Police.
2. To advise the Safeguarding Committee in child protection and safeguarding issues.
3. To keep up to date with safeguarding legislation and procedures.
4. To keep a record of any safeguarding concerns and child protection referrals in a secure and confidential manner.
5. To attend relevant training in order to carry out the role.
6. To have knowledge of all children and youth activities taking place within St Mary's church.

7. To be either a Club leader or helper in one of the Sunday Club groups.
8. To act as the Children's Representative should a child wish to speak with someone.
9. To support and guide volunteers of what to do if a child discloses to them.

ADULT SAFEGUARDING OFFICER

1. To speak on behalf of vulnerable adults within the congregation and to outside bodies if necessary.
2. To receive concerns about vulnerable adults and, if necessary, speak to the adult/adults concerned.
3. To keep a record of any safeguarding concerns and vulnerable adult protection referrals in a secure and confidential manner.
4. Make informed decision as to whether any information received needs to be passed to bodies outside our congregation, ie the police, social services etc.
5. In the event of a vulnerable adult safeguarding referral, to liaise with Social Services, the Police and the appropriate designated safeguarding representative in the diocese.
6. To ensure that adult safeguarding policy is in place within the congregation and also that the policy is up to date as per information from the Bromley Adult Safeguarding Board, London Multi Agency procedures and information coming from the House of Bishops and Rochester Diocese.
7. To attend regular safeguarding meetings with other key safeguarding representatives.
8. To advise the Safeguarding Committee in vulnerable adult protection and safeguarding issues.

RISK ASSESSMENT OFFICER

Aim: to ensure that all events and activities involving children, young people or vulnerable adults have a valid Risk Assessment completed and signed off before the event.

1. By providing training and encouragement where needed, ensure that leaders are able to complete Risk Assessments for events and activities they organise/supervise.
2. By checking and approving Risk Assessments in advance, ensure that these are appropriate and complete.
3. By encouraging leaders, ensure that Risk Assessments are discussed, shared and implemented by the event team.
4. To liaise with the Chair of H+H to ensure that the church hall building is risk assessed.
5. To liaise with the Churchwardens to ensure that the church building is risk assessed.

DBS OFFICER

1. Arrange DBS for new volunteers, including checking of ID documentation (passport, driving licence, utility bill etc)
2. Arrange volunteers DBS renewals every 5 years
3. Send log in instructions to volunteers to complete on line DBS form

4. New volunteers to be sent registration forms and self-declaration form prior to completing DBS
5. Obtain referee information for new volunteers and write for references
6. Monitor progress of DBS through the on line tracking system
7. Check with CCPAS on any role queries or to verify role eligibility
8. Make sure the DBS updates are part of the Safeguarding report to the PCC.
9. Advise Diocese of any volunteers no longer volunteering
10. Attend training days and refresher training, as required
11. Arrange for incumbent to verify ID for family members of DBS officer (Lead Recruiter)
12. Alert Volunteer Co-ordinator when new SC volunteers have received DBS and references are back, so H&S induction can be implemented and Safeguarding policies issued
13. Maintain a database of volunteers and date DBS issued
14. Keep DBS records in a secure and confidential manner in compliance with the Data Protection Act 1998.
15. Advise the CP/AP Officer, in the first instance, if any DBS contains blemished information or the self-declaration form discloses information on previous convictions, cautions, warnings and reprimands, not subject to the DBS filtering rules
16. To take confidential minutes of the Safeguarding Committee meetings.

PASTORAL CARE OFFICER

1. To offer pastoral support to victims of abuse.
2. To offer pastoral support to members of the Safeguarding Committee during times of referrals to Social Services and/or the Police.
3. To offer pastoral support to perpetrators of abuse.
4. To put appropriate measures in place for a member of the congregation who is a suspected abuser, on List 99, or known to Police/Social Services.
5. To attend relevant training to carry out the role.
6. To respect the confidentiality of the role. This also involves the ability to receive and respond to information in a confidential manner.

Key groups and personnel

Ministry Team

This group exists to look after the pastoral needs of the congregation and meets weekly to discuss any concerns

Priests	Alan Keeler	0208 460 1827
	Ruth Peet	0208 289 1892
Pastoral Assistants	Elizabeth Sykes	0208 468 7940
	Anthia Page	0208 460 1960
	Olive Green	0208 466 1130
Readers	Rachel Archer	0208 464 5848
	Keith Nye	07885347285
	John Cox	07751117427
	Mike Eames	0208 851 5180

Groups identified within St Marys who may have adults with care and support needs:

Men's lunch group

Choir

Mother's Union

Bible study groups

Sidesperson's group

Flower arrangers

Chalice administrators

Knit and Knatter

Music groups

All PCC sub-committees

Christmas Journey volunteer group

Friday cleaning group

Good practice guidelines

These guidelines provide a framework within which adults who may have care and support needs should be safe from harm, and those caring for them protected from false allegations or temptations. Be prepared to remind one another if you forget one of these guidelines. All volunteers and staff **must** adhere to these guidelines.⁶

Safer recruitment – all those volunteering with adults with care and support needs must hold a current DBS where the role requires this. For further information about safer recruitment please see our Volunteer Policy.⁷

- 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

⁶ Based on the Diocesan guidelines on P.20

⁷ The Volunteer Policy will be updated but in the interim period please refer to the Sunday Club Volunteer Policy for all safer recruitment matters.

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 integrity⁸

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.

⁸ Diocesan Policy for Vulnerable Adults Policy P.21

Confidentiality

Adults have a right to self-determination and to be consulted before any action is taken concerning them or on their behalf. Only in very specific circumstances, for example where an individual's mental capacity is impaired, should decisions be made on his or her behalf. We need to remember that adults are free to put themselves in positions which others might judge to be inappropriate or dangerous – extreme sporting activities are a good example.⁹

The common-law duty of confidentiality is an important principle that enables people to feel safe in sharing their concerns and to ask for help. However, **the right to confidentiality is not absolute**. Sharing relevant information with the right people at the right time is vital to good safeguarding practice.

Some basic principles¹⁰:

- Don't give assurances about absolute confidentiality.
- Try to gain consent to share information as necessary. Full details of the consent should be recorded, i.e. date consent is given, what information can be shared and with whom.
- Consider the person's mental capacity to consent to information being shared and seek assistance if you are uncertain from the Adult Safeguarding Officer.
- Make sure that others are not put at risk by information being kept confidential.
- Does the public interest served by disclosure of personal information outweigh the public interest served by protecting confidentiality?
- Could your action prevent a serious crime?
- Don't put management or organisational interests before safety.
- Share information on a 'need-to-know' basis and do not share more information than necessary.
- Record decisions and reasoning about information that is shared.
- Carefully consider the risks of sharing information in relation to domestic violence or hate crime.

**IF YOU ARE AT ALL UNSURE AS TO WHETHER YOU CAN PASS ON A DISCLOSURE
CONTACT THE ADULT SAFEGUARDING OFFICER FOR ADVICE.**

⁹ CCPAS protecting vulnerable adults guidance P.12

¹⁰ Social Care Institute for Excellence webpage on the Care Act 2014 – what does the law say about sharing information?

Photography¹¹

St. Mary's understands that the use of images is governed by the requirements of the Data Protection Act of 1988. This states that a person must have given explicit permission before any personal details can be published (including but not limited to publishing via the internet). There will be times when photographs will be taken, whether it is by members of St. Mary's, volunteers or adults taking pictures of each other. Photographs are an important way of recording activities and celebrating the projects that we undertake with members of our congregation. To avoid any concerns or unsuitable behaviour these are the guidelines to prevent any mis-understandings:

- We will use the attached consent form (see appendix) as a matter of course for all groups and events when taking photographs and or filming.
- Photography and video recording will focus on the activity or small group rather than on any individual.
- If an individual is named in any image or video we will refrain from publishing such material, unless explicit permission has been given.
- We will never photograph or video record any individual who has explicitly asked not to be recorded or filmed, or is subject to any court order (if known).
- All individuals must be appropriately dressed when photographed or filmed.
- Any people taking photographs or video recordings for official events must register with the event's organiser.
- All concerns regarding inappropriate behaviour or intrusive photography must be reported to the safeguarding team.
- St. Mary's will provide photography or filming opportunities at the end of any event.
- We will strive to ensure that if we do not have a completed consent form for any individual to be filmed or photographed, any official photographers will be made aware and not photograph or film said individual.

¹¹ This section has been based on extensive research of other professional bodies (such as Kirklees Council Safeguarding procedures) as well as the Care Act 2014 and the Data Protection Act 1998

Internet access

St. Mary's recognises that the Internet and social media can be a valuable tool and fun resource for entertainment, making friends, and learning. However, St. Mary's also recognises that in using the internet, adults can be at risk of illegal activity or abuse.

As part of our Adult Safeguarding policy, St. Mary's will endeavour to:

Ensure all electronic communications are appropriate and professional. This includes but is not restricted to email, instant and text messaging, and social media.

Consider who will manage our social media. St. Mary's understands that whoever fulfils this role (for example the Administrator, Curate, Hall Booking Secretary) may have online contact with adults who have care and support needs. St. Mary's will ensure this person is fully informed of our safeguarding issues and policies.

Be careful in using images. St. Mary's understands that photographs and videos of adults may be used to identify them and/or make them vulnerable to people who may wish to groom them for abuse. In keeping with our photography policy, St. Mary's will think carefully about how we use images. We will also endeavour to uphold a policy whereby no images or videos may be taken in areas of personal privacy.

Avoid excluding people. St. Mary's understands that not all social media tools are accessible for some adults, including those but not limited to those with learning or physical disabilities. We will ensure that no person is prevented from participating or accessing information they may need. This is in keeping with the Equality Act of 2010.

Report problems or threatening online behaviour. If given to believe that any adult is being subjected to inappropriate behaviour on a website, through email, or social networking, St. Mary's will undertake to report such behaviour directly to the website on which it appears, and also to the police or other such body as appropriate. This is in keeping with our confidentiality policy and the Data Protection Act 1988.

Health and Safety guidelines

In conjunction with the health and safety procedures as set out in the Sunday Clubs Volunteer Policy¹² (P.6-8) the following guidelines should be managed as part of all activities.¹³

1. LONE WORKING FOR VOLUNTEERS¹⁴

Lone working is an everyday and essential practice for not only clergy but those volunteers and workers who undertake pastoral visits to adults with care and support needs. There may also be times when only 1 person turns up to an activity, event or meeting and you find yourself in a lone working position. It is essential you think through the following risk factors and put the control measures in place to keep yourself safe and the adult with care and support needs free from harm as well.

Planning lone working: considerations for risk assessment

- Is lone working necessary? Can confidentiality be assured with other people within reach?
- Assess any foreseeable risks – for example is there glass in the office door so that all callers can be seen before the door is opened?
- Who will be involved? And who else should know about it?
- When and where will it take place? Avoid making arrangements which could be misinterpreted.
- Is there a risk of violence? A good working definition of violence is: *Any behaviour which produces damaging or hurtful effects, physically or mentally, on people.*
- Are there any increased risks to the particular worker?
- Are there any known medical or other factors which could make either party more vulnerable?
- Are the locations accessible – if not, is it suitable to be carried out by only one person?

Control measures

- The proposed lone working should be planned in advance and noted in an appropriate diary or other record. Where possible it should be notified to an appropriate person. For example, pastoral visits carried out by members of the ministry team are always discussed and noted on a Tuesday morning for that following week.
- Some of the people the lone worker is at risk of meeting are those who, through medical reasons or substance abuse, are liable to mood swings leading to physical violence. It is recommended good

¹² The Safeguarding Team will be writing a Volunteer Policy for the whole church in May 2017. Until then please follow the guidance in the Sunday Club Volunteer Policy.

¹³ Based on guidance from the Diocesan Policy P.21 onwards

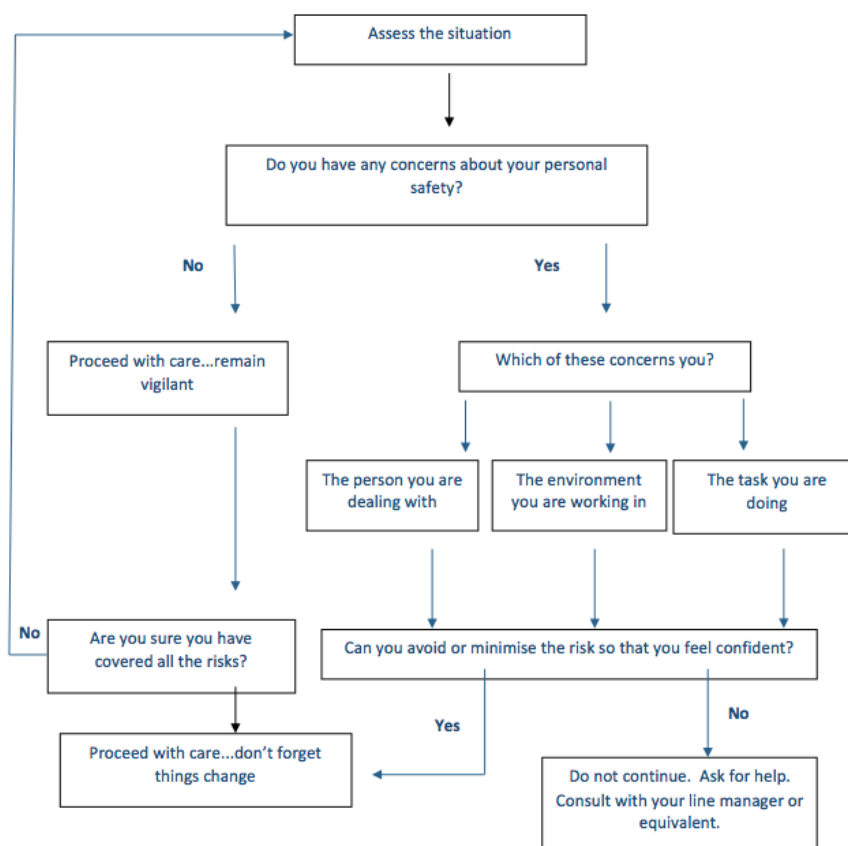
¹⁴ Guidance taken from Diocese of Canterbury lone working policy

practice to encourage the person you are meeting to enter a room first and for the lone worker to seat themselves closest to the door. Should the situation lead to risk of violence, the lone worker then has a higher chance of withdrawing safely.

- The lone worker must have access to a landline phone or carry a charged mobile phone and be accustomed to use it. Carry a torch.
- All those who undertake pastoral visiting must give the Incumbent details of their next of kin contact numbers and car details.
- Don't call on people unannounced – call by arrangement, if appropriate telephoning the person just before you go.
- When driving alone ensure the vehicle is properly insured, MOT'd, serviced and is roadworthy with sufficient fuel. Ensure you know the route, keep doors locked when driving, park in well-lit areas and subscribe to a breakdown service.

Personal Safety Risk Assessment¹⁵

You can use the following to assess your environment, and your working practice as well as for an instant assessment of a situation:



¹⁵ Suzy Lamplugh Trust www.suzylamplugh.org

2. REGISTRATION¹⁶

A register of those attending an activity should be maintained, together with a register of those who are running that event or meeting. This is especially important if there were to be a fire evacuation and the register then becomes a means of recording that all are present.

Logbook – it may also be worthwhile for each group to keep a logbook where by those who are leading that group can write down unusual events or conversations that they witnessed. This may be very helpful if, for example, leaders have to deal with a difficult member who subsequently makes an accusation of assault. In this situation, written records would enable any allegations to be seen in context. Patterns of behaviour or concerns might also emerge from log records that might not otherwise be so obvious - for example, bruising noted on a regular basis. All adults with care and support needs should be able to view what is recorded about them in the logbook. This information would need to be kept in a way that does not breach the confidentiality of an individual. Whilst it is important to observe data protection requirements, remember safeguarding is always the priority. Information about the prevention and detection of crime is exempt from data protection requirements.

3. STAFFING LEVELS

St. Mary's understands that the Health and Social Care Act of 2008 (updated 2014) provided new guidance with regards to regulated activities. St. Mary's will endeavour to ensure the following, in keeping with this Act:

- Develop a systematic approach to determine the number of volunteers/staff and skills required in order to meet the needs of people using our church and or services. This includes but is not limited to leadership and supervision needs.
- Ensure we continuously review our staffing levels/volunteer numbers and skill set, adapting quickly to the changing needs and circumstances of people using the service.
- Ensure that we have sufficient and suitable people deployed to cover both emergency events and the routine work of our service.
- Ensure that our volunteers/staff receive appropriate support, training, development and supervision as is necessary to enable them to carry out the duties in which they are deployed.
- Ensure that any staff who are employed by St. Mary's are enabled to provide evidence to demonstrate, where possible, that they continue to meet the professional standards which are a condition of their ability to practice or a requirement of their role.
- Ensure that DBS checks are carried out where and when necessary, and that DBS checks are kept up to date.¹⁷

¹⁶ Taken from CCPAS model Safeguarding Policy 5.11 Keeping records

4. TRANSPORTATION

Transport, travel or escort arrangements to or from church activities are the responsibility of individual adults if they make informal arrangements among themselves. They are the responsibility of the PCC if the PCC formally organises them.

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, child seats and booster cushions. At no time should the number of those travelling in a car exceed the usual passenger number.

All those who drive adults on church-organised activities should be over 21 and should have held a full driving licence for at least two years. Any driver who has an unspent conviction for any serious road traffic offence should not transport adults on behalf of the church.

The use of minibuses: 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. If noise or behaviour appears to be getting out of control, stop the vehicle until calm is restored. 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. All passengers must have a proper seat. An escort must always be taken.

5. RISK ASSESSMENTS

Risk assessments of new and existing activities should be made to identify hazards and take action to minimise risk. The same approach should be taken if buildings are hired or let. Risk assessments should be made covering outside activities including travel arrangements and venue to be visited. If specialised activities are to be undertaken, appropriate instructors should be engaged and their credentials confirmed. Risk assessments of all activities will be undertaken every two years as well as assessing the venue in which these activities take place. All risk assessments need to be signed off by the Risk Assessment Officer responsible for risk assessments.

6. INSURANCE

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

¹⁷ Further advice about safer recruitment can be found in St Mary's Volunteer Policy.

7. HIRE OF PREMISES

It is recommended that all hiring agreements, both one-off and regular bookings, include a clause about safeguarding adults with care and support needs. The hiring body is required to ensure that adults who may be vulnerable are protected at all times, by taking all reasonable steps to prevent injury, illness, loss or damage occurring, and that they carry full liability insurance for this. The hiring body should abide by their own safeguarding of adults with care and support needs policy if they have one, otherwise by that of St Mary's with which they have a hiring agreement.

8. HOME VISITING¹⁸

Volunteers may need to make home visits from time to time and this section should be read in conjunction with the guidance on lone working.

Guidelines for visiting:

- Inform the group leader or another volunteer of the proposed visit.
- Keep a written record of the visit detailing the following: purpose, time you arrived and left, who was present and what was discussed.
- If the carer was absent when the call is made, leave some means of identification and explanation for the visit that can be given to them.

9. PREPARATION OF FOOD¹⁹

Any food that is made and/or consumed on the premises should meet food safety regulations. **The Food Safety Act 1990** is the principal source of food safety law. Food is very widely defined in the Act and includes drink. Although the Act regulates those who are concerned with the 'sale' of food, sale has an extended meaning as it includes food given away in connection with any entertainment (which includes any social gathering) whether on payment of money or not. It follows from this that almost all churches technically operate a 'food business' and are subject to some of the provisions of the Act.

There are people in the church congregation who hold a Food Safety qualification, such as the Basic Food Hygiene Certificate, and are knowledgeable in areas such as food preparation, food handling, food storage and disposal of waste. When food is being prepared on church premises advice should be sought from one of these people, who would ideally be present when the food is being prepared and served.

On all occasions when food and drink are being provided as part of an activity on church premises, the following should be observed:

¹⁸ Based on CCPAS model safeguarding policy 5.24 Home Visits

¹⁹ Based on Food Safety Act 1990, Food Premises Regulations 1991 and Food Hygiene Regulations 2006

- All food handlers should follow high standards of personal hygiene, e.g. frequent hand washing during food preparation, storage and serving, and after using the toilet.
- Anyone suffering from recent sickness or diarrhea should not prepare food.
- Food should be protected from all contamination, including by soiled surfaces or utensils, by loose clothing, hair or open wounds.
- Food and drink should be covered and stored at an appropriate temperature,
- Fresh drinking water should be available at all times.
- Any food that contains allergens* should be identified.
- A list of food ingredients should be available.

This advice also covers activities such as shared suppers when food is brought from home to be shared on church premises, or safari suppers, when church members are invited to eat in other members' homes.

When adults with care and support needs are present, the following should be taken into consideration, in addition to the guidelines for all food and drink provision:

- Adults with care and support needs may only assist with food preparation and serving if supervised by a suitably qualified person.
- Adults with care and support needs should not have unsupervised access to sharp knives and other dangerous kitchen equipment.
- Very hot food and drink should be avoided when serving adults with care and support needs.
- Measures should be put in place to protect adults with care and support needs from gaining access to allergens that may be dangerous to them.

*Allergens: the most common allergens are Milk, Eggs, Peanuts and tree nuts, Soy, Wheat (and other grains) with gluten in, Fish (mostly with adults), Shellfish (mostly with adults) and Sesame. The presence of these ingredients should be labelled. Virtually any food can cause an allergic reaction, but the above ingredients account for over 90% of known allergic reactions.

10. DISABILITIES²⁰

Leaders should be aware that adults with care and support needs attending an activity who has a special need or disability may need extra help in areas such as communication and mobility (e.g. use of sign language and assistance in going to the toilet). They may behave in a non-age appropriate way. For example, a young adult of 23 years of age might behave more like a 8 year old, particularly in demanding cuddles or sitting on a worker's lap. So, it is important to set appropriate boundaries that take their needs into account, but also protect volunteers from false accusation.

²⁰ Taken from CCPAS model safeguarding policy 5.17 Special Needs and Disability

Guidelines to follow:

- Ask the adult with care and support needs attending the activity, and any carers how their needs can be met, ensuring all volunteers involved with them are aware of their expectations. Some of these needs may be more easily met than others, so be realistic. A family may ask for changes to enable easier access to the building (ensure you meet the requirements of the Equality Act 2010). Listen, and give feedback to the person, family or carer as to what can or can't be achieved and the reasons why.
- Ideally ensure that a volunteer of the same gender assists if they need help with toileting, but again discuss with the person, their family or carer to discuss their preference and your ability to provide this.
- The PCC is committed to making our premise accessible (e.g. ramps, toilets for the disabled and hearing loop system) and is putting things in place to make this achievable.

11. FIRST AID²¹

Provision should be made for an appropriately qualified first-aider to be available at all activities together with an adequate First Aid kit. There is a list at the back of church of volunteers available during Sunday morning worship times. Good hygiene should always be practised. Disposable latex gloves and an apron should be used when dealing with broken skin, bodily fluids or faeces. Should you use any items in the first aid kit, please let the First Aid Administrator (currently Geoffrey Blatchford) know. The first aid kit will be checked periodically by the First Aid Administrator. There are 4 first aid kits located in Twinkles, back of church, photocopy room and the kitchen in church house.

Accident book: All accidents, however minor, should be recorded in an accident book. In the event of an accident, the injured person (or carer/spouse) should be asked to read and sign the accident book.

²¹ Based on the InFocus fact sheet from CCPAS *First Aid*

A touchy subject²²

All people need physical contact. Without such positive touching, we ‘die’ inside emotionally. It is an essential part of life and necessary for basic care, showing love and reassurance, for praise and communication. As far as touch is concerned we need to be wise. Touch only becomes dangerous when it lacks respect for the other person, when it’s about your own needs rather than those of the other person, or it is violent and abusive.

TAKING CARE OF TOUCHING

It is important to take the issue of touch seriously. Due to the effects abuse may have had on a person they may be extremely uncomfortable with expressions of physical affection such as a hug or even a handshake. It is therefore vital to be sensitive and if the pastoral carer thinks the person would, for example, appreciate a hug or an arm around them they should check this out with them first and only proceed if appropriate safeguards are in place for both pastoral carer and the person.

Although wanting to physically comfort someone who is upset is a natural response, it is worth bearing in mind that unless used appropriately it may interrupt or detract from the person expressing what they are thinking or feeling.

- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be related to the adult with care and support needs, not the worker's.
- Touch should be age-appropriate and generally initiated by adult with care and support needs, rather than the worker.
- Avoid any physical activity that may be sexually stimulating.
- All adults with care and support needs are entitled to personal privacy and the right to decide how much physical contact they have with others, except in circumstances such as a medical emergency.
- When giving first aid encourage the adult with care and support needs to do what they can themselves but, in their best interests giving appropriate help where necessary.
- Team members should monitor one another in the area of physical contact. They should be free to help each other by constructively challenging anything which could be misunderstood or misconstrued.
- Concerns about abuse should always be reported.

²² Based on the Infocus fact sheet from CCPAS *Taking care of touch*

Definitions of abuse

St. Mary's recognises that, sadly, abuse can and will occur. We also recognise that people with care and support needs - including but not limited to older people or those with disabilities - are more likely to be abused or at risk of neglect. We understand that they may be seen as an 'easy target' and may be less likely to report or even identify abuse themselves. St. Mary's recognises that abuse comes in many forms and can be difficult to identify.

In accordance with social care guidelines, we have listed below the most likely forms of abuse, so that those who come into contact with people with care and support needs can identify abuse more easily. St. Mary's fully believes that abuse is a criminal offence and should be treated as such.

Types of abuse:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** – including 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.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – encompasses 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.
- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care practice within an Institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or

poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.²³

Female Genital Mutilation²⁴

Female genital mutilation (FGM) is a collective term for procedures which include the removal of part or all of the external female genitalia for cultural or other nontherapeutic 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 procedure is typically performed on girls aged between four and thirteen, but in some cases FGM is performed on new born infants or on young women before marriage or pregnancy. A number of girls die as a direct result of the procedure from blood loss or infection, either following the procedure or subsequently in childbirth. FGM has been a criminal offence in the UK since the Prohibition of Female Circumcision Act 1985 was passed. The Female Genital Mutilation Act 2003 replaced the 1985 Act and made it an offence for UK nationals or permanent UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal. FGM is much more common than most people realise, both worldwide and in the UK. It is reportedly practised in 28 African countries and in parts of the Middle and Far East but is increasingly found in Western Europe and other developed countries, primarily amongst immigrant and refugee communities. There are substantial populations from countries where FGM is endemic in London, Liverpool, Birmingham, Sheffield and Cardiff but it is likely that communities in which FGM is practised reside throughout the UK.

Whilst FGM is carried out on young girls they may not be able to tell anyone until they are an adult and so it is important that all are aware of this form of abuse.

Spiritual Abuse²⁵

Linked with emotional abuse, spiritual abuse could be defined as an abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves. Some indicators of spiritual abuse might be a leader

²³Taken from chapter 14 of the Care Act 2014

²⁴ Taken from Working Together 2010

²⁵ CCPAS Infocus fact sheet: additional definitions of abuse

who is intimidating and imposes his/her will on other people, perhaps threatening dire consequences or the wrath of God if disobeyed. He or she may say that God has revealed certain things to them and so they know what is right. Those under their leadership are fearful to challenge or disagree, believing they will lose the leader's (or more seriously God's) acceptance and approval.

Radicalization²⁶

Radicalization refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. During that process, it is possible to intervene to prevent people with care and support needs being drawn into terrorist-related activity. It is essential that staff/volunteers can identify adults with care and support needs who may be vulnerable to radicalization. We are in a position to build resilience to radicalization by promoting Christian values and enabling people to challenge extremist views. It is important to emphasise that the Prevent duty is not intended to stop children and adults debating controversial issues. On the contrary, churches should provide a safe space in which children and adults can understand the risks associated with terrorism and develop the knowledge and skills to be able to challenge extremist arguments.

²⁶ Taken from The Prevent Duty June 2015 by the Department for Education

Signs and symptoms²⁷

*“Abuse is a violation of an individual’s human and civil rights by any other person or persons.”*²⁸

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.²⁹

Possible Indicators of Abuse

St. Mary’s fully recognises that possible indicators and examples of behaviour are not exhaustive and that individuals may be subject to a number of abuse types at any time. We also fully understand that evidence of any one indicator should not be taken as proof that abuse is occurring, but will always, in keeping with the Care Act of 2014, make further assessments and alert the appropriate authorities.

An individual may:

- Have no explanation for injuries or a consistent account of what happened.
- Have injuries inconsistent with their lifestyle.
- Show evidence of bruising, cuts, welts, burns or other marks on the body.
- May show loss of hair in clumps.
- Have frequent injuries or unexplained falls.
- Have subdued or changed behaviour, perhaps in the presence of a particular person.
- Show signs of malnutrition.
- Fail to seek medical attention.
- Show low self-esteem.
- Self-blame for any abuse.
- Be subjected to verbal abuse or humiliation in front of others.
- Fear/resent outside intervention.
- Become isolated, suddenly or over a period of time.

²⁷Based on Social Care Institute for Excellence fact sheet

²⁸ Department of Health’s No secrets March 2000

²⁹ Diocesan Policy P.24

- Have limited access to money.
- Show unusual difficulty in sitting or walking.
- Show signs of self-harming.
- Have poor concentration.
- Show withdrawal from society and events.
- Show reluctance to be alone with a particular person.
- Suffer insomnia.
- Show sudden aggressive behaviour.
- Have sudden weight loss or gain.
- Show signs of distress, ie. tearfulness or anger.
- Have an unexplained lack of money or personal possessions.
- Show unexplained withdrawal from personal accounts.
- Have friends or family with unexplained interest in their finances or personal possessions.
- Have recent changes to deeds or title to property.
- Be in rent arrears or have eviction notices.
- May have a lack of personal documents or I.D.
- May continually wear the same clothes.
- Avoid eye contact.
- Show fear of police or other public bodies.
- Show poor standards of care and personal hygiene.
- May live in an unhygienic environment.
- Show pressure sores or ulcers.
- May not take prescribed medication.
- Have reluctant contact with medical professionals.

St. Mary's will, in the event of abuse being disproven, do all it can to help and assist the individual.

All observations, however trivial they may seem at the time, should be passed onto the Adult Safeguarding Officer or a member of the Safeguarding Team and will be recorded in writing and kept by the Adult Safeguarding Officer in an appropriate secure place.

Procedures if abuse is disclosed or discovered³⁰

Worried about an adult with care and support needs?

If you are concerned about an adult with care and support needs, please share your concerns with the Adult Safeguarding Officer or a member of the Safeguarding Team and **nobody else**. After discussion, contact a Duty Social Worker within the Referral and Assessment Team to discuss your concerns.

Social Services referral and assessment team

Email: adult.early.intervention@bromley.gov.uk

Tel: 020 8461 7777

Civic Centre, Stockwell Close, Bromley, BR1 3UH

To contact the Emergency Duty Social Worker (after 5pm Monday – Friday, weekends and bank holidays) contact: 0300 303 8671

In the event of an emergency, please dial 999.

In the event of:

1. **DISCLOSED ABUSE**

It can take a great deal of courage for an adult to talk to someone about their abuse, whether it is something from their past or currently happening. They may be having to betray a person who is not only close to them but also loved by them and they are risking a great deal in the hope that you will believe what they say.

Some helpful responses:

- *Remain calm, approachable and receptive.*
- *Listen carefully, without interrupting.*
- *Make it clear that you are taking them seriously.*

- *Acknowledge their courage and reassure them that they are right to tell you.*
- *Reassure them that they should not feel guilty and that you're sorry that this has happened to them.*
- *Let them know that you are going to do everything you can to help them and what may happen as a result.*

Responses to avoid:

- *Do not allow your shock or distaste to show.*
- *Do not probe for more information than is offered.*
- *Do not speculate or make assumptions.*
- *Do not make negative comments about the alleged abuser.*
- *Do not make any promises that you cannot keep, remember the confidentiality statement.*
- *Do not agree to keep the information a secret.*

What to do next:

a) If the Adult Safeguarding Officer or a member of the Safeguarding Team decides that the adult is in immediate danger:

- A referral is made to the Social Services Emergency Duty Officer, 24 hrs, 0208 464 4848 or the Police direct. Tell them you are making an **adult protection referral** and need to speak to the appropriate person and explain the situation to them. Also explain that you have the adult with you at St. Mary's.
- Explain to the adult the events which might happen next.
- Reassure the adult that you will support them during the difficult time to come.
- When it is appropriate write down a careful record of what was said, using the adult's actual words wherever possible, and how they appeared to be. Include in this report what you said, the date, place and time of disclosure, and then finally sign it as an accurate record of what happened. There is a sample records form in this policy. These are held by the Adult Safeguarding Officer.
- Stay with the adult until either the police or social services arrive.
- The adult may wish you to accompany them. You are under no obligation to do so, and you must use your own discretion. Seek advice from the Adult Safeguarding Officer.
- The next day you and the Adult Safeguarding Officer need to confirm your telephone referral in writing to Social Services within 48 hours, using the appropriate records sheet. Copies of these are held by the Adult Safeguarding Officer. Inform the Diocesan Safeguarding Officer, for their records, that a referral has been made.
- Also make sure you take the time to off-load onto a member of the Safeguarding Team, in particular the Pastoral Care Officer, as you will find this whole process quite draining, and your needs are important as well.

OR

b) You decide it is safe for the adult to return home:

- Reassure the adult they did the right thing in telling you.
- Explain to the adult the events which might happen next.
- Reassure the adult that you will support them during the difficult time to come.
- Explain that you and the Adult Safeguarding Officer will contact Social Services tomorrow and let them know what you have told them.
- When it is appropriate write down a careful record of what was said, using the adult's actual words wherever possible, and how they appeared to be. Include in this report what you said, the date, place and time of disclosure, and then finally sign it as an accurate record of what happened. There is a sample record form in this policy. Spare forms are held in the Parish Office.
- You may wish to follow up with the adult at your next group session they attend to see how they are doing. The adult chose to tell you about the abuse because they trust you, it's important you maintain an attitude of care towards the adult in the days, weeks and months following a disclosure.
- You and the Adult Safeguarding Officer must contact social services and make a referral. If this is done via the telephone it must be followed up within 48hrs using the disclosure of abuse multi-agency referral form. These are held by the Adult Safeguarding Officer.
- Also make sure you take the time to off-load onto a member of the Safeguarding Team, in particular the Pastoral Care Officer, as you will find this whole process quite draining, and your needs are important as well.

2. DISCOVERED ABUSE

Many adults within the church may have periods where they have additional care and support needs. These could be short term (bereavement or unemployment/redundancy, or health concerns) or more longer term (mental health needs/learning difficulties or a physical or learning disability). The church has a strong reputation for caring and plays a significant role in supporting such adults. However, at times concerns may arise. In the volunteering that you undertake you will come to know other members of the church very well. In the course of this you may well suspect that an adult is suffering abuse; they could display signs as described in policy document. If so you should follow the procedures detailed below:

a) You suspect an adult is suffering from abuse:

- Where possible, concerns should be passed to the Adult Safeguarding Officer or a member of the Safeguarding Team if they are unavailable. However difficulty in contacting these individual(s) should not delay action being taken. If the Adult Safeguarding Officer is concerned that an adult may have been or is in danger of being abused they should contact Adult Social Services on 020 8461 7777.

- If they are not sure whether an official referral is warranted but they nevertheless have legitimate concerns, they should still contact Adult Social Services to discuss their concerns. Alternatively they can contact CCPAS for advice (0845 120 45 50).
- The primary responsibility for managing any investigation process rests with managers of the Adult Social Care social services teams. When the concern is about someone in residential care, the Care Quality Commission will be involved. Where a crime may have been committed, the police will investigate.
- St Mary's has a duty to act on any concern of abuse of an adult to ensure that the situation is assessed and investigated. The first priority should always be to ensure the safety and protection of the person concerned.

b) You suspect a colleague is behaving inappropriately:

- Unless it is the Adult Safeguarding Officer whom you suspect, all such concerns should be shared with this person.
- In the case of suspecting the Adult Safeguarding Officer you should contact the Chair of the Safeguarding Team. If it is this person you suspect you should contact the Diocesan Adviser for Safeguarding and discuss your concerns.
- If you suspect the Incumbent you should speak with both the Chair of the Safeguarding Team and the Diocesan Adviser for Safeguarding and discuss your concerns.
- In either case it is important that you write down your concerns and why you have them, making sure to include any dates and times of specific incidents. You should use the sample form at the back of this pack. Spare forms are kept by the Safeguarding Team in the Parish Office.
- The Adult Safeguarding Officer will consult with the Safeguarding Team, where they will discuss what action to take.
- If there is evidence that a paid worker or volunteer is behaving inappropriately, that worker/volunteer will be suspended pending the outcome of an investigation.
- Any investigations will be handled by the police.

Supporting known offenders

Ministering to people who are known to have sexually abused adults with care and support needs³¹

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

When it is known that a member of the congregation has sexually abused an adult with care and support needs, the Pastoral Care Officer will contact the Diocesan Safeguarding Adviser so that a written agreement/contract can be drawn up between the offender and St Marys. This will be done in consultation with the relevant statutory agencies.

The Pastoral Care Officer, in consultation with the Diocesan Safeguarding Adviser and the Incumbent, will form a small supervision group for the known offender. This group which will include the Pastoral Care Officer, a Churchwarden, the Adult Safeguarding Officer and the Incumbent. The Diocesan Safeguarding Adviser will provide the necessary training for this group.

A meeting will be held with the offender, explaining that the appointed small group from the congregation will need to know the facts to create a safe environment for them. The police will be invited to the meeting, in addition to the probation service and adult social services, if they have a role. It will 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 will be maintained unless there is a breach of the agreement and it is necessary to inform others to protect others.

This group will offer support and friendship as well as supervision. They will endeavour to keep channels of communication open. The Pastoral Care Officer will discuss with the group appropriate ways for the offender to develop and grow as a Christian without putting themselves and others at risk. It will be necessary to establish clear boundaries, both to protect adults with care and support needs and to lessen the possibility of the adult being wrongly accused of abuse.

The Diocesan Safeguarding Adviser will assist in drafting the written agreement which might include the following elements with regard to the offender, who should:

³¹ Diocese of Rochester Safeguarding policy P.15 onwards

- attend designated services or meetings only;
- have an approved chaperone on specified occasions;
- sit apart from children and adults with care and support needs;
- stay away from areas of the building where children and adults with care and support needs meet;
- attend a house group where there are no adults with care and support needs;
- decline hospitality where there are children and adults with care and support needs;
- never be alone with children and adults with care and support needs;
- never work or be part of a mixed-age group with children and adults with care and support needs;
- and
- take no official role in the church.

The offender will 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 will be made clear that a breach or other relevant information could lead to a referral to the police and probation service and advise that the offender attends a different church.

The agreement will 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 will 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 will 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.

If the offender's victim, or in some cases the victim's family, attends St Marys, it is likely that the offender will be introduced to another congregation. Where this happens the police will be informed and the receiving church so all necessary safeguarding procedures can be put in place.

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 there may still be a substantial risk to adults with care and support needs, therefore, the police should be informed. It is necessary to tell a person who admits an offence that such information cannot be kept confidential.

Managing your own feelings

The existence of child abuse is both distressing and disturbing. As a caring adult, it is natural for you to feel shocked and angry. It is important, however, for you to manage your own feelings so that you can react appropriately. Awareness of abuse can sometimes remind adults of painful situations in their own past. If this applies to you, you may find it helpful to talk to a member of the Safeguarding Team, especially the Pastoral Care officer. It can also be emotionally draining to accompany an adult through an investigation, and it is important for you to be able to off-load your feelings.

Consenting adults

What to do if a person DOES NOT consent to their disclosure being shared:³²

Do they have the mental capacity to make this decision?

YES - If they have the capacity to consent but withhold consent to the sharing of information regarding safeguarding concerns, wherever possible their views and wishes should be respected. They should be given information about where to get help if they change their mind, or, if the abuse or neglect continues, and they subsequently want support to promote their safety. The referrer must assure themselves that the decision to withhold consent is not made under undue influence, coercion or intimidation. A safeguarding record must be made of the concern, the adult's decision and of the decision not to refer, with reasons. A record should also be made of what information they were given.

NO - If the adult with care and support needs does not have capacity to consent to the sharing of information, decisions must be taken on a best interest basis and Mental Capacity Act 2005 guidance should be followed. Contact the Adult Safeguarding Officer for advice.

When can you override an adult's decision not to consent?

However, if there is an overriding public interest or vital interest or if gaining consent would put the adult at further risk, the duty of care overrides the individual's refusal and a referral for support should be made. The need to protect the individual or the wider public outweighs their rights to confidentiality. This would include situations where:

- other people or children could be at risk from the person causing harm
- it is necessary to prevent crime
- where there is a high risk to the health and safety of the adult at risk
- the person lacks capacity to consent

**IF YOU ARE AT ALL UNSURE AS TO WHETHER YOU CAN PASS ON A DISCLOSURE
CONTACT THE ADULT SAFEGUARDING OFFICER FOR ADVICE.**

³² Diocese of London safeguarding procedures from their website

Record keeping

Incidents of abuse may only come to light after a long period of time, in some cases many years, and so the retention of documents should be on an indefinite basis. Keep a copy for yourself and give the original to the Adult Safeguarding Officer who will hold them in a secure place.

The DBS Officer will also hold all DBS checks and references in a secure place for an indefinite period.

Documentation

The Safeguarding Team will keep in a locked cupboard in the Parish Office all relevant referral forms, including multi-agency referral forms, together with copies of the following record sheets:

Disclosure of abuse record sheet	(appendix ii)
Discovered abuse record sheet	(appendix iii)
Concerns about a colleague record sheet	(appendix iv)
Photography/filming consent sheet	(appendix v)

Data protection³³

The Data Protection Act 1998 contains principles governing the use of personal data. This means that the eight principles put in place by the Data Protection Act 1998 need to be applied. These say that the data must be:

- (i) fairly and lawfully processed;
- (II) processed for limited purposes;
- (III) adequate, relevant and not excessive;
- (iv) accurate;
- (v) not kept for longer than is necessary;
- (vi) processed in line with your rights;
- (vii) secure; and,
- (viii) not transferred to countries without adequate protection.

All records relating to volunteer appointments, including a note of when a DBS check was obtained will be kept by the DBS Officer in a secure place. Records of adult protection matters will be kept, together with a note of the outcome, by the Adult Safeguarding Officer in a secure place. These will be retained even if the information received was judged to be malicious, unsubstantiated or unfounded.

³³ Based on the guidance in the Diocesan Policy P.2

Appendix

- I. Useful safeguarding board and social care contacts**

- II. Disclosure of abuse record sheet**

- III. Discovered abuse record sheet**

- IV. Concerns about a colleague record sheet**

- V. Photography and filming consent sheet**

Appendix 1

Useful contacts:

If ever abuse is suspected (particularly but not limited to that of a criminal nature), St. Mary's will alert the appropriate authorities. However, listed below are some telephone numbers that may be of use to any individual concerned about the welfare of another, about abuse in general, or for further information. As ever, in any emergency event where life may be at imminent risk, please phone 999 and ask for the police.

Marie Stopes International (Abortion Help): 0845 300 80 90

Action Fraud: 0300 123 20 40

Age UK: 0800 00 99 66

Alcoholics Anonymous: 0845 769 7555

Beaumont Society (trans-gender issues): 01582 412 220

Brook Advisory (sexual health): 0800 018 50 23

Cruse Day by Day (bereavement help): 0844 477 94 00

Domestic Violence Helpline: 0808 2000 247

FRANK (drugs help): 0800 77 66 00

MenCap: 0808 808 1111

Mind (information line): 0845 766 0163

Shelter: 0808 800 4444

The Samaritans: 08457 90 90 90

Disclosure of abuse record sheet

Date of disclosure	Time	Place of disclosure
Adults present were:		
What the adult said:		
What you said:		
Comment on how the adult seemed and reacted:	Action you took:	
Name of adult:		
D.o.B		
Address:	Signed:	Date:

Discovered abuse record sheet

Dates of your suspicions	Times	Places
<ul style="list-style-type: none"> ▪ ▪ ▪ ▪ ▪ ▪ ▪ 		
<p>Concerns that you have:</p> <p>Name of adult:</p> <p>D.o.B</p> <p>Address:</p>		
<p>Signs that you think the adult is displaying:</p> 		
<p>Action you decide to take:</p> <p>Signed: _____ Date: _____</p>		

Concerns about a colleague record sheet

Dates of inappropriate behaviour	Times	Places
<ul style="list-style-type: none">▪▪▪▪▪▪▪		
Adult in question:		
What is concerning you:		
Action you took:		
Signed:	Date:	

PHOTOGRAPHS/FILMING

I hereby give my consent for my photo/film to be taken
and used on the St Mary's website, facebook and/or
Twitter account.

Date_____Event_____

Name	Signature

Volunteer Policy and Procedures

All Volunteers and staff will also adhere to St Mary's Volunteer Policy and Procedures when this is written and adopted by the PCC in July 2017. Until then this policy is to be read in conjunction with the Sunday Clubs Volunteer Policy. This policy sets out how volunteers are safely recruited, trained and supported throughout their volunteering role. The guiding principles are the same for volunteers working with adults who have care and support needs. The contents of the Volunteer Policy are as follows:

- 1. Recruitment of volunteers including safer recruitment practices**
- 2. Role of the volunteer**
- 3. Induction and training**
- 4. Support**
- 5. Expenses**
- 6. Diversity**
- 7. Health & safety**
- 8. Insurance**
- 9. Role descriptions**
- 10. Volunteer agreement**
- 11. Complaint procedure**
- 12. Contact numbers for Sunday Clubs Committee. NB please refer any queries you have to the Safeguarding Team.**