

PLEASE NOTE:

This policy is now out of date and a combined safeguarding policy (covering both children & adults) is currently in draft. However, the general principles of this policy are still applicable.

Joe Robertson is now our Safeguarding Lead

The current team: <https://www.thecitychurch.org.uk/safeguarding>

Email: safeguarding@thecitychurch.org.uk

Phone: 07879626716

ADULTS AT RISK SAFEGUARDING POLICY

September 2021

HISTORY

This policy will be reviewed at least annually, and will be updated in accordance with guidance received from Thirtyone:eight as and when required. Thirtyone:eight is an independent charity that helps organisations protect people from abuse.

AUTHOR	VERSION	DATE	REASON FOR ISSUE
Penny Campbell	0.1	01/09/2014	First draft for review
Penny Campbell	1	26/01/2015	Completed policy
Penny Campbell	2	06/02/2017	Amended policy
Penny Campbell	3	06/10/2017	Updated policy
Penny Campbell	4	14/09/2021	Policy re-write

SIGNED DECLARATION

This policy was agreed by the Elders & Directors on 24/09/21.

Peter Gregory, Director who oversees Safeguarding:

Signed: _____

Penny Campbell, Adults at Risk Safeguarding Coordinator:

Signed: _____

A copy of this policy can be viewed at our offices

CONTENTS

Section 1 - Introduction

1.1 The City Church Details

1.2 Church Statement

Section 2 - Prevention

2.1 Understanding abuse and neglect

2.2 Safer recruitment

- Appointment of those working alongside adults at risk
- For the ASC and DASC

2.3 Monitoring those who are at risk

Section 3 – Practice guidelines

3.1 General Principles

Section 4 – Responding to allegations of abuse

4.1 General Principles

4.2 Suspicion or allegation of physical, sexual emotional abuse or neglect.

4.3 The role of the ASC/DASC

4.4 Allegations of abuse against a person who works with adults with care and support needs

4.5 Allegation against a worker of the Church

Section 5 – Pastoral care

5.1 Supporting those affected by abuse

5.2 Working with offenders or those who may pose a risk

Section 6 - Appendix

6.1 Church Contact Details

6.2 Emergency Contact Details

6.3 Definitions of Abuse – Adults

6.4 Signs of Abuse – Adults

6.5 Flowchart for Action – Adults at risk

SECTION 1 - INTRODUCTION

1.1 THE CITY CHURCH DETAILS

The City Church Offices,
Second Floor,
44 St Peter's Street,
Canterbury,
Kent, CT1 2BG

Phone: 01227 455440

Email: info@thecitychurch.org.uk

Website: www.thecitychurch.org.uk

Company No: 06732225 Charity No: 1130031

Insurance Company: Ansvar Insurance

The City Church (hereafter, 'the Church') meets on Sundays and at other times during the week for public Christian worship and Bible teaching at:

- St Stephen's Junior School, Hales Drive, Canterbury, CT2 7AD
- In smaller groups in members' homes and in the community

The Church is part of *Relational Mission*, aligned to *Newfrontiers*, a world-wide family of churches, and is a member of *The Evangelical Alliance*.

1.2 CHURCH STATEMENT

The Church leadership team recognises that many adults with care and support needs are the victims of neglect, physical, sexual, emotional abuse, and therefore the need to provide a safe and caring environment for all adults. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to "all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status". The Church leadership team have therefore adopted the procedures contained in this document (hereafter 'the policy').

The policy and any attached practice guidelines are based on the *Safe and Secure* safeguarding standards published by thirtyone:eight.

The Church undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- appoint an Adults Safeguarding Coordinator (ASC) and a Deputy Adults Safeguarding Coordinator (DASC)
- support the Safeguarding Coordinator(s) in their work and with any action they may need to take in order to protect those with care and support needs.
- provide ongoing safeguarding training for all its workers (including volunteers) and will regularly review operational guidelines.
- provide a copy of this policy to all those with team leadership responsibility and pastoral responsibility.
- provide a safe and caring environment, where all people, and especially those who may be vulnerable or at risk, for any reason, are able to worship and pursue their faith.
- provide respectful pastoral ministry to adults, whether they see themselves as 'at risk' or not, recognising any power imbalance within such a relationship.
- value, listen to and respect adults at risk, as well as promoting their welfare and protection.
- adopt a procedure for dealing with concerns about possible abuse.
- encourage and support carers.
- support those affected by abuse within the Church.
- maintain good links with the statutory authorities and other organisations.
- follow the principles found within the *Abuse of Trust* guidance issued by the Home Office and it is therefore unacceptable for those in a position of trust, to engage in any behaviour which might allow a sexual relationship to develop.
- Develop an awareness of Safeguarding across the church. The policy can be accessed via the church website <https://www.thecitychurch.org.uk>

SECTION 2 - PREVENTION

2.1 UNDERSTANDING ABUSE AND NEGLECT

Defining abuse is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the abused person.

In order to safeguard those in our places of worship, we adhere to the UN Universal Declaration of Human Rights with particular reference to Article 5:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

At any point in time, anyone can be vulnerable or at risk, to a wide range of pressures, concerns, and dangers. Some people, by reason of their physical or social circumstances

have higher levels of vulnerability than others. This may be any adult aged 18 or over who, by reason of mental or other disability, age, illness or due to circumstance is permanently or, for the time being, unable to take care of him or herself, or appears to be unable to protect him or herself against significant harm or exploitation. The following factors increase vulnerability:

- A sensory or physical disability or impairment
- A learning disability
- A physical illness
- Ill mental health, chronic or acute
- Dementia
- An addiction to alcohol or drugs
- Failing faculties of old age
- An unpaid carer
- Exposure to domestic violence, whether physical or abuse resulting from coercive behaviours
- Homelessness
- Immigrant families and refugees
- A permanent or temporary reduction in physical, mental or emotional capacity brought about by life events, e.g. bereavement or abuse or trauma

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, are included here in this policy in the appendices.

2.2 SAFE RECRUITMENT

The Church will ensure that those deemed to be in a role involving adults at risk, will be appointed, trained, supported, and supervised in accordance with government guidance on safe recruitment.

Before working with adults at risk an individual will be required to:

- Be a church member.
- Complete a 'Volunteer/Worker Application and Self Declaration form'.
- Provide two personal references and their contact details. As long as we then receive in at least one positive reference this part of the application process is satisfied (of course a negative reference would stall/stop the application process even if a second reference was positive).
- Complete a DBS check (Disclosure and Barring Service). It may be possible to complete the check via 'The DBS Update Service' if the applicant has previously registered with this. The ASC/DASC and our 'Personal Care Visitors', undertaking church-initiated care will complete an Enhanced DBS check. Those who we have deemed to be in a trusted pastoral position with adults at risk but don't qualify for an Enhanced DBS check (such as our 'Pastoral Coordinators') will complete a Basic DBS check.
- Confirm that they have read this policy.

- Receive annual safeguarding training, developing a culture of awareness of safeguarding issues to help protect everyone.

Additionally, regarding the ASC and DASC:

- Once appointed the ASC/DASC will be given a clear line of accountability to the directors with opportunity for them to discuss any concerns and give feedback.
- The ASC and DASC's will meet when required with the director who oversees safeguarding, to update on any new developments or new adults at risk who may have joined the Church and are in need of support.
- The appointment will be reviewed when required by changes in circumstances of either the Church or the Coordinators.

2.3 MONITORING THOSE WHO ARE AT RISK

The team who are responsible for coordinating pastoral care will review and monitor those adults who are considered at risk every time they meet and will liaise and plan with the ASC and/or DASC to add or remove people for ongoing care and support needs.

SECTION 3 – PRACTICE GUIDELINES

As a place of worship working with adults with care and support needs, we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

3.1 GENERAL PRINCIPLES

- Adults at risk or with care and support needs should always be treated with respect and dignity. We should never inflict ourselves upon people.
- Don't assume you know what help they need – ask!
- Adults at risk or with care and support needs should be introduced to the ASC or DASC, if possible.
- If an adult at risk is accompanied by a Carer, any inappropriate behaviour exhibited during a meeting should be managed firstly by the Carer. Offer to help the Carer, but all the time be led by the Carer and then report it to the ASC/DASC. Safety and respect should always be shown.
- Where possible, if an adult at risk or with care and support needs, is struggling during the service, please inform the Sunday Coordinator, who will try and provide a quiet space.
- When appropriate, the Church will signpost carers or the adult with care and support needs to where they can get help and advice in relation to abuse, discrimination, bullying or any other matter where they may have a concern.
- We believe in being a Church for everyone, which means that people, whatever their disability, are welcome. However, some adults with learning

difficulties/mental health issues may become disruptive to those around them. They may need to be taken aside. Others require practical support to help them. E.g. help pushing a wheelchair or helping a blind person to the toilet. Please inform your ASC/DASC/Sunday Coordinator if support is needed.

- When talking to people in wheelchairs or people who are unable to stand, sit down next to them to talk to them.
- If someone is blind, or visually impaired, tell them who you are when you first talk to them.

SECTION 4 - RESPONDING TO ALLEGATIONS OF ABUSE

4.1 GENERAL PRINCIPLES

Under no circumstances should a church worker/volunteer carry out their own investigation into the allegation or suspicion of abuse.

The contact details of the ASC, DASC and the Trustee responsible are shown on the contacts page of the appendices, section 6.1.

The contact details of thirtyone:eight, Kent Adult Social Services, Kent Police Protection Team, 24 hour Mental Health Crisis Team and The Samaritans and are shown on the Emergency contact details, section 6.2 of the appendices.

Advice will be sought from thirtyone:eight when appropriate.

4.2 SUSPICION OR ALLEGATION OF PHYSICAL, SEXUAL, EMOTIONAL ABUSE OR NEGLECT

The person reporting an allegation or suspicion of abuse must adhere to the following.

- Concerns must be reported as soon as possible to the ASC. If this person is unavailable report to DASC. Their contact details are recorded in Contacts on page 14. These people are nominated by the Church to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.
- The ASC/DASC will write a detailed record of the concerns and store them in a secure place. They will relate back to you their understanding of your concerns and then act on the report.
- Suspicions must not be discussed with anyone other than those nominated above.
- If the suspicions in any way implicate the ASC/DASC, then the report should be made to the Director responsible for safeguarding. If the suspicions implicate both the ASC/DASC and the Director responsible for safeguarding then the report

should be made in the first instance to thirtyone:eight (details in the Emergency contacts section 6.2)

- Whilst allegations or suspicions of abuse will normally be reported to the ASC, the absence of the ASC or DASC should not delay referral to the Adult Social Services Department. The advice of the Director responsible for safeguarding should be sought.
- It is the right of any individual to make a direct referral to the Adult Social Services, Police Public Protection Team, or seek advice from thirtyone:eight. The Church hopes that members will use the procedure laid out in this policy; however, if the individual with the concern feels that the ASC /DASC has not responded appropriately, or where they have a disagreement with the ASC/DASC as to the appropriateness of a referral they are free to contact an outside agency direct.

4.3 THE ROLE OF THE ASC/DASC

The role of the ASC/DASC is to collate and clarify precise details of the allegation or suspicion and pass this information on to the Adult Social Services Department. It is the Adult Social Services task to investigate the matter under sections 42–46 of the Care Act 2014.

The Church will support the ASC/DASC in their role, accepting that any information they may have in their possession will be shared in a strictly limited way, on a need-to-know basis.

If an adult at risk or with care and support needs has a physical injury, symptom of sexual abuse, signs of neglect or where there are concerns about emotional abuse, the ASC/DASC will:

- Discuss any concerns with the individual themselves, considering their mental capacity of an adult at risk, giving due regard to their autonomy, privacy, and rights to lead an independent life. Always refer to your local authority Adult Social Care Services for advice.
- If the adult is in immediate danger or has sustained a serious injury, contact the Emergency Services, informing them of any suspicions/allegations.
- Record and clarify details with the person reporting the allegation/suspicion of abuse against an adult at risk or a worker of the church and store a written record in a safe and secure way.
- Contact thirtyone:eight for advice if needed.
- Contact the Adult Social Care Team to formally investigate allegations of abuse.

4.4 ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH ADULTS WITH CARE AND SUPPORT NEEDS

The Care Act places the duty upon Adult Social Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Social Services to decide not the Church.

The ASC/DASC will:

- call thirtyone:eight helpline for advice.
- Liaise with Adult Social Care Services, who have responsibility to investigate allegations of abuse.
- contact any agency/employer and report as appropriate.
- make a referral to the DBS following the advice of Adult Social Care Services.
- the ASC/DASC will report concerns to the Director responsible for Safeguarding, who will then report it to the Elders, depending on the circumstances and/or nature of the concern.
- the Director responsible for safeguarding may need to liaise with the insurance company or the charity commission to report a serious incident.

4.5 ALLEGATION AGAINST A WORKER OF THE CHURCH

The Church recognises that there can be a power imbalance when providing care and support to people, which can lead to allegations of abuse. If an accusation is made against a worker (whether a volunteer or paid member of staff) the ASC/DASC will:

- contact thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.
- Inform the Elders and Director responsible for safeguarding
- identify support services for the victim i.e. counselling or other pastoral support
- liaise with Adult Social Services regarding the suspension of the worker
- make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs.
- evaluate current practice and procedures to consider whether appropriate risk assessments are in place to prevent reoccurrence.

SECTION 5 - PASTORAL CARE

5.1 SUPPORTING THOSE AFFECTED BY ABUSE

The Church is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse that have contact with or are part of the place of the church.

The Pastoral Coordination Team will facilitate pastoral care for those affected by abuse. They will also organise support of workers/carers, who are dealing with the ongoing support of adults identified as at risk or affected by abuse. The team is made up of people who have a proven track record and/or appropriate professional qualifications in caring for others.

5.2 WORKING WITH OFFENDERS AND THOSE WHO MAY POSE A RISK

When someone attending the Church is known to be a risk to adults with care and support needs, the Church will supervise the individual concerned and offer pastoral care. In its commitment to the protection of adults with care and support needs, the Elders will set boundaries, which that person will be expected to keep. These boundaries will be based on an appropriate risk assessment and through consultation with appropriate parties.

APPENDIX

6.1 CHURCH CONTACT DETAILS

If you have any concerns for an adult with care and support needs, then speak to one of the following:

Adults Safeguarding Coordinator – Penny Campbell

Church office – 01227455440

Mobile - 0790100247

Email - penny.campbell@thecitychurch.org.uk

Deputy Adults Safeguarding Coordinator – Hazel Woods

Mobile - 07905724489

Email - hazel.woods1@gmail.com

Deputy Adults Safeguarding Coordinator for Sheppey Gospel Plant 1 – Matt Spocchia

Mobile – 07570796608

Deputy Adults Safeguarding Coordinator for Sheppey Gospel Plant 2 – Helene Spocchia

Mobile - 07432677608

Director with oversight of Safeguarding - Peter Gregory

Mobile - 07835027871

Email - peter.gregory12@gmail.com

Elder with oversight of Safeguarding - Martin Segal

Church office – 01227455440

Email - martin.segal@thecitychurch.org.uk

6.2 EMERGENCY CONTACT DETAILS

Thirtyone:eight

Tel: 0303 003 1111

Kent Adult Social Services

Tel: 03000 41 61 61 (text relay - 18001 03000 41 61 61)

Out of hours Tel: 03000 41 91 91

Email: social.services@kent.gov.uk

Website Address: <https://www.kent.gov.uk/social-care-and-health/report-abuse>

Kent Police Tel: 101 (Non-emergency)

If it feels like the situation could get heated or violent very soon or someone is in immediate danger, or you need support right away, please call 999.

Alternatively, complete an online report - <https://www.kent.police.uk/ro/report/ocr/af/how-to-report-a-crime/>

Mental Health Crisis Team

The Mental Health Matters phone line is free, confidential and open 24 hours a day, 365 days a year. The service is provided by an independent charity.

Call 0800 107 0160 to speak to someone from the Mental Health Matters team.

Single Point of Access - for secondary mental health services and self-referral

Tel: 0800 783 9111

The Samaritans

Call 116 123 for 24 hour support.

6.3 DEFINITIONS OF ABUSE - ADULTS

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14. Safeguarding, this replaces the previous guidelines produced in 'No Secrets' (Department of Health 2000)

The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.

The Safeguarding duties apply to an adult who:

- has need for care and support (whether the local authority is meeting any of those needs or not)
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating 'safety' measures that do not take account of individual wellbeing, as defined in Section 1 of the Care Act.

Link: The Care Act 2014

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Link: Care and Support Statutory Guidance under the Care Act 2014

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern. Some of these signs can also be as a result of ASD/Mental Health Illness, so please check with ASD/DASC

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. Incidents of abuse may be one-off or multiple, and affect one person or more.

6.4 SIGNS OF ABUSE (ADULTS)

Physical abuse

- History of unexplained falls, fractures, bruises, burns, minor injuries.
- Signs of under or over use of medication and/or medical problems left unattended.
- Any injuries not consistent with the explanation given for them
- Bruising and discolouration - particularly if there is a lot of bruising of different ages
- and in places not normally exposed to falls, rough games etc.
- Recurring injuries without plausible explanation
- Loss of hair, loss of weight and change of appetite
- Person flinches at physical contact &/or keeps fully covered, even in hot weather;

- Person appears frightened or subdued in the presence of a particular person or people

Domestic violence

- Unexplained injuries or 'excuses' for marks or scars
- Controlling and/or threatening relationship including psychological, physical, sexual,
- financial, emotional abuse; so called 'honour' based violence and Female Genital
- Mutilation.
- Age range extended to 16 yrs

Sexual abuse

- Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual
- intercourse
- Unexplained change in behaviour or sexually explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosures or hints of sexual abuse:
- Self-harming
- Emotional distress
- Mood changes
- Disturbed sleep patterns
- Psychological abuse
- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of a carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia
- Changes in mood, attitude and behaviour, excessive fear or anxiety
- Changes in sleep pattern or persistent tiredness
- Loss of appetite
- Helplessness or passivity
- Confusion or disorientation
- Implausible stories and attention seeking behaviour
- Low self-esteem

Modern slavery

- Physical appearance; unkempt, inappropriate clothing, malnourished
- Movement monitored, rarely alone, travel early or late at night to facilitate working
- hours.
- Few personal possessions or ID documents.
- Fear of seeking help or trusting people.

Financial or material abuse

- Disparity between assets and living conditions

- Unexplained withdrawals from accounts or disappearance of financial documents or
- loss of money
- Sudden inability to pay bills, getting into debt
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property
- Missing personal belongings
- Inappropriate granting and / or use of Power of Attorney

Discriminatory abuse

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance care
- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves

Institutional Abuse

- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves
- No confidence in complaints procedures for staff or service users.
- Neglectful or poor professional practice.

Neglect and acts of omission

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support.
- Lack of medication or medical intervention

Self-neglect

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs
- Person looking unkempt or dirty and has poor personal hygiene
- Person is malnourished, has sudden or continuous weight loss and is dehydrated
- Constant hunger, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- Home environment does not meet basic needs (for example not heating or lighting)
- Depression

6.5. FLOWCHART FOR ACTION – ADULTS AT RISK

This flow chart provides an overview of action to be taken when concerned about the welfare of an adult at risk. It is to be used in conjunction with written procedures.

