



Safeguarding Policy for Children and Vulnerable Adults

A child or young person is defined as anyone under the age of 18 years

A **Vulnerable Adult** is defined as a person aged 18 years 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”. (as defined by Cambs Social Services website June 2017)

March 2022

This document details the safeguarding policy of The Ark Church, Isleham, Ely, Cambs, CB7 5QP

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Ark Church Mission Statement:

James declares that faith without deeds is worth little (James 2:14) Just as in worship, the love we feel for the Lord needs expressing in active worship, so also our love for Jesus spurs us to bless other communities outside the boundaries of the church.

We see our mission vision expressing itself at three levels:

- **The Local Community:** Every believer needs to be empowered by the Spirit to be a witness to those around them, (Acts 2:6). Apart from personal evangelism and when covid 19 government guidelines allow, we run Alpha courses, community dinners, Café mornings, Kids clubs and much more.
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- **Nationally:** We look to support other churches and communities providing funding and support particularly to less well-resourced areas. Each week we provide the Gift Box which is mainly targeted to needs outside our immediate church. These may include drug rehabilitation, pregnancy crisis, devastating issues of loss and bereavement that have occurred nationally, as well as many other Christian based projects in need.

- **Internationally:** We support a number of overseas missions and have church members working or involved in areas of Kenya, Bangladesh, Poland and in Australia. We are also pleased to support short term mission trips to various parts of the world,

In fulfilling our vision, The Ark Isleham

- Has a full programme of activities involving children and young people
- Welcomes children, young people, and vulnerable adults into the life of our community
- Makes our premises available to organisations working with children and young people

The Ark Church Isleham leadership (from here on referred to as The Eldership) undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training for all its workers and will regularly review the operational guidelines attached.
- ensure that the premises meet the requirements of the Disability Discrimination Act 1995 and all other relevant legislation, and that it is welcoming and inclusive.
- support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and vulnerable adults.

Our commitment

As an Eldership we recognise the need to provide a safe and caring environment for children, young people and vulnerable adults. We acknowledge that children, young people and vulnerable adults can be the victims of physical, sexual and emotional abuse, and neglect. 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”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

Eldership Safeguarding Statement

The Eldership of The Ark Church recognises the importance of its ministry /work with children, young people and adults in need of protection and its responsibility to protect everyone entrusted to our care.

The following statement was agreed by the leadership/organisation on 26th April 2021

The Ark Isleham is committed to the safeguarding of children and vulnerable adults and ensuring their well-being, specifically:

- We recognise that we all have a responsibility to help prevent the physical, sexual, emotional abuse and neglect of children and young people (those under 18 years of age) and to report any such abuse that we discover or suspect.
- We believe every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are suffering harm.
- All children and young people have the right to be treated with respect, to be listened to and to be protected from all forms of abuse.
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of vulnerable adults and to report any such abuse that we discover or suspect.
- We recognise the personal dignity and rights of vulnerable adults and will ensure all our policies and procedures reflect this.
- We believe all adults should enjoy and have access to every aspect of the life of the place of worship/organisation unless they pose a risk to the safety of those we serve.
- We undertake to exercise proper care in the appointment and selection of all those who will work with children and vulnerable adults.

We are committed to:

- Following the requirements for UK legislation in relation to safeguarding children and vulnerable adults and good practice recommendations.
- Respecting the rights of children as described in the UN Convention on the Rights of the Child.
- Implementing the requirements of legislation in regard to people with disabilities.
- Ensuring that workers adhere to the agreed procedures of our safeguarding policy.
- Keeping up to date with national and local developments relating to safeguarding.
- Following any denominational or organisational guidelines in relation to safeguarding children and adults in need of protection.
- Supporting the safeguarding co-ordinator/s in their work and in any action they may need to take in order to protect children/vulnerable adults.

- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this place of worship/organisation.
- Supporting parents and families
- Nurturing, protecting and safeguarding of children and young people
- Supporting, resourcing, training, monitoring and providing supervision to all those who undertake this work.
- Supporting all in The Ark Church Isleham affected by abuse.

We recognise:

- Children's Social Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a vulnerable adult.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Where working outside of the UK, concerns will be reported to the appropriate agencies in the country in which we operate, and their procedures followed, and in addition we will report concerns to our agency's headquarters.
- Safeguarding is everyone's responsibility.

We will review this statement and our policy and procedures annually.

If you have any concerns for a child or vulnerable adult, then speak to one of the following who have been approved as Safeguarding co-ordinators for this place of worship/organisation.

Lorna Wells	Safeguarding Co-ordinator
Geraldine Ciantar	Deputy Safeguarding Co-ordinator
Helen Hawes	Adult Safeguarding Coordinator
Claire Gillett	Deputy Adult Safeguarding Coordinator

A copy of the full policy is available from The Ark Church Office at: 101 Beck Road, Isleham, ELY, Cambs, CB7 5QP

Aims of Youth and Children's work at The Ark Isleham

- To value each child/young person, recognising their individuality and seeking to develop their potential – spiritual, mental, physical and emotional – and to maximise their contribution to the group and to society at large

- To encourage each child/young person to enter into, enjoy and grow in a relationship with God the Father, with Jesus Christ his son (experiencing personally His salvation by faith and acknowledging His Lordship in their daily lives) and with the Holy Spirit (experiencing his in-filling, his guidance, his gifts (as per 1 Cor 12) and in the growth in the fruit of the Spirit (Galatians 5 v 22)
- To help children/young people understand, receive, and apply the Word of God to their lives using methods appropriate to their age and development
- To help each child find their place in the Body of Christ as a fully active member
- To treat children/young people with dignity and respect, and to encourage them to do likewise in their relationships with each other
- To endeavour to choose and train leaders whose contribution to the group will be positive and in keeping with the standards we promote as a church
- To use appropriate language with children/young people and encourage them to speak to each other in ways that build up dignity and respect
- To avoid and discourage put-downs
- To have programmes which are age appropriate and well planned
- To have adequate leadership in terms of child / adult ratios
- To ensure there is a telephone number and address on file for each child/young person (See Appendix 1)
- To maintain good communication with parents / guardians

Recruitment

The Ark Church Eldership will ensure that proper care will be exercised in the selection and appointment of all those working with children and young people, whether paid or voluntary.

All children's workers will:

- be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment.
- be issued with a document outlining expected codes of behaviour (Appendix 2)
- be asked to supply details of 2 referees whose opinions may be sought as to their suitability for the post, **if they haven't been active members of The Ark Church for three or more years.** These may be written or verbal references details of which will be recorded by the Elder responsible for Children's and youth work (currently Tim Malkin) (Appendix 3).

All workers (children's, youth or adult s) will be asked to apply to the Disclosure and Barring service (DBS) for clearance before taking up their post. Where this is not possible (i.e. if the applicant is from abroad – The Ark Isleham has a number of American Military families as part of its membership for example) then references will be sought by telephone and a record of each call kept by Tim Malkin (Elder responsible for children and youth work)

Recognising and responding appropriately to an allegation or suspicion of abuse

Understanding abuse and neglect

Defining child abuse or abuse against a vulnerable adult 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 child or vulnerable adult.

In order to safeguard those in our places of worship we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

- 1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*
- 2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5 which states: *No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

Detailed definitions, and signs and symptoms of abuse, as well as how to respond to a disclosure of abuse, are included here in our policy (see Appendix 4 – Definitions of abuse, Appendix 5 – Signs and symptoms of abuse and Appendix 6 – How to respond).

RESPONDING TO ALLEGATIONS OF ABUSE

Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse. Following procedures as below:

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to Lorna Wells (hereafter the "Safeguarding Co-ordinator") tel. no: 01353 624939 or 07880 695051 who is nominated by the Eldership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring matters to the statutory authorities.
- In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to Geraldine Ciantar (hereafter the "Deputy ") tel no: 07540 191134. If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to the Thirtyone:eight (formerly Churches' Child Protection Advisory Service CCPAS) PO Box 133, Swanley, Kent, BR8 7UQ. Telephone 0303 003 111. Alternatively contact Social Services or the police.
- Where the concern is about a child, the Safeguarding Co-ordinator should contact Children's Social Services. Where the concern is regarding an adult in need of protection contact Helen Hawes 01638 646001 or 07702 257720, Adult Social Services or take advice from "Thirtyone:eight"
- The local Children's Social Services office telephone number (office hours) is 0345 045 5203. The out of hours emergency number is 01733 234 724

The Police Child protection team can be contacted by dialling 101

The local Adult Social Services office telephone number (office hours) is 0345 045 5202. The out of hours emergency number is 01733 234 724.

- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from “ThirtyoneEight”.
- The Eldership will support the Safeguarding Co-ordinator/Deputy in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from “thirtyone:eight”, although the Leadership hope that members of the place of worship / organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Eldership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed procedures where there is a concern about a child:

ALLEGATIONS OF PHYSICAL INJURY, NEGLECT OR EMOTIONAL ABUSE

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact Children's Social Services (or Thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.
- Seek and follow advice given by "Thirtyone:eight" (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

ALLEGATIONS OF SEXUAL ABUSE

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by "Thirtyone:eight" if, for any reason they are unsure whether or not to contact Children's Social Services/Police. "Thirtyone:eight" will confirm its advice in writing for future reference.

The following procedure will be followed where there is a concern that an adult is in need of protection:

SUSPICIONS OR ALLEGATIONS OF PHYSICAL OR SEXUAL ABUSE

If a vulnerable adult has a physical injury or symptom of sexual abuse the Safeguarding Co-ordinator/Deputy will:

- Discuss any concerns with the individual themselves giving due regard to their autonomy, privacy and rights to lead an independent life.
- If the vulnerable adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.
- For advice contact the Adult Social Care Vulnerable Adults Team who have responsibility under Section 47 of the NHS and Community Care Act 1990 and government guidance, 'No Secrets', to investigate allegations of abuse. Alternatively "Thirtyone:eight" can be contacted for advice.

ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH CHILDREN

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will need to liaise with Children's Social Services in regard to the suspension of the worker, also making a referral to a Safeguarding Adviser (SA) / Local Authority Designated Officer (LADO). For Cambridgeshire the contact details are

Tel: 01223 727967 or: 01733 234724 out of hours. Or email: LADO@cambridgeshire.gov.uk



APPENDIX 1

THE ARK CHURCH ISLEHAM YOUTH PROGRAMME HEALTH & PARENTAL CONSENT FORM.

Son/daughter's full name: _____

Date of birth: ____/____/____

Parents/carers names: _____

Address: _____

Email: _____

Telephone no: _____ Mobile contact no: _____

Does your son/daughter suffer from any serious illnesses or are they on medication of any kind? Y/N

Details: _____

Does your son/daughter have any known allergies or special dietary needs? Y/N

Details: _____

Name and address of Doctor: _____

Please detail any other information you feel may be beneficial for us to know on the back of this form.

Please tick box if you are **NOT** happy for information given on this form being kept on a computer. []

Please tick box if you are **NOT** happy for photos of your child to be taken & used in connection with church materials, including web site (names of children will not be included with any photos) []

Signed _____ Print Name _____ Date _____

APPENDIX 2

Code of behaviour to be issued to each worker

Dear Volunteer

Thank you so much for volunteering to join the youth/ children's work team here at The Ark. This is for you to keep; the attached document must be signed and returned to Lorna Wells (safeguarding co-ordinator) or Sharon Grimwood/Church office, as soon as possible. Please read this document carefully and return the signed sheet, to confirm you have read and agree to abide by the guidelines outlined here.

As an Ark Isleham children's/youth worker you are expected to:

- Value each child and young person, recognising their individuality
- Seek to develop their potential, spiritual, mental, physical and emotional
- Encourage each child and young person to enter into, enjoy and grow in a relationship with Jesus Christ, experiencing His salvation by faith and acknowledging His Lordship in their everyday lives
- Help them to receive, understand, and apply the Word of God to their lives, using methods appropriate to their age and development
- Help each child find their place in the Body of Christ as a fully active member
- Treat children and young people with dignity and respect and encourage them to do likewise in their relationships with each other
- Use appropriate language with children and young people and encourage them to speak to each other in ways that build up dignity and mutual respect
- Avoid and discourage put-downs

Physical Contact:

- Touch should be related to the child/young person's need, not the workers
- Touch should be age appropriate and generally initiated by the child/young person rather than the worker

- Keep everything public wherever possible and avoid being alone with a child/young person if possible
- If privacy is important and a child/young person is being seen on their own, ensure that the meeting is visible, either by leaving the door open or by using a room with a window. Ensure other workers know that the meeting is taking place
- Always respect the child/young person's right to decide how much physical contact they have with others (except in extraordinary circumstances i.e. if they need medical attention)
- Avoid any contact that may be open to misinterpretation by others

Discipline

- Discipline out of love, never out of anger
- Ask God for wisdom, discernment and understanding for the children or young people in your care
- Affirm each child/young person's positive attributes and encourage them, never comparing one with another
- NEVER smack or hit a child/young person and try not to shout
- Be consistent in what you say and ensure other team members know what you have said to avoid any manipulation
- Be pro-active rather than waiting to be told to deal with a situation
- Ensure that the quiet or well behaved child/young person receive attention and resist allowing the more demanding to take all your time and attention
- Each individual is unique and will respond differently. It follows therefore that each child/young person should be dealt with on an individual basis

Praying with children

The group leader will ensure that parents are aware that prayer by the children/young people, for them and among them is part of the programme.

- Where possible, always pray in an open area with other leaders around
- Always have the child/young person's permission to be specifically prayed for
- Don't crowd the child/young person. Get down to their level and keep touch to a gentle hand on their head or shoulder
- If you receive a word of knowledge, encouragement or prophecy for a child/young person, write it down for them as soon as you can

- If a child becomes distressed, consult with another leader before continuing to pray. The child/young person may be being touched by the Holy Spirit or may be afraid and confused

Conversations

If you believe a child is about to disclose information relating to possible abuse:

- Listen to the child/young person, even if you do not believe them
- React calmly
- Take what they say seriously
- Look directly at them
- Reassure that they were right to tell but DO NOT promise confidentiality
- Do not ask leading questions, only ask enough to clarify your understanding in order to pass the information on to the appointed Child Safety Co-ordinator
- Be aware that the child/young person may have been threatened not to tell
- As soon as possible, make notes of the conversation in order to maintain accuracy

If you believe a child/young person's safety to be at immediate risk, contact the child safety co-ordinator straight away

- Lorna Wells Safeguarding Coordinator 07880 695051 or 01353 624939
- Geraldine Ciantar Deputy Safeguarding Coordinator 07540 191134

Transporting

- Always obtain parental consent before transporting a child/young person. Verbal consent is valid for any children/young people who are a part of the church
- Avoid spending unnecessary time alone in a vehicle with a child/young person
- If transporting a child/young person alone is unavoidable, ensure that another leader or parent is aware of the journey and what time you expect to arrive.

Filming and photography

- Before taking photos of a child/young person, ensure parental permission has been given on the consent form
- Before images of children are used on a website, ensure parental permission has been given on the consent form

- In all use of images, children/young people should not be identified by surname or any other personal details

There are helpful notes on how to recognise and respond to allegations or signs of abuse contained in the Child Protection Policy of The Ark Church Isleham. There is a copy kept in the church office. It is recommended that you read the policy in full as soon as possible and at the latest during your first month of working as part of the team.

If you have any concerns or questions about anything written in this document, please contact Tim Malkin as soon as possible.



Name _____

I have received a copy of the Code of behaviour for children and youth workers.

I agree to abide by the guidelines it contains and commit to reading the Safeguarding policy of The Ark Isleham as soon as possible.

Signed _____

Date _____



APPENDIX 3

If you have not been in active membership of The Ark Church Isleham for three or more years, then please fill out the details below providing two people we can contact who are happy to provide you with a reference:

Your Name: _____

Post applied for _____

Date of application _____ Age (*if under 21*) _____

Reference 1

Referee's name: _____

Relationship to you: _____

Email: _____

Tel no: _____

Reference 2

Referee's name: _____

Relationship to you: _____

Email: _____

Tel no: _____

Appendix 4 **Definitions of abuse** (*as per Thirtyone:eight" website*)

Statutory Definitions of Abuse (Children)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

ENGLAND

The four definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2010)'.

What is abuse and neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve

seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Statutory Definitions of Abuse (Vulnerable Adults)

The following definition of abuse is laid down in 'No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health 2000): 'Abuse is a violation of an individual's human and civil rights by any other person or persons. In giving substance to that statement, however, consideration needs to be given to a number of factors:

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 it'.

Physical Abuse

This is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care.

Sexual Abuse

This is the involvement in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent, or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent.

Psychological or Emotional Abuse

These are acts or behaviour, which cause mental distress or anguish or negates the wishes of the vulnerable adult. It is also behaviour that has a harmful effect on the vulnerable adult's emotional health and development or any other form of mental cruelty.

Financial or Material Abuse

This is the inappropriate use, misappropriation, embezzlement or theft of money, property or possessions

Neglect or Act of Omission

This is the repeated deprivation of assistance that the vulnerable adult needs for important activities of

daily living, including the failure to intervene in behaviour which is dangerous to the vulnerable adult or to others. A vulnerable person may be suffering from neglect when their general well-being or development is impaired

Discriminatory Abuse

This is the inappropriate treatment of a vulnerable adult because of their age, gender, race, religion, cultural background, sexuality, disability etc. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. Discriminatory abuse links to all other forms of abuse.

Institutional Abuse

This is the mistreatment or abuse of a vulnerable adult by a regime or individuals within an institution (e.g. hospital or care home) or in the community. It can be through repeated acts of poor or inadequate care and neglect or poor professional practice.

Appendix 5 Signs of abuse (as per *Thirtyone:Eight* website)

Signs of Possible Abuse (children & young people)

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

Physical

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation*
- Cuts/scratches/substance abuse*

Sexual

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia*

Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
- Depression, aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Neglect

- Under nourishment, failure to grow, constant hunger, stealing or gorging food, Untreated illnesses,
- Inadequate care, etc

Signs of Possible Abuse (vulnerable adults)

Physical

- A history of unexplained falls, fractures, bruises, burns, minor injuries
- Signs of under or over use of medication and/or medical problems unattended

Sexual

- Pregnancy in a woman who is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually implicit/explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosure or hints of sexual abuse
- Self-harming

Psychological

- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of the carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia

Financial or Material

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents
- Sudden inability to pay bills
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property

Neglect or Omission

- Malnutrition, weight loss and /or persistent hunger
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores
- Being left in wet clothing or bedding and/or clothing in a poor condition
- Failure to access appropriate health, educational services or social care
- No callers or visitors

Discriminatory

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance of care

Institutional

- Lack of flexibility or choice over meals, bed times, visitors, phone calls etc
- Inadequate medical care and misuse of medication
- Inappropriate use of restraint
- Sensory deprivation e.g. denial of use of spectacles or hearing aids
- Missing documents and/or absence of individual care plans
- Public discussion of private matter
- Lack of opportunity for social, educational or recreational activity

Appendix 6

How to respond (as per *Thirtyone:eight* website)

Initial Response to a Concern or Allegation of Abuse

If there is a concern that a child, young person or vulnerable adult may have been abused or a direct allegation of abuse is been made, it is important the person receiving this information does the following:

- Make notes as soon as possible (preferably within one hour of the person talking) including a description of any injury, its size, and a drawing of its location and shape on the child's body.
- Write down exactly what has been said, when s/he said it, what was said in reply and what was happening immediately beforehand (e.g. a description of an activity).
- Write down dates and times of these events and when the record was made.
- Write down any action taken and keep all hand written notes even if subsequently typed up.

These notes should be passed on to the safeguarding co-ordinator to assist them should the matter need to be referred to Adult or Children's Social Services or the police. Any referral should be confirmed in writing within 48 hours and you should expect an acknowledgement of your written referral within one working day of receiving it.

All documents should be signed, dated and kept for an indefinite period in a secure place. Consideration should be given to any procedures that have already been adopted by the organisation and it is important that the conditions laid down by organisation's insurers are followed to ensure there is appropriate cover against any claims. There is also a requirement for some allegations to be reported to both the Charity Commission (if the place of worship or organisation has charitable status) and the Independent Safeguarding Authority – see In Focus' 'Reporting a 'Serious Incident 'to the Charity Commission 'and 'Referrals to the Disclosure and Barring Service (DBS) 'below.

"Thirtyone:eight" can also offer independent advice that will be followed by written confirmation of the advice given.

If the safeguarding co-ordinator, or deputy, is not contactable or they are subject of the concerns, the statutory agencies should be contacted.