

# NVC Safeguarding Policy and Code of Practice



## Details of the place of worship / organisation

Name of Place of Worship: Network Vineyard Church (NVC)

Membership of Denomination: Vineyard Churches

Church Office Address and place of Sunday meeting: Woodley Hill House, Eastcourt Avenue, Earley, Reading RG6 1HH

Tel No: 0118 966 2007

Email address: [info@networkvineyard.org.uk](mailto:info@networkvineyard.org.uk)

Charity Number: 1139467

Company Number: 7432848

Insurance Company – Master Policy Insurance Brokers Ltd, Policy number RC01014660

Tel 01767 318200 [vicky@masterpolicy.co.uk](mailto:vicky@masterpolicy.co.uk)

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Our vision is **The Transformation of Society through the Message and Power of Jesus Christ.**

Transformed people transform society and we understand from the gospels that this is achieved through the breaking in of God's kingdom into our lives. The signs of God's kingdom are healing, release from spiritual oppression, miracles, and, most significantly, a place in God's family. This is available to all people, including children and vulnerable adults. Our goal is to multiply communities of people everywhere who use the authority and power of Jesus to accomplish his mission. We believe children and vulnerable adults are a vital part of the church community.

Our work with vulnerable adults is through their participation in the life of NVC, which includes Sunday worship services, small groups and ongoing pastoral support.

Our Children's Ministry aims to give children a deep love for Jesus that leads to a personal relationship with him. This is achieved through

- Sunday and weekday groups for children
- Activities/ parties for children on weekends
- Week long camping activities for youth at Christian camps
- Open youth work on a weekly basis

### Key definitions:

**Child:** A person under 18 years of age

**Vulnerable Adult:** any adult aged 18 or over who, by reason of mental or other disability, age, illness or other situation is permanently or for the time being unable to take care of her or himself, or to protect her or himself from significant harm or exploitation.

## 1. Our commitment

NVC recognises the serious issue of abuse of children, young people and vulnerable adults, and recognise this may take the form of physical, sexual, emotional, financial, spiritual or institutional abuse or neglect. It accepts its responsibility for ensuring that all people are safe in its care and that their dignity and right to be heard is maintained. It accepts its responsibility to support, listen to and work for healing with survivors, offenders, communities and those who care about them. It takes seriously the issues of promotion of welfare so that each of us can reach our full potential.

The Senior Leadership Team has 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.

This policy and attached practice guidelines are based on the ten **Safe and Secure** safeguarding standards published by the Churches' Child Protection Advisory Service (CCPAS).

NVC commits itself 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 to 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.
- File a copy of the policy and practice guidelines with CCPAS and the local authority LSCB and any amendments subsequently published. The Senior Leadership Team agrees not to allow this document to be copied by other organisations or be published on our website.
- Respond without delay to any allegation or cause for concern that a child or vulnerable adult may have been harmed, whether in the church or in another context.

NVC appoints **Tonya Curtis** as safeguarding coordinator for children and young people, and **Jennie Skeats** as safeguarding coordinator for vulnerable adults and supports them in their roles, which are to:

- Support and advise the Senior Leadership team and Trustees in fulfilling their roles
- Provide a point of reference to advise on safeguarding issues
- Liaise with CCPAS as an advisory service on safeguarding
- Promote safeguarding best practice within NVC
- To act as the coordinating officer where complaints and concerns arise

## **2. 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. Detailed definitions, and the signs and symptoms of abuse are included in appendices 1-3.

### **Safeguarding awareness**

NVC will provide on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training either through use of CCPAS DVDs, online CCPAS training or attendance at 'Facing the Unthinkable' seminars run by CCPAS where possible. We will also accept recognised training obtained through other organisations.

NVC will ensure that children and vulnerable adults are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

### **Responding to allegations of abuse**

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

- Persons in receipt of allegations or suspicions of child abuse should report concerns as soon as possible to Tonya Curtis, tel no: 07900 988143 who is nominated by the Senior Leadership Team to act on their behalf in dealing with the allegation or suspicion of neglect or abuse.
- If concerns arise relating to a vulnerable adult, they should be reported as soon as possible to Jennie Skeats, tel no: 07984 800944, who is likewise nominated by the Senior Leadership Team to act on their behalf.
- In the absence of the Child / Vulnerable Adult Safeguarding Co-ordinator or, if the suspicions in any way involve them, then the report should be made to Elise Trim (hereafter the "Deputy ") tel no: 07791 450 812. If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to the Churches' Child Protection Advisory Service (CCPAS) PO Box 133, Swanley, Kent, BR8 7UQ. Telephone 0845 120 4550. Alternatively contact Social Services or the police.
- 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 Child/ Vulnerable Adult Safeguarding Co-ordinator, or the Deputy, the absence of them should not delay referral to Social Services, the Police or taking advice from CCPAS.

- The Senior Leadership Team will support the Child/ Vulnerable Adult 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 the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from CCPAS.
- The Senior Leadership Team hopes that members of NVC and individual members of the public involved with events organised by NVC will feel confident to use these procedures. If, however, any individual feels that the Safeguarding Co-ordinators or Deputy has not responded appropriately, or where they disagree with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are, again, free to contact an outside agency directly. The Senior Leadership Team affirms through this statement its commitment to protect 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 to pass this information on to statutory agencies that have a legal duty to investigate. These procedures are outlined in more detail in Appendix 4. Where required, the Safeguarding Co-ordinator should then immediately inform the insurance company and Senior Pastor (unless implicated) or Regional Overseer- James Rankine at Cardiff Vineyard 07729 285890

### **Contact details:**

**Child safeguarding coordinator:** Tonya Curtis: 07900 988143  
**Vulnerable adult safeguarding coordinator:** Jennie Skeats: 07984 800944,  
**Deputy Children's safeguarding coordinator:** Elise Trim: 07791 450 812  
**Churches' Child Protection Advisory Service (CCPAS):** 0845 120 4550.

### **Statutory agencies**

#### **Children living in Reading**

Children's Multi-Agency Safeguarding Hub: 0118 937 3641, (office hours). Outside these hours contact the Emergency Duty Team on 01344 786543

#### **Adults living in Reading**

The Reading Adult Social Services: 0118 937 3747 (office hours).

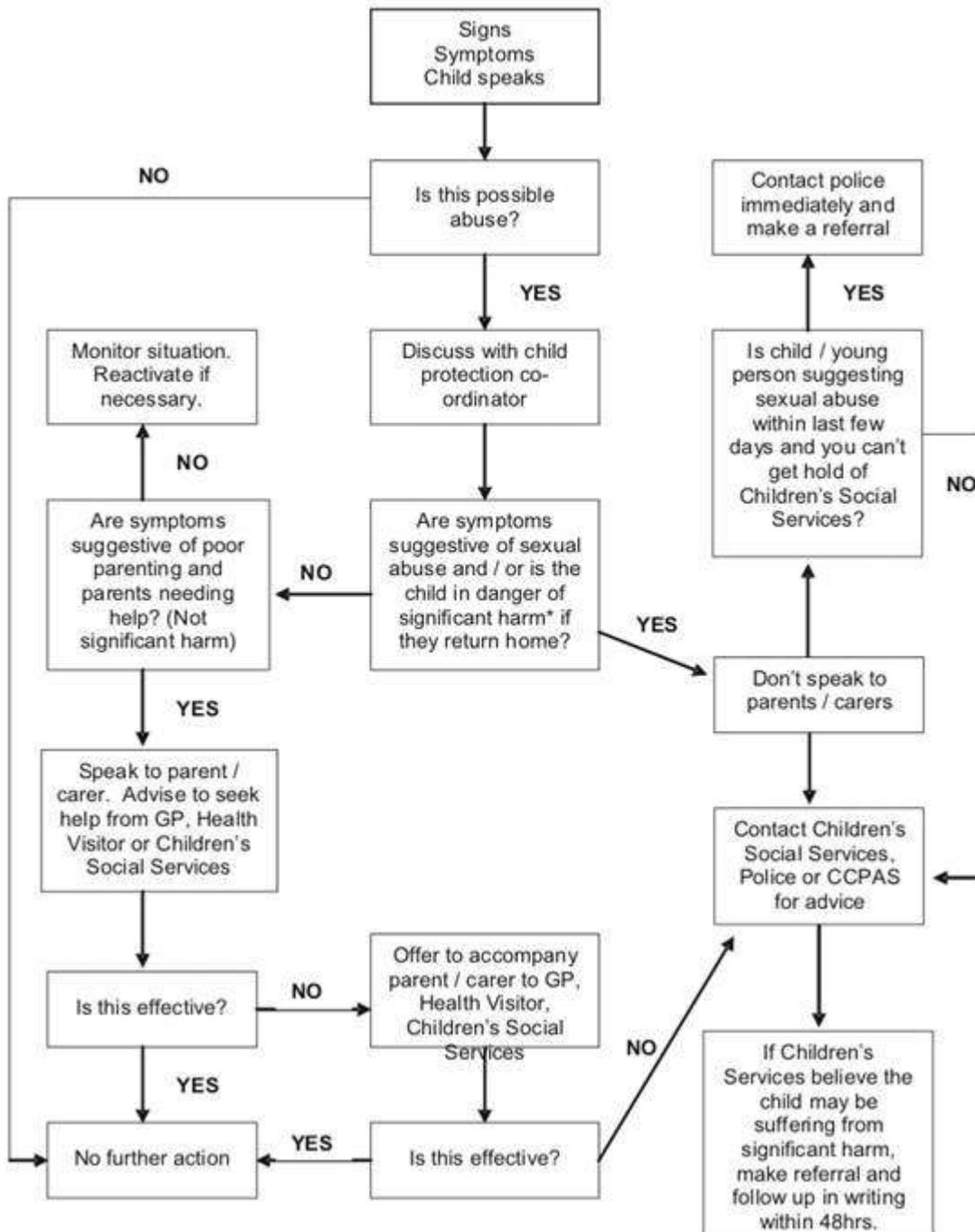
#### **Children living in Wokingham**

Referral and assessment team, 0118 908 8002 or email [triage@wokingham.gcsx.gov.uk](mailto:triage@wokingham.gcsx.gov.uk) . Outside office hours contact the emergency duty team 01344 786 543

#### **Adults living in Wokingham**

The local Adult Social Services office: 0118 974 6772 (office hours). Outside office hours contact 01344 786543. An online form is available at: <http://www.wokingham.gov.uk/care-and-support-for-adults/worried-about-someone/report/>

**RESPONDING TO CONCERNS FLOW CHART FOR ACTION**



### 3. Prevention

#### Safe recruitment

***The Senior Leadership Team will ensure workers are appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:***

- There is a written ministry description for the post
- Those applying have completed an application form and a self-declaration form
- Safeguarding has been discussed as part of the recruitment process
- At least one written reference will have been obtained, and followed up where appropriate
- A disclosure and barring check (DBS) has been completed (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information). DBS checks will be renewed every 5 years. In exceptional circumstances, and for cover, we will accept DBS clearance obtained through other organisations provided a risk assessment has been carried out regarding its suitability
- Ongoing support is provided for the successful applicant
- The appointment to the team is reviewed after 3 months
- The applicant has been given a copy of NVC's safeguarding policy and knows how to report concerns.

#### Management of Workers – Codes of Conduct

As a Senior Leadership Team we are committed to supporting workers and ensuring they receive support and supervision. All workers will be issued with a copy of this policy and code of conduct. The Senior Leadership Team undertakes to 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 for as long as the relationship of trust continues.

### 4. Pastoral Care

#### Supporting those affected by abuse

The Senior Leadership Team is committed to offering pastoral care, working with statutory agencies as appropriate, and supporting all those who have been affected by abuse who are part of NVC. The primary form of pastoral care in the church is provided by Home Groups which offer general pastoral support. Further pastoral care is provided by our trained NVC Pastoral care team, headed by Elaine Whatley ([elaine@networkvineyard.org.uk](mailto:elaine@networkvineyard.org.uk)). Where more specialist support is needed NVC would look to refer individuals to specialist agencies, where possible.

#### Working with offenders

When someone attending NVC is known to have abused children, or is known to be a risk to vulnerable adults, the Senior Leadership Team will ensure that the individual concerned is supervised and that pastoral care is offered, but in its safeguarding commitment to the protection of children and vulnerable adults, will set boundaries for that person, which they will be expected to keep.

### 5. Review

**This policy and associated code of conduct have been approved and will be reviewed in July 2016**

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(Rev Rob Gardiner, Senior Pastor)  
(Sarah Gardiner, Senior Pastor)  
(John Neate)  
(Steve Whatley)  
(Tom Jeffery)

Date:

## Code of conduct for safeguarding of vulnerable persons

As a place of worship working with children, young people and vulnerable adults 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 accusation.

### 1. Arrangements for Supervision of Children's Activities

This guidance is to help protect children from abuse, and leaders from false accusation.

- Children's classes may only be supervised by one adult provided others can see what is happening in that class, it is preferable to have two adults in each class
- Below are suggested ratios of adult to child, recommended for a specific indoor/outdoor activity or holiday event. These are the ratios required in regulations governing day care for under 8's.

Age	Adult	Children
2 yrs & under	1	3
2-3 years	1	4
3-8 years	1	8
8+	There is no legal requirement and is dependent on activity undertaken- see bullet points below	

- NB. Day Care regulations (OFSTED) cover activities which last for six days or more, for children up to eight years of age where there is no one with parental responsibility with them and where the activity lasts for two hours or more in a day.
- For children over 8, there is no official guidance. A suggested ratio is two adults (preferably one of each gender) for up to 20 children, with an additional leader for every 10 children. Following a risk assessment, this ratio would need to be increased for outdoor activities and more so if that activity is considered high risk or dangerous, or when catering for children with disabilities/special needs.
- In some circumstances a worker might be alone with a child. Examples include a small group situation, listening to a child, acting as a befriender/mentor or in transport arrangements
- At no time should leaders be alone with a child without knowledge of another worker
- Where confidentiality is important (e.g. counselling) and a young person is being seen on their own the leader must ensure that others know the interview is taking place and that someone else is around in the building.
- No person under 16 years of age should be left in charge of any children of any age. Nor should children or young people attending a group be left alone at any time.
- A register of children or young people attending the club or activity should be kept, and a register of helpers. This should include times of arrival and departure if any individual is not attending the whole session, and any others in the building at the time (e.g. a maintenance person).
- Keep an informal log of each activity. Workers should record unusual events with each leader recording what they witnessed. This can be very helpful if leaders have to deal with a difficult young person who may subsequently make accusations of assault. A young person who constantly makes throwaway sexual comments about church workers may later make an allegation of actual abuse. Records of previous examples of this behaviour will enable any allegation to be seen in context. Of course, if a number of young people all make similar comments about one worker, this should warn the Senior Leadership Team that they have a problem with that person. Log books can protect both children and workers.

- It is suggested that workers also record in the log book incidents such as fights and what action was taken by the leaders. As the information in the log book is likely to be very sensitive, the log book should be kept separate from the accident book which is used to record any accidents or injuries. Parents (and older children) should be asked to sign the accident book if an accident should occur. You can consider using the accident/ incident form. Because accusations of abuse may be made many years later, records should be kept for as long as possible. Insurance companies advise that records should be kept indefinitely. Certainly the experience of the *Churches' Child Protection Advisory Service* is that allegations can be made very many years after an event.

### **Additional helpers**

- The minimum age for a worker is 18 years (Children Act 1989 defines a child as someone under the age of 18).
- Please note, drivers appointed by NVC should always be regarded as 'workers' and it follows therefore all the appropriate checks should be carried out.
- Young people under 16 are frequently used as helpers. It is advisable that such helpers should be responsible to a named worker and never be in a position where they are providing unsupervised care of children. They should not be counted as a 'worker' when considering staff/child ratios. In these circumstances the full recruitment procedure need not be applied, though NVC would be expected to acquire basic information about the individual and take up personal references. Criminal Records checks would not normally be required. A similar procedure could be used for other occasional helpers.

### **Safe Care**

- The level of personal care, e.g. toileting, must be appropriate and related to the age of the child whilst also accepting that some children have special needs.
- Guidance on touch – e.g. physical contact between adults and children – can be quite healthy and acceptable in public places, but discouraged in circumstances where an adult/child is on his own.
- Workers should treat all children/young people with dignity and respect in attitude, language used and actions.
- Respect the privacy of children, avoid questionable activity, e.g. rough/sexually provocative games and comments
- If you visit a child's home or invite a child to your home, ensure this is with the knowledge of the team/Senior Leadership Team and that a parent is aware and another adult or child over 8 should be present.

### **Guidelines for discipline**

- Do not compare a child, young person or adult with another in the group; rather encourage and affirm and, if possible, give them responsibility for appropriate tasks.
- Build healthy relationships and be a good role model by setting an example. You can't expect others to observe the ground rules if you break them yourself.
- Take care to give the quieter and/or well behaved attention and resist allowing the demanding individuals to take all your time and energy.
- Be consistent in what you say and ensure that other team members know what you have said. This avoids manipulation.
- If children and young people in particular are bored they often misbehave, so review your programme regularly.
- **NEVER** smack or hit anyone and don't shout. Change voice tone if necessary.
- Call on support from other leaders if you feel so angry you may deal with the situation unwisely.
- Lay down ground rules e.g. no swearing, racism or calling each other names, respect for property, and make sure everyone understands what action will be taken if not adhered to.

For those who are continuously disruptive:

- Have them sit right in front of you or get a helper to sit next to them.
- Challenge them to change their behaviour whilst encouraging their strengths.
- Warn them you may speak to their parents/carers about their behaviour, they may be sent outside the room (under supervision), be banned from attending the group for a period of time.

## **2. General arrangements**

### **Transportation**

- Drivers should hold a current full driving licence.
- Insurance must cover voluntary work (domestic, pleasure and business)
- Parental agreement must be obtained for children
- Ensure either seatbelts used, or the correct child seat restraints used for children under the height of 135cm
- If at all possible do not give lifts to children and young people on their own other than for short journeys. If they are alone ask them to sit in the back seat.

## **3. Working in Partnership with other organisations**

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and vulnerable adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regards to our expectations of those with whom we work in partnership, whether in the UK or not. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding. It is also our expectation that any organisation using our premises, as part of the letting agreement will have their own policy that meets CCPAS' safeguarding standards.

Good communication is essential in promoting safeguarding - with those we wish to protect, with everyone involved in working with children and vulnerable adults, and with all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

## **APPENDIX 1**

### **Statutory Definitions of Abuse for Children and Vulnerable adults**

#### **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.

### **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.

#### **Who might be at risk?**

Some adults might be more at risk than others. The following factors could increase the risk of abuse:

- Learning, sensory or physical disability
- Old age and frailty, especially if creates dependency on or needing help from others
- Mental health problems
- Dementia or confusion
- Severe illness
- Addiction to alcohol or drugs

## **APPENDIX 2**

### **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

\*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

## **APPENDIX 3**

### **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 4**

### **When concerns arise - The role of the Safeguarding coordinator**

#### **Procedures where there is a concern about a child:**

##### **Allegations or concerns regarding 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 CCPAS) 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 CCPAS (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

##### **Allegations or concerns regarding 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 CCPAS if, for any reason they are unsure whether or not to contact Children's Social Services/Police. CCPAS will confirm its advice in writing for future reference.

#### **Procedures where there is a concern about an adult:**

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 CCPAS 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 regards to the suspension of the worker, also making a referral to a Safeguarding Adviser (SA) / Local Authority Designated Officer (LADO).