

# The Hub Beeding

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## Safeguarding Policy & Procedures Adults at Risk

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## 1. INTRODUCTION

The church recognises its responsibilities for the safeguarding of all adults at risk and who use our services.

The term 'adult at risk' has replaced the previously used 'vulnerable adult', focusing on the situation rather than the characteristics of the adult themselves. The label 'vulnerable adult' may wrongly imply that some of the fault for any abuse lies with the abused adult.

There is no single definition for an adult at risk, so for our policy we are using the following simple definition taken from CCPAS (Churches' Child Protection Advisory Service) which is also used by The Baptist Union of Great Britain in their Safe to Belong Policy.

**"Any adult aged 18 or over who due to disability, mental function, illness or traumatic circumstances **may not** be able to take care or protect themselves against the risk of significant harm, abuse, bullying, harassment, mistreatment or exploitation."**

Some adults might be more at risk than others, and there are some times in life where risks may increase.

- Learning, sensory or physical disability
- Old age and frailty (especially if it creates a dependency on or needing help from others)
- Mental health problems
- Dementia or confusion
- Illness
- Addiction or dependence on alcohol, drugs or medication
- Bereavement
- Past abuse or trauma
- English is not their first language

*Taken from Safe To Belong 2015*

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

It comes from the misuse of power and control that someone has over another. Harm is the result of this mistreatment or abuse.

Abuse may consist of one single act or many repeated acts, and it can occur in any relationship at any time of life. It can take many forms, not just physical or violent acts, but it may also be verbal, sexual, psychological, spiritual or financial. It may be an act of neglect or an omission to act. Any or all types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

## 2. VISION AND VALUES

The declared purpose of The Hub Beeding is fivefold:

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- to worship God
- help people come to know Jesus
- build caring relationships
- grow spiritually
- serve others

We summarise its purpose as being "to worship God, love one another and serve the community".

In outworking our purpose with regard to adults, the church:

- has a programme of activities with adults at risk
- welcomes adults at risk into the life of our community
- makes our premises available to organisations working with adults who at risk

It is the duty of all staff and volunteers to understand the need to protect adults at risk by being familiar with signs of abuse and taking appropriate action where abuse is suspected.

The Church aims to support adults at risk to live ordinary lives within their own community.

The Church upholds the rights of adults at risk using services from The Church to live free from fear and exploitation.

It is the duty of all staff and volunteers to understand the need to protect people who use our service by being familiar with signs of abuse and taking prompt action where abuse is suspected

Safeguarding is the protection of adults and children from harm, abuse or neglect.

We all have the same rights and expectations to independence, respect, choice, fulfillment of our ambitions, to be heard, included, and to have privacy and confidentiality. These expectations are central to the way in which we interact with each other in our life together.

Safeguarding involves a range of activities aimed at promoting the individual's fundamental right to be safe. These include making and maintaining safe environments for all, having processes to follow should something go wrong, and support for everyone involved.

### **3. SAFE RECRUITING AND TRAINING**

#### **3.1. Appointing Volunteers**

##### **3.1.1. Elements of the process**

- A Job Role will be provided (see appendix 4)
- The candidate will complete an application form and sign a declaration that there is no reason they should not be working with older people
- A face-to-face interview will be conducted
- A minimum of two references will be taken up
- A criminal records check will be performed
- The candidate will undertake to work within The Hub's Safeguarding Policy and Procedures for Adults at Risk
- An induction programme and initial training will be provided

##### **3.1.2. Responsibilities during the process**

- The process of recruitment will be undertaken by the Appropriate Team Leader or by a member of the Church Leadership Team
- The role description will be drawn up by the Appropriate Team Leader
- The need for new volunteers will normally be announced during Church Meetings; however, where suitable candidates have already been identified, personal approaches may be made either by the Appropriate Team Leader or by the responsible member of the Church Leadership Team

- Application forms will be administered by the Appropriate Team Leader
- Application forms are available from, and should be returned to, the Appropriate Team Leader
- References will be taken up
- Interviews will be conducted
- DBS Disclosures will be obtained by the The Hub DBS administrator and DBS clearance is a prerequisite to appointment
- Decisions on appointments are taken jointly by the Appropriate Team Leader and the responsible member of the Church Leadership Team
- Appointments will be reported to the Church Meeting
- The induction programme and training is the responsibility of the Appropriate Team Leader
- Following a probationary period of 3 months, the review of the appointment will be undertaken jointly by the Appropriate Team Leader and the responsible member of the Church Leadership Team

### **3.1.3. Roles**

Roles within each team working within areas of adults at risk work will be one of the following:

- Appropriate Team Leader – Accountable to Church Leadership Team in particular the Safeguarding Trustee
- Leaders – Accountable to Appropriate Team Leader

Roles of Appropriate Team Leaders and members will define the following:

- Responsibilities
- Time commitment
- Those for whom they are responsible

### **3.1.4. Application Form**

A relevant application form will be issued to all new church workers be they paid or volunteers

### **3.1.5. Interview**

The interview will be structured, and will explore:

- The candidate's gifts and abilities, and their motivation for working with older people some of whom may be adults at risk
- The candidate's past experience of working with older people and adults at risk
- Anything in their application form that gives rise to question or concern
- Their awareness of the importance of safeguarding policies and procedures
- Whether or not the candidate has ever been suspected of harming older people in any context

The interview should also:

- Assess any training and support needs the candidate may have
- Allow the candidate to ask questions about the work

### **3.1.6. Enhanced DBS Check**

- All volunteers will be required to apply for an Enhanced DBS check
- All volunteers will be required to work within the Policy and Procedures for Safeguarding Adults at Risk
- All volunteers will be encouraged to attend safeguarding training, with a target of completing Baptist Union Level 2 training within 6 months of appointment

### **3.1.7. Taking up References**

Names of at least two referees shall be provided, satisfying the following criteria:

- At least one from outside the Church
- Referees must not be a relative of the candidate or related by marriage, neither must they be the Minister of the church nor the appropriate Team Leader

- Referees must be at least 18 years of age
- Referees must be able to talk about the person's ability to work with older people
- Where the candidate is working, or has worked, with adults at risk, a reference should come from the employer or organisation concerned

### **3.1.8. Copy of Policy and Procedures and Signed Undertaking**

On appointment, a candidate will:

- Have access to a copy of The Hub Safeguarding Policy Adults at Risk and these procedures
- Sign an undertaking to work within The Hub's safeguarding policy and procedures

### **3.1.9. Paid Workers**

All elements of the above process will apply when appointing paid workers, with the following additions and modifications:

- The post will be advertised appropriately and in accordance with applicable laws
- Applicants will be shortlisted
- Applicants will additionally be interviewed by the Minister or an additional delegated member of the Church Leadership Team
- The candidate's right to work in the UK will be confirmed
- A contract of employment will be issued

## **3.2. Training**

As part of the prevention of abuse, all those who work with adults at risk will receive training to enable them to understand the ways in which adults can be harmed and to ensure they are alert to the indicators that a person is being abused. The training will also ensure they are clear on how to respond to any concerns.

Following an initial training programme for all those currently working with adults at risk the training will be updated during regular team meetings. New team members will be trained on appointment.

### **3.2.1. Induction and Initial Training**

The volunteer will be given access to a copy of The Hub's Safeguarding Policy and Procedures.

Training on the Role will cover:

- Aims
- Responsibilities
- Time commitment
- Accountability
- The people for whom they are responsible

Training on the The Hub's Safeguarding Procedures will cover:

- Recognising possible signs of abuse
- How to listen to an adult at risk without passing judgement in the event that a disclosure is made
- When and how to report any concerns
- The name of the Designated Person(s) for Safeguarding in The Hub and how to contact them

On-going training will comprise:

- Full training in Safeguarding adults at risk
- Refresher Safeguarding training every three years

## **3.3. Code of behaviour for volunteers**

All adults at risk will be treated with respect and dignity.

Workers will use appropriate language and tone of voice. Be aware of your own body language and the effect you are having on the adult at risk. Listen well to an adult at risk. Be careful not to assume you know what an adult at

risk is thinking or feeling. Listen to what is spoken and how it is said. At the same time, observe the body language to better understand what is being said.

#### 4. CONFIDENTIALITY

Adults at risk have a right to expect confidentiality from The Hub. We cannot however, give assurances of confidentiality about allegations of abuse. Where a person is unable to act for him or herself we have a duty of care to act on information given to us. It may also be that the abuse goes beyond the individual and we have a wider duty to protect others as well. We will strive to ensure that a person's dignity is upheld at all times during investigations of abuse allegations.

All those involved in abuse issues, whether hearing an allegation or conducting an investigation, will maintain confidentiality.

#### 5. TYPES OF ABUSE

There are a number of different types of abuse as detailed below.

There is no single definition for each different type of abuse, with different terminology used by different organisations. Using many different sources we have compiled a simple definition for each of the main types of abuse, along with some of the behaviours that each type of abuse may include. This information is shown in the following table.

Some of the key indicators of each of these forms of abuse are included in the Table of Abuse Types in **Appendix 4**.

Abuse	Definition	Includes.... <i>(please note that this is not an exhaustive list)</i>
<b>Physical</b>	To inflict pain, physical injury or suffering.	<ul style="list-style-type: none"> <li>• Hitting, slapping and beating;</li> <li>• Shaking, pinching and pushing;</li> <li>• Kicking, burning and hair pulling;</li> <li>• Squeezing, suffocating, poisoning and using inappropriate restraint.</li> <li>• Giving inappropriate medication</li> </ul>
<b>Emotional</b>	<p>The use of threats, fear or power gained by another adult's position, to invalidate the person's independent wishes.</p> <p>Such behaviour can create very real emotional and psychological distress. All forms of abuse have an emotional component.</p>	<ul style="list-style-type: none"> <li>• Mocking, coercing, threatening or controlling behaviour;</li> <li>• Bullying, intimidation, harassment or humiliation;</li> <li>• The lack of privacy or choice, denial of dignity, deprivation of social contact or deliberate isolation;</li> <li>• Making someone feel worthless, a lack of love or affection, or ignoring the person.</li> </ul>
<b>Sexual</b>	<p>Any non-consenting sexual act or behaviour.</p> <p>No one should enter into a sexual relationship with someone for whom they have pastoral responsibility or hold a position of trust.</p>	<ul style="list-style-type: none"> <li>• Rape, sexual assault or sexual acts to which the person has not consented, could not consent or was pressurised into consenting;</li> <li>• Indecent assault, incest, being forced to touch another person in a sexual manner without consent;</li> <li>• Making sexual remarks, suggestions and teasing;</li> <li>• Indecent exposure, being forced to watch pornographic material or sexual acts;</li> <li>• Enforced or coerced nakedness or inappropriate photography of a person in sexually explicit ways;</li> <li>• Being spied on while a person is undertaking personal care activities.</li> </ul>
<b>Neglect</b>	A person's wellbeing is impaired and their care needs are not met. Neglect	<ul style="list-style-type: none"> <li>• Failing to provide access to appropriate health, social care or education services;</li> </ul>

	can be deliberate or can occur as a result of not understanding what someone's needs are.	<ul style="list-style-type: none"> <li>• Ignoring medical or physical care needs, including not giving someone proper food or assistance with eating or drinking;</li> <li>• Failing to intervene in behaviour which is dangerous to the adult (particularly when the person lacks the mental capacity to assess the risks to themselves or to others);</li> <li>• Failing to provide a warm, safe and comfortable environment.</li> <li>• Deliberately withholding aids, such as walking sticks or hearing aids.</li> <li>• Denying social, religious or cultural contacts, or denying contact with the family;</li> <li>• Leaving alone or unsupervised.</li> </ul>
<b>Financial</b>	The inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.	<ul style="list-style-type: none"> <li>• Theft, fraud or embezzlement of monies, benefits or goods;</li> <li>• Exploitation or profiteering;</li> <li>• Applying pressure in connection with wills, property or inheritance, or financial transactions;</li> <li>• The abuse of influence, power or friendship to persuade a person to make gifts or change their will;</li> <li>• Being charged excessive amounts for services (such as minor building works on a property).</li> </ul>
<b>Spiritual</b>	<p>The inappropriate use of religious belief or practice; coercion and control of one individual by another in a spiritual context; the abuse of trust by someone in a position of spiritual authority (e.g. minister).</p> <p>The person experiences spiritual abuse as a deeply emotional personal attack.</p>	<ul style="list-style-type: none"> <li>• Forcing religious ideas or practices onto people, particularly those who may be vulnerable to such practices;</li> <li>• Extreme pastoral interference in personal matters – reducing individual choice and responsibility;</li> <li>• The misuse of scripture or power to control behaviour and pressure to conform;</li> <li>• The requirement of obedience to the abuser, or the suggestion that the abuser has a “divine” position;</li> <li>• Intrusive healing and deliverance ministries, which may result in people experiencing emotional, physical or sexual harm;</li> <li>• The denial of the right of faith or opportunity to grow in the knowledge and love of God;</li> <li>• Exclusion of people to the full range of church life (no arrangements for gluten-free wafers or non-alcoholic wine at Communion, or fear of involving those who are HIV positive).</li> </ul>
<b>Discriminatory</b>	The inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality or disability.	<ul style="list-style-type: none"> <li>• Ageist, racist, sexist, or abusive behaviour based on a person's disability;</li> <li>• Abuse linked to a person's sexuality;</li> <li>• Harassment, slurs or similar treatment;</li> <li>• Withholding services without proper justification, or lack of disabled access to services and activities.</li> </ul>
<b>Institutional</b>	The mistreatment or abuse of an adult by a regime or individuals within an institution. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice or ill-treatment.	<ul style="list-style-type: none"> <li>• The inability of an institution to safeguard people from emotional or even physical harm and neglect;</li> <li>• Having fixed rules and routines by which people are controlled;</li> <li>• People being prevented from doing things that are their rights;</li> </ul>

	The church as an institution is not exempt from perpetrating institutional abuse.	<ul style="list-style-type: none"> <li>• Not having access to personal possessions or personal allowance.</li> </ul>
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Taken from Safe to Belong 2015

## 6. SAFE PRACTICE, PREMISES AND COMMUNITY

The practices identified in this section should be followed consistently across all groups and activities. An individual may be appointed to implement practicalities such as consent/registration forms, risk assessments etc. and to advise appropriate Team Leaders on their use. Any such person shall have received BU Safeguarding training to at least Level 2.

### 6.1. Health and Safety

Paid and volunteer workers have an individual responsibility to uphold the The Hub Beeding's Health and Safety Policy

Paid and volunteer workers need to know how to report concerns and incidents under the Church's Health and Safety Policy

Paid and volunteer workers need to know where the First Aid equipment is kept and how accidents are reported

Paid and volunteer workers need to know the procedures to be followed in the event of fire

Some Health and Safety considerations for groups:

- Furniture
  - In a safe condition
  - Correct child size
- Equipment
  - Any hazardous equipment or materials safely stored and secure
- Electrical
  - Safe and checked electrical equipment
  - Socket covers where appropriate
- Lighting
  - Adequate lighting in all locations especially entry/exits
- Windows in doors
  - Preferred so that activities in rooms can be seen by others
- Security
  - Can an adult at risk leave the building without being noticed
  - Is it easy for a stranger to enter the building un-noticed during an activity
- First Aid
  - Where is the First Aid box?
  - Is it maintained?
  - Who are the people trained in First Aid on the site?
  - Where is the accident book for record purposes?
- Fire equipment
  - Do leaders and children know where fire exits and equipment are?
  - Do leaders and children know how to respond to a fire alarm?

### 6.2. Risk assessments

Leaders should assess the risks involved in the programme/activity they are planning.

Basic and straight forward risk assessment as recommended by the HSE has the following steps:

- Identify the hazards, i.e. anything that may cause harm
- Decide who may be harmed and how
- Assess the risks and take action
- Record your findings



- Review your risk assessment and update as necessary

A general risk assessment will be done on an annual basis for all regular Hub activities

Specific risk assessments will be done for all one off activities at The Hub and activities run by The Hub which take place off the premises. (Appendix 6)

### **6.3. Photographs**

With mobile phones and tablets with cameras, it is very easy to take pictures and immediately upload them to the internet. Make sure that you have the person's permission to take a picture, and if you intend to upload it, make sure that they're happy for people to see it online. When taking group pictures remember to get permission from everyone who will be photographed.

Bear in mind that there may be many reasons why someone doesn't want their picture on public display, from simply not liking their photo being taken, to not wanting an abusive ex-partner to be able to identify their current location.

### **6.4. Anti-bullying Procedures**

The Hub is committed to the prevention of bullying of adults at risk. The Hub will seek to ensure that the behaviour of any who pose a risk to adults at risk in the community of The Hub is managed appropriately.

**Definition of bullying:** 'Behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally. It involves an imbalance of power leaving the victim feeling defenceless

#### **6.4.1. Aims**

- To demonstrate that The Hub takes bullying seriously and will not tolerate it
- To assist in creating an ethos in which attending The Hub is a positive experience for all members of our community
- To enable everyone to feel safe and encourage adults at risk to report incidents of bullying
- To deal with each incident of bullying as effectively as possible, taking into consideration the needs of all parties and of our community, and, as a result, to reduce the incidents of bullying
- To support and protect victims of bullying and ensure they are listened to
- To help and support those displaying bullying behaviour to change their attitudes and understand why it needs to change
- To ensure all members of our community feel responsible for helping to reduce bullying

#### **6.4.2. Forms of Bullying**

The Hub recognises bullying can take many forms. These include:

- Name calling, teasing, taunting, mocking
- Kicking, hitting, pushing, intimidating
- Unwanted physical contact of a sexual nature or sexually abusive comments
- Taking belongings
- Inappropriate text messaging and emailing
- Sending offensive or degrading images by phone or over the internet
- Gossiping, spreading hurtful and untruthful rumours
- Excluding people from peer groups

#### **6.4.3. Signs and Symptoms**

- Withdrawal
- Lack of desire to join activities with certain individuals
- Loss of friends
- Avoidance of church groups and activities

**6.4.4. Code of Behaviour**

- Be supportive of each other
- Don't talk behind people backs
- Don't tell lies about other people
- Be polite and courteous
- Never use violence against anyone
- Do not tease or call others bad names
- Use social networking in a positive and friendly way

**6.4.5. Reporting Bullying**

- Report bullying incidents to church worker who will pass it on to the designated person who will investigate
- All allegations of bullying will be taken seriously
- In cases of serious bullying, the incidents will be recorded
- The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly

**6.4.6. Dealing with Bullying**

- The bully (bullies) may be asked to genuinely apologise.
- If possible, the individuals will be reconciled.
- After the incident(s) has/have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.
- The bully will be worked with to try and help them change their behaviour.

**6.5. When a Known Offender is Present**

If a person who has been convicted of an offence is attending The Hub, where appropriate, a contract with that person will be put in place.

Advice will be taken from appropriate sources before implementing the contract.

The contract will be monitored and enforced and if not adhered to sanctions will be implemented ultimately resulting in a ban on the person attending the Church

**6.6. Other User Groups**

The Hub expects other groups using the church premises to have their own safeguarding policy and procedures in place, where groups work with adults at risk.

Outside hirers who use the church premises, and who work with adults at risk, are required to have a safeguarding adults at risk policy and procedures in place.

A clause to this effect will be included any official hiring agreements. The Hub may request to see a copy of the safeguarding policy and procedures.

It is not the responsibility of The Hub to ensure that safeguarding policies of outside hirers are properly implemented. However, The Hub will give serious consideration to terminating a rental agreement where there is evidence that appropriate safeguarding procedures are not being followed.

'One-off' private hirers (e.g. birthday or anniversary parties) are not expected to have a safeguarding policy, but will still be expected to show due care and attention.

**7. PROCEDURES FOR RESPONDING TO CONCERNS****Step 1 – Record and Report – Incident Log Appendix 1**

It is the duty of the person who receives information or who has a concern about the welfare of a adult at risk to RECORD their concerns in writing and to REPORT their concern to a Designated Person. This should be done on the

Incident Log. This should be done within 24 hours of the concern being raised. It may be done as part of a face to face conversation or by telephone but must always be recorded using the Incident Log.

The report should be kept secure and confidential and only be made available to:

- The Designated Person(s)
- The Church Minister, as far as this is consistent with the welfare of the adult at risk concerned and possible pastoral responsibilities to any others involved
- Representatives of the professional agencies

If an adult at risk is considered to be in imminent danger of harm a report should be made immediately to the police or Social Services. This should be made after consulting a Designated Person or where this is not possible a Designated Person should be informed as soon as possible after the report is made.

Should a team member wish to discuss their concerns with a appropriate Team Leader they still have a duty to record and report and following the discussion the Appropriate Team Leader's responsibility is to remind the individual of the need to record and report and they themselves should report the incident to a Designated Person.

### **Step 2 - Review and Refer – Incident Report Appendix 2**

On receiving the Incident Log, the Designated Person should REVIEW the case and REFER the concern to the appropriate people: Completing the Report Log.

If an adult at risk is considered to be in imminent danger of harm a report should be made immediately to the police or Social Services

#### **Review**

In reviewing the case the Designated Person may:

- Speak to others in The Hub that may have relevant information that would impact on the decision. This should not cause undue delay
- The Regional Minister to seek guidance from the Association
- Local Social Services or Police for guidance on how to respond, with or without divulging identities or names.

#### **Refer**

This may be:

- Back to the original team member for further observation if there is little evidence of harm
- To other people who work with the child or young person in question for further observation
- To the adult over whom concern has been raised if there is no question of sexual or serious physical abuse. Where there is concern of sexual or serious physical abuse, the referral should be to the police or Social Services.
- A formal referral to the local police or Social Services

The Designated Person should use the Report Log to note all actions taken

The Designated Person should retain all original reports safely and securely.

### **Step 3 - Report and Support**

The responsibilities of this stage are shared by the Designated Person, the Safeguarding Trustee and the Minister.

#### **Report**

When there is a formal referral to the police or Social Services the Designated Person should:

1. Report the referral to the Safeguarding trustee
2. Report the referral to the Minister
3. Report the referral to the Regional Minister of the Association

Where the allegation is made against a person employed to work with adults at risk, it should be reported to the Local Authority Designated Officer within Social Services when:

- That person has behaved in a way that has harmed, or may have harmed, an adult at risk
- Possibly committed a criminal offence against a adult at risk
- Behaved towards an adult at risk in a way that indicates they are unsuitable to work with adults at risk.

Where a person employed to work with adults at risk has been removed from their post or would have been removed (had they not resigned or left The Hub) the Designated Person must report the incident to the Independent Safeguarding Authority.

If a person involved in adults at risk ministry is accused of causing harm to children or young people this should be included as a serious incident in the churches annual report to the Charity Commission.

A record of all incidents should be kept and should be considered in the annual review of the safeguarding policy.

### **Support**

The Hub has a duty to support all those affected by any incident, even after the concerns, suspicions and disclosure of abuse have been addressed:

- Complementing and supplementing any support offered by Social Services. The Designated Person should work with other agencies to clarify how best the church can support the adult at risk concerned and wider family members
- Support and counselling should be offered to those within the church who have been involved, ensuring that no one person is left to handle the burden of safeguarding without the support of others
- The Minister and Church Leaders should seek assistance and support through the Regional Minister

#### **7.1. Where Concerns involve the Designated Person or member of their family**

1. Another Designated Person may be referred to or,
2. The Safeguarding trustee could be named as the person competent to refer to and act as the Designated Person is responding to reports or, the Minister could act as the Designated Person

#### **7.2. Where Concerns involve the Minister**

These should be addressed with the same seriousness as any other member of the church family and the concerns should be reported to the Regional Minister immediately.

## **8. DISCLOSURE OF ABUSE – REPORTING & SUPPORTING**

An adult at risk may disclose abuse. This should always be taken seriously and appropriate action taken as outlined in this policy. As we work with an adult at risk who may not be able to protect themselves from significant harm or exploitation we have a duty to act.

### **8.1. If a person discloses or makes allegations of abuse:**

**Do:**

- Reassure them
- Listen to them
- Let them use their own words
- Respond sensitively
- Repeat back to them what they have said and ask them to confirm it
- Record what is said, if that is not insensitive, while the person is present, or at the earliest moment
- Tell them that you have to tell someone else
- Explain what you are going to do next
- Preserve any physical evidence

- Maintain confidentiality between yourself, the service user, managers to whom you report and others involved in the investigation
- Make a careful record of the person's general condition and any injuries.

**Do not:**

- Promise to keep secrets
- Appear shocked or disgusted
- Disturb forensic evidence
- Ask too many questions
- Put words into their mouths
- Jump to conclusions
- Encourage too lengthy a description – the investigating manager will deal with this
- Give a promise of confidentiality
- Be judgemental
- Give the person the impression they are themselves responsible for the abuse
- Talk to other members of the public about what you have heard
- Do not tell the alleged abuser what you have heard.

In any situation where an adult at risk is in immediate danger contact the emergency services on 999.

Staff/volunteers must ensure the safety and wellbeing of the adult at risk.

Where possible, ensure that the adult at risk stays with you until help arrives.

## **8.2. Inform and notify the designated person**

Information they will need:

- Details of the disclosure - use the words of the adult at risk who made the disclosure and do not add your own interpretation.
- Details of the alleged abuser – if an allegation has been made against a volunteer this must be made clear to the designated person
- If urgent medical attention is needed this must be sought and medical staff advised of the need to preserve evidence – see section 10 below.
- Staff must report actual or alleged abuse immediately and record all information on an incident log (see Appendix 1). The following information must be clearly recorded:
  - Record the date and time of reporting and to whom the call was made.
  - Record clearly what has been said, where it was said and who was present. Include questions you have asked and try to record the actual words the person used.
  - Record location of injuries using a body map on the "Injury Chart Form" (Appendix 3)
  - Sign and date the form.
  - This should be passed to the designated person who you reported the disclosure of abuse to.
  - Where a criminal act may have taken place the designated person receiving the call will contact the local police.

The designated person also has responsibility for informing Social Services.

The designated person will notify the Duty Team social worker as soon as possible and notify the relevant Church Leadership Team member as soon as possible to ensure that information has been passed to them and they are fully aware of the situation.

## **9. PRESERVING EVIDENCE**

In most circumstances you may not need to do anything except record the events. If you are waiting for the police to arrive leave things as they are and do not touch things.

Dependent on the situation you may need to:

- Keep all written information/records in a secure place
- In cases of physical or sexual assault encourage the person not to wash where they might need a medical examination
- If appropriate and possible, place any discarded clothing in a plastic bag, touching it as little as possible

## 10. SUPPORT FOR THE ABUSED PERSON

The impact of abuse on a person will be specific to them. It will depend upon their personal circumstances, now and at the time of the abuse, as well as the nature of the abuse suffered and the identity of the abuser. The abuse may have a lasting effect for the rest of their life and they may show a range of symptoms including:

- Depression
- Anger and hostility
- Being unable to connect at all with their feelings
- Low self-esteem, putting themselves down and constantly apologising
- Being unable to form close relationships, or at the other extreme, wanting to be inappropriately close to others
- Disturbed sleep and nightmares
- Fears, phobias and anxiety
- Flashbacks of the abuse
- Self-harming
- Feelings of guilt and shame
- Using alcohol, drugs or medication
- Finding themselves in an abusive cycle, moving from one abuser to another
- Seeking permission before being able to do anything
- Fear of becoming an abuser themselves
- Loss of trust in others

However, it is worth remembering that not all survivors of abuse will show symptoms of their abuse, and some may cope well with life and are able to live apparently 'normal' lives.

(Taken from Safe To Belong 2015)

## 11. INVESTIGATIONS

Any investigation by the police will be completed before any other investigations. No internal investigations will take place while the police are involved or without their permission, but strategy meetings led by the local authority will take place. If an internal investigation is required investigating officers will be appointed by the Church Leadership Team. Investigations will be conducted within the Investigation Guidelines of and in complete co-operation with the appropriate local authority.

Where an external investigation is required Social Services will appoint an Adult Social Care Manager/Investigating Officer who will lead the investigation.

The purpose of the investigation is to protect the person from serious harm and ensure their welfare is paramount.

## 12. GUIDELINES FOR WRITING REPORTS

Remember any notes taken may be part of any subsequent criminal or internal investigation. They should be in black ink and legible. Never use correction fluid or an eraser. If a word is written wrongly put a single line through it. Write down what you hear. If that is only single words write them down. An explanation can be added subsequently, e.g. "x was crying at this point and I could only hear the occasional word". Sign, date and time the notes.

The Appropriate Team Leader or designated person dealing with the incident may need to write a full report. This should include:

The vulnerable person

- The situation in which they are living
- Details of their family or significant other people
- Their mental capacity/disability/sensory impairment
- Whether they are aware that a referral has been made
- Their view of the situation and what action they would like taken
- Services received/agencies that have contact with them including the GP.

Details of alleged abuse

- The reasons/incidents that are causing concern and that have led to the referral
- The degree of immediate danger that the referred perceives the vulnerable person to be in.

The alleged abuser

- Their relationship to the vulnerable person
- Their mental capacity/disability/sensory impairment
- Their whereabouts and the likelihood of contact or the risk to other people
- Services received/agencies that have contact with them including the GP.

The referrer's judgement of the situation

- Action already taken
- Any immediate action that the referrer thinks should be taken
- The perceived risk to others including children.

Other agencies already involved

- Information about any actions taken by health care professionals
- Any other agencies that have been involved in the identification of abuse.

## 13. CONTACT DETAILS

The Hub Trustee for Safeguarding

- Richard Jackson 07833 541429

Designated Person for Adults at Risk and beFriend Seniors

- Debbie Wood 07769 664375

Other Contact Points

- Police 101 or in an emergency 999
- West Sussex County Council Adult Social Care 01243 229900 (Office Hours) 01903 694422 (Out of Hours)



## Appendix 1 – Incident Log

**SAFEGUARDING Adult at Risk INCIDENT LOG – To be completed by the person to whom the concern/disclosure was first made**

Ref No:		Date:	
Time:		Adult at Risk person's name	
Volunteer's name		Volunteer Role:	
<p>Summary of Allegation: Consider the following...</p> <ul style="list-style-type: none"> <li>• What happened? (Nature of concern / disclosure made - use the person's own words if known)</li> <li>• When did it happen? (date, time)</li> <li>• Where did it happen? (specific location)</li> <li>• Who was allegedly involved and in what way? (includes witnesses)</li> </ul> <p style="text-align: right;">Continue on reverse or separate sheet...</p>			
Reported to			
Signature of volunteer			
Date Reported:		Time Reported:	

## Appendix 2 – Report Log

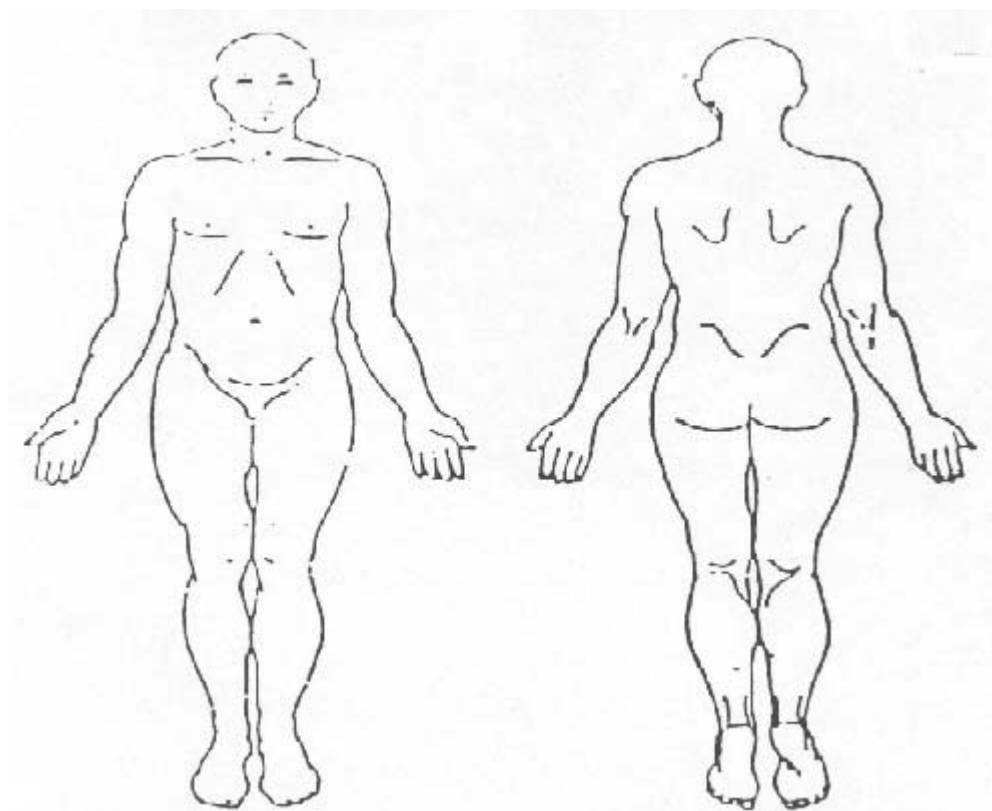
### SAFEGUARDING Adult at Risk Report LOG – To be completed by the designated person receiving the Incident Log

Ref No:		Date:			
Time:		Adult at Risk person's name			
Staff name Reporting:		Volunteer's Name			
Summary of Actions...					
Have the carers or parents / guardians been informed? If so, when and by whom?		(Please tick)	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
Yes	No				
Have the statutory authorities been informed? If so, please complete the table:			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
Yes	No				
<i>Example:</i>					
<b>Authority</b>	Police				
<b>Name</b>	Bobby				
<b>Position</b>	Child abuse officer				
<b>Email contact</b>	<a href="mailto:bobby@police.com">bobby@police.com</a>				
<b>Phone contact</b>	077999				
<b>Contacted by</b>	Church Designated Safeguarding Person				
<i>Free Text – Continue on reverse or separate sheet</i>					
Date Reported:		Time Reported:			
Name Reported To:		Role:			
OUTCOME					

(Taken from Safe To Belong 2015)

## Appendix 3 - Injury Chart Form

Mark position on body, note colour of injury, whether skin broken and anything else relevant.



Name of Adult at Risk: :	
Name of person reporting:	
Signature of person reporting:	

## Appendix 4 – Job Role

<b>Job role for volunteers working with Older People</b>	
<p>This form should be completed for all church workers who work with adults. If the role changes substantially a new form should be completed. Copies should be retained by the volunteer and in the Safeguarding File.</p>	
<p><b>The Church takes the safety of everyone within the church very seriously and expects that everyone will work within The Hub’s safeguarding policy. In particular, The Hub expects anyone who becomes aware of a safeguarding risk or of actual abuse, to immediately raise this with their supervisor or the Church Safeguarding Trustee.</b></p>	
<p>NAME OF VOUNTEER:</p>	<p>NAME OF GROUP:</p>
<p>WHERE THEY MEET:</p>	<p>SUPERVISOR –TO WHOM THEY ARE RESPONSIBLE:</p>
<p>WHEN:</p>	
<p><b>Volunteer work to be undertaken:</b></p> <ul style="list-style-type: none"> <li>As required prepare appropriate activities for the group (using material provided)</li> <li>To lead / assist the group</li> <li>Take care of premises and tidy up afterwards</li> <li>To attend, wherever possible, meetings called in support of your volunteering role</li> <li>To help at or help organise special events as needed</li> <li>To work with others to ensure that the group is conducted in accordance with The Hub Safeguarding Adults at Risk and Health and Safety policies</li> </ul>	
<p><b>Leaders only</b></p> <ul style="list-style-type: none"> <li>To work with others to monitor good practice and implement changes when necessary to enhance quality and safety.</li> <li>Meeting regularly to plan and pray for the work with Older People</li> </ul>	
<p>In order to sign the declaration below you are expected:</p> <ul style="list-style-type: none"> <li>To attend safeguarding training every three years</li> <li>To agree to renew DBS every 3 years</li> <li>To attend any further training as directed by your supervisor</li> </ul>	
<p><b>Responsible to Church Leaders of The HUB</b> Signed (on behalf of the Church Leaders)</p>	
<p><b>To be completed by the volunteer working with older people.</b> I have understood the nature of the volunteering which I am to do with older people. I have read the guidelines produced by the church for safeguarding adults at risk. I understand that it is my duty to protect the adults at risk that I come into contact with.</p>	
<p>Signed:</p>	
<p>Date to be reviewed:</p>	

## Appendix 5 - Table of Abuse Types

These definitions of abuse have been compiled from a range of sources.

Abuse	Definition	Includes....	Some of the key indicators <i>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</i>
<b>Physical</b>	To inflict pain, physical injury or suffering.	Hitting, slapping and beating; Shaking, pinching and pushing; Kicking, burning and hair pulling; Squeezing, suffocating, poisoning and using inappropriate restraint;	<ul style="list-style-type: none"> <li>Cuts, lacerations, puncture wounds, open wounds, welts;</li> <li>Bruising and discolouration - particularly if there is a lot of bruising of different ages;</li> <li>Black eyes, burns, broken bones and skull fractures;</li> <li>If the person is seen to have injuries that recur or are in the same place on more than one occasion or are without plausible explanation;</li> <li>Any injury that has not been properly cared for;</li> <li>Poor skin condition or poor skin hygiene;</li> <li>Loss of hair, loss of weight and change of appetite;</li> <li>Insomnia or unexplained behaviour, fearfulness, unexplained paranoia, anxiety;</li> <li>Person flinches at physical contact and/or keeps fully covered, even in hot weather;</li> <li>Person appears frightened or subdued in the presence of a particular person or people;</li> </ul>

Abuse	Definition	Includes....	Some of the key indicators <i>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</i>
<b>Emotional</b>	<p>The use of threats, fear or power gained by another adult's position, to invalidate the person's independent wishes.</p> <p>Such behaviour can create very real emotional and psychological stress.</p> <p>All forms of abuse have an emotional component.</p>	<p>Mocking, coercing, threatening or controlling behaviour;</p> <p>Bullying, intimidation, harassment or humiliation;</p> <p>The lack of privacy or choice, denial of dignity, deprivation of social contact or deliberate isolation;</p> <p>Making someone feel worthless, a lack of love or affection or ignoring the person;</p>	<ul style="list-style-type: none"> <li>Changes in mood, attitude and behaviour;</li> <li>Becoming quiet or withdrawn or conversely becoming aggressive or angry for no apparent reason;</li> <li>Denial and hesitation to talk openly;</li> <li>Excessive fear or anxiety;</li> <li>Changes in sleep pattern;</li> <li>Loss of appetite;</li> <li>Helplessness or passivity;</li> <li>Confusion or disorientation;</li> <li>Implausible stories;</li> <li>Low self-esteem;</li> <li>Unclear or confused feelings towards an individual;</li> </ul>

			<p>Psychological abuse may well be indicative of other forms of abuse.</p> <p>Such signs may also be seen in those who are physically or sexually abused</p>
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Abuse	Definition	Includes....	Some of the key indicators <i>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</i>
<b>Sexual</b>	<p>Any non-consenting sexual act or behaviour.</p> <p>No one should enter a sexual relationship with someone for whom they have pastoral responsibility or hold a position of trust.</p>	<p>Rape, sexual assault or sexual acts to which the person has not consented, could not consent or was pressurised into consenting;</p> <p>Indecent assault, incest, being forced to touch another person in a sexual manner without consent;</p> <p>Making sexual remarks, suggestions and teasing; Indecent exposure, being forced to watch pornographic material or sexual acts;</p> <p>Enforced or coerced nakedness or inappropriate photography of a person in sexually explicit ways;</p> <p>Being spied on while a person is undertaking personal care activities;</p>	<ul style="list-style-type: none"> <li>• Emotional distress;</li> <li>• Mood changes;</li> <li>• Expressions of feelings of guilt or shame;</li> <li>• Itching, soreness, bruises or lacerations;</li> <li>• Bruises around the breasts or genital areas;</li> <li>• Difficulty in walking or sitting;</li> <li>• Unexplained vaginal or anal bleeding;</li> <li>• Unexplained venereal disease or genital infections;</li> <li>• Disturbed sleep patterns;</li> <li>• Torn, stained or bloody underclothing;</li> <li>• Significant changes in sexual behaviour or outlook;</li> <li>• Preoccupation with anything sexual;</li> <li>• A woman who lacks the mental capacity to consent to sexual intercourse becomes pregnant;</li> </ul>

Abuse	Definition	Includes....	Some of the key indicators <i>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</i>
<b>Neglect</b>	<p>A person's wellbeing is impaired and their care needs are not met. Neglect can be deliberate or can occur as a result of not understanding what someone's needs are.</p>	<p>Failing to provide access to appropriate health, social care or education services;</p> <p>Ignoring medical or physical care needs, including not giving someone proper food or assistance with eating or drinking;</p> <p>Failing to intervene in behaviour which is dangerous to the adult (particularly when the person lacks the mental capacity to assess the risks to themselves or to others);</p> <p>Failing to provide a warm, safe and comfortable environment.</p> <p>Deliberately withholding aids, such as walking sticks or hearing aids.</p> <p>Denying social, religious or cultural contacts, or denying contact with the family;</p>	<ul style="list-style-type: none"> <li>• Person looking unkempt or dirty and has poor personal hygiene;</li> <li>• Person is malnourished, has sudden or continuous weight loss and is dehydrated;</li> <li>• Person is dressed inappropriately for the weather conditions;</li> <li>• Dirt, urine or faecal smells in a person's environment;</li> <li>• Home environment does not meet basic needs (for example not heating or lighting)</li> <li>• Health and safety hazards in the living environment;</li> <li>• Untreated medical conditions, pressure sores, rashes, lice on the person;</li> <li>• Depression;</li> <li>• Person and / or carer have inconsistent or reluctant contact with Health and</li> </ul>

		Leaving alone or unsupervised;	<p>Social Services;</p> <ul style="list-style-type: none"> <li>• Callers / visitors are refused access to the person;</li> <li>• Prolonged isolation or lack of stimulation;</li> <li>• Person who is not able to look after themselves is left unattended and so put at risk;</li> <li>• Not being helped to the toilet when assistance is requested;</li> </ul>
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Abuse	Definition	Includes....	Some of the key indicators <i>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</i>
<b>Financial</b>	The inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.	<p>Theft, fraud or embezzlement of monies, benefits or goods;</p> <p>Exploitation or profiteering;</p> <p>Applying pressure in connection with wills, property or inheritance, or financial transactions;</p> <p>The abuse of influence, power or friendship to persuade a person to make gifts or change their will;</p> <p>Being charged excessive amounts for services such as minor building works on a property;</p>	<ul style="list-style-type: none"> <li>• Unexplained loss of money;</li> <li>• Missing personal belongings such as art, jewellery and silverware;</li> <li>• Deterioration in standard of living, not having as much money as usual to pay for shopping or regular outings;</li> <li>• Inability to pay bills, getting into debt;</li> <li>• Sudden changes in a person's finances;</li> <li>• Person unable to access their own money or check their own accounts;</li> <li>• Cheques being signed or cashed by other people without someone's consent;</li> <li>• Recent acquaintances expressing sudden or disproportionate interest in the person and their money;</li> <li>• Reluctance on the part of the family, friends or the person controlling the person's funds to pay for necessary food, clothes or other items;</li> <li>• Recent changes of deeds / title of home;</li> <li>• Inappropriate granting and / or use of Power of Attorney;</li> <li>• Sudden change or creation of a will to benefit and individual significantly;</li> </ul>

Abuse	Definition	Includes....	Some of the key indicators <i>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</i>
<b>Spiritual</b>	The inappropriate use of religious belief or practice; coercion and control of one individual by another in a spiritual context; the abuse of trust by	<p>Forcing religious ideas or practices onto people, particular those who may be vulnerable to such practices;</p> <p>Extreme pastoral interference in personal matters – reducing individual choice and responsibility;</p>	<p>It is often difficult for churches to identify spiritual abuse because its definition may be more an issue of personal interpretation of common practices in the church or denomination.</p> <ul style="list-style-type: none"> <li>• Pastoral practices that 'force' people into accepting religious values or ideas;</li> </ul>

	<p>someone in a position of spiritual authority (such as a minister).</p> <p>The person experiences spiritual abuse as a deeply emotional personal attack.</p>	<p>The misuse of scripture or power to control behaviour and pressure to conform;</p> <p>The requirement of obedience to the abuser, or the suggestion that the abuser has a “divine” position;</p> <p>Intrusive healing and deliverance ministries, which may result in people experiencing emotional, physical or sexual harm;</p> <p>The denial of the right of faith or opportunity to grow in the knowledge and love of God;</p> <p>Exclusion of people to the full range of church life (no arrangements for gluten-free wafers or non-alcoholic wine at Communion, or fear of involving those who are HIV positive);</p>	<ul style="list-style-type: none"> <li>• Confusion, and uncertainty of who, what or why they believe any more;</li> <li>• Deeply scarred – emotionally, psychologically and spiritually;</li> </ul>
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Abuse	Definition	Includes....	Some of the key indicators <i>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</i>
<b>Discriminatory</b>	The inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality or disability.	Ageist, racist, sexist, or abuse based on a person’s disability; Abuse linked to a person’s sexuality; Harassment, slurs or similar treatment; Withholding services without proper justification, or lack of disabled access to services and activities.	<ul style="list-style-type: none"> <li>• Low self-esteem;</li> <li>• Withdrawn;</li> <li>• Anger;</li> <li>• Person puts themselves down in terms of their gender, sexuality or disability;</li> <li>• Abuse may be observed in conversations or reports by the person of how they perceive themselves.</li> </ul>

Abuse	Definition	Includes....	Some of the key indicators <i>It is important to be aware that there may be many other reasons for any of these indicators in any given situation.</i>
<b>Institutional</b>	The mistreatment or abuse of an adult by a regime or individuals within an institution. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice or ill-treatment.  The church as an institution is not exempt from perpetrating institutional abuse.	The inability of an institution to safeguard people from emotional or even physical harm and neglect; Having fixed rules and routines by which people are controlled; People prevented from doing things that are their rights; No access to personal possessions or personal allowance;	<ul style="list-style-type: none"> <li>• Being routinely referred to in a condescending fashion;</li> <li>• Disrespectful language and attitudes;</li> <li>• Being spoken to or treated like a child;</li> <li>• A person’s privacy and dignity is routinely compromised;</li> <li>• Failure to recognise the individuality of people and applying a ‘one size fits all’ approach to support;</li> <li>• No evidence of support services care plans that focus on the individual’s needs;</li> <li>• Premises that are regularly understaffed;</li> </ul>

(Taken from Safe To Belong 2015)



## Appendix 6 - Useful Resources and Contacts

### Baptist Union Safeguarding team:

Each of our local Baptist associations has a person who is able to offer guidance to churches in adopting and implementing safeguarding policies and procedures in their work with adults at risk.

Website: [www.baptist.org.uk/Groups/220183/Safeguarding.aspx](http://www.baptist.org.uk/Groups/220183/Safeguarding.aspx)

Local Association Safeguarding Contacts:

[www.baptist.org.uk/Groups/248291/Association\\_contacts.aspx](http://www.baptist.org.uk/Groups/248291/Association_contacts.aspx)

### Other organisations:

There are a number of external organisations who specialise in supporting different aspects of life for adults at risk. For further information and expert advice please contact:

#### Action on Elder Abuse

A specialist organisation that focuses on the issue of abuse towards to elderly.

Helpline: 0808 808 8141

Website: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Address: PO Box 60001, Streatham, SW16 9BY

#### Action on Hearing Loss - (previously known as the Royal National Institute for the Deaf)

A national voluntary organisation that provides information, training and awareness raising of deafness, hearing loss and tinnitus.

Helpline: 0808 808 0123

Website: [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

Address: 19-23 Featherstone Street, London, EC1Y 8SL

#### Age UK

National organisation offering advice and information on all aspects of elderly life.

Telephone: 0800 169 6565

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

Address: Tavis House, 1-6 Tavistock Square, London, WC1H 9NA

#### Alzheimer's Society

Provides information, support and guidance on Alzheimer's and other forms of dementia.

Helpline: 0300 222 1122

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Address: Gordon House, 10 Greencoat Place, London, SW1P 1PH

#### BUILD - Baptist Union Initiative with People with Learning Disabilities

A national, denominational body providing conferences, publications, advice and teaching materials for people with learning disabilities and their family and churches.

Website: [www.build-together.org.uk](http://www.build-together.org.uk)

#### Bullying UK

Bullying UK is part of Family Lives, a charity supporting and helping people with issues that are a part of family life.

Telephone: 0808 800 2222

Website: [www.bullying.co.uk/cyberbullying](http://www.bullying.co.uk/cyberbullying)

#### CAADA - Coordinated Action Against Domestic Abuse

A national organisation providing practical help and support for professionals and organisations working with domestic abuse victims.

Telephone: 0117 317 8750

Website: [www.caada.org.uk](http://www.caada.org.uk)

Address: 3rd Floor, Maxet House, 28 Baldwin Street, Bristol, BS1 1NG

### **Churches' Child Protection Advisory Service (CCPAS)**

CCPAS is an independent Christian Safeguarding charity which offers training and resources for churches and a 24 hour helpline for all safeguarding issues and disclosures

Helpline: 0845 120 4550  
Telephone: 01322 517817  
Website: [www.ccpas.co.uk](http://www.ccpas.co.uk)  
Address: PO Box 133, Swanley, Kent, BR8 7UQ

### **The Cybersmile Foundation**

A non-profit organisation trying to combat cyber abuse.

Website: [www.cybersmile.org](http://www.cybersmile.org)

### **DDC – Due Diligence Checking**

DDC supports organisations by providing criminal records services, training and advice. From 1 November 2015 they are the DBC checking organisation for BUGB.

Telephone: 0845 644 3298

Website: <http://www.ddc.uk.net>

Address: Due Diligence Checking Ltd, Meltongate House, 1282a Melton Road, Syston, Leicester, LE7 2HD

### **Disclosure & Barring Service (DBS)**

DBS carries out criminal records checks on employees and volunteers working with children, young people and adults at risk.

Telephone: 0870 90 90 811

Email address: [customerservices@dbs.gsi.gov.uk](mailto:customerservices@dbs.gsi.gov.uk)

Website: [www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service)

### **Independent Age**

A charity that provides advice and support for older people, their families and professionals on community care and other issues.

Telephone: 0800 319 6789

Website: [www.independentage.org](http://www.independentage.org)

Address: 18 Avonmore Road, London, W14 8RR

### **Livability**

Previously known as The Shaftesbury Society, it is a Christian charity working with disabled and disadvantaged people to help achieve social inclusion, empowerment and justice.

Telephone: 020 7452 2000

Website: [www.livability.org.uk](http://www.livability.org.uk)

Address: 50 Scrutton Street, London, EC2A 4XQ

### **MENCAP**

A national organisation that works in partnership with people with a learning disability, offering support, advice and advocacy services.

Telephone: 0808 808 1111

Website: [www.mencap.org.uk](http://www.mencap.org.uk)

Address: 123 Golden Lane, London, EC1Y 0RT

### **Methodist Homes for the Aged**

MHA provides care, accommodation and support services to older people throughout Britain.

Telephone: 01332 296200

Website: [www.mha.org.uk](http://www.mha.org.uk)

Address: Epworth House, Stuart Street, Derby DE1 3EQ

### **Mind**

Mental health charity offering advice and support for people in mental distress and their families.

Telephone: 0300 123 3393  
Email: [contact@mind.org.uk](mailto:contact@mind.org.uk)  
Website: [www.mind.org.uk](http://www.mind.org.uk)  
Address: 15-19 Broadway, London, E15 4BQ

### Police

If there is a serious danger that an adult at risk may be in imminent risk of harm then call the police. In an emergency, it is appropriate to dial 999. The police non-emergency number is 101.

### Royal National Institute for the Blind (RNIB)

A national voluntary organisation focusing on the needs of blind and partially sighted people. RNIB offers help with advice, aids and equipment.

Helpline: 0303 123 9999  
Website: [www.rnib.org.uk](http://www.rnib.org.uk)  
Address: 105 Judd Street, London, WC1H 9NE

### The Relatives and Residents Association

Gives advice and support to older people in care homes and their relatives and friends.

Advice line: 020 7359 8136  
Website: [www.relres.org](http://www.relres.org)  
Address: 1 The Ivories, 6-18 Northampton Street, London, N1 2HY

### Respond

Support and help for victims of abuse who have learning difficulties, and their families.

Telephone: 0808 808 0700  
Website: [www.respond.org.uk](http://www.respond.org.uk)

### Samaritans

The service provides emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

Helpline: 08457 90 90 90 (available 24 hours a day)  
Website: [www.samaritans.org](http://www.samaritans.org)

### Scope

A national charity that provides support, information and advice to people with disabilities and their families.

Telephone: 0808 800 3333  
Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)  
Website: [www.scope.org.uk](http://www.scope.org.uk)

### selfharmUK

An online organisation that offers information, advice, support and training on the subject of self-harm. It is primarily focused on self-harming young people and those who work with them.

Website: [www.selfharm.co.uk](http://www.selfharm.co.uk)

### Survivors UK

Support for survivors of male rape or sexual abuse.

Email: [info@survivorsuk.org](mailto:info@survivorsuk.org)  
Website: [www.survivorsuk.org](http://www.survivorsuk.org)  
Address: Unit 1, Queen Anne Terrace, Sovereign Court, The Highway, London, E1W 3HH

### Think U Know

Resources and all the latest information about new technologies and sites children and young people are visiting.

Website: [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

### **Through The Roof**

A Christian body to equip and train churches to make the church and its life fully inclusive of people with disabilities.

Website: [www.throughtheroof.org](http://www.throughtheroof.org)

Address: PO Box 353, Epsom, Surrey, KT18 5WS

### **Torch Trust**

Christian resources and activities for blind and partially sighted people.

Telephone: 01858 438260

Website: [www.torchtrust.org](http://www.torchtrust.org)

Address: Torch House, Torch Way, Northampton Road, Market Harborough, LE16 9HL

### **Trading Standards**

If someone has experienced a situation where they feel they have been charged excessive amounts of money for services provided, or pressurised into buying something they did not want by unscrupulous traders, Trading Standards may be able to help.

Phone: 08454 040 506

Website: [www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk)

### **Victim Support**

Victim Support is the independent charity for victims and witnesses of crime in England and Wales.

Support line: 0808 16 89 111

Website: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

### **Women's Aid**

A national charity working to end domestic violence against women and children. Supports a network of over 500 domestic and sexual violence services across the UK.

National Domestic Violence Helpline: 0808 2000 247

Website: [www.womensaid.org.uk](http://www.womensaid.org.uk)

Address: PO Box Bristol 391, BS99 7WS

(Taken from Safe To Belong 2015)