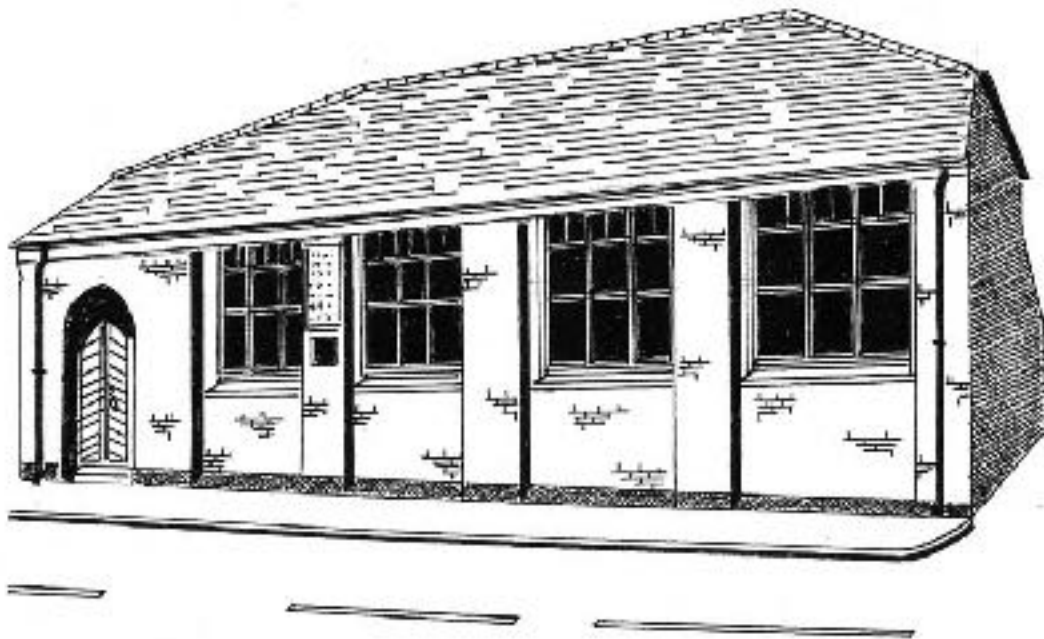


Boldon Independent Methodist Church

(NORTH ROAD, BOLDON COLLIERY, TYNE AND WEAR NE35 9AF)
Registered Charity: 1165583



INDEPENDENT METHODIST CHURCH, BOLDON COLLIERY.

B. L. Ward 1990

Safeguarding Policy and Procedures

(Compiled by Mrs E Quinn)

**THIS POLICY SHOULD BE AVAILABLE TO ALL STAFF,
VOLUNTEERS AND VISITORS AT ALL TIMES.**

Safeguarding Policy Statement

This organisation is committed to ensuring that adults and children are safe and protected from all forms of abuse and neglect.

We recognise that safeguarding is the responsibility of the whole church community.

We are committed to setting high standards of care, and to work with statutory bodies, voluntary agencies and other faith communities to promote the safety and well being of children, young people and adults at risk. We will act promptly whenever a concern is raised about a child, young person or adult at risk or about the behaviour of an adult, and will work with the appropriate statutory bodies, including the police and local authorities when an investigation into abuse is necessary.

The church recognises its responsibilities for the safeguarding of all young people under the age of 18 (regardless of gender, ethnicity or ability) as set out in The Children Act 1989 and 2004, *Safe from Harm* (HM Government 1994) and *Working Together to Safeguard Children* (HM Government 2010).

Our policy applies to all members or volunteers within our organisation. We recognise our responsibility to respond appropriately and, with respect to children, young people and vulnerable adults with whom we have contact. We have clear guidelines and procedures to deal with any concerns.

1. We believe every adult and child should be valued, safe and happy. The welfare of every adult and child will always be paramount.
2. Abuse and maltreatment of any form is entirely against our Christian teachings.
3. We want to make sure that everyone we have contact with know this and are empowered to tell us if they are suffering harm.
4. We want everyone who uses or has contact with this organisation to enjoy what we have to offer in safety.
5. We want parents and carers who use or attend our organisation to be supported to care for their family in a way that promotes their health and wellbeing and keeps them safe.
6. The rights wishes and feelings of children, young people and their families will be respected and listened to.
7. We want organisations that work with or commission work from us, or who provide funding to us, to have confidence and recognise that we are a safe organisation.
8. Those people in positions of responsibility within the organisation will work in accordance with the interests of children and young people and follow the policy outlined below.
9. Those people in positions of responsibility within the organisation will ensure that the same opportunities are available to everyone and that all differences between individuals will be treated with respect.
10. We will achieve this by having an effective safeguarding children procedure and following the national guidance in 'What To Do If You're Worried A Child Is Being Abused'.
11. We will also have effective procedures based upon national guidance to ensure the safety of adults at risk.
12. If we discover or suspect a child is suffering harm we will notify Children's Services via South Tyneside Council's Referral and Assessment Team, Laygate, South Shields. Tel:

0191 456 4473 or contact the police (08456 043 043), in order that they can be protected if necessary.

13.If we discover or suspect an adult is suffering harm we will notify Children's Services via South Tyneside Council's Adult Social Care Initial Contact Team, Tel: 0845 130 4959 or contact the police (08456 043 043), in order that they can be protected if necessary.

14.This Safeguarding Policy Statement and our Safeguarding Procedures apply to all members, volunteers and users of our church and anyone carrying out any work for us or using our premises.

15.We will review our safeguarding policy and procedures at least every 2 years to make sure they are still relevant and effective.

THE TRUSTEES:

MRS M BAMBROUGH, MRS I OGILVIE, MR L OGILVIE, MRS H M RUTHERFORD

SAFEGUARDING POLICY

Boldon Independent Methodist Church

This organisation will:

1. Arrange to take all reasonable measures to ensure the risks of harm to children are minimised.
2. Arrange to take all appropriate actions to address concerns about the welfare of the child, children or adults, working to agreed local policies and procedures in full partnership with other local services.
3. Ensure Safe Recruitment and Employment practices are observed as we recognise this is an important part in safeguarding children.
4. Have a senior member of the church to take lead responsibility for dealing with safeguarding issues, providing advice and support to other members, liaising with other members, and working with other agencies. All members will be made aware of this role:

The Named Senior Person for this Organisation is **Mrs I Ogilvie, 1 Whitburn Terrace, East Boldon Tyne and Wear NE36 0TF. 0191 5363218**. In his / her absence the designated person will be **Mr L Ogilvie, 1 Whitburn Terrace, East Boldon Tyne and Wear NE36 0TF. 0191 5363218**

5. Listen to children and adults, encourage them to respect and care for others and take action to stop any inappropriate verbal or physical abuse-taking place.
6. Endeavour to create an open and accountable environment, permitting adults and young people to voice their concerns about inappropriate behaviour and misconduct while providing strong sanctions to deter abuse, victimisation and cover up of serious malpractice
7. Ensure our policies and procedures apply to all members and visitors, children, young people, parents and carers regardless of gender, ethnicity, disability, sexuality or religious denomination.

Our organisation is aware of the responsibilities, which its Members, Trustees and Volunteers (paid and unpaid) have with regard to the protection of children and vulnerable adults from abuse and from inappropriate and inadequate care, and is committed to responding in all cases where there is concern.

This document will be shared with all members and volunteers within their induction process to ensure they are familiar with the organisation's beliefs and guidelines and understand their own responsibilities.

The documents below provide the framework for the organisations responsibilities as part of a co-ordinated shared response to the health and well being of everyone. All members will be made aware of these documents and how they can access them.

- ❑ Working Together To Safeguard Children 2006
- ❑ Framework For The Assessment of Children in Need and their families 2000
- ❑ What to do if you're worried A child is Being Abused (2006)
- ❑ South Tyneside Inter-Agency Child Protection Procedures

DATE POLICY AGREED: JANUARY 2014

TO BE REVIEWED SEPTEMBER 2025

What is safeguarding

Safeguarding is the broader activities through which we are vigilant and responsive to promoting the welfare of our children and young people² and protecting them from potential harm. This is

demonstrated through carefully planned activities for children, offering support where able, responding to concerns and working with partner agencies. It also involves caring for those hurt by abuse and managing the behaviour of those in our church who have caused or may cause harm to others.

The primary concept in safeguarding is recognising and responding to the potential significant harm of children. Significant harm is any single or multiple maltreatment or impairment to the health and development of a child and is determined by careful assessment.

This document has been designed to help members and volunteers know how to respond to situations where they may have concerns about the safety and wellbeing of an adult or child that they have contact with.

How might children be harmed

Children can be harmed in many ways. Maltreatment of a child occurs where: their health, physical, emotional, intellectual, sexual, spiritual or social development is damaged by other people.

All abuse is a betrayal of trust and a misuse of relationships and power. Church communities must be particularly vigilant to identify the inappropriate use of any religious belief or practice which may harm somebody spiritually, emotionally or physically. Abuse can be an act of commission, such as sexual abuse, or omission, such as neglect or failure to protect.

Child abuse affects girls and boys, babies and young people of all ages up to 18, including children with learning difficulties, children with physical disabilities and children from all kinds of family background. It occurs in all cultures, religions and classes. Research⁴ shows that disabled children are more vulnerable. Abuse may be happening in the home, at church or in teenage relationships.

Who might harm a child

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 by another child or children, including bullying and abuse through the use of digital technology. Someone may abuse or neglect a child by inflicting harm or by failing to act to prevent harm.

Most child abuse is perpetrated by an adult, male or female, who is well known to the child, often a family member. Such trusted adults may be in the child's community; they may be trusted professionals or leaders.

Due to the nature of our work our church members/volunteers may be in the frontline of work with some children and their families. This may mean that we are the first to know that a child has been abused or that we are concerned about a child's wellbeing. Everyone has an equal responsibility to ensure that children's needs are put first and to safeguard any child with whom we may come into contact. This responsibility for safeguarding rests with every individual member or volunteer within our organisation whilst at work or at home.

It is essential that all members and volunteers know how to respond in these circumstances.

All members and volunteers must endeavour at all times to safeguard all adults and children from harm and exploitation whatever their:

- Race, Religion, First Language or Ethnicity
- Gender or Sexuality
- Age
- Health, ill-health or disability
- Location or placement (e.g. living alone, in a hostel or residential unit, with their family or a foster family, as a tourist in a hotel etc)
- Criminal or offensive behaviour
- Wealth or lack of it
- Political or immigration status

Individuals within the organisation need to be alert to the potential abuse of adults and children both within families and also from other sources including abuse by members of our and other organisations. They need to know how to recognise and act upon indicators of abuse or potential abuse involving children. There is an expected responsibility for all members of the organisation to respond to any suspected or actual abuse of a child in accordance with the procedures provided.

Confidentiality

It is important for all members/volunteers to follow the statement of confidentiality outlined below:

We treat all adults, children and young people with respect. Information that is given to us will be treated confidentially and shared only with those persons who have an agreed reason to have the information. Information will only be passed to other people with the agreed consent of the person giving the information, except if there are concerns about the welfare of a child or adult at risk. In these circumstances a discussion will be held with the designated worker and if it is considered appropriate the information will be shared with professionals in the local authority/police/health.

Immediate Action

Immediate action may be necessary at any stage in involvement with children and families. It is always good practice to be as open and honest as possible with parents/carers about any concerns.

IN ALL CASES IT IS VITAL TO TAKE WHATEVER ACTION IS NECESSARY TO SAFEGUARD A CHILD OR ADULT AT RISK OF HARM. THIS MAY INCLUDE THE FOLLOWING:

- If emergency medical attention is required this can be secured by calling an ambulance (dial 999) or taking an adult or child to the nearest Accident and Emergency Department.
- If an adult or child is in immediate danger the police should be contacted (dial 999) as they alone have the power to remove a child immediately or provide protection if protection is necessary.

Recognition of Abuse or Neglect

'Child abuse and neglect' is a generic term encompassing all ill treatment of children, including serious physical and sexual assaults as well as cases where the standard of care does not adequately support the child's health or development.

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

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

Working Together to Safeguard Children, 2006 sets out definitions and examples of the four broad categories of abuse:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

These categories overlap and an abused child does frequently suffer more than one type of abuse (e.g. a child may be suffering physical and emotional abuse).

a) 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 (Working Together, 2006).

b) 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 in so far as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ridiculing 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 capacity, as well as over-protection and limitation of exploration and learning, or preventing the child participating in normal social interactions. It may also involve: seeing or hearing the ill-treatment of another, for example in domestic violence situations; serious bullying (including cyber-bullying). It may involve serious bullying 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 (Working Together, 2006).

c) Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or oral sex) or non-penetrative acts e.g. Kissing, touching, rubbing outside of clothing. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, encouraging children to behave in sexually inappropriate ways e.g. masturbation or grooming a child in preparation for abuse (including via the internet). Sexual abuse can be committed by men, women and other children.

d) Neglect

Neglect involves 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 and 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 and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs (Working Together, 2006).

N.B. Children need to be protected even when it appears that they are not aware that the physical abuse, or sexual activity that they are involved in or witness, or the neglect they experience, is harmful to them.

Why children don't tell and adults don't act

It is commonly believed that a child or young person would resist abuse at all costs or immediately tell a trusted adult. In fact children often need to overcome a number of barriers which may be emotional or intellectual but are very real for them. Children and young people often don't tell because they:

- are scared because they have been threatened
- believe they will be taken away from home and put in care
- believe they are to blame
- think it is what happens to all children

- feel embarrassed and guilty
- don't want the abuser to get into trouble
- have communication or learning difficulties
- may not have the vocabulary to explain what happened
- are afraid they won't be believed

All of us have a natural revulsion upon hearing someone has maltreated a child and must resist our inclination to dismiss its possible truth in favour of a more comfortable rationale. The reasons adults do not share their concerns may be because we:

- find it hard to believe what we are seeing or hearing
- cannot believe the suspicion that may be about someone we know
- fear we might 'get it wrong' or make it worse
- fear the consequences of getting it wrong – for the child, young person or vulnerable adult, their family and/or for ourselves
- simply 'don't want to be involved'
- believe we do not have the information on what to do or who to contact.

Openness and accountability

Children and young people are best protected within environments and relationships that are trusting and open.

This can be achieved by colleagues supporting each other to keep their practice within the 'South Tyneside Safer Recruitment Guidance', and acting without delay on behaviour that puts a worker or vulnerable person at risk.

Signs of Possible Abuse

When considering whether there is evidence to suggest a child or young person has been abused there are a number of possible indicators (listed below). However, there *may* be other explanations, so it is important not to jump to conclusions but rather seek advice from Children's Services or the Police Child Abuse Investigation Unit. There may also be no signs or symptoms; this does not mean that a report of abuse is false.

Signs Suggesting Physical Abuse

- Any injuries not consistent with the explanation given for them
- Injuries that occur to the body in places, which are not normally exposed to falls, rough games etc.
- Neglect – under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care etc.
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains.
- Bruises, bites, burns, fractures etc that do not have an accidental explanation*
- Cuts/scratches/substance abuse*
- Changes in routine
- untreated or inadequately treated injuries
- injuries to parts of the body where accidents are unlikely, such as thighs, back, abdomen
- bruising which looks like hand or finger marks
- cigarette burns, human bites, scalds and burns

Sometimes if a child is being physically abused they may show changes in behaviour, such as:

- becoming sad, withdrawn or depressed
- having trouble sleeping
- behaving aggressively or being disruptive

- showing fear of certain adults
- showing lack of confidence and low self-esteem
- using drugs or alcohol

Indicators of Possible Sexual Abuse

- Any allegations made by a child concerning sexual abuse
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- 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*
- Bed wetting and soiling
- pain, itching, bruising or bleeding in the genital or anal area
- genital discharge or urinary tract infection
- stomach pains or discomfort walking or sitting
- sexually transmitted infections
- a marked change in the child's general behaviour. For example, they may become unusually quiet and withdrawn, or unusually aggressive. Or they may start suffering from what may seem to be physical ailments, but which can't be explained medically.
- a young person may refuse to attend school or starts to have difficulty concentrating so that their schoolwork is affected
- they may show unexpected fear or distrust of a particular adult or refuse to continue with their usual social activities.
- the child may describe receiving special attention from a particular adult, or refer to a new, "secret" friendship with an adult or young person.

Signs Suggesting Emotional Abuse

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy – also 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
- speech disorders
- delayed physical development
- substance abuse
- ulcers, severe allergies
- habit disorder (sucking, rocking, biting)
- antisocial, destructive
- neurotic traits (sleep disorders, inhibition of play)
- passive and aggressive - behavioural extremes
- delinquent behaviour (especially adolescents)
- • developmentally delayed

*** These signs may also indicate the possibility that a child or young person is self-harming**

Signs Suggesting Neglect

- abandonment
- unattended medical needs
- consistent lack of supervision
- consistent hunger, inappropriate dress,
- poor hygiene
- lice, distended stomach, emaciated
- inadequate nutrition

- regularly displays fatigue or listlessness, falls asleep
- steals food, begs from others
- reports that there is no carer at home
- frequently absent or late to activities
- self-destructive
- school dropout (adolescents)
- extreme loneliness and need for affection

What To Do If Children Talk To You About Abuse Or Neglect

It is recognised that a child may seek out an adult to share information about abuse or neglect with, or talk spontaneously either individually or in groups when an adult is present. In these situations members or volunteers must:

- Listen carefully to the child, and NOT directly question the child.
- Give the child time and attention.
- Allow the child to give a spontaneous account; do not stop a child who is freely recalling significant events.
- Make an accurate record of the information given taking care to record the timing, setting and people present, the child's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the child's own words where possible.
- Explain that they cannot promise not to speak to others about the information they have shared.
- Reassure the child that:
 - You are glad they have told them;
 - S/he has not done anything wrong;
 - What you are going to do next;
 - Explain that you will need to get help to keep them safe;
 - You must NOT ask the child to repeat his or her account of events to anyone.

If the behaviour of any adult (including colleagues and members of the public) towards children causes you concern –

Do not dismiss your concerns

Do not normally confront the adult about whose behaviour you have concerns

Do not take responsibility for deciding whether or not child abuse is actually taking place

Do not investigate allegations

Do not act alone

Do not take sole responsibility for what has been shared or any concerns you may have.

Do follow the church's procedures for responding to concerns!

Consulting about the concern

The purpose of consultation is to discuss concerns in relation to a child and decide what action is necessary. Members or volunteers may become concerned about a child who has not spoken to them, because of something they have observed, or information they have heard about a child.

If a child is upset or has a visible injury it is good practice to ask them why they are upset or how a cut or bruise was caused, or respond to a child who wants to talk. This practice can help clarify vague concerns and result in appropriate action.

If members/volunteers are concerned about a child they must share their concerns. Initially they should talk to **Mrs I Ogilvie 0798 4008773; Mrs M Bambrough 0191 5366384; Advocates: Mrs E M Quinn and Mrs H M Rutherford**

If a member of our church or a volunteer is implicated in any concerns about a child, staff should discuss their concerns directly with the Children's Services Referral and Assessment Team telephone number 0191 456 4473. (See section on Allegations Management below).

Members and volunteers should consult externally with Children's Services Referral and Assessment Team in the following circumstances:

- When they remain unsure after internal consultation as to whether child protection concerns exist
- When there is disagreement as to whether child protection concerns exist
- When they are unable to consult promptly or at all with the designated internal contact for child protection
- When the concerns relate to any individual within our organisation

Consultation is not the same as making a referral but this should help a decision to be made as to whether a referral to Children's Services or the Police should progress.

Making a referral

A referral involves giving Children's Services or the Police, information about concerns relating to a child or family in order that enquiries can be undertaken by the appropriate agency followed by any necessary action.

In certain cases the level of concern will lead straight to a referral without external consultation being necessary.

Parents/carers should be informed if a referral is being made **except** in circumstances where it is considered that informing parents/carers would place a child, yourself or others at immediate risk.

However, inability to inform parents for any reason should not prevent a referral being made. It would then become a joint decision with Children's Services about how and when the parents should be approached and by whom.

If the concern is about abuse or risk of abuse from someone not known to the child or child's family, (stranger abuse) make a telephone referral directly to the police and advise the parents.

If the concern is about abuse or risk of abuse from a family member or someone known to the child, make a telephone referral to the Referral and Assessment Team at Laygate.

Information required

The referred should be prepared to give as much of the following information as possible (in emergency situations all of this information may not be available). Unavailability of some information should not stop anyone making a referral.

- Provide your name, telephone number, position and request the same details from the person to whom you are speaking.
- Full name and address, telephone number of family, date of birth of child and siblings.
- Gender, ethnicity, first language, any special needs.
- Names, dates of birth and relationship of household members and any significant others.
- The names of any professionals' known to be involved with the child/family e.g.: GP, Health Visitor, School.
- The nature of the concerns, and reason for them.
- Your opinion on whether the child may need urgent action to make them safe.
- Your view of what appears to be the needs of the child and family.
- Whether the parent or person with parental responsibility has given their consent to the referral being made.

Action to be taken following the referral

If such a report is made in an emergency without reference to one of the Safeguarding Team, one of the should be informed as soon as possible after the report has been made.

If concerns arise in the context of a children's group, the worker who has the concern may in the first instance wish to talk through their concern with their group leader. However, such conversations should not delay a report being made to the Designated Person.

It should be clear that the duty remains with the worker to record and report their concerns to the Designated Person.

If a concern is brought to the attention of a group leader by one of the workers the leader should remind the worker of their duty to record and report, and will also themselves have a duty to report the concern to the Designated Person.

If an adult or child is considered to be in imminent danger of harm a report should be made immediately to the Police or Children's Services (see relevant numbers at the end of this policy.)

Ensure that an accurate record is made and kept, detailing the concerns that have been referred.

Make sure the concerns are confirmed in writing to the Referral and Assessment Team following the referral (within 48 hours).

Accurately record the action agreed or that no further action is to be taken and the reasons for this decision.

Safeguarding Adults at Risk

It is the Christian duty of everyone to recognise and support those who are identified as being more vulnerable. In supporting a vulnerable person we must do so with compassion and in a way that maintains dignity

When is an adult at risk?

Government guidance describes an adult at risk as, any person over the age of 18 years "who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm".

Within faith settings it is also recognised as a person who has recently suffered personal adversity making them in particular need of pastoral support. Some of the factors that increase vulnerability include:

- sensory or physical disability or impairment
- learning disability
- physical illness
- chronic or acute mental ill health (including dementia)
- addiction to alcohol or drugs
- failing faculties in old age
- permanent or temporary reduction in physical, mental or emotional capacity through life events such as bereavement, abuse or trauma.

Mistreatment or abuse can occur in any relationship and may result in significant harm or exploitation.

How do I know it is mistreatment or significant harm?

Abuse or mistreatment is a single or repeated act which violates an individual's human and / or civil rights. It may be physical, verbal or psychological, be an act of neglect or omission, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not given or cannot give consent.

The harm can be deemed significant where there is not only ill treatment but impairment and avoidable deterioration to physical, mental, social, sexual or emotional health. The seriousness or extent of abuse

is often not clear and concerns should be assessed carefully taking the vulnerable person's demeanour and point of view into consideration.

Each situation should consider the:

- **vulnerability** of the individual
- **nature and extent** of the abuse
- **length of time** it has been occurring
- **impact** on the individual
- risk of **repeated or increasingly serious** acts involving this or other adults at risk.

Who might mistreat or abuse an adult at risk?

Adults at Risk may be mistreated or abused by a wide range of people including relatives and family members, professional staff, paid care workers, volunteers, other vulnerable people, neighbours, friends, mere associates and strangers.

The abuse can take place within a caring relationship or when the abuser is not well known to the victim.

It may be accepted or exacerbated by the behaviour or culture within an institution, in which case it is described as institutional abuse.

Abuse concerns the misuse of influence or power where control and / or authority can result in harmful or criminal activity.

General indications that abuse may be occurring

It may not always be obvious that an adult at risk is being subjected to mistreatment or abuse; and it may not be appropriate to question them at the time. However there may be general indicators that something is amiss and that the adult is unhappy about their situation. Marked change in their behaviour or disclosure of concerns should be discussed with the Church Safeguarding Officer.

Some general indicators that may be noticed about the vulnerable person:

- covering up or rationalising, injuries or demeaning behaviours towards them
- confusion and / or denial that anything is amiss despite marked deterioration
- withdrawal from things that they normally engage with or do
- not being allowed to speak for themselves, or see others without permission
- flirtatious, precocious or expressive sexual behaviour out of character
- indications of unusual confinement e.g. closed off in a room

Behaviours that may be observed about the carer, family member or the person close to the adult at risk include:

- getting the vulnerable person to pay for their (i.e. carer's) shopping / petrol / tickets
- taking advantage of their naivety or trust
- attitudes of indifference or anger towards the vulnerable person
- blaming or chastising them e.g. that soiling themselves was deliberate
- aggressive or harsh behaviour (threats, insults, harassment)
- inappropriate display of affection or care
- social isolation or restriction of activity
- obvious absence of assistance or attendance

Categories of Abuse

Nine categories of abuse have been identified. Any or all of these may be carried out as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.

Physical abuse

Physical abuse is the act of physical ill treatment. It may include hitting, slapping, pushing, punching, kicking, burning, biting, suffocating, misuse of medication, restraint or inappropriate sanctions.

Possible indicators of physical abuse may include:

- any injury not fully explained
- untreated or poorly treated injuries
- unexplained bruises or welts, particularly in protected areas
- bruises in various stages of healing, clusters forming regular patterns
- any cuts or abrasions
- injuries to head/face/scalp
- broken eyeglasses or frames
- unexplained burns, fractures or lacerations
- malnutrition and dehydration without an illness-related cause; loss of weight
- lack of personal care
- urinary / faecal incontinence.
- inappropriate use of medication, overdosing or under dosing
- history of moving GP's or frequently moving between agencies (agency hopping)

No suspected injury should be ignored, however, care should be taken as not all marks and injuries are caused as a result of abuse.

The key to identifying mistreatment or abuse is noticing unexplained marks, or injuries with unsatisfactory explanations. Where an injury occurs often, you would at least question the safety of the environment and what could be done to minimise further risks. Always note the site and type of injury observed so that patterns can be identified. If however the injury(ies) still give cause for concern discuss the issue with the Church Safeguarding Officer (within 24 hours) to decide if a further intervention is required.

Emotional or psychological abuse

Emotional or psychological abuse is the use of threats or fear or the use of 'power over' relationships to deny the vulnerable person's independent wishes. This includes: threats of harm or abandonment, deprivation of contact, humiliation and denial of dignity, blaming, controlling, bullying, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal of services / supportive networks.

You may also see behaviour by carers or other people close to the vulnerable person that cause concern.

Symptoms and behaviours on the part of the vulnerable person may include:

- insomnia/sleep deprivation
- change in appetite, weight gain/loss
- ambivalence to carer
- anger without an apparent cause
- deference, resignation, helplessness, excessive fears
- unexplained paranoia
- self-harming/suicide attempts
- emotional withdrawal – the person becomes uncommunicative or non-responsive
- low self esteem

Behaviours demonstrated by carers or those in a position of trust may include:

- threats, intimidation, bullying
- threats of abandonment
- promises which are not kept
- punitive approach to incontinence etc. blaming, sanctions
- few visitors or other contact
- locking the person in

Visible signs may not be evident, however the impact of emotional mistreatment or abuse should never be underestimated as the deterioration in a victim's physical or mental health may take a very long time to recover from, and may be irreparable.

Sexual abuse

Sexual abuse is a sexual act (contact or non-contact) carried out without the informed consent or knowledge of the other individual. Non-contact abuse may include sexual suggestions, salacious exposure to indecent material and indecent behaviour.

Contact abuse may include rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting. Victims suffer emotionally and psychologically.

Some of the signs that an individual may be suffering from this type of abuse include:

- full or partial disclosure
- nightmares
- signs of depression or stress
- unusual difficulty in walking and sitting
- torn, stained or bloody underclothes
- pain, itching or any injury to genital area
- sexually transmitted diseases / infections
- bites, bruising or any marks on inner thighs or arms
- significant change in sexual behaviour / language
- agitation during personal care / examination
- pregnancy in a person who is unable to consent

Neglect

Neglectful behaviour is any pattern of activity or omission which seriously impairs an individual.

This includes:

ignoring a need for medical or physical care, failing to provide access to appropriate health, social care, religious or educational services, or the deliberate withholding of necessities of life such as medication, adequate nutrition and heating. Also denying contact with family, failing to intervene in situations where there is danger to the vulnerable person or to others, particularly when a person lacks the mental capacity to assess risk.

Possible indicators of neglect may include:

- poor physical condition, e.g. rashes, sores, weight loss / gain
- inadequate heating / lighting
- inadequate clothing in poor condition
- malnutrition
- failure to access medical care or give prescribed medication when required
- lack of assistance with eating and drinking
- failure to ensure privacy and dignity
- inconsistent/ reluctant contact with health or social agencies
- inappropriate clothing
- sensory deprivation
- poor personal hygiene

Financial abuse

Financial abuse is the wilful use or manipulation of the vulnerable person's property, assets, or monies without their informed consent or authorisation. This can include theft or fraud of monies or possessions, exploitation, pressure or undue influence to change wills, financial arrangements, or the misuse of property, possessions or benefits.

Some of the ways that you can identify financial abuse are:

- signatures on cheques etc. that do not resemble the adult's signature or which are signed when the adult cannot write
- sudden changes in bank activity including unexplained withdrawals of large sums of money
- inclusion of additional names on an adult's bank account
- issues with Powers of Attorney
- abrupt changes to or creation of wills
- sudden appearance of previously uninvolved relatives claiming their rights to a vulnerable person's affairs or possessions
- unexplained transfers of assets to family member or someone outside the family
- numerous unpaid bills, overdue rent, when someone should have been paying these for the vulnerable person
- A carer asks financial questions about a person, unrelated to their care
- lack of amenities, such as TV, personal grooming items, appropriate clothing, that the vulnerable person should be able to afford
- unexplained disappearance of money or valuable possessions e.g. silverware or jewellery

Discriminatory abuse

Discriminatory abuse is maltreatment or harassment that is based on any characteristic of a person's identity, such as their race, sex, or disability. Many of the signs of discriminatory abuse will be the same as for emotional abuse.

The impact of discriminatory abuse can lead to significant self-harming and must never be underestimated.

Institutional abuse

Institutional abuse is when a culture of poor practice or maltreatment within a setting becomes routine at the expense of good professional practice. It may be exercised through defamatory attitudes, negative stereotyping, and abusive behaviours which are not corrected. Local authorities¹⁷ and churches should promote good practice in adult care.

Spiritual abuse

Within faith communities harm can be caused by the inappropriate use of religious belief or practices. This can include the misuse of the authority of leadership, penitential discipline, oppressive teaching, or intrusive healing and deliverance ministries, which may result in adults at risk experiencing physical, emotional, or sexual harm.

The church needs to avoid any practice which could be seen as an attempt to 'force' religious values or behaviours onto vulnerable people. Additionally, spiritual abuse may include the denial to vulnerable people of the right to faith or the opportunity to grow in the knowledge and love of God.

Domestic abuse

Domestic abuse is the use of forms of control and / or maltreatment within an intimate or domestic relationship.

Types of domestic abuse include: physical, verbal (also called emotional, mental, or psychological abuse), sexual, economic/financial, and spiritual abuse. Stalking and cyber-stalking are also forms of control and abuse. Church workers should remain alert to the use of words, physical or sexual practices to demean and control a vulnerable adult.

Triggers of abusive or violent behaviour appear to include the commencement of cohabitation or marriage, pregnancy, infidelity by the partner or the threat to leave. However, abuse can take place without any particular external causes and often becomes routine. Patterns of intimidation, self-justification and deception mean that the behaviour of perpetrators is not easy to counter. The abuser generally relies upon the difficulty and the stigma of reporting abuse to deter the victim from taking

effective action, and may threaten further violence or damage to the victim's reputation in the event of disclosure.

Physical signs

This may include: hitting; slapping; burning; pushing; restraining; withholding medication; assault with everyday implements such as kitchen knives; kicking; biting; punching; shoving; smashing someone's possessions; imprisoning; strangling; drowning; causing miscarriage.

Psychological and emotional

This may include: shouting; swearing; frightening; blaming; ignoring or humiliating; name calling; blackmailing; threatening suicide or self-harm; threatening harm to the person, children or pets if they misbehave; ridiculing every aspect of their appearance and skills; keeping them deliberately short of sleep; being obsessively and irrationally jealous, e.g. constantly accusing of having affairs; keeping them isolated from friends and family; threatening to take the children away; withholding sex or affection as 'punishment'; criticising parental skills; convincing a partner they are 'mad'.

Children in the family are also victims of domestic abuse, directly or indirectly. Being a victim or witness of domestic abuse can have a severe effect on a child's behaviour, health or educational performance in ways that are likely to be visible, and can create long-term relational problems; including low self-esteem, withdrawal or anxiety, and behavioural problems, or conversely being overly anxious to please and unnaturally well-behaved. Children are often more aware of the abuse than their parents realise. They may also be at risk of physical harm through being present while physical abuse takes place. The significance of domestic abuse on a child was recognised in the Children Act 1989.

Financial

This may include: prevention from getting a job; harassing someone at work; denying someone access to money; stealing money; gambling or running up debts in a way that threatens a family's standard of living; making major financial decisions alone; withholding money to enforce a course of action, dictating expenditure; forcing someone to take out loans; keeping them in poverty; demanding to know every penny they spend; refusing to let them use transport or have money to pay for it.

Sexual

This may include: forcing someone to take part in any sexual activity without consent, e.g. rape or sexual assault; forcing them or blackmailing them into sexual acts with other people; forcing children to watch sexual acts; sexual name-calling; imposition of dress codes upon a partner; involvement in the sex trade or pornography; knowingly passing on Sexually Transmitted Infections; controlling access to contraception.

Spiritual

This may include: telling someone that God hates them; refusing to let them worship, e.g. not allowing a partner to go to church; using faith as a weapon to control and terrorise them for the abuser's personal pleasure or gain; using religious teaching to justify abuse, e.g. 'submit to your husband'; compelling forgiveness.

Neglect

This may include: depriving someone of food, shelter, heat, clothing, comfort, essential medication or access to medical care.

Forced marriage

A clear distinction must be made between a forced marriage and an arranged marriage.

In **arranged marriages**, the families of both spouses take a leading role in arranging the marriage but the choice whether or not to accept the arrangement remains with the young people. In **forced marriage**, one or both spouses **do not consent** to the marriage and some element of duress is involved. Duress includes both physical and emotional pressure.

Responding to Concerns and Disclosures from an adult at risk

If someone tells you about mistreatment or abuse or you have concerns about a vulnerable person, your role is to respond sensitively and provide support. Ascertain what the vulnerable person wants to do about the situation and consult the Church Safeguarding Officer within 24 hours.

In emergency situations contact the police, ambulance or social services directly and inform the Church Safeguarding Officer as soon as possible but within 24 hours.

Make a record immediately afterwards and always let the police know all that you have seen and done in responding to the situation. Date and sign your notes and keep them safe.

The primary responsibility of the person who first suspects or is told of abuse is to share the information and to ensure that their concern is taken seriously – this should be done within 24 hours. Workers should also remember:

- under no circumstances should anything be done that might be construed as an investigation of the allegation, as action of this nature may contaminate evidence should a formal investigation by either the police or local authority be instigated
- in the first instance the allegation or concern should be reported to the Church Safeguarding Officer. If necessary he / she will liaise with statutory services

Failure to observe these guidelines may leave a vulnerable child or adult unprotected against further abuse!

Do:

- stay calm, the person concerned is likely to be anxious and need reassuring
- ensure the person is safe from immediate harm
- listen attentively and accept what is being said, your role is to pass on the concern
- let the person tell you in their own words, avoid any assumptions or suggesting explanations. keep any questions to a minimum.
- record what is said and seen using their own words or actions and discuss with your Church Safeguarding Officer

Do Not:

- press for more details, someone more appropriate may do this at a later point

- be judgmental or voice your own opinion
- do not promise to keep secrets
- discuss the information with the alleged abuser
- attempt to deal with the problem alone, or try to investigate it.

Avoid leading the person and keep any questions to the absolute minimum. Ask only what is necessary to ensure a clear understanding of what has been said. This is particularly important when dealing with vulnerable people who may be influenced by suggestive questioning.

Be aware of interpreting what the person is saying, especially if they have learning or physical disabilities which affect their ability to communicate or English is not their first language. Try to record what the vulnerable person actually says or shows you, in their own words or actions. If you do not understand fully, do not press the person to explain in detail if you believe the situation may be serious and warrant further intervention, especially by the police or social services. As long as you have a basic idea of what has happened, you can refer the matter to the appropriate person or authority.

Good Practice in Safeguarding Adults at Risk

Good practice safeguards people who may be vulnerable. It also protects anyone from a congregation who comes into contact with them, in whatever context, from being wrongly accused of abuse or misconduct. Everyone, whether paid or unpaid, member or volunteer, should be working within church guidelines.

Pastoral relationships

Anyone whose ministry brings them into contact with vulnerable people should remain aware of their own behaviours and how these might be viewed by an adult at risk. Pastoral relationships will often run parallel with friendships and social contacts, but should always remain distinct.

Perceptions can be difficult to manage and workers should always seek to have a clear understanding with vulnerable people of the nature and boundaries of their contact with them.

The following principles should be followed:

- exercise particular care when ministering to persons with whom there already exists a close personal friendship or family relationship
- be aware of the dangers of dependency in pastoral and professional relationships and seek advice or supervision when these concerns arise
- minister within your remit and limits - do not undertake any ministry that is beyond your competence or role (e.g. therapeutic counselling, deliverance ministry, or giving legal advice). Instead refer to the person or agency with appropriate expertise
- avoid behaviour that could give the impression of favouritism or special relationship.
- always respectfully encourage self-determination, independence and choice
- do not undertake any pastoral ministry whilst under the influence of alcohol or drugs.

Conversations and interviews in a ministry context

Church workers must always be aware of their language and behaviour and should consider in advance the:

- value of taking a colleague along with them
- place of the meeting, arrangement of the furniture and lighting, their own department
- balance of privacy for conversation with the opportunity for supervision (open doors or windows, have another person nearby);
- physical distance between people taking into account hospitality and respect, being aware that this may differ as a result of past trauma or abusive experiences
- circumstances and whether they suggest a professional or social interaction
- propriety or danger of visiting or being visited alone, especially in the evening
- personal safety and comfort of all participants
- the appropriateness of initiating or receiving any physical contact, for example gestures of comfort, which may be unwanted or misinterpreted.

Workers should establish the nature of the conversation at the outset of each interaction in respect to subject matter, confidentiality and duration.

Sexual conduct

The sexual conduct of church workers will have an impact on their ministry within the Church. It is never appropriate for workers to take advantage of their role and engage in sexual activity with anyone with whom they have a pastoral relationship.

Workers should be aware of the power imbalance inherent in pastoral relationships and:

- must not engage in sexual activity with an adult or a child
- must take responsibility for their words and actions if wishing to make physical contact with another adult (e.g. a hug may be misunderstood) or to talk to them about sexual matters. This will include seeking permission, respecting the person's wishes, noticing and responding to non-verbal communication, refraining from such conduct if in doubt about the person's wishes
- must follow the Church's discipline on sexual matters
- must not view, possess or distribute sexual images of children and should refrain from viewing, possessing or distributing sexually exploitative images of adults
- should avoid situations where they feel vulnerable to temptation or where their conduct may be misinterpreted.

Financial integrity

Financial dealings can have an impact on the Church and the community, and must always be handled with integrity. Those with authority for such matters should maintain proper systems and not delegate that responsibility to anyone else. Church workers should:

- not seek personal financial gain from their position
- not be influenced by offers of money, or take inappropriate responsibility for such
- ensure that church and personal finances are kept apart and should avoid any conflict of interest
- ensure any monies received are handled by two unrelated lay people
- disclose any gifts received to a supervisor/senior and decide on its acceptance, confirmation and use
- not to canvass for church donations from those who may be vulnerable, e.g. the recently bereaved or those who lack capacity to make such decisions.

Confidential Records of Concern

The highest level of confidentiality should be maintained at all times in relationships with both adults at risk and children.

Concerns about abuse and maltreatment however, must not be kept secret or deemed confidential.

Where a child is suffering or likely to suffer harm information must be shared promptly in order to protect the child (advice sought / matter reported within 24 hours).

Research and experience affirm that keeping such secrets 'confidential' enables the abuse and its harm to continue and only serves to protect the abuser.

Records in respect of the children, young people, their parents and/or carers are kept confidential in a secure place (the church safe). Information should only be shared on a need to know basis. Where the sharing of information is vital to protect a child, the issue of confidentiality is secondary to the child's need for protection.

Any disclosure made by an adult at risk or any concerns that become apparent must be treated with sensitivity and any sharing of information must be carried out on a strictly 'need to know' basis. "The first priority should always be to ensure the safety and protection of vulnerable adults¹⁸ and Church guidance advises, *"Where a vulnerable person is judged to be a risk of significant harm or an adult is likely to harm themselves or others, usually it will be legally possible, appropriate and highly desirable to disclose relevant information to the public authorities for the sake of protecting that vulnerable*

person”¹⁹. All concerns therefore should in the first instance be passed to the Church Safeguarding Officer, within 24 hours.

Church workers should make a note of anything that has been said and seen by them that causes them concern. They should aim to:

- note what was actually said using the individual’s own words where possible
- describe the circumstances in which any disclosure or concern came about
- note the setting and anyone else who was there at the time
- separate out factual information and your own opinions, recording the reasons for the latter

Safe Recruitment and Selection

Our organisation will take all possible steps to prevent unsuitable people working with children. When interviewing potential members/volunteers we will ensure:

- There is an open recruitment process
- There is a rigorous interview of all people who wish to work with vulnerable adults and/or children within our church.
- Applicants identity and claims to any academic or vocational qualifications will be verified
- References (if appropriate) will be taken up by direct contact with referees
- Evidence of the date of birth and address of the potential volunteer will be sought
- Where appropriate an enhanced disclosure via the Criminal Records Bureau will be secured.

All members/volunteers working with children/vulnerable adults will complete a form enabling each of them to have the same opportunity to provide information about themselves and assist in identifying any gaps in their need for further safeguarding training.

During interviews/discussions with members/volunteers senior members of the church will explore:

- The candidates attitude toward children and young people
- His or her ability to support the organisations agenda for safeguarding and promoting the welfare of children
- Any concerns or discrepancies arising from the information provided by the candidate and/or referees.

All members and volunteers (paid or unpaid), regardless of previous experience will take part in an induction programme during the first three months of their work.

The purpose of this will be to:

- Provide training about our policies and procedures
- To provide support to individuals in the role for which they have been engaged
- To provide opportunities for a new member or volunteer to discuss any issues or concerns about their role or responsibilities
- To enable the person’s mentor to recognise any concerns about the person’s ability or suitability at the outset and address them immediately
- To ensure that the individual is aware of policies, procedures and statements in relation to safeguarding and promoting the welfare of adults and children
- To ensure that individuals understand how and with whom they should raise any concerns with regard to any practice issues
- To ensure that individuals are aware of other relevant procedures, e.g. disciplinary and whistle blowing etc.
- To ensure that all members and volunteers have appropriate levels of training in safeguarding children and other responsibilities in connection with their role.

Volunteers

Volunteers make up a huge part of the workforce within the diocese and parish and need to be treated mostly in the same way as employees would be in relation to these safeguarding guidelines. Some limited differences are identified below:

- Where a volunteer's role will be very limited, such as accompanying employees and children on a day outing or helping at an event, a CRB check would be unnecessary provided that the person is not left alone in charge of children or vulnerable adults and is supervised by a person who has been CRB checked.
- If the volunteer is under 18 and in education one of the references will need to be from their school or other educational establishment, if they are unknown to members of the church.
- Whilst acknowledging the need to nurture young people in leadership roles, no young person under 18 should be expected to take on a role of sole responsibility. If they assist others in leadership roles, support and supervision must be given in proportion to their requirements.
- A volunteer agreement / role outline rather than a job description is written for a volunteer.
- Once in post there should be a three months probation period before confirming an appointment, dependent upon the volunteer role to be undertaken.
- There should be an annual review and regular supervision meetings. The time between supervision meetings should not be more than three months.
- There should be clear lines of accountability for all volunteers. These will need to be reviewed during the annual review (or sooner if necessary).

Pastoral visiting and other pastoral volunteers

Those who are engaged in pastoral visiting or are appointed as pastoral visitors for the general congregation will not normally be required to have a CRB check.

Those who engage in pastoral work who undertake the following duties should have a CRB check:

- a) Those who regularly visit care homes, sheltered housing schemes, hospitals, prisons, probation hostels or those who take extended communion to the housebound etc. [The key question here is: Is the person regularly visiting or expected to visit people who may be vulnerable alone in their homes as a church representative. If so a CRB is required].
- b) Those engaged in providing *regulated activities* of a *specific nature* for vulnerable adults or children and those who work in projects where *regulated activities* take place also require this.

Allegations Against Members or Volunteers / Whistle Blowing

Allegations are usually addressed in two areas:

1. Allegations that a child is being harmed by a member of the church or

2. General allegations of wrongdoing known as Whistle-Blowing

All members and volunteers have a responsibility to ensure they do not abuse their positions of trust within our organisation. Any concerns raised by a member of the church/volunteer or a member of the public regarding inappropriate behaviour by any member of this organisation will be managed via the following procedure and all allegations will be acted on.

If a worker has an allegation made against them they should step down from all church duties until the incident has been investigated.

If a worker has been removed from their post or would have been removed from their post because of the risk of harm that they pose to children and young people there is a statutory duty to report the incident to the Independent Safeguarding Authority.

If a worker in the church has been accused of causing harm to children or young people this would be classed as a serious incident that should be reported to the Charity Commission in the annual return by those churches that are registered with the Charity Commission.

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

Our duty to support

Once concerns, suspicions and disclosures of abuse have been addressed, the church continues to have a responsibility to offer support to all those who have been affected.

Allegations Management

If anyone raises a concern about another worker, professional or volunteer where they have:

- Behaved inappropriately in a way that has harmed or may have harmed an adult or child
- Possibly committed a criminal offence against or related to an adult or a child
- Behaved towards an adult, child or children in a way that indicates s/he is unsuitable to work with children in their work, volunteering capacity or private life

This will be reported to **Mrs I Ogilvie 0798 4008773; Mrs M Bambrough 0191 5366384; Advocates: Mrs E M Quinn and Mrs H M Rutherford.** The Named Senior Person must inform the South Tyneside Local Authority Designated Officer (LADO) for Allegations Management – Tel: 0191 454 5021. The LADO will advise on how to proceed, whether the matter can be dealt with within our organisations own arrangements or whether a multi-agency strategy meeting is required. If the LADO is unavailable contact should be made with South Tyneside Council's Referral and Assessment Team, Laygate, South Shields. Tel: 0191 456 4473 or contact the police (08456 043 043)

Where the LADO decides that the issue can be dealt with internally, the reasoning and advice will be recorded and sent to **Mrs I Ogilvie 0798 4008773; Mrs M Bambrough 0191 5366384; Advocates: Mrs E M Quinn and Mrs H M Rutherford.** Children's Services Referral and Assessment Team and the Police Child Protection Unit. In this instance it will be necessary to comply with the timescales in the Local Authority guidance and inform the LADO of the outcome of the investigation.

Where the LADO decides the case needs to proceed to an 'Incident Evaluation Meeting' (IEM) meeting s/he will make a referral to the Children's Services Referral and Assessment Team and convene the meeting/s in accordance with their guidance.

Complaints made directly to the police will be reported to the LADO as soon as possible and again s/he will decide whether to hold a strategy meeting. The Police may interview the complainant if they feel this is appropriate.

Whistle-Blowing

Members or volunteers may be the first to notice if anything is seriously wrong within the organisation. However, they might not say anything because they think this would be disloyal, or they might be worried

that their suspicions are not justified. They may also be worried that they or someone else may be victimised.

If anyone wants to raise any concern, they can do so with confidence and without having to worry about being victimised, discriminated against or disadvantaged in any way as a result. Members of the public should also be encouraged to voice any concerns they raise officially.

What types of action does this include?

This policy is intended to deal with **serious or sensitive concerns about wrongdoings such as the following:**

- Fraud or corruption
- Member groups, children or students, particularly children and adults in our care, being mistreated
- Unauthorised use of money
- An unlawful act
- Any danger to health and safety
- A person abusing their position for any unauthorised use or for personal gain
- A person deliberately not keeping to a policy, a code of practice or any law or regulation
- A person failing to meet appropriate standards
- A person being discriminated against because of their race, colour, ethnic or national origin, disability, age sex, sexuality, class or home life.

The concern may be about members of the church, or other people who work directly for or with the organisation, as part of a collaborative/partnership agreement.

What is not covered?

Whistle-Blowing policies cannot be used to deal with serious or sensitive matters that are covered by other procedures.

Such Procedures include the following –

- Customer's complaints about services. These complaints should be dealt with through the Complaints Policy.

Whistle-blowers should be made to feel confident in using the policy to raise issues as where an allegation is true they have nothing to fear. Let them know that if necessary you will take appropriate action under the Public Interest Disclosure Act 1998 to protect them from any harassment, victimisation or bullying.

You will keep their concerns confidential if this is what they want, unless you are unable to by law. Explain this at the time they raise a concern so they can decide whether or not to proceed.

Anonymous Allegations

Let people know that because you will protect them (as explained above), you encourage them to give their name when they make an allegation. Concerns raised anonymously tend to be far less effective and if, for example, you do not have enough information, you may not be able to investigate the matter at all.

If they feel that they still do not want to give their name **Mrs I Ogilvie 0798 4008773; Advocate: Mrs H M Rutherford** will decide whether or not to consider the matter. The decision will depend on:

- The seriousness of the matter;
- Whether the concern is believable;
- Whether an investigation can be carried out based on the information provided.

Any member or volunteer raising a concern should first do so with our ministers or the nominated person for safeguarding, this will depend on the seriousness and sensitivity of the matter, and who is suspected of the wrongdoing.

Concerns are better put in writing giving as much information as possible – including any relevant names, dates, places and so on. The earlier the issue is raised, the easier it will probably be to take effective action.

A person raising a concern will not have to prove beyond all reasonable doubt that the allegation is true, but they will have to show that there are good reasons for their concern.

Code of Behaviour

All members and volunteers are expected to behave in a manner, which reflects the child-centred principles of our organisation. This good practice will be reinforced via scriptural teachings regarding Christ's teachings concerning appropriate behaviour.

Working with Children

It is essential that care be taken to minimise the possibility for abuse and misunderstanding and misinterpretation. False allegations are rare but general good practice will help prevent them. The following examples will help to create a positive culture and climate for children and young people who visit our premises.

The following are guidelines for a code of behaviour.

Leaders and Helpers should:

- Use age appropriate language and tone of voice. Be aware of your own body language and the effect you are having on the individual child.
- Treat all children with respect and dignity. Use age appropriate language and tone of voice. Be aware of your own body language and invading a person's personal space.
- Never work alone with children out of public view. Leaders should not ask staff/volunteers to work with children in situations where members/volunteers will be completely unobserved
- Maintain a safe and appropriate emotional and physical distance from children. It is not appropriate for members or volunteers to have an intimate relationship with children or young people who visit our premises
- Do not engage in rough or sexually provocative games
- Do not make sexual comments
- Do not scapegoat, belittle, ridicule or reject a child
- Do not invite or allow children into your home (childminders are an exception and will be registered and inspected according to legal requirements)
- Do not give children or young people lifts in your car except in emergencies (unless this is part of your job)
- Never let allegations, made by anyone, go unacknowledged, unresolved or not acted upon
- When it is necessary to control and discipline children, this should be done without using physical punishment. (A situation may, however, arise where a child needs to be restrained in order to protect them or a third person.)
- Make sure another adult is present if, for example, a young child has soiled their underclothes and needs to be thoroughly washed. If possible, the child's own parent or carer should be called in to carry out such a task.
- Do not respond to or encourage excessive attention-seeking that is overtly sexual or physical in nature. Avoid showing favouritism to any one child/adult or allow others to do so.
- Ensure the Designated Person should be notified of any trips for children which take place. Parental permission must always be sought for such an event and the relevant consent forms completed.
- Not give lifts to young people on their own, other than for short journeys. Ensure that if transporting children that you have the correct insurance cover for passengers. When possible, ensure you have parental permission.
- Not share sleeping accommodation with young children if you take a group away.
- Be aware of any physical contact they may have with young people and record it when necessary. For instance, if they need to stop a fight, administer First Aid, give a hug to a child who is distressed, remove a child from danger, or protect themselves or others from attack.

- Not use physical punishment when controlling or disciplining children.
- Keep a log book; If any significant incidents take place a record should be kept in the Church Incident Book. Enter the names of both children and adults present and anything of note which you observe, e.g. details of any fights broken up by the workers, allegations made by young people, incidences where a child is asked to leave. All workers who witnessed, heard or responded in any way should record details, and sign and date the entry.
- Never use illicit drugs or alcohol when responsible for a child or adult at risk.

Members/volunteers should ALWAYS be aware of the potential for misunderstanding when touching children.

If it is an accepted part of an activity, touching should be appropriate to the situation and follow accepted guidelines where they exist. Consoling a child who is upset, administering first aid or supporting a participant in an activity is acceptable and necessary behaviour.

Listening to Children

Be careful not to assume you know what a child 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.

If a child says that he or she is being abused or provides information that suggests that they are being abused, the person receiving that information should:

- Be calm and reassure the child but not make promises that may not be kept, e.g. telling the child that no else will be told
- Discuss with the child who needs to be told about the situation
- Take what the child says seriously.
- Ask questions only to clarify understanding of what the child has said (do not interrogate the child)
- Let the child know you understand what they have said and that you will act upon it.

Young leaders under 18 years of age

In law young leaders under the age of 18 are children and cannot be treated as adult members of a team.

Training and mentoring will be given to ensure that the young leader is helped to develop and hone skills, attitudes and experience.

A young leader must be closely supervised by an adult leader at all times, and never given sole responsibility for a group of children.

When considering ratios of staff to children the young leader needs to be counted as a child, not a leader.

The Safeguarding Children Policy applies to a young leader just as it does to any other person.

The permission of parents or carers needs to be sought for the young leader just as you would for any other person under 18 years of age

If the young leader accompanies a group on a residential activity ideally they should have separate sleeping accommodation to both the adult leadership team and the children they are working with.

Young Leaders should not be given leadership responsibility for a group immediately below their own age, to leave a gap of at least two years.

Abuse of Trust

Relationships between children and their leaders/helpers can be described as 'relationships of trust'. The leader is someone in whom the child has placed a degree of trust, this may be because the leader has an educational role, is a provider of leisure activities, or even is a significant adult friend.

It is also not acceptable for a leader/helper to form a romantic relationship with a child with whom they have a relationship of trust.

While by no means restricted to young leaders, those who are in their early adult years will need to be particularly aware of the need not to abuse their position of trust in their relationships with other young people who are not much younger than themselves.

Electronic Communication

Electronic communication has become enormously important and popular over the past ten years. It is an easy way to communicate with young people in particular. However, there are dangers associated with electronic communication that call for vigilance:

- electronic communication is often an extremely informal mode of communication which can create the potential for communication to be misunderstood

- because of the informal style of electronic communication workers can easily cross appropriate boundaries in their relationships with young people

- some adults who are intent on harming children and young people choose to use electronic communication as a way to meet and 'groom' children.

These are guidelines written to try to maintain healthy and safe relationships between adults and children.

Electronic communication must never become a substitute for face to face contact with young people.

Parents or carers and children and young people themselves have the right to decide if a worker is to have email addresses or mobile phone numbers etc

Workers should only use electronic means of communication with those children and young people from whom appropriate consent has been given.

Direct electronic communication with children of primary school age or younger is very inappropriate and should be avoided

Only workers who have been appointed under the church's agreed procedures should use any electronic means of communication to contact children or young people on behalf of the church or one of the church's organisations

Contact with children and young people by electronic communication should generally be for information-giving purposes only and not for general chatter

Workers should not share any personal information with children and young people, and should not request or respond to any personal information from the child or young person other than that which is necessary and appropriate as part of their role

Workers should be careful in their communications with children and young people so as to avoid any possible misinterpretation of their motives, clear, unambiguous language should be used and the use of unnecessary abbreviations should be avoided

Electronic communication should only be used between the hours of 9.00 am and 7.00 pm

Official church e-mails to young people should be sent out with a church header and footer indicating to the young people that this is an official communication, this should also be copied to the church e-mail address.

Any photos or video taken on personal mobile phones should not be uploaded to social networking sites without parental permission

Workers should not retain images of children and young people on their mobile phone.

Instant Messaging Services (IMS)

The use of instant messenger services should be kept to a minimum.

Where a young person in need or at a point of crisis uses this as a way of communicating with a worker:

- significant conversations should be saved as a text file if possible, and
- a log kept of who and when they communicated.

Social Networking sites

If adults are intending to add young people to their social networking sites they must first have the permission of the parents of the young person

Adults should not normally make 'friend requests' of young people

It should not become expected behaviour that adults say yes to young person when a friend request is received

It is the adult's responsibility to ensure that all of the content on their site is appropriate for young people to see (including contents of photos uploaded)

All communication with young people should be kept within public domains

All communications with young people should be transparent and open to scrutiny

Remember – never alone and unseen is the basic rule of thumb in Safeguarding young people!

Good Practice Guidelines for Discipline

A policy based upon the following guidelines has been agreed upon by each of the members/volunteers involved in church youth work.

Children should be disciplined without the use of physical punishment, shouting or name calling.

Discipline is about our relationship with children not our mastery of them.

Good discipline is built on respect between leaders and children.

Ways of dealing with discipline:

- Chastise the individual/group – criticise the behaviour not the person
- Move the offender to a less volatile situation - change the group activity
- Remove the child to a calm space away from others. Stay with them until they have cooled down, but keep the time out short.

If the above mentioned procedures fail to bring about the desired result, refer the issue to the Designated Person for Safeguarding.

Bullying: "Behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally

Allegations and incidents of bullying should be reported to Designated Person for Safeguarding.

Good Practice Guidelines with Colleagues

If you see another member of staff acting in ways, which might be misconstrued, be prepared to speak to them or to one of the Safeguarding Team about your concerns. Leaders & helpers should encourage an atmosphere of mutual support and care which allows all workers to be comfortable enough to discuss

inappropriate attitudes or behaviour.

The standards maintained within a pastoral relationship are equally relevant in relationships with colleagues. Harassment or bullying should never be condoned. All workers need to be aware of the possibility of stress within the work place. Everyone who works with vulnerable people should have a designated person with whom to discuss their work if required.

- Church workers should be aware of the responsibilities, function and style of other church workers and encourage co-operation and consultation between workers in the tasks they do.
- Colleagues should not be discriminated against, harassed, bullied or abused for any reason.
- Church workers should ensure that their tasks can be carried out by another if they are ill or otherwise unable to fulfil their responsibilities.

Recommended Staffing Ratio's

When working with young people the following recommended minimum ratios apply:

Age range	Recommended minimum ratio for INDOOR activities	Recommended minimum ratio for OUTDOOR activities
0 – 2 years	1:3 (minimum 2)	1:3 (minimum 2)
3 years	1:4 (minimum 2)	1:4 (minimum 2)
4 – 7 years	1:8 (minimum 2)	1:6 (minimum 2)
8 – 12 years	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children	2 adults for up to 15 children (preferably one of each gender) with an extra adult for every 8 additional children
13 years and over	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children

This does not take into account any special circumstances such as behavioural issues, developmental issues, disability and so on, which may mean an increase to the recommended ratio.

In calculating the ratios of workers to children young leaders who are under the age of 18 should be counted as one of the children, not one of the leaders/helpers.

Good Practice Guidelines Regarding Health & Safety

All leaders and helpers are responsible for being observant for any health and safety issues which may affect their group, for example:

- Access to the building should be safe and well lit.
- There should be adequate heating and lighting in the venue.
- Ensure there is enough space and appropriate activities for all children.
- Have a First Aid kit and phone available.
- Check the premises for hazards (e.g. piles of chairs etc).

- Check equipment for sharp edges or missing parts.
- No smoking should be permitted.
- Fire drills should be carried out at least annually.
- Any food should be prepared carefully and hygienically.

Risk Assessments

A generic written risk assessment will be carried out by appropriate church members at the beginning of each year. This will cover the general week to week activities. A specific risk assessment will be carried out by church members for any other one off youth activities which may take place throughout the year.

Safe Premises

The church takes seriously its responsibility to ensure that the premises are safe for all who use them. The following checklist identifies guidelines to ensure the safety of all, especially, children and young people:

- All doorways and passages to be kept clear at all times
- Emergency Exits to be clearly shown at all times
- The kitchen is out of bounds to children and young people unless supervised by a parent or carer
- A First Aid Kit will be kept in the kitchen with a Report Book for all usage.
- Any hazards noticed should be notified to church members for action to be taken as soon as possible.

The hire of church premises

The welfare of children and young people is with those responsible for their care. Where external organisations are using church premises, hire arrangements must make it clear that the organisations are to abide by the church's safeguarding policy. A copy of this safeguarding policy should be attached to the hiring agreement. Hirers should be asked to sign a copy of the safeguarding policy, even when the hiring organisation have their own, to acknowledge that this has been seen and will be adhered to.

Taking children off the premises

- i. If children are to be taken off church premises for any reason, obtain written permission from parents or guardians. This permission may be granted for a given period of time, e.g. a term
- ii. A named person at 'home base' for each activity should hold the registration details for all children, young people and leaders who are away from church premises, and be available by phone throughout the period of absence in case of emergencies. This person should have the itinerary and be aware of the plans, including estimated time of arrival at the destination, and estimated time of return;
- iii. Leaders of the group should carry with them the registration and consent forms for all children in the group
- iv. Leaders should each carry mobile phones, and have readily accessible on their phone the contact details of other leaders of the group, and the named person at 'home base';
- v. A first aid kit should be carried;
- vi. Parents should be informed if their children are to be transported by car or in another vehicle. Persons transporting children by car should be given a copy of Appendix 1 (c),
- vii. Transport – minibuses, coaches and cars, and ensure they are complying with the requirements http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/DG_4022498

- viii. If youth leaders arrange to meet young people in coffee shops etc., a record should be kept of when the event occurred and in what circumstance.

Dropping-off and collection of children

- i. Parents or carers must be clearly informed of the place and time of meeting; and, if the meeting is off-site, when children will return;
- ii. For all children it is the parents' or carers' responsibility to make arrangements with their child for collection or travelling home independently;
- iii. If a leader has concerns about the collection arrangements for a child they should address these directly with the parents or carers;
- iv. In the event of a child not collected as arranged, the parent or carer should be contacted by phone and asked to collect the child. If contact with the parent is not possible, two leaders should wait with the child until contact with parent or carer has been established. Only in exceptional circumstances should the child be escorted home. If a child appears to have been abandoned, statutory services must be contacted;
- v. Be clear about what behaviour is acceptable – and what is not – from children and young people.

Unaccompanied children

It may happen that children begin attending church services or church activities without their parents' or carers' knowledge. The following procedure is recommended, (with appropriate sensitivity to the age of the child(ren) – obviously late teenagers will require a different approach !):

- i. Welcome the child(ren) and try to establish whether their parents are aware of where they are;
- ii. Try to discover when they are due home and encourage them to keep to that arrangement;
- iii. Depending on the age and competence of the child, ring the parents or ask the young person to ring to gain the parents' consent to the child remaining;
- iv. Complete a registration form as far as possible;
- v. Make sure an adult recruited for work with children takes care of the child – this is particularly important during public worship where unknown adults may attend and attempt to befriend the child;
- vi. Give the child written information about the church service or activity to take home, including contact details;
- vii. If the child comes regularly, endeavour to establish contact with the parents or carers;
- viii. Never take the child on outings or transport them or without their parents' or carers' permission.

Use of a private car

- Children and young people should not be transported in a private car without the prior consent of their parents or carers. This also applies to formally arranged lifts to and from a church activity.
- All cars that carry children should be comprehensively insured. The insured person should make sure that their insurance covers the giving of lifts relating to church-sponsored activities.
- All cars that carry children should be driven in compliance with the law, both regarding roadworthy condition, insurance and being driven safely.
- All children must wear suitable seat belts and, when appropriate, booster seats. If there are insufficient seat belts, additional children should not be carried.
- At no time should the number of children in a car exceed the usual passenger number.

Ideally there should be a non-driving adult escort as well as the driver. If in an emergency a driver has to transport one child on his or her own, the child must sit in the back of the car.

Complaints

It is reasonable for children, young people, parents and carers to have the right to complain or make comment if they are unhappy with the care or service they receive. Our church takes the care of children and young people seriously and will address any concerns that are raised.

Receiving complaints and comments about our organisation also helps us to understand the things that we do well and where there are areas that need to be improved.

If anyone would like to complain or comment about any aspect of our organisation it is important to take this seriously and direct them in the first instance to complete a complaints form. If they are reluctant to do this or the situation is regarded as serious the comments should be recorded in writing and brought to the immediate attention of **Mrs I Ogilvie 0798 4008773; Mrs M Bambrough 0191 5366384;**

How to access this policy

A copy of the policy statement will be displayed permanently on the notice board in the entrance hall and church office.

Each worker with children will be given a full copy of the policy and procedures and will be asked to sign that they are willing to follow them.

A full copy of the policy and procedures will be made available on request to any member of the public, or other person associated with the church.

Relevant Legislation and Guidance

Below are details of the national legislation and church guidance covering safeguarding of children/ young people and adults at risk:

UN Convention on the Rights of the Child 1989 challenges us to take measures to protect children from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse.

European Convention on Human Rights tells us that no one shall be subjected to torture or to inhuman or degrading treatment or punishment. Everyone has the right to respect for his private and family life, his home and his correspondence.

Working Together to Safeguard Children, HM Government, 2010 calls all organisations – statutory and voluntary to fulfil their individual role and work together to safeguard children. Providing specific guidance for faith organizations.

Children Act 1989 provides the private and public law concerning arrangements for children. It provides the statutory powers for the Local Authority to investigate and intervene where there are concerns for significant harm to a child.

Safe from Harm, Home Office circular, 1993 provides specific advice to the voluntary sector.

Although this has been largely superseded it has not been formally withdrawn or replaced.

Data Protection Act 1998 commits us to collecting, using and storing information to a legal standard.

Criminal Justice and Court Services Act 2000 provides a comprehensive list of offences against children. It has been amended (added to) by the Sexual Offences Act 2003.

Sexual Offences Act 2003 consolidates the law on sexual offences, including those against children.

Children Act 2004 This increases the duties of statutory bodies to safeguard children and set up Local Safeguarding Children Boards to oversee this process and provide local support and guidance to organisations within its area.

What to do if you're worried a child is being abused, Department for Education and Skills, 2006 Provided non-statutory advice on action to be taken by anyone concerned about the welfare of a child.

Safeguarding Vulnerable Groups Act 2006 and the Vetting and Barring Scheme Guidance. This provided the legislative framework for the vetting and barring of individuals posing a risk to children, young people and adults.

FRAUD ACT 2006

A person is guilty of Fraud if he is in breach of one of the following sections;

- Sec 2 – Fraud by false representation
- Sec 3 – Fraud by failing to disclose information
- Sec 4 - Fraud by abuse of position

Sec 4 –Fraud by Abuse of Position

This is probably the most useful offence when considering financial or material abuse against a vulnerable person.

The offence is committed by any person who;

- a) occupies a position in which he/she is expected to safeguard, or not to act against, the financial interests of another person
- b) dishonestly abuses that position
- c) intends, by means of the abuse of that position to make a gain for himself or another or to cause loss to another or to expose another to a risk of loss.

THIS CAN CONSIST OF AN OMISSION TO ACT AS WELL AS AN ACTUAL ACT. MENTAL CAPACITY ACT 2005

The Mental Capacity Act 2005 applies to everyone involved in the care, treatment and support of people aged 16 years and over living in England and Wales who are unable to make all or some decisions for themselves. It is designed to protect and restore power to those vulnerable people who lack capacity.

Section 44 of this act sets out the new criminal offence of ill treatment or wilful neglect. It applies if a person ("D"):

- a) has the care of a person ("P") who lacks, or whom "D" reasonably believes to lack, capacity,
- b) is the donee of an Lasting Power of Attorney [LPA], or an existing Enduring Power of Attorney [EPA], created by P, or
- c) is a deputy appointed by the court for P.

Such individuals will be guilty of an offence if they ill-treat or wilfully neglect the person they have care for, or to whom the LPA, EPA or deputy appointment relates.

YOUTH JUSTICE AND CRIMINAL EVIDENCE ACT 1999

Section 16 of the Youth Justice and Criminal Evidence Act 1999 gives us the definition of a vulnerable witness.

A Vulnerable Witness is;

- a) a child under the age of 18 years and
- b) a person whose quality of evidence is likely to be diminished because they:
 - are suffering from a Mental Disorder
 - have significant impairment of intelligence or social functioning

- have a physical disability or are suffering from a physical disorder.

Vulnerable witnesses may be entitled to a range of 'Special Measures' that can be applied for in the courts. They can be subject of a video recorded interview and if required to give evidence in criminal proceedings may be supported by the use of the following;

- the use of screens
- evidence by live TV link
- giving evidence in private
- the removal of wigs and gowns
- video-recorded interviews replace evidence-in-chief
- video-recorded pre-trial cross-examination
- examination of witness through an intermediary
- use of special communication aids or techniques.

Police officers should consider the use of Special Measures if they identify that the person they are dealing with is a vulnerable witness. Sometimes, it may be difficult for officers to identify a difficulty or disability. In such a case it is appropriate for their carer or a person that knows about their situation to help the vulnerable person to tell the police about their disability or to point out the issue to the police, so that they can provide relevant support.

Other Useful Information

Criminal Records Bureau (CRB):

The CRB exists to help organisations identify people who are unsuitable for certain types of work, especially work involving access to or contact with children and other vulnerable members of society, by making "disclosures" of any criminal, police or similar records.

The CRB provides a disclosure service, which offers access to records held by the police, together with information from the following lists: Protection of Children Act 1999 (POCA), Protection of Vulnerable Adults (POVA) and List 99. A charge is made for obtaining a disclosure for paid positions, although disclosures for volunteers, which will include the majority of trustees, are free but will incur an administration charge from the umbrella group they choose to use. A list of umbrella bodies is available online.

Tel: 0870 90 90 811

Website: www.crb.gov.uk

Every Child Matters (ECM): A new system is due to come into operation in October 2009 with the launch of the Independent Safeguarding Authority, which will be responsible for the 'vetting and barring' processes. Further information is available at www.everychildmatters.gov.uk

The ECM website holds a series of published documents that provide guidance on safeguarding, legislation, resources and the Children Act 2004.

Website: www.everychildmatters.gov.uk

NSPCC:

Offers online child protection resources and a Child Protection 24 hour Help line that provides counselling, information and advice to anyone concerned about a child at risk.

NSPCC Tel: 0808 800 5000

Child Protection Helpline: 0808 731 9256

Childline: 0800 1111

Website: www.nspcc.org.uk

Email: help@nspcc.org.uk

South Tyneside Safeguarding Children Board (STSCB):

STSCB is a statutory partnership that agrees how the relevant organisations in the borough will co-operate to safeguard and promote the welfare of children in South Tyneside and ensuring that this is effective. It is responsible for developing, monitoring and reviewing child protection policies, procedures and practice issues and making sure that training is available to people working with children. The Board works on a strategic level.

Contact Stafford Devine Tel: 0191 424 4628

Website: www.stscb.org.uk

Email: stafford.devine@southtyneside.gov.uk

South Tyneside Borough Council:

The Council is made up of many departments that work with Children, Families, Parents and Carers, however *if you have concerns that a child is being abused or neglected, or that they may be at risk of harm, you should contact:*

South Tyneside Referral and Assessment Team, Laygate, South Shields Tel: 0191 456 4473

Emergency Duty Team (Outside of Office Hours) Tel: 0191 456 2093

Useful contacts for local services to safeguard adults:

Initial Contact Team 0845 130 4959
Safeguarding Adults Unit 0191 424 4049
Emergency out of hours service 0191 456 2093
Independent Mental Health Advocacy 0191 427 4583
South Tyneside Homes 0191 423 8316
Northumberland Tyne and Wear NHS Trust 0844 8115 522
Police 101 or in an emergency 999
Care Quality Commission 03000 61 61 61
Citizen's Advice Bureau 0870 126 4098
South Tyneside District Hospital 0191 404 1000

Other support agencies, helplines etc.

CareLinkUK

A Christian charity which provides a web-based directory of caring services within the UK
Website: <http://www.carelinkuk.org>

Churches' Child Protection Advisory Service

PO Box 133, Swanley, Kent, BR8 7UQ.
Tel: 0845 120 4551
Website: <http://www.ccpas.co.uk/>

Parentline Child Line

A national Helpline for parents under Freepost 1111, London N1 0BR
pressure - 0808 800 222 Tel: 0800 1111

Christian Survivors of Sexual Abuse

c/o 38 Sydenham Villas Road, Cheltenham GL52 6DZ - An independent group of Christian survivors who offer self-help support to those Christians who have been sexually abused in childhood. Currently 4 self-help groups around the country.

Kidscape

Resources for parents to keep children safe
152 Buckingham Palace Road, London SW1W 9TR
Tel: 020 7730 3300

The National Family and Parenting Institute

An independent charity working to support parents in bringing up their children, to promote the wellbeing of families and to make society more family friendly.
Website: <http://www.nfpi.org/index.cfm>

General Help lines

National Domestic Violence Helpline 0808 200 0247
Samaritans 0845 790 9090
Stop it Now 0808 1000 900 • Helpline for abusers, potential abusers and others concerned with sexual abuse
Women's Aid 08457 023 468

Voluntary organisations for people who may be vulnerable

Action on Elder Abuse 080 8808 8141 www.elderabuse.org.uk
Age UK England <http://www.ageUK.org.uk>
Alzheimer's Society www.alzheimers.org.uk
Church Action on Disability 0870 243 0678 www.chaduk.org
Help the Aged 020 7278 1114 www.helptheaged.org.uk
MENCAP www.mencap.org.uk
MIND – The National Association for Mental Health 020 8519 2122 www.mind.org.uk
RNIB – The Royal National Institute for the Blind www.rnib.org.uk
RNID – The Royal National Institute Deaf People www.rnid.org.uk
Scope – <http://www.scope.org.uk> – the main national organization for those with cerebral palsy

Resources for adult survivors of abuse

Rape Crisis – www.rapecrisis.org.uk/ - for women and girls who have been raped or sexually assaulted / abused

Survivors Trust – www.thesurvivorstrust.org/ - For survivors of rape and sexual assault/abuse.

Support and networking for survivors of sexual abuse by those in ministry

NAPAC - 0800 085 3330 - National Association for People Abused in Childhood

RESPOND - 0808 808 0700 - for survivors or abusers with learning difficulties

Survivors UK - <http://www.survivors.org.uk> - support for male survivors

S:Vox – www.svox.org.uk - support and self-help for survivors

Useful websites

Dept. for Education and Skills www.dfes.gov.uk/index.htm

Dept. of Health www.dh.gov.uk/Home/fs/en

Home Office www.homeoffice.gov.uk

Independent Safeguarding Authority www.isa-gov.org.uk

Criminal Records Bureau www.crb.gov.uk

Church of England www.cofe.anglican.org

Diocese of Carlisle www.carlislediocese.org.uk

CEOP for police internet guidance www.thinkuknow.co.uk

Churches Child Protection Agency (independent organisation) www.ccpas.co.uk