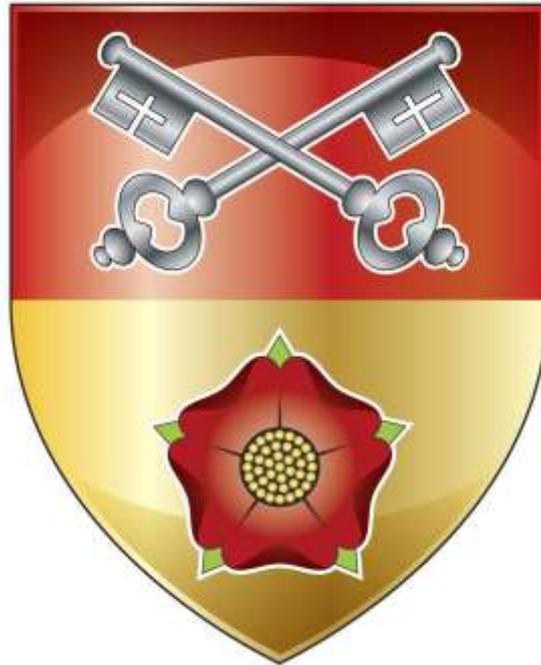


THE
DIOCESE
OF
BLACKBURN



**DIOCESAN
SAFEGUARDING
ADULTS
POLICY
2012**

This Safeguarding Adults policy will assist all our Churches to become safer caring communities for adults who may be vulnerable. We must be intentional in creating a culture of safety in our churches for children and adults, where concerns are responded to quickly, those who may cause harm are managed in order to minimise risk to others, and those who have suffered abuse can expect understanding and healing. This policy includes information, guidelines and practice relating to adults who may be vulnerable and is in line with the Church of England's policy 'Creating a Safer Church'. It introduces the need for each Parish to adopt and implement its own Safeguarding Adults Policy and to renew it annually at the AGPM. Please note there is also an expectation that each Parish will appoint a Safeguarding Co-ordinator. Training will be available to all Parishes to assist with these tasks.

I encourage you as clergy, churchwardens, parish safeguarding officers and PCC members in all Parishes, Local Ecumenical Partnerships and the Cathedral to read this very carefully, and adopt and implement its policies, procedures and guidelines.

May our churches continue to be cornerstones of our local communities where adults who may be vulnerable are welcomed, and where they can safely gather to worship and turn for help in times of need.

Safeguarding Adults is a policy to help us ensure that the loving environments our churches provide are at the same time rooted in a culture of informed vigilance as to the dangers of abuse.

+ Nicholas Blackburn:

December 2011.

**POLICY FOR VULNERABLE ADULTS,
INCLUDES ALL PEOPLE AGED 18YRS AND OVER.**

**The Diocesan Bishop has overall responsibility for the
Vulnerable Adults Policy**

This Diocese of Blackburn Vulnerable Adults policy has been prepared using 'Promoting a Safe Church' booklet which is available from Church House Publishing, Great Smith Street, London, SW1P 3AZ, telephone 020 7898 1449, web site: www.chpublishing.co.uk. Alternatively it can be downloaded from www.cofe.anglican.org/info/papers/promotingasafechurch.pdf

It is acknowledged that this is a 'live' document and will therefore be subject to amendment as and when necessary. It is important that each parish personalises the information so that it covers the relevant events, groups, individuals, situations and circumstances. To aid parishes there is a collection of forms also available to assist each parish produce a statement and help with safer recruitment.

If you need advice and support on any issue regarding Vulnerable Adults then please contact:

Rev'd Fiona Naylor, Vulnerable Adults Officer,
01772 729197
07403 129550
revfionanaylor@btinternet.com

The author and the Diocese of Blackburn cannot take any responsibility for errors and/or admissions in the document.



Safeguarding Vulnerable Adults

Summary of the Policy

- We are committed to respectful pastoral ministry to all adults within our church community.
- We are committed, within our church community, to the safeguarding and protection of vulnerable people.
- We will carefully select and train all those with any pastoral responsibility within the Church, including the use of Criminal Records Bureau disclosures where legal or appropriate.
- We will respond without delay to any complaint made that an adult for whom we were responsible has been harmed, cooperating with police and the local authority in any investigation.
- We will seek to offer informed pastoral care to anyone who has suffered abuse, developing with them an appropriate healing ministry.
- We will challenge any abuse of power by anyone in a position of trust.
- We will care for and supervise any member of our church

community known to have offended against a vulnerable person.

Policy

Principles Underlying the Policy

Christian communities should be places where all people feel welcomed, respected and safe from abuse. The Church is particularly called by God to support those at the margins, those less powerful and those without a voice in our society. The Church can work towards creating a safe and non-discriminatory environment by being aware of some of the particular situations that create vulnerability. Issues, which need to be considered, include both the physical environment and the attitudes of workers.

The House of Bishops Policy Statement on safeguarding adults in the Church of England

The Church of England is committed to encouraging an environment where all people and especially those who may be vulnerable for any reason are able to worship and pursue their faith journey with encouragement and in safety. Everyone, whether they see themselves as vulnerable or not, will receive respectful pastoral ministry recognising any power imbalance within such a relationship.

All church workers involved in any pastoral ministry will be recruited with care including the use of the Criminal Records Bureau disclosure service when legal or appropriate. Workers will receive training and continuing support. Any allegations of mistreatment, abuse, harassment or bullying will be responded to without delay. Whether or not the matter involves the church there will be cooperation with the police and local authority in any investigation.

Sensitive and informed pastoral care will be offered to anyone who has suffered abuse, including support to make a complaint if so desired: help to find appropriate specialist care either from the church or secular agencies will be offered.

What does the term Vulnerable Adult mean?

The broad definition of a 'vulnerable adult', referred to in the 1997 Consultation Paper "*Who Decides?*" issued by the Lord Chancellor's Department, is a person:

"Who is or may be in need of community care services by reason of mental or other disability, age or illness; and

Who is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation"

In other words the people who are most likely to be the subject of mistreatment, are those people who:

- Are very frail
- Are older people
- Have a mental illness including dementia
- Have a physical or sensory disability
- Have a learning disability
- Have a serious physical illness
- Are in a period of temporary vulnerability caused by bereavement; trauma or separation.

What we mean by 'Abuse'

Abuse is any behaviour towards a person that deliberately, or unknowingly, causes him or her harm, endangers their life, or violates their rights.

Abuse may be physical, sexual, psychological, and financial or may arise through neglect.

Abuse may be perpetrated by an individual, a group or an organisation.

Abuse concerns the misuse of power; control and/or authority and can manifest itself as:

- Domestic violence, sexual assault or sexual harassment
- Racially or religiously motivated assaults
- Discrimination and oppression
- Institutional abuse. This involves collective failure of an organisation to provide an appropriate and professional service to vulnerable people; it includes a failure to ensure the necessary safeguards are in place to protect vulnerable adults.

Abuse can take place in the person's home, day centre, family home, and place of employment, community setting and in public places (including churches and ancillary buildings).

Any act of abuse, whether a single act or repeated, is a violation of the individual human and their civil rights.

Issues of Spirituality

Within faith communities harm may be caused to vulnerable adults by the inappropriate use of religious belief or practice. This can include:

- The misuse of the authority of leadership or penitential discipline
- Oppressive teaching
- Obtrusive healing and deliverance ministries
- The denial of the rights to faith and religious practice

Any concerns in relation to these matters should be dealt with via the procedures and guidelines accepted by the Diocese.

Spiritual growth and well being among vulnerable adults can be enhanced by:

- Inclusive acts of worship
- Providing for dietary, dress and other requirements of faith
- Enabling adequate and reasonable access to them by representatives of their faith community
- Accepting the integrity of the person's religious belief and spirituality.

Abuse can take various forms:

Physical Abuse

This is the ill treatment of an adult, which may or may not cause physical injury. It includes, but is not limited to:

Hitting	Slapping
Pushing	Kicking
Forcing	Restraining
Withholding or misuse of medication.	Biting
Squeezing	Suffocation
Drowning	Killing

Emotional Abuse

This is the use of threats or fear to negate the vulnerable person's independent wishes; it includes but is not limited to:

Lack of privacy/choice	Denial of dignity
Made to feel worthless	Lack of love or affection
Threats	Humiliation
Blaming	Controlling
Pressuring	Coercion
Fear	Ignoring the person
Verbal attitude	
Deprivation of social contact/deliberate isolation	

Financial Abuse / Legal Abuse

This is the wilful extortion or manipulation of vulnerable adults' legal or civil rights including misappropriation of monies or goods; it may include but is not limited to:

Misuse of finances/lack of money	Exploitation
Theft or fraudulent use of money	Embezzlement
Misuse of property or possessions	

Neglect

This is any pattern or behaviour by another person, which seriously impairs the individual; this can include but is not limited to:

- Failure 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
- Not giving personal care
- Withholding food, drink, light and clothing
- Deliberate withholding of aids such as hearing or mobility
- Restricting access to medical services

- Limiting choice
- Denial of social, religious, cultural contacts,
- Denial of contact with family
- Left alone unsupervised

Misuse of Medication

This may include but not be limited to:

- Withholding medication
- Deliberate poisoning
- Inappropriate use of medication

Sexual Abuse

Any sexual act carried out without the informed consent of a vulnerable adult is abuse. It includes contact and non-contact abuse.

Non-contact abuse may include but not be limited to:

- Sexual remarks and suggestions
- Introduction to indecent material
- Indecent exposure
- Teasing

Contact Abuse may include but not limited to:

- Indecent assault
- Touch
- Sexual intercourse
- Being forced to touch another person

Perpetrators of abuse may be:

- Relatives and other family members
- Neighbours
- Visitors
- Carers – informal/formal
- Professional staff
- Volunteers
- Other service users
- Care practitioners
- Strangers
- Clergy
- Professional church workers
- Church members
- Member of a community group such as a place of worship or social club
- People who deliberately exploit vulnerable people

- Members of church visiting teams

From time to time Organisations can and do abuse and cause harm by the way they conduct their day to day practice - churches and Christian groups need to be aware and sensitive to this.

Factors which may lead to abuse

Abuse can occur in any setting no matter where a person lives or where they are being cared for. Abuse can occur in residential or day care settings, in hospitals, in other people's homes churches and other places previously assumed safe, and in public places.

Abuse is more likely to occur if the vulnerable adult:

- Rejects help
- Has a communication difficulty
- Has challenging behaviour
- Behaves in an unusual way
- Is not helpful or co-operative
- Is behaviourally disturbed or there are major changes in personality behaviour

Research has shown that mistreatment is more likely to occur if carers:

- Feel lonely or isolated and have no one to talk to
- Are under stress due to poor income or housing conditions
- Have other responsibilities i.e. work, family
- Are showing signs of physical or mental illness
- Are becoming dependant on alcohol or drugs
- Family relationships over the years have been poor
- Live where family violence is the norm

Other factors to look for include:

- Carer has their own problems
- Carer perceived the dependant adult as being deliberately awkward
- Vulnerable adult has few/no social contacts
- Vulnerable adult may have limited use of verbal communication or have preferred use of alternative communication systems

Indicators of abuse

The lists below are purely indicators. The presence of one or more does not necessarily confirm abuse.

Physical Abuse:

- A history of unexplained falls or minor injuries

- Bruising or burns of unusual location or type
- Finger marks
- Being excessively withdrawn and or compliant
- Appearing frightened of / avoiding physical contact

Emotional Abuse:

- Person in state of neglect
- Difficulty in making choices because they have never been allowed to make them for themselves
- Low self esteem
- Making derogatory statements about a person's ability when they are present

Individual features may include but are not limited to:

- Very eager to please and appear subservient
- Change in appetite
- Unusual weight gain / loss
- Tearfulness
- Inappropriately dressed
- Unkempt and unwashed

Financial Abuse:

- Unexplained or sudden withdrawal of money from accounts
- Extraordinary interest by family members and other people in the vulnerable person's assets
- Inability to budget and pay bills that is out of character with previous behaviour
- When a trustee who has the 'Power of attorney' is not making appropriate arrangements for the use of that money or property.

Neglect:

- Excessively and inappropriately craving attention
- Marked change in relationship between vulnerable adult and others
- Poor physical state of person and / or their home

Sexual Abuse:

- A change in the person's usual behaviour
- Withdrawal, choosing to spend the majority of time alone
- Overt sexual behaviour / language by the vulnerable person
- Self inflicted injury
- Disturbed sleep pattern
- Torn, stained, or bloody underclothes

Abuse can be intentional or unintentional, passive (e.g.) neglect, or active (e.g.) hitting.

It may be part of a significant pattern of behaviour or a one-off incident. It can take place in the person's home, day centre, family home, community settings - anywhere.

A single act of abuse or repeated acts of abuse is a violation of the individual's human and civil rights.

Survivors of abuse and the Church

Many survivors have problems with attending church and it can be that some of those on the fringes of church communities include survivors.

These are some specific things that can be difficult:

- Saying the Lord's Prayer (believing that they must forgive immediately or God will reject them)
- Specific words can trigger unwanted feelings or images, such as 'Father', 'sin', 'let Jesus come into you', 'overshadow'.
- The Peace can frighten survivors because they often don't want to be touched, particularly hugged.
- The emphasis on sin can be so difficult that some survivors leave the Church altogether.
- Anointing and touch is very difficult for someone whose body boundaries have been violated.

Holy Communion can be extremely problematic.

- Words such as 'blood' and 'body' can trigger memories of the abuse.
- Some can't cope with anyone behind them so queuing to get to the altar is difficult.
- Having to get physically close to others might lead to unwelcome smells, such as deodorant, aftershave or the smell of alcohol.
- Kneeling to receive communion or a blessing may trigger memories of abuse.

Those who have been ritually or spiritually abused face particular difficulties. Triggers may include ritual symbols and equipment such as the altar, candles, chalice, crosses and crucifixes, the sacrificial lamb, etc. People abused by those in ministry may have been told it was ordained by God, a special service to those who serve the Lord, a blessing from God, Spirit-led, etc. Sensitivity, care and ideally informed input are needed to help people work through these issues to discover the liberating truth of the Gospel.

The sense of pollution is frequently internalised. Some survivors even feel that if they go to church they will 'pollute' the service of others; such is their feeling of guilt and shame.

It is important to recognise the vulnerability and possible 'childlike' state of survivors, especially when they are in crisis or the early stages of healing. They can be over-compliant and easily manipulated. Power abuse within pastoral care is a real danger.

Guidelines for parishes & clergy when working with vulnerable adults

All volunteers who are official church volunteers are to carry identification for their role and official records of their function are to be kept in the parish. Where people are visiting residential homes, nursing homes, hospital or hospices, it is advisable to provide the managers of the home with a list of volunteers expected to visit. Where people visit vulnerable people on their own, volunteers should plan their visit and keep a detailed record of it.

The following is a list of people who are likely to need registration under the policy:

- Those who visit residential homes for the elderly
- Those who take Communion to the sick in their home, institution or hospital
- Those who are involved in luncheon clubs
- General community groups (a clause should be added to the hire of hall agreements to include vulnerable people)
- Those who visit people living in sheltered accommodation
- Those who undertake pastoral visiting in the parish
- Those who offer transport services
- Those likely to come into regular contact on their own, e.g. Verger

Lay people and Clergy have a clear duty when abuse is suspected or discovered.

Their duty is:

- To contact the emergency services first, e.g. police, ambulance, if in a life threatening situation, then report the abuse to the local authority Safeguarding Adults Service.
- To report suspected acts of abuse
- To be alert to what abuse means and take seriously what they are told
- To think about what they see and ask if it is acceptable practice
- To work strictly in accordance with anti-racist, anti-sexist, anti-ageist and anti-disability practices
- To ensure the safety of the person suspected of being mistreated as well as their own safety

- To be alert to hints, signals and non-verbal communication that could indicate abuse, which is being denied or deliberately hidden.

What to do if someone discloses abuse to you:

- Stay calm and try not to show shock
- Listen carefully rather than question directly
- Be sympathetic
- Be aware of the possibility that medical evidence might be needed

Tell the person that:

- They did the right thing by telling you
- You are treating this information seriously
- It was not their fault

DO NOT:

- Press the person for more details
- Stop someone who is freely recalling significant events as they may not tell you again
- Promise to keep secrets: explain that the information will be kept confidential, i.e. information will only be passed to those people who have “a need to know”
- Make promises that you cannot keep (such as “This will not happen to you again”)
- Contact the alleged abuser
- Be judgemental (e.g. “Why didn’t you run away?”)
- Pass on information to anyone who doesn’t have a “need to know” i.e. do not gossip

Recording

At the first opportunity make a note of the disclosure and date and time and sign your record.

You should aim to:

- Note what the people actually said, using their own words and phrases.
- Describe the circumstances in which the disclosure came about.
- Note the setting and anyone else who was there at the time.
- Record only factual information, **DO NOT** write your opinions.
- Use a pen or biro with black ink, so that the report can be photocopied.
- Be aware that your report will be required later as part of a legal action or disciplinary procedure.

Lay people should then inform the parish priest, unless they are the suspected abuser, then either contact the Area Dean or the Vulnerable Adults Officer.

The parish priest should contact the Vulnerable Adults Officer if they receive any reports of concerns or disclosure.

Implementing a policy in a parish

Everyone, as a citizen, has a responsibility for the safety, well-being and protection of others. Everyone within the church community also has a responsibility to ensure that there is a welcome for all people, including those seen as vulnerable. A policy about the safeguarding of vulnerable people should be the concern of the whole congregation and therefore should be presented to the Parochial Church Council for adoption and be reaffirmed at least annually. This is an opportunity for church members to remember their commitment to one another.

The Parochial Church Council together with the Incumbent /Priest In Charge carries a duty of care for the safety of those who attend or use the church. The Council should, with the help of the diocese, ensure that a policy (as per example in the appendix) is in place that reflects the need to safeguard vulnerable people and that it is being implemented and has appropriate resources. The Church Council needs to find ways to communicate the policy to the whole congregation. Clergy in particular need to be aware of the pastoral needs of vulnerable people, their carers and those that work with them.

It is a requirement that a named individual be appointed by the PCC to act as the lead person to speak on behalf of vulnerable people both within the congregation and to outside bodies.

They should be recruited using the Recruitment Procedures as stated in this policy and they should apply for a CRB disclosure. The lead person should always liaise with, and seek advice from the Vulnerable Adults Officer. If there is clear evidence that the vulnerable person has suffered abuse, then this should be reported as soon as possible to local authority Adult Services as the lead agency. All Adult Services Departments (or similar) have policies about the safeguarding of vulnerable peoples and will work in multi-agency collaboration with the health service and police.

Recruitment and Selection – Appointment of Volunteers

Incumbents and PCCs have a responsibility and a legal liability for everything undertaken in their name. Whether a person is a volunteer or an employee makes no difference, the only real difference is that employees have statutory rights where volunteers, in the main, do not.

Prospective appointees should:

- Be treated as job applicants and have a clearly defined role and job description,

- Complete an application form and have an opportunity to discuss the requirements of the role,
- Complete a confidential declaration form,
- People seeking to work with vulnerable people should be given an early opportunity to declare any relevant matters; the confidential declaration form is for this purpose
- Name two referees - Prospective candidates must give the name of two referees in order to help assess their suitability for the role. Written references must be obtained and then checked for validity.

If a decision is made to appoint the appointee should obtain a Criminal Records Bureau Disclosure, however no appointment should be made until the CRB has been issued.

The Parochial Church Council (PCC) should:

- Decide on the candidates' suitability. This is based on their personal qualities in relation to general experience, aptitudes, skills, motivation and willingness to be trained.
- Check with the Independent Safeguarding Authority (from June 2010) for the specific post. As an employer you are legally required to establish the suitability of the applicant in terms of those barred from working with vulnerable adults prior to them entering the workforce. You are liable to prosecution if you fail to do so.
- Be prepared to say "No" if the candidate is unsuitable.
- Try to guide any such volunteer to another form of Christian service.
- Give the volunteer an agreement to ensure mutual understanding of the role, with clear boundaries and expectations and training to support the volunteer
- Ensure that the volunteer receives the correct training for the role undertaken and also ensure that training is kept up to date.
- Confirm the successful applicant in post after a probationary period
- Ensure safe storage of information: that includes all registration forms, references and confidential declaration forms. They should be stored in a safe and secure place within the parish and the timescale is in perpetuity.

**The responsibilities of the Diocesan Vulnerable Adults Officer
in the implementation of the policy:**

- Providing advice and professional support to clergy, paid staff and volunteers who may have concerns about pastoral situations in which they find themselves.
- To create relationships with Vulnerable Adult Units, in each area; Police, Social Services etc.
- To provide advice to the Bishop in consultation with the Diocesan Registrar, of future volunteer/employment possibilities of anyone who is convicted of an offence against a vulnerable person.
- To provide advice to the Bishop in consultation with the Diocesan Registrar about the necessity of keeping records and any disciplinary or other procedure invoked.
- To advise the Bishop about contact from any person making the allegation (whether this is the victim of the alleged abuse, their family, or a third party)
- Advising the Bishop about practical arrangements, which may be required for any person accused of abuse and the family.
- To advise the Bishop about arrangements to support congregations.
- To work alongside the Diocesan Registrar on employment, disciplinary matters and keeping of records and to advise the Bishop on these matters.
- To be aware of the links with vulnerable adult teams in Social Services in the local authorities within the diocese and report to them any cases of suspected abuse.
- To help with the implementation of training on this policy in the Diocese
- To work closely with the Diocesan Child Protection Adviser.

Statutory Agencies - Social Care (Adult Services)

For emergencies call 999

Lancashire County Council - **0845 053 0028**

Lancashire Police - **0845 125 3545**

<http://www.lancashire.gov.uk/acs/sites/safeguarding/index.asp>

Blackburn with Darwen Borough Council - **01254 587547**

Blackburn Police – **01254 51212**

Outside of these hours you can call the 24-hour Adult Social Care Emergency Duty Team on - **01254 587547**.

<http://www.blackburn.gov.uk/server.php?show=nav.267>

Blackpool Council – **01253 477592**

Blackpool Council Out Of Hours Service – **01253 477600**

Police in Blackpool – **01253 293933**

<http://www.blackpool.gov.uk/Services/M-R/ProtectionofVulnerableAdults/>

NHS Direct (nurse advice) - **0845 4647**

Diocesan contact

Diocesan Vulnerable Adults Officer: Fiona Naylor – **01772 729197**

e-mail: revfionanaylor@btinternet.com

General Helplines

National Domestic Violence Helpline 0808 200 0247

www.nationaldomesticviolencehelpline.org.uk

Parentline Plus 0808 800 2222 www.parentlineplus.org.uk • Helpline for parents

Samaritans 0845 790 9090 www.samaritans.org.uk

Stop It Now 0808 1000 900 www.stopitnow.org.uk Helpline for abusers, potential abusers and others concerned with sexual abuse

Women's Aid 0808 2000 247 www.womensaid.org.uk

Voluntary organisations for people who may be vulnerable

Action on Elder Abuse 080 8808 8141 www.elderabuse.org.uk

Age Concern England www.ageconcern.org.uk

Alzheimer's Society 0845 300 0336 www.alzheimers.org.uk

Help the Aged 020 7278 1114 www.helptheaged.org.uk

Livability 0207 452 2000 www.livability.org.uk

• Working with disabled people for social inclusion, empowerment and justice

MENCAP 0207 454 0454 www.mencap.org.uk

MIND — The National Association for Mental Health 0845 766 0163

www.mind.org.uk

RNIB — The Royal National Institute for the Blind 0845 766 9999

www.rnib.org.uk

RNID — The Royal National Institute Deaf People 0808 808 0123

www.rnid.org.uk

Scope 0808 800 3333 www.scope.org.uk

• The main national organisation for those with cerebral palsy

Through the Roof / Churches For All 01372 749955 www.throughtheroof.org

• Christian body who help to improve access of disabled people to the Church

Resources for adult survivors of abuse

Christian Survivors of Sexual Abuse

Address only: 38 Sydenham Villas Road, Cheltenham, Glocs.

• Support and self-help for survivors

MACSAS 0808 801 0340 www.macsas.org.uk

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

NAPAC 0800 085 3330 www.napac.org.uk

• National Association for People Abused in Childhood

RESPOND 0808 808 0700 www.respond.org.uk

• For survivors or abusers with learning difficulties

Survivors UK 0845 122 1201 www.survivorsuk.org

• Support for male survivors S:Vox www.svox.org.uk

• Support and self-help for survivors

Pastoral care

Holyrood House: Centre for Health and Pastoral Care 01845 522850

www.holyroodhouse.freeuk.com

- Offering counselling and psychotherapies

Useful websites

Dept. for Education and Skills www.dfes.gov.uk

Dept. of Health www.dh.gov.uk

Home Office www.homeoffice.gov.uk

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

Criminal Records Bureau www.crb.gov.uk

Church of England www.cofe.anglican.org

Resources and information - Relevant publications

House of Bishops, Promoting a Safe Church: policy for safeguarding adults in the Church of England, 2006. Church House Publishing

House of Bishops: Protecting All God's Children: The Child Protection Policy for the Church of England. 2004 Church House Publishing.

No Secrets, Department of Health, 2000. Available from Department of Health, P0 Box, London SE1 6XH, or from:

www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4008486

Safeguarding Adults: a national framework of standards for good practice and outcomes in adult protection, ADSS, 2005.

Time for Action: A report of Sexual Abuse Issues. 2002. Church House Publishing.

