

Fuller Baptist Church

Gold Street, Kettering

Safeguarding Vulnerable Adults
Policy and Procedures

February 2017

Always Remember 'Safeguarding is Everybody's Business'

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Contact Details

Designated Person for Safeguarding Vulnerable Adults& DBS Person

Name: Mrs Sue Stokes

Contact Number: 01536 518253

Deputy Designated Person for Safeguarding Vulnerable Adults

Name: Mrs Jo Breen

Contact Number: 01536 710015

Safeguarding trustee

Name: Miss Jacqueline Pentlow

Contact Number: 01536 352977

Church Secretary

Name: Mrs Kate Drake

Contact Number: 01536 523142

Regional Minister

Name: Stephen Copson

Contact Number: 01462 442548

Organisation (Churches Agency for Safeguarding)

020 7467 5216

2 Policy Statement

Fuller Baptist Church ("the church").

- has a programme of activities which vulnerable adults may attend
- welcomes vulnerable adults into the life of our community
- makes our premises available to organisations working with vulnerable adults

The church recognises its responsibilities for the safeguarding of all vulnerable adults (regardless of gender, ethnicity or ability) as set out in The Department of Health "No Secrets" Policy in 2000.

As members of this church we commit ourselves to the nurturing, protection and safeguarding of all associated with the church, including vulnerable adults and those who visit or provide pastoral care, and will pray for them regularly.

In pursuit of this we commit ourselves to the following policies and to the development of procedures to ensure their implementation.

Prevention and reporting of abuse and responding to concern

It is the duty of each church member and each member of the wider church family to prevent the physical, sexual and emotional abuse of vulnerable adults and the duty of all to respond to concerns about the well-being of vulnerable adults and to report any concerns or abuse disclosed, discovered or suspected. The church will fully co-operate with any statutory investigation into any suspected abuse linked with the church.

Safe recruitment, support and supervision of workers

The church will exercise proper care in the selection and appointment of those working with vulnerable adults, whether paid or voluntary. All workers will be made aware of available training, support and supervision to promote the safeguarding of vulnerable adults.

Safe behaviour: a code of behaviour for workers

The church will adopt a code of behaviour for all who are appointed to work specifically with vulnerable adults so that they and all vulnerable adults are protected and shown the respect that is due to them.

Safe practice and safe premises

The church is committed to providing a safe environment for activities with vulnerable adults and will adopt ways of working with them that promotes their safety and well-being.

A safe community

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

Responsible people

The church has appointed Jacqueline Pentlow as the Safeguarding Trustee to oversee and monitor implementation of the policy and procedures on behalf of the church's charity trustees.

The church has appointed Sue Stokes to deal with DBS checks and records.

The church has appointed Jo Breen as the Designated Person for Safeguarding Vulnerable Adults, and Sue Stokes as deputy, to:

- advise the church on any matters related to the safeguarding of vulnerable adults
- take the appropriate action when abuse is disclosed, discovered or suspected.

Policy and procedures

A copy of the policy statement will be displayed permanently on the church noticeboard and be posted on the church website

Each worker with vulnerable adults whether paid or voluntary will be given access to a copy of the policy and made aware of where the procedures can be found and will be required to follow them. (This may be in an electronic form)

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

The policy and procedures will be reviewed at least annually

3 Context

Churches should be safe places for all, both children and adults, where everyone is made to feel welcome, are valued, respected and cared for. We can promote this by ensuring that our buildings are accessible, recognising the limitations that the designs of some buildings cause and addressing them, together with the acoustics and lighting, if possible. It should be borne in mind that negative and uncaring attitudes are also a major barrier to access. We should also be careful to use appropriate language and suitable vocabulary, which can often reflect people's attitudes towards others.

4 About Vulnerability and Abuse

Who may be vulnerable?

Various pieces of legislation give different definitions of who is a vulnerable adult, or is an adult at risk. In this guide we use the following definition:

'Vulnerable adults are people aged 18 or over who may be in need of care services by reason of mental health or other disability, age or illness, who may be experiencing abuse or neglect and may not be able to protect themselves from harm. Adults with or aspects of learning/physical/sensory disability, mental health problems, older people, dementia, acquired brain injury, drug/alcohol issues and some types of physical illness are more vulnerable.' (Northamptonshire Healthcare Foundation Trust, 2015)

What is adult abuse?

Adult abuse may be defined as, the mistreatment and violation of an individual's human and civil rights by another person or persons. Such abuse can take many forms, from treating someone with disrespect so as to significantly affect his or her quality of life, to causing actual physical suffering. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological; it may be an act of neglect or an omission to act; or it may occur when a vulnerable person is persuaded or coerced to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur within any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Categories of abuse

The categories of abuse for both children and adults are:

Physical Emotional Sexual Neglect

Additional categories for adults are:

Financial Institutional Discriminatory Domestic violence

An adult at risk is someone who is:

- unable to safeguard their own well-being, property, rights or other interests
- at risk of harm because they are affected by disability, mental disorder, illness or physical or mental infirmity and are more vulnerable to being harmed than adults who are not so affected
- at risk if another person's conduct is causing (or is likely to cause) the adult to be harmed.

Abuse can take many forms:

- Discriminatory abuse is the inappropriate treatment of an adult because of their age, gender, race, religion, cultural background, sexuality, or disability. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals.
- Physical abuse is to inflict pain or physical injury, which is either caused deliberately, or through lack of care. Examples include hitting, slapping, pushing, kicking, burning, hair pulling, misuse, or using inappropriate restraint or sanctions.
- Psychological or emotional abuse is acts or behaviour that causes mental distress or anguish or negates the wishes of the adult. It is also behaviour that has a harmful effect on the adult's emotional health and development - or any other form of mental cruelty. This includes verbal abuse, humiliation, bullying, blaming, the use of threats of harm or abandonment, being deprived of social or any other form of contact, or being prevented from receiving services or support.
- Financial or material abuse is the inappropriate use, misappropriation, embezzlement or theft of money, property or possessions including theft, fraud, exploitation, applying pressure in connection with wills property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Sexual abuse is the involvement in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent. It may also occur where one party is in a position of trust, power or authority and uses it to override or overcome lack of consent e.g. by pressurising into consenting such as rape, or sexual assault.
- Neglect or acts of omission are the repeated deprivation of help that an adult needs which, if withdrawn, will cause them to suffer. This includes failing to intervene in behaviour which is dangerous to the adult, or to others.
- Institutional abuse, which may happen in nursing and residential homes or hospitals, is the mistreatment or abuse of an adult by a regime or individuals within an institution (e.g. hospital or care home) or in the community. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice, or ill treatment.

Who might be at risk?

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

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

Spotting signs of abuse

It's not always easy to spot the symptoms of abuse. Someone being abused may make excuses for why they're bruised, why they don't want to go out or talk to people, or why they're short of money. It's important to know the signs of abuse and in reporting these concerns.

Behavioural signs of abuse in a vulnerable person could include:

- becoming quiet and withdrawn
- being aggressive or angry for no obvious reason
- looking unkempt, dirty or thinner than usual
- sudden changes in their normal character, such as appearing helpless, depressed or tearful
- physical signs of abuse, such as bruises, wounds, fractures and other untreated injuries
- the same injuries happening more than once
- not wanting to be left on their own or alone with particular people
- being unusually light hearted and insisting there's nothing wrong

Additionally, their home may lack heat, be unusually dirty or untidy, or you might notice things missing. Other signs to watch out for include a sudden change in their finances, not having as much money as usual to pay for shopping or regular outings, or getting into debt.

If you feel someone you know is showing signs of abuse, talk to them to see if there's anything you can do to help. If they're being abused, they may not want to talk about it straight away, especially if they've become used to making excuses for their injuries or change in personality.

Don't ignore your concerns, though. That could allow any abuse to carry on or escalate.

Abuse in people's homes

Adults are more at risk of abuse at home if:

- they are isolated and don't have much contact with friends, family or neighbours
- they have memory problems or have difficulty communicating
- they become dependent on someone as a carer
- they don't get on with their main carer
- their carer has an addiction
- their carer relies on the vulnerable person for a home, or financial and emotional support

- **5 Safer recruitment for staff and voluntary workers**

Legislation and best practice specifies what measures should be taken. This ensures that recruitment and workforce management processes are both robust and effective in deterring unsuitable individuals from working with vulnerable people. The key point to remember is that recruiting safely provides the first opportunity to safeguard vulnerable adults by protecting the entry point to churches or organisations, for staff and volunteers. It should therefore be seen as part of the churches wider safeguarding responsibilities and procedures, rather than just another administrative human resources process. This status will determine precisely what sorts of checks should be undertaken for staff and volunteers (including criminal background checks). Regardless of what checks are required for certain posts and activities, the responsibility remains to ensure that every appropriate measure has been undertaken in both the recruitment and on-going management of staff and volunteers. This is to ensure that those who are unsuitable to work with vulnerable people are not given the opportunity to do so. These measures range from the appropriate use of job adverts, role descriptions; application forms, interviewing processes and the taking-up of references, through to providing appropriate support, supervision and training for new workers. More positively, the church has the opportunity to demonstrate commitment to safeguarding and setting an open, positive culture through their employment practices. These are essential in setting the foundations for safer organisations.

At Fuller Baptist Church

- Two references will be sought for all new volunteer visitors acting on behalf of the church
- The Safeguarding Trustee Deacon will maintain a register of authorised volunteer visitors and ensure that all designated home visitors receive a copy of this policy and that a register is kept of signatures, acknowledging receipt of the policy.
- The Church Visits Co-ordinator will ensure that; visitors are rotated to avoid creating over dependency on a volunteer.
- A copy of this policy will be available both on the main notice board and the church website.

6 Responding to Concerns

Premises or Facilities Concerns

If a premises area is identified as causing concern or presenting a hazard then actions should immediately be taken to reduce any risk. The issue should then be reported, in writing, to the Church Secretary, who will then pass the information on to premises staff or the church Health & Safety Officers as appropriate. If it is an on-going Health & Safety risk the H&S Officers are responsible for assessing the risk and if necessary taking the issue to the Premises Committee.

Home Visiting or Activities Concerns

See below

7. General Guidelines for Home Visiting and Church Activities

It is important that anyone giving or seeking pastoral care should know that good conduct is always expected and that those caring or being cared for are accountable and that any boundaries set are respected at all times.

In addition:

- Where vulnerable adults are being supported in any way, then at least two people should be present.
- Where applicable safety information should be sought from care workers who accompany vulnerable adults; to include: contact information for care workers if they are leaving the premises and any key health issues you should be aware of.
- When people are moving around or going into areas where they are alone or out of sight staff and volunteers must be vigilant and alert to signs or sounds of distress.
- Clear accountability needs to be in place where workers are involved in any aspect of personal finance, to ensure financial integrity. This is important when, for example, collecting the benefits or pension of, or doing the shopping for, a vulnerable adult. This is also true for 1 to 1 situations or small group work.

The church worker/visitor should also consider in advance:

- the place of any formal meeting, arranged by the church representative including the arrangement of the furniture and lighting,
- the choice of clothing to avoid offence,
- the balance of privacy for conversation with the opportunity for supervision (open doors or windows in doors, another person nearby),
- the physical distance between people determined by hospitality and respect, being aware that someone may have suffered abuse or harassment in the past,
- the propriety or danger of visiting or being visited alone, especially in the evening,
- the personal safety and comfort of all participants,
- establishing at the outset the nature of any formal meeting in respect to subject matter, confidentiality and duration,
- the appropriateness of initiating or receiving any physical contact, for example gestures of comfort, which may be unwanted or misinterpreted.

Confidentiality

Every effort should be made to ensure that confidentiality is preserved; although this may well be subject to what may be an overriding need to protect someone who has been, or is at risk of, abuse. Everyone working with vulnerable adults must be clear that it is not possible to keep information about suspected or actual abuse confidential. The needs of the vulnerable adult and any potential risk to others means that any such suspicion must be reported to the Safeguarding co-ordinator immediately.

Self-determination and independence

Adults have a right to self-determination and independence. Only in very specific circumstances, for example where an individual's mental capacity is impaired, should decisions be made on his or her

behalf. We need to remember that adults are free to put themselves in positions that others might judge to be inappropriate or dangerous.

You may have concerns or suspect abuse because:

- You have a general concern about someone's well being
- They do not answer the door or telephone and you suspect an emergency e.g. a fall
- During a visit they are obviously really unwell
- You see or hear something which could be abusive
- Someone tells you that something has happened or is happening to them which could be abusive

In these circumstances, do not delay. Pass on your concerns to the Churches designated person for Safeguarding adults (or deputy) immediately.

Involving Adult Social Services, Social Care or the Police

- It is important to talk to the vulnerable person about the concerns raised about their wellbeing and to listen and respect their views. However it is also important to be honest about your responsibility to report any concern or allegation of abuse.
- On receipt of a concern or allegation of abuse about a vulnerable adult and their wellbeing the Designated person for Safeguarding adults (or deputy) will take the necessary action including referral to the Northampton County Council (NCC) Safeguarding Team.
- In an emergency situation or if the designated person for Safeguarding adults (or deputy) is unavailable any individual can contact the NCC on the details below.

Remember - **Safeguarding is everyone's business.**

- If he or she is not sure whether an official referral is warranted, but they nevertheless have legitimate concerns, they will contact NCC to discuss the matter. Alternatively, they may contact the designated person for Safeguarding adults (or deputy) for advice.
- The primary responsibility for managing any investigation process rests with the managers of NCC-Adult Social Care social services teams. When the concern involves someone in residential care, the Care Quality Commission will be involved. Where a crime may have been committed, the police will investigate.
- Adult Social Care Teams operate Emergency Duty Teams, outside regular office hours, at weekends and over statutory holidays. They are available to offer advice and will also take action to protect a vulnerable adult.

Reporting Concerns:

If an adult is in immediate danger, contact the police directly- call 999

To make a referral to Northamptonshire County Council Adult Care Team call: 0300 126 1000 – option 2

Or use the online form (SA1):

<http://www3.northamptonshire.gov.uk/councilservices/adult-social-care/safe/Pages/default.aspx>

Reporting Concerns continued.

Out of Hours Team – NCC (Social Care) 01604 626938 (5.30pm-8am)

Police main switch board 03000 111 222

If you are unsure about the situation e.g. the reason for the door not being answered it is advisable to try some or all of the following; telephoning the home, visiting or telephoning again within a short time, seek information from close relatives that are known to the church or from the immediate neighbours.

Further advice can also be sought from a number of agencies – see Appendix 1.

Once an incident has been reported to the authorities they will take responsibility for all investigations.

8 Homelessness and asking for help

‘For I was hungry and you gave me food, I was thirsty and you gave me drink, I was a stranger and you welcomed me’
Matthew 25:35

Occasionally people who are homeless or in unsecured housing request money or food, from the church or individuals within our community. Shelter (2014) gives advice to individuals with regards to managing their homelessness including street homelessness that advises:

Keep warm

Eat well

Find a safe place to sleep

Sort out your money

Look after your health

Keep in touch

Find a place to keep your belongings

At times the church may be to help with meeting these needs, however advice from the St. Jude’s Centre is to avoid giving money where possible as in certain cases people may use this to fund alcohol or drug misuse.

9 – Groups using our premises

Where groups using our premises have a safeguarding policy within their organisation the safeguarding procedures followed will be those of that organisation. Groups renting our premises will be expected to have their own safeguarding policy. We will expect all groups to inform us if an issue is being investigated but only give us detailed information about that on a needs to know basis.

Further advice or support

Emergency Accommodation:

There are services across Northamptonshire that people can self refer to if they are in need of emergency accommodation or homeless services.

St. Jude's Food Bank, Temporary accommodation, Praise Community Church, Alexander St, Kettering. Donations & collections 9am-12noon Tuesdays & Wednesdays, 7.30-9.30pm on Thursdays

Bassetts Court Hostel West Street, Wellingborough. Tel: 01933 227314

A hostel for single people to which you can self-refer. Telephone for further information.

Northampton Hope Centre Oasis House, 35-37 Campbell Street, Northampton.

Tel: 0845 519 9371 Services include: 39 move-on apartments, 9 emergency units, daily hot breakfast and lunches, showers, recycled clothing store, Big Issue Regional Recycling Centre.

Accommodation Concern 25-26 Dalkeith Place, Kettering. Tel: 01536 416560

Free and confidential service offering advice and assistance to rough sleepers, people who may be at risk of homelessness and vulnerable people in need of support.

Northampton Women's Aid Tel: 08451 232311

Refuge accommodation across Northamptonshire for women and children who are victims of domestic abuse. Self referrals welcomed, please telephone at any time.

Northamptonshire County Council Adult Care Team call: 0300 126 1000

NCC Out of Hours Team – (Social Care) call: 01604 626938 (5.30pm-8am)

PROTECTING Children & Vulnerable Adults

If you are worried about somebody



Share your concerns with the relevant Designated Person
Mrs Sue Stokes tel: 01536 518253
Deputy Mrs Jo Breen tel: 01536 710015
and make a written record of the details that caused your concern



Deliver the written record to one of the **Designated People**
(Mrs Sue Stokes or Mrs Jo Breen) or they may collect it from you.

All records are kept on file for a minimum of three years in case a repeating pattern, or, a 'multiple causes for concern', pattern emerges.



The Designated Person will then follow the Church Procedures, Guidelines and Advice and decide the appropriate action.

This may be any of the following;

File and continue monitoring only Undertake further investigation
Meetings with those concerned Taking further advice e.g. from Social Services / NSPCC
Reporting the concern and evidence to Social Services for their investigation
Reporting to the Police and Social Services under Child Protection/ Vulnerable Adult Protocols



If you feel that the child/adult is in immediate danger you have a duty to report your concerns about them to the

Social Services Initial Contacts team Telephone: 0300 126 1000
or the Police, using 999

REMEMBER

For children the **NSPCC** provides advice and support to adults who are concerned about their safety or welfare. They are there 24 hours a day. It's free and you don't have to say who you are.

Telephone : 0808 800 5000

Church Safeguarding Trustee and Deacon: Jackie Pentlow telephone 01536 352977

General Guidance for those who visit others or support church activities

It is important that anyone giving or seeking pastoral care knows that good conduct is always expected and that those caring or being cared for are accountable and that any boundaries set are respected at all times.

In addition:

- Where people are being supported in any way, then at least two people should be present.
- When people are moving around or going into areas where they are alone or out of sight staff and volunteers must be vigilant and alert to signs or sounds of distress
- Where applicable safety information should be sought from care workers who accompany any vulnerable adults; to include: contact information for care workers if they are leaving the premises and any key health issues you should be aware of.
- Clear accountability needs to be in place where any aspect of personal finance is involved, to ensure financial integrity, e.g. collecting benefits, pension or doing the shopping.
- Church representatives are not expected to become involved in intimate personal care.
- Avoid creating dependency on you as an individual or encouraging over familiarity.

The church worker/visitor should also consider in advance:

- their choice of clothing, to avoid offence ;
- the appropriateness of initiating or receiving any physical contact, for example gestures of comfort, which may be unwanted or misinterpreted.
- the balance of privacy for conversation with the opportunity for supervision (open doors or windows in doors, another person nearby);
- the physical distance between people determined by hospitality and respect, being aware that someone may have suffered abuse or harassment in the past;
- the propriety or danger of visiting or being visited alone, especially in the evening;
- the personal safety and comfort of all participants;
- the place of any formal meeting arranged, including the arrangement of furniture & lighting,
- establishing at the outset the nature of any formal meeting, in respect to subject matter, confidentiality and duration.

If you have concerns

It is important to talk to the person about any concerns you have about their wellbeing and to listen and respect their views. However it is also important to be honest about your responsibility to report any concern or allegation of abuse. Remember that adults have a right to make decisions about themselves and their independence and that they are free to put themselves in positions that others might judge to be inappropriate or dangerous.

Confidentiality

Every effort should be made to ensure that confidentiality is preserved; although this may well be subject to what may be an overriding need to protect someone who has been, or is at risk of, abuse. Everyone working with vulnerable adults must be clear that it is not possible to keep information about suspected or actual abuse confidential. The needs of the vulnerable adult, and any potential risk to others, means that any such suspicion must be reported to the Safeguarding co-ordinator immediately.

Any Queries? If you need further advice or are unclear about these guidelines please contact Mrs Jo Breen, who is the Church's Designated Person for Safeguarding Vulnerable Adults

Reporting Concerns

If an adult is in immediate danger, contact the police directly- call 999

**To make a referral to Northamptonshire County Council Adult Care Team call:
0300 126 1000 – option 2**

Or via the online form (SA1):

<http://www3.northamptonshire.gov.uk/councilservices/adult-social-care/safe/Pages/default.aspx>

Out of Hours Team – NCC (Social Care) 01604 626938 (5.30pm-8am)

Police main switch board 03000 111 222

If you are unsure about the situation e.g. the reason for the door not being answered it is -advisable to try some or all of the following;

- seek information from close relatives that are known to the church
- try telephoning the home
- visit again within a short time,
- seek information from the immediate neighbours

You should contact the Police if you feel there is a possibility that somebody alone may be seriously ill, injured or unexpectedly immobile.

Premises or facilities issues – make as safe as possible and inform the church secretary in writing.