

## **Diocese of Bristol**



### **Upper Thames Group of Churches**

**Parishes of Cricklade (St Sampson), Latton (St John the Baptist), Ashton Keynes (Holy Cross) and Leigh (All Saints)**

### **Safeguarding Children, Young People and Vulnerable Adults:**

### **Policy and Procedure**

"Every person has a value and dignity which comes directly from the creation of male and female in God's own image and likeness. Christians see this potential as fulfilled by God's re-creation of us in Christ. Among other things this implies a duty to value all people as bearing the image of God and therefore to protect them from harm" *Diocese of Bristol 2014*

## **Contents**

1.Policy Context	Page 3
2.Policy Statement	Page 4
3.Who is a child, young person, adult who may be vulnerable?	Page 6
4.What is abuse and neglect? (& see Appendix 2)	Page 6
5. What to do if you are concerned that abuse or neglect may be happening (Including allegations against people in a position of trust and ministering to those that may pose a risk)	Page 7-9
6.Confidentiality and Consent	Page 10
7.Record Keeping	Page 11
8.Safer Recruitment & on-going support & supervision	Page 12
9.Roles and Responsibilities	Page 13
10. Additional policies (Photos & Videos, Social Media, Hire of church premises)	Page 14-15
11.Policy Implementation and review	Page 16
12 Further Additional Policies (Safe Recruitment, Fair Recruitment of Ex-Offenders)	Page 16
Appendix 1 Contact Numbers	Page 17 &18
Appendix 2 Categories of Abuse	Page 19 - 23

## **1. Policy Context**

In developing this policy, the Upper Thames Group of Parishes (Cricklade, Latton, Ashton Keynes and the Leigh) commit to following the safeguarding policies of the Church of England, safeguarding policy and guidance as issued by the Diocese of Bristol and commits to working within legislation and statutory guidance as related to the Safeguarding of Children, Young People and Adults.

The main relevant policies and guidance documents are:

### **Church of England:**

Protecting all God's Children 2010

Promoting a Safe Church 2006

Safer Recruitment 2015

Responding to Domestic Abuse 2010

Responding Well 2012

Risk Assessment 2015

Practice Guidance Safeguarding Records 2015

Safeguarding Records Retention Tool Kit 2015

General Statement on Safeguarding Children In Towers Dec 2015

### **Diocese of Bristol:**

Safeguarding Policy

Allegations Management Procedure

Ministering to those who may present a risk

These documents can all be found on the Diocese of Bristol website:

[www.bristol.anglican.org/parish-resources/safeguarding/policies-and-procedures](http://www.bristol.anglican.org/parish-resources/safeguarding/policies-and-procedures)

And descriptions are given where these policies are referenced in this policy document.

### **Statutory Guidance:**

**Working Together 2018:** This guidance from the Department for Education describes safeguarding processes and the safeguards that every organisation must have in place, including faith organisations, when safeguarding children. See the guidance at <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

Or online:

[www.workingtogetheronline.co.uk](http://www.workingtogetheronline.co.uk)

**Care and Support Statutory Guidance 2016** This guidance from the Department of Health describes safeguarding processes for adults and the responsibilities of different organisations <https://www.gov.uk/guidance/care-and-support-statutory-guidance>

## **2. Policy Statement for the Upper Thames Group of Parishes (Cricklade, Latton, Ashton Keynes and the Leigh)**

It is the responsibility of all members of the Upper Thames parishes (Cricklade, Latton, Ashton Keynes and Leigh), to give paramount importance to the nurture and care of children, young people and vulnerable adults in a safe and secure environment. It is about preventing harm to children and adults wherever possible.

### **We recognise that:**

- The welfare of the child, young person or vulnerable adult is paramount.
- Everyone has different levels of vulnerability and each of us may be regarded as vulnerable at some time in our lives.
- All children, young people and adults who may be vulnerable (regardless of age, disability, gender, marriage and civil partnership, pregnancy, maternity, race, religion or belief, sex or sexual orientation) have the right to equal protection from all types of harm or abuse which can occur in all families and communities.
- Working in partnership with children, young people, vulnerable adults and their parents, carers and other agencies is essential in promoting their welfare.

### **We will develop a culture in our church that:**

- Enables a safe and caring community to provide a loving environment where there is a culture of 'informed vigilance' as to the dangers of abuse.
- Enables and encourages concerns to be raised and responded to openly and consistently and protects children, young people and adults who may be vulnerable from actual or potential harm.
- Ensures all people feel welcomed, respected and safe from abuse.
- Values, listens to and respects children, young people and adults who may be vulnerable, encouraging them to be active contributors to the church community.
- Encourages adults who may be vulnerable to lead as independent a life as possible.

### **When concerns are raised we will:**

- Respond without delay to every concern raised that a child, young person or vulnerable adult may have been harmed, or may be at risk of harm, through abuse or neglect.
- Work with police, local authority and other partners in any investigation, including where allegations are made against a member of the Church community.
- Challenge any abuse of power, especially by anyone in a position of trust.

**If abuse has occurred we will ensure:**

- Informed and appropriate pastoral care is offered to any child, young person or adult who has suffered abuse, including support to make a complaint if so desired.
- Supervision is provided for any member of the Church community known to pose a risk of harm to others.
- Appropriate pastoral care is provided to any member of our church against whom an allegation is made.

**In all recruitment we will:**

- Carefully select those with any responsibility within the Upper Thames Group of churches, (including voluntary workers) in line with the Church of England Safer Recruitment Practice Guidance, 2016<sup>1</sup> (See Safer Recruitment Guidelines) and provide ongoing supervision, support and training.

**In our publicity we will:**

- Share information about good safeguarding practice with children, young people and vulnerable adults, their parents, carers and all those working and worshipping with them.

**Policy and procedures**

- A copy of the policy statement will be displayed in each church and be available on the Upper Thames Group website.
- Each worker with children and young people, whether paid or voluntary, will be given access to a full copy of the policy and any associated good practice guidance and will be required to follow them.
- A full copy of the policy and procedures will be made available on request to any member of the church, the parents or carers of any child or young person from the church or any other person associated with the church or community.
- The policy and procedures will be monitored and reviewed annually by the individual PCCs for Cricklade, Latton, Ashton Keynes and the Leigh.

---

<sup>1</sup> <https://www.bristol.anglican.org/documents/c-e-safer-recruitment-2016/>

### **3. Who is a child, young person, adult who may be vulnerable?**

**Children and young people:** for the purposes of this policy means anyone under the age of 18 years. Children and young people may be abused by an adult or child, male or female. It is far more common for a child or young person to be abused by a person known to them than by a stranger. This could be a parent, family member, friend, teacher, minister or anyone else. Children may be abused in person or via electronic media, they may experience harm as a result of seeing or hearing the abuse of others.

Where conflicts of interest arise between the welfare of the child and that of adults, the child's wellbeing must always be of paramount importance and priority.

**Adults who may be vulnerable:** The Care Act 2014 defines an adult to whom statutory safeguarding duties apply as an adult who:

- Has needs for care and support (whether or not the Local Authority is meeting any of these needs).
- Is experiencing, or at risk of abuse or neglect.
- As a result of those care and support needs is unable to protect themselves from either the risk of or the experience of abuse or neglect.

*(Care and Support Statutory Guidance 2016)*

The definition may apply to anyone over the age of 18 who may not be able to protect themselves from abuse, harm or exploitation, which may be because of illness, physical, sensory or learning disability or impairment, mental illness, use of drugs or alcohol.

Increased vulnerability may be temporary or permanent and may be visible or invisible.

An adult may be abused or neglected by family (including spouses, parents and children), friends, carers (paid and unpaid), strangers and professionals and members of the community. Those at risk may live alone or may live with family or in a care setting e.g. residential home.

### **4. What is abuse and neglect?**

Please see the table attached as Appendix 2 (page 18) This outlines the forms of abuse noted in legislation related to safeguarding children, young people and adults alongside some examples and potential indicators that abuse or neglect may be occurring.

## 5. What to do if you are concerned that abuse or neglect may be happening

You may see or hear something of concern or, someone may tell you something of concern (a disclosure).

If a child, young person or adult tells you that they have experienced abuse, are experiencing abuse, or are concerned that they may be at risk:

<b>Do</b>	<b>Don't</b>
Listen. Try to move to a quiet space if possible	Tell them to speak to someone else
Let the person talk at their own pace and say what they want to say. If you need to clarify points ask open questions like: Tell me.. what happened, Explain ... about the incident Describe ...where it was, what happened	Investigate. Ask leading questions e.g. why did they do that, was it 'name', did it hurt you?
Take it seriously	Try not to react as though unbelieving or shocked
Reassure. Confirm they are doing the right thing by telling you.	Tell them not to tell stories
Tell them you need to share the concern with the right people e.g. Parish Safeguarding Officer (Mrs Avril Fray), police, social care	Promise to keep a secret or tell people who don't need to know.
Record what was said and the facts as accurately as possible as soon as possible	Try to just remember it
	Contact the person the allegation is about

**Whether a child, young person or adult has shared a concern with you or you have seen or heard something of concern.**

**If the situation is urgent** i.e. there is an imminent risk of harm: contact the police on 101 or 999 as appropriate

Policy Date: May 2019  
Version Number: 2  
Due for review: May 2020

**Re children or young people:**

**Swindon Council**

Multi Agency Safeguarding E-mail: [FCP-GCSX@swindon.gcsx.gov.uk](mailto:FCP-GCSX@swindon.gcsx.gov.uk)  
Telephone: 01793 466903 (8.30am to 4.40pm Mon to Thurs, 8.30am to 4.00pm Friday) The Emergency Duty Service (EDS) is available outside office hours on 01793 436699

**Wiltshire Council**

Multi-Agency Safeguarding Hub (MASH) on 0300 4560108, 8.45am-5pm, Mon-Thurs and 8.45am-4pm Friday or email [mash@wiltshire.gcsx.gov.uk](mailto:mash@wiltshire.gcsx.gov.uk).  
Emergency Duty Service **0300 456 0100** (5pm - 8.45am)  
If a child is in immediate danger or left alone, you should contact the police or call an ambulance immediately on **999**.

**Re Adults**

**Adult safeguarding team, Swindon Borough Council** Tel: 01793 463555  
(office hours) E-mail: [adultsafeguarding@swindon.gov.uk](mailto:adultsafeguarding@swindon.gov.uk) Emergency duty service Tel: 01793 436699

**Wiltshire Council Social Care Help Desk** Tel: 0300 456 0111 (office hours)  
Textphone: 01225 712501 Email: [customeradvisors@wiltshire.gov.uk](mailto:customeradvisors@wiltshire.gov.uk) Out of hours, telephone the Emergency Duty Service Tel: 0845 607 0888

*See Appendix 1 on page 17 & 18*

**Once you have sought advice** from police or the Local Authority and the situation is made safe, inform the Parish Safeguarding Officer (Mrs Avril Fray) as soon as possible of the concern and actions taken, provide a written record of this. If the concern is about the Parish Safeguarding Officer contact the Incumbent Revd Phil Bradley or Diocesan Safeguarding Adviser (Adam Bond).

**If the situation is of concern but is not urgent:** Contact the Upper Thames Parishes Safeguarding Officer (Avril Fray) to report the concern and provide a written record (if the concern is about the Parish Safeguarding Officer contact the Vicar or Diocesan Safeguarding Adviser). They will decide with you whether to discuss with the child, their parents or carers or the adult and any carers and whether a referral to the Local Authority Children or Adults Safeguarding Team is needed or any other action.

Note: Anyone can report a concern directly to police or the Local Authority at anytime.

**Upper Thames Group of Parishes** (Cricklade St Sampson, Latton St John the Baptist, Ashton Keynes Holy Cross and Leigh All Saints) **aims that all will follow this** policy but where there is any concern that an issue has not been reported and should be, or any reluctance to inform the church of an incident Upper Thames PCCs wish to make clear that the most important point is that those concerns are reported to the appropriate authority so that they can be acted upon where needed.

**If there is an allegation that a person in a position of trust (minister, PCC member, staff member or volunteer) has abused or neglected a child or adult or that such a person may present a risk to a child or adult:** The Diocese of Bristol 'Allegations Management Procedure' will be followed (copies of this procedure can be found on the Diocesan website and copies are held by the Parish Safeguarding Officers, Clergy and in the Parish Office). In brief this procedure requires that:

- The concern should be reported as above; report should reach police and Local Authority within 1 working day.
- The concern should not be made known to the person against whom the allegation is raised without agreement with police and or the Local Authority.
- Next steps will be decided in conjunction with police, Local Authority representatives (including Local Authority Designated Officer where there is a concern for the welfare of a child), the Diocesan Safeguarding Adviser and parish representatives (usually PSO, Incumbent and Churchwardens).

**If a person is identified who has a caution or conviction for abuse of children and or adults who may pose a risk to others:** (usually those with convictions for sexual or violent offences) the Diocese of Bristol guidance 'Ministering to those who may pose a risk' (Copies of this guidance can be found on the Diocesan website and copies are held by the Parish Safeguarding Officers, Clergy and in the Parish Office) will be followed.

In brief this guidance advises that that Parish Safeguarding Officer and Diocesan Safeguarding Adviser are made aware and that the individual is informed that:

- To support their being part of the congregation as safely as possible, contact will be made with police, probation and other agencies connected with their case.
- The Diocesan Safeguarding Adviser and Church leaders will need to know of their circumstances.
- That a risk assessment will need to be completed
- And that a written agreement will be needed between the individual and the Church which agrees when the individual will or will not be involved in church services and activities, boundaries of behaviour and support offered.

## **6. Confidentiality and consent**

**Confidentiality:** Upper Thames Parishes accepts the principle that only those with a need to know should be made aware of safeguarding concerns or other confidential information. All staff, ministers and volunteers are expected to share confidential information appropriately and to ensure that written records and verbal information is shared responsibly and stored securely.

**Consent:** Upper Thames Parishes accept that all people have a right to make their own views and wishes known and that these wishes should be followed wherever possible.

**Children:** Where there is a concern that a child is experiencing or at risk of abuse or neglect they may ask those that know not to tell anyone. Upper Thames Parishes accept that we cannot do this; these concerns must be reported to the appropriate authorities to enable the child or young person to receive appropriate help and support. Upper Thames Group of Parishes asks all staff, ministers and volunteers to explain this to children in their care when appropriate.

Where there is concern that a child is experiencing or is at risk of abuse or neglect Upper Thames Parishes expect that parents and carers will be communicated with and will have their consent sought for information to be shared with the Local Authority or other agencies. This should happen except where there is concern that to do so would place a child at increased risk or where a parent or carer may be involved in the sexual abuse of the child. In those circumstances advice of the Local Authority or police should be sought before informing the parents or carers of the concern.

Where the allegation is against an individual who may have access to other children or vulnerable adults the referral should be made without seeking consent from parents or carers- how they are made aware of the concerns will be decided alongside statutory agencies.

**Adults:** Adults have the right to make their own decisions about their lives. Consent should be sought from an adult before information is shared about them. However, where an adult withholds consent for a safeguarding concern to be shared with statutory authorities (police and local authority), this should be accepted except where there may be others at risk (e.g. is the abuse or neglect is happening in a care home or hospital or the abuser has access to other vulnerable adults or children) or where there is reason to doubt that the individual has capacity to make that decision or where there is imminent risk of serious harm. Advice should be sought from statutory services (Adult social care or police) or the Diocesan Safeguarding Adviser where there is any doubt as to whether a concern should be referred.

Policy Date: May 2019  
Version Number: 2  
Due for review: May 2020

## **7. Record Keeping**

Records of all safeguarding concerns will be kept by the Upper Thames Safeguarding Officer. She/he will keep a record of the initial concern and all actions taken. The records will be securely held in the parish office. All those involved with any safeguarding concern must ensure that they provide to the Safeguarding Officer any records related to that case for secure storage.

Records will be retained as per Church of England guidance 'Safeguarding Records: Joint Practice Guidance for the Church of England and the Methodist Church' 2015 (Available on the Diocese of Bristol website).

Upper Thames Parishes do not have access to secure email systems. Therefore great care should be taken where email is used to ensure that confidential information is not open to being accessed by unauthorised individuals. Individual's confidential information should not be communicated via email (e.g. any information should not make the individual identifiable by name, address etc.).

Records must be maintained of staff and volunteer training and DBS checks. These will be maintained by the Upper Thames Safeguarding Officer.

## **8. Safer Recruitment and ongoing support and supervision**

- All recruitment of staff and volunteers will be undertaken in line with Church of England policy 'Safer Recruitment, 2016<sup>2</sup>'. See 'Safer Recruitment Guidance' for further information *See Diocese of Bristol of C of E Safer Recruitment Guidance for further information.*
- Recruitment of staff and volunteers will only be undertaken by those delegated such responsibility from individual PCCs.
- Recruitment of staff and volunteers will only be undertaken according to agreed process.
- All recruited staff and volunteers will be made known to individual PCCs.
- No one who has not been safely recruited will be permitted to work unsupervised with children, young people or adults who may be vulnerable.

### In brief: **All staff and volunteers will:**

- Have all recruitment checks completed and approved prior to starting in role.
- All eligible staff and volunteers will have a repeat DBS disclosure every 5 years. Any lapsed DBS check will require the post holder to stand down until the check has been completed.
- Attend safeguarding training as required by the Church of England
- Attend any other training as decided by the PCC
- Have a named supervisor

---

<sup>2</sup> <https://www.bristol.anglican.org/documents/c-e-safer-recruitment-2016/>

## 9. Roles and Responsibilities

<b>Name</b>	<b>Responsibilities</b>
Parochial Church Councils	<ul style="list-style-type: none"> <li>• Agree, implement, monitor and review annually this safeguarding policy and all associated policies.</li> <li>• Ensure all staff and volunteers are recruited safely.</li> <li>• Agree and implement supporting good practice guidance and processes.</li> <li>• Ensure adequate insurance for all activities.</li> <li>• Recruit and support adequate Parish Safeguarding Officers.</li> <li>• Ensure all staff and volunteers are adequately trained and supervised.</li> </ul>
Parish Safeguarding Officer (PSO)	<ul style="list-style-type: none"> <li>• Respond to all safeguarding allegations and concerns according to policy and guidance.</li> <li>• Monitor and report to PCC regarding adherence to policy and practice</li> <li>• Arrange safeguarding training and maintain records</li> <li>• Process DBS disclosures for the church and maintain records</li> </ul>
Vicar	<ul style="list-style-type: none"> <li>• Act as a point of contact should there be any safeguarding allegation or concern regarding a PSO</li> </ul>
Church Wardens	<ul style="list-style-type: none"> <li>• Take part in the allegations management procedure when required.</li> <li>• Take part in an 'agreement' as per 'ministering to those that may present a risk'.</li> </ul>
Activity Leaders	<ul style="list-style-type: none"> <li>• Follow the Safeguarding policy and associated good practice guidance</li> <li>• Ensure that activities are run according to good practice guidance.</li> <li>• Report any safeguarding concerns as per policy</li> <li>• Ensure all volunteers are safely recruited.</li> <li>• Ensure all volunteers have in date training and DBS check as required.</li> <li>• Ensure all new volunteers receive agreed induction.</li> <li>• Supervise agreed volunteers.</li> </ul>
Staff and Volunteers	<ul style="list-style-type: none"> <li>• Follow the safeguarding policy and any associated good practice guidance.</li> <li>• Report any safeguarding concern as per policy</li> </ul>
Church members	<ul style="list-style-type: none"> <li>• Be aware of the safeguarding and associated policies</li> <li>• Report any concerns as per policy</li> </ul>

## **10. Additional Related Policies**

### **Photographs and videos:**

It is the policy of the Upper Thames Group of Parishes, that no one should take photographs of children or young people without the written consent of that child's parent or carer and the consent of that child where they are old enough to give consent.

Where photographs are to be taken, consent will be gained from parents and carers in advance, using an agreed form. This will stipulate: who will take photos, for what purpose they may be used, how they will be stored and after what period they will be destroyed.

All photos and videos taken for Upper Thames Parishes should be stored securely on devices belonging to PCC. No photo or video should be left stored on personal photography or videography equipment.

No photo will be taken, shared or used for any purpose which shows a child in any state of undress.

Children will not be named in publicity related to photographs or video.

Where an event may be photographed and is open to the public; signs will be displayed noting that photographs and or video may be taken and inviting anyone not wishing to be in any photos or video used to make this known to a named person. The photographer/ videographer will be named on these signs and will wear ID.

Only those delegated with that responsibility by PCC may ask for parental consent and arrange the taking of any photo or video

### **Communications and Social Media:**

It is the policy of the Upper Thames Parishes that no one employed on a paid or voluntary basis, serving as a PCC member or as a licenced minister will contact children or young people directly via social media, email, phone or text without the knowledge and consent of that child or young person's parent or carer.

Where such contact needs to be made (for example a text to advise of a change of time for an activity) the child's parent or carer will be asked for consent in advance and the parent or carer will be copied into that communication.

Very rarely contact may be made with a child or young person without the knowledge of the child's parents or carers (for example where there are serious safeguarding concerns for a child and it would increase the risk to the child to contact the parent). In this case the person making contact with the child must agree in advance with the Parish Safeguarding Officer that this is appropriate, a second adult should be copied into all communications e.g. Parish Safeguarding Officer or Vicar and must keep a record of all communications and provide these to the Parish Safeguarding Officer for the case record.

Policy Date: May 2019

Version Number: 2

Due for review: May 2020

Where a group wishes to have a social media account to publicise or communicate regarding their group or activity the following will apply:

- The account shall not be a personal account belonging to any group member or leader; it will be a separate group account.
- More than one adult will be administrator for the account so that all content and messages can be seen by more than one adult.
- All users will be made aware that bullying, harassment or other anti social behaviour will not be tolerated. Information will be available to all users about how to raise a concern about the conduct of others and who with.
- Steps must be taken to prevent people outside the group having access to the names or personal details of anyone who is part of the group e.g. if a group Facebook page is used, the account settings should prevent group members being identified and any message sent to anyone other than the administrator.
- All those in a leadership role will ensure that their language is professional and appropriate e.g. not adding 'xx' to messages, not using nicknames that are not what the leader is called by everyone else, avoiding addressing others by endearments which would be ambiguous, such as 'love'.

### **Hire of Church Premises for non- Church events and activities**

(whether a fee is chargeable or not)

Organisations and individual users meeting in any church in the Upper Thames Group of parishes) or any activities organised by Upper Thames Parishes will be expected to adhere to this safeguarding policy or where they work regularly with children, young people or adults who may be vulnerable, to have their own safeguarding policy.

Each individual PCC of Cricklade, Latton, Ashton Keynes and Leigh is responsible for overseeing users and ensuring that that agreed hire process and forms are in use. This will include obtaining a copy of the hirers safeguarding policy where relevant and providing a copy of this policy.

Policy Date: May 2019  
Version Number: 2  
Due for review: May 2020

## **11. Policy implementation and Review**

This policy is agreed by the PCCs of Cricklade Latton Ashton Keynes and Leigh June 2019

All staff, volunteers and ministers are required to abide by this policy and associated good practice guidance.

This policy will be made available on the Upper Thames Group of Churches website and a copy for each parish will be available in each church.

This policy will be monitored via annual audit and annual report to PCC.

This policy is to be reviewed annually.

**Next Review Due:** June 2020

## **12. Further Additional Policies and Procedures which apply in the Upper Thames Group of Parishes**

Safer Recruitment Policy and Procedures – Bristol Diocese and C of E

Fair Recruitment of Ex- Offenders policy

*Note: Additional policies and guidance will be needed, for example: good practice guidance for working with children and adults, code of conduct for staff and volunteers, complaints policy, whistle blowing policy, disciplinary policy. This list is not exhaustive.*

Policy Date: May 2019  
Version Number: 2  
Due for review: May 2020

## **Appendix 1: Useful Contact numbers**

**Vicar:** Revd Phil Bradley Tel: 01793 226350; email to philipjbradley@me.com

**Vicar PA** Tel 07444 125144 Theresa Dodds

**Upper Thames Group Parish Office** Rm 2 The Jenner Hall Bath Rd Cricklade  
SN6 6AX

**Upper Thames Safeguarding Officer:** Avril Fray Tel: 01793 750740

**Nominated person for child protection** in Ashton Keynes and the Leigh:  
Yvonne Edmonds Tel 01285 861049

If you would prefer to speak with someone outside the church please contact  
**Bristol Diocesan Safeguarding Adviser** Adam Bond on 0117 906 0100 or e-mail [safeguarding@bristoldiocese.org](mailto:safeguarding@bristoldiocese.org).

**Out of Hours** you can contact Churches Child Protection Advisory Service: 0845  
120 4550 telling them you are calling from Bristol Diocese.

### **Local Authority Contact Details for Children**

#### **Swindon Borough Council**

If you suspect that any child or young person is being abused or neglected, or you are concerned about their welfare or well-being, please contact the Multi Agency Safeguarding Hub immediately. E-mail: [FCP-GCSX@swindon.gcsx.gov.uk](mailto:FCP-GCSX@swindon.gcsx.gov.uk)  
Telephone: 01793 466903 (in office hours 8.30am to 4.40pm Mon to Thurs, 8.30am to 4.00pm Friday)  
The Emergency Duty Service (EDS) is available outside office hours on 01793 436699

#### **Wiltshire Council**

If you think a child or young person is at risk of significant harm, or is injured, contact the Multi-Agency Safeguarding Hub (MASH) on 0300 4560108, 8.45am-5pm, Mon-Thurs and 8.45am-4pm Friday; out of hours 0845 6070 888.

Or if there is immediate danger, phone the police or emergency services on 999. For less urgent enquiries, email [mash@wiltshire.gcsx.gov.uk](mailto:mash@wiltshire.gcsx.gov.uk).

### **Contacts about abuse of Vulnerable Adults**

**Adult safeguarding team, Swindon Borough Council** Tel: 01793 463555  
E-mail: [adultsafeguarding@swindon.gov.uk](mailto:adultsafeguarding@swindon.gov.uk) (Monday to Friday inclusive, 8.30am to 5.00pm). Emergency duty service Tel: 01793 436699

**Wiltshire Council** contact the Social Care Help Desk or one of the Wiltshire Police Vulnerable Adults' Units. **Social Care Help Desk** Tel: 0300 456 0111

Policy Date: May 2019

Version Number: 2

Due for review: May 2020

Textphone: 01225 712501 Email: [customeradvisors@wiltshire.gov.uk](mailto:customeradvisors@wiltshire.gov.uk)

Weekdays: Monday – Thursday - 08:30 – 17:20 Friday - 08:30 – 16:20

Out of hours, telephone the **Emergency Duty Service** Tel: 0845 607 0888

**Safeguarding adults investigation team, Wiltshire police**

Tel: 01380 826350 (During office hours: Monday to Friday inclusive, 9.00am-5.00pm).

**Police or Emergency** Services 999

**Police-Non Emergency** contact no: 101

## Appendix 2: Categories of Abuse and additional information Categories, Definitions and Indicators of Harm

Type Of Harm	Definition	Examples	Indicators
<b>Physical</b>  Adults and Children	Non-accidental harm to the body. From careless rough handling to direct physical violence.  Unlawful or inappropriate use of restraint or physical interventions.	Hitting, slapping, pinching, shaking, pushing, scalding, burning, dragging, kicking, physical restraint, locking an individual in a room or a car.	History of unexplained falls or minor injuries, bruising which is characteristic of non-accidental injury – hand slap marks, pinch marks, grip marks, bite marks, scalds, flinching, reluctant to undress.
<b>Sexual</b>  Adults and Children	Direct or indirect involvement in sexual activity without capacity and/or consent. Individual did not fully understand or was pressured into consenting.  Note: A child under 16 years old can never consent to any sexual act	Coercion to be involved in the making or watching of pornographic material. Coercion to touch e.g. of breasts, genitals, anus, mouth, masturbation of either self or others, penetration or attempted penetration of vagina, anus, mouth with or by penis, fingers and or other objects	Pregnancy in a women unable to give consent, difficulty in walking or sitting with no apparent explanation, torn, stained or bloody underclothes or bedding, Bleeding, bruising to the rectal and/or vaginal area, bruising. Behavioural changes, sexually explicit behaviour, explicit language, self harm, obsession with washing, fear of pregnancy may be exaggerated
<b>Emotional</b>  Adults and Children	Behaviour which has a harmful effect on an individual's emotional well being or development, causing mental distress undermining their self-esteem and affecting individual's quality of life.  Wilful infliction of mental suffering by a person in a position of trust and power.	Shouting, coercion, bullying, blaming, insulting, ignoring, threats of harm or abandonment, intimidation, harassment, humiliation, depriving an individual of the right to choice and their privacy, dignity, self - expression, deprivation of contact, undermining self-esteem, isolation and over-dependence. Failure to provide a loving environment for a child.	Loss of interest, withdrawn, anxious or depressed, frightened, avoiding eye contact, irritable, aggressive or challenging behaviour, unexplained sleep disturbance, self harm, refusing to eat, deliberate soiling, unusual weight gain or loss

Policy Date: May 2019  
Version Number: 2  
Due for review: May 2020

<p><b>Neglect</b></p> <p>Adults and Children</p>	<p>Failure of any person who has responsibility for the charge, care or custody of an adult at risk or child to provide the amount and type of care or treatment that a responsible person could be expected to provide.</p>	<p>Fail to meet basic needs including food, environment, access to health care and education, failure to provide for social needs.</p>	<p>Unwashed/ dirty appearance, clothes too small/big, untreated sores or infections, isolation.</p>
<p><b>Financial</b></p> <p>Adults</p>	<p>The unauthorised taking (theft), deprivation or misuse of any money, income, assets, funds, personal belongings or property or any resources of an adult at risk without their informed consent or authorisation.</p>	<p>Misuse of power of attorney or appointeeship. Money and possessions stolen, misuse or misappropriating money, valuables or property, possessions or benefits, undue pressure in connection with wills, property, inheritance or financial transactions, denying the adult at risk the right to access funds, unauthorised disposal of property or possessions, being asked to part with money on false pretences,</p>	<p>Unexplained or sudden inability to pay bills, Power of Attorney obtained and misused when a person lacks or does not lack mental capacity to understand, unexplained withdrawal of money with no benefits, person lacking goods or services that they can afford, extortionate demands for payments for services</p>
<p><b>Organisational</b></p> <p>Adults</p>	<p>Involves the collective failure of an organisation to provide safe, appropriate and acceptable standards of service to adults at risk.</p> <p>Mainly relates to health and social care provision but aspects may be relevant to Church settings</p>	<p>Lack of individualised care, inappropriate confinement or restriction, sensory deprivation, inappropriate use of rules, custom and practice</p>	<p>Whistle blowing policy not in place and accessible, insufficient employees training and development. Organisational standards not meeting those laid down by regulatory bodies, service users not treated with dignity and respect, diverse needs not recognized and valued in terms of age, gender, disability, ethnic origin, race or sexual orientation, services not flexible</p>
<p><b>Discriminatory</b></p> <p>Adults</p>	<p>Exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals.</p>	<p>Verbal abuse, harassment or similar treatment, unequal treatment, deliberate exclusion from services such as education, health, justice and access to services and</p>	<p>Repeated exclusion from rights afforded to citizens such as health, education, employment and criminal justice</p>

		protection, harmful or derisive attitudes, inappropriate use of language	
<b>Modern Slavery</b>	Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.	<p>Adult or Child trafficked into UK or between places in UK for purpose of sexual abuse or labour.</p> <p>Adult or Child forced to work as domestic servant.</p> <p>Adult or child forced to work as sex worker, farm labourer, car cleaner.</p>	<p>Individual may not have their passport or Identity documents. They may not have access to or contact with friends and family.</p> <p>May never be left alone, live in poor conditions, not be able to leave of own free will. May have no access to funds. May not know where they are or who they are with.</p>
<b>Self Neglect</b>	A wide range of behaviour involving neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.	May not react to or appropriately fulfil needs for health care, food, warmth. May live in an environment that is an environmental or fire risk and not take any measure to reduce risk or inadequate measures.	<p>Environment which is poorly maintained, dirty, animal infested, cramped to the degree that it places the individuals wellbeing at risk.</p> <p>May have untreated or inadequately treated physical health issues.</p>
<b>Domestic Abuse</b>	<p>In 2013, the Home Office announced changes to the definition of domestic abuse:</p> <p>Incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. Age range 16+</p>	<ul style="list-style-type: none"> <li>Includes: psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence; Female Genital Mutilation; forced marriage.</li> </ul>	Appears to be afraid of partner or other person in intimate relationship / of making own choices, behaves as though she/he deserves to be hurt or mistreated, low self-esteem or appear to be withdrawn, appears unable or unwilling to leave perpetrator, makes excuses for or condones the behaviour of the person alleged to have caused harm, blames abuse on themselves

Policy Date: May 2019  
 Version Number: 2  
 Due for review: May 2020

<b>Spiritual Abuse</b>	Inappropriate use of religious belief or practice	The misuse of the authority of leadership or penitential discipline, oppressive teaching or intrusive healing or deliverance ministries which may result in various types of harm.	Could be any of the above.
------------------------	---	--	----------------------------

**Some Additional Information:**

**Child Sexual Exploitation:** All children and young people can be at risk of sexual exploitation. This includes boys and girls of any age. This is a form of sexual abuse. Whilst young people can give consent to sexual acts from the age of 16 (so long as they have the capacity to do so) they continue to be a risk of sexual exploitation beyond their 16<sup>th</sup> birthday. **Any concern that a child or young person may be at risk of or experiencing sexual exploitation must be reported immediately to Children’s Social Care or the police.** Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive ‘something’ (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the child’s immediate recognition; for example being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person’s limited availability of choice resulting from their social/economic and/or emotional vulnerability.

**Female Genital Mutilation:** Female genital mutilation (sometimes referred to as female circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK. It has been estimated that over 20,000 girls under the age of 15 are at risk of female genital mutilation (FGM) in the UK each year, and that 66,000 women in the UK are living with the consequences of FGM. However, the true extent is unknown, due to the "hidden" nature of the crime. The girls may be taken to their countries of origin so that FGM can be carried out during the summer holidays, allowing them time to "heal" before they return to school. There are also worries that some girls may have FGM performed in the UK. Any concern that a child or adult who may be vulnerable may be at risk of FGM must be reported immediately to the relevant Local Authority or directly to police.

Policy Date: May 2019  
Version Number: 2  
Due for review: May 2020

**Terrorism and Extremism:** Any person may become drawn into extremism or sympathy with such views and into terrorism. This will often happen through contacts made via the internet but a culture that supports this can develop in any community, group, school or faith organisation. The Counter-Terrorism and Security Act 2015 places duties on certain bodies, not including Faith Organisations (excepting where such an organisation runs a school or other relevant premises) to have due regard to the need to prevent people from being drawn into terrorism. Everybody should be alert to any indication that a person or group may be developing or has developed an interest or ideology that may include harm to others. **Any concern related to this whether for a child or adult must be reported to the police without delay.**

### **Some Additional Information:**

**Child Sexual Exploitation:** All children and young people can be at risk of sexual exploitation. This includes boys and girls of any age. This is a form of sexual abuse. Whilst young people can give consent to sexual acts from the age of 16 (so long as they have the mental capacity to do so) they continue to be a risk of sexual exploitation beyond their 16<sup>th</sup> birthday. **Any concern that a child or young person may be at risk of or experiencing sexual exploitation must be reported immediately to Children's Social Care or the police.** Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the Internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.

**Female Genital Mutilation:** Female genital mutilation (sometimes referred to as female circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK. It has been estimated that over 20,000 girls under the age of 15 are at risk of female genital mutilation (FGM) in the UK each year, and that 66,000 women in the UK are living with the consequences of FGM. However, the true extent is unknown, due to the "hidden" nature of the crime. The girls may be taken to their countries of origin so that FGM can be carried out during the summer holidays, allowing them time to "heal" before they return to school. There are also worries that some girls may have FGM performed in the UK. Any concern that a child or adult who may be vulnerable may be at risk of FGM must be reported immediately to the relevant Local Authority or directly to police.