



Adult Safeguarding Policy

Revised August 2015

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Maybridge Community Church Adult Safeguarding Policy

1 Introduction

Maybridge Community Church has been active in the west of Worthing for 60 years, and this involvement includes delivering activities and support for adults of all ages. More recently, the creation of our community work has led to a broadening of these activities and support mechanisms. We recognise that for a variety of reasons, some adults experience or are at risk of abuse or neglect, and are unable to protect themselves. Therefore appropriate guidelines and policies are needed to ensure such adults are safeguarded from harm, and all adults are treated to the high standards based on our agreed key values:

- each person as unique
- unity celebrated in diversity
- integrity in relationships
- transparency in leadership
- love that goes the extra mile
- humility in all we do

We value each adult we encounter and recognise their individual uniqueness (whatever their age, situation, ability, disability, gender, sexual orientation, ethnicity or religious belief), and will always seek to develop high quality relationships that reflect these values. If we are aware of harm or risk of harm, we will respond according to our responsibilities as members of the community. We are aware of the Disability Discrimination Act 2005 and seek to do all we can to ensure that our services and activities are accessible to all. We also keep abreast of other appropriate legislation as it becomes law.

What is safeguarding?

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect.

The aims of safeguarding adults are to (copied from 'Sussex Safeguarding Adults Policy and Procedures Edition 1 April 2015):

- stop abuse or neglect wherever possible
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving the life for the adults concerned

In line with The Care Act 2014, our safeguarding policies and procedures are intended to prevent abuse and neglect, not simply to give information on how to spot and report abuse.

2 Purpose of this Document

This document has been produced for the following reasons:

- to be clear to all about our commitment to ensuring all adults are safe in their contact with Maybridge Community Church
- to outline our policy to ensure they are safe
- to outline our key procedures for responding if there is a concern
- to provide further information where help and advice can be received for dealing with specific situations
- to ensure those who work with adults are aware of their role and responsibilities
- to enable us to provide information easily to members of the community who wish to know our arrangements for keeping adults safe

This document replaces previous versions and will be reviewed annually and updated as required. It has been developed using materials published by the Safeguarding Adults Boards of Brighton & Hove, East Sussex and West Sussex, 'Safeguarding Adults' produced by the Churches' Child Protection Advisory Service (CCPAS), whose organisation we are members of, and from a range of other adult safeguarding materials from Christian denominations (such as the Baptist Union and the Church of England) as well as from charitable and statutory agencies. This document is not available for copying by other organisations without prior written consent.

3 Our Adult Safeguarding Policy

Maybridge Community Church recognises the need to provide a safe and caring environment for all adults. We also acknowledge that in our society adults can sometimes be the victims of abuse (physical, sexual, financial, emotional/psychological, domestic, discriminatory, organisational, spiritual or modern day slavery) and/or neglect including self-neglect. The following **Adult Safeguarding Policy Statement** is regularly endorsed at our church meetings (usually annually):

- As members of this church, we commit ourselves to the nurturing, protection and safekeeping of all people, especially children, young people and adults who are experiencing or are at risk of abuse or neglect, and are unable to protect themselves (see 'Safe and Sound' policy and procedures for the safeguarding of children)
- It is the responsibility of each of us to promote good practice and prevent any type of abuse, and to report any abuse discovered or suspected
- We recognise that our work with children, young people and adults is the responsibility of the whole of Maybridge Community Church
- We undertake to exercise proper care in the selection and appointment of those working with children, young people and adults, whether paid or volunteers
- Maybridge Community Church is committed to supporting, resourcing and training those who work with children, young people and adults
- We are committed to following the agreed procedures and statutory and specialist guidelines
- Each worker with children, young people and adults must read the appropriate safeguarding guidelines and undertake to observe them.
- We review our policy annually

We have therefore adopted the procedures set out in this document and seek to have constructive links with the relevant statutory and voluntary adult safeguarding agencies so that adults can be safeguarded from harm. We acknowledge that the welfare of each adult is of paramount importance.

In addition, we seek to offer pastoral care, working with statutory agencies as appropriate, to support those attending our church who have been affected by abuse.

4 Our Adult Safeguarding Procedures

In line with The Care Act 2014, we have stopped using the word ‘vulnerable’ in this document in relation to adults. Formerly it was seen to imply that abuse happened because of vulnerability, but abuse happens because people exercise power over others and abuse them. The shift has moved away from linking a victim of abuse with some kind of weakness, onto the perpetrators of serious crime. Most adults have some kind of ‘vulnerability’ whatever their age and situation; therefore there is no need to focus on vulnerability per se. “Just because you have a health condition doesn’t mean you can’t care for yourself”.

Our work therefore with adults is actively aware of any general or specific considerations (e.g. frail elderly, disabilities etc.), but we will avoid labelling these as vulnerabilities. Therefore when we use the phrase ‘working with adults’ or ‘working with adults in our care’ (formerly ‘working with vulnerable adults’) in this document, it implies any type of care or group specifically for adults with some kind of need.

The following key procedures are to be followed to prevent harm and respond to concerns. These procedures apply to all adults in our care. All workers with adults must be familiar with them and observe them. There may be *additional* guidance available for certain circumstances as situations are often complex. Sources for additional guidance are in a later section (section 8).

4.1 Safe Practice – Reducing risks and avoiding misunderstandings

In working with adults across a broad range of activities in Maybridge Community Church, we continually seek to provide a safe environment and prevent situations where harm may come to an adult. We therefore take steps, individually and collectively, as part of our responsibilities to reduce risk and avoid any potential misunderstandings. The steps we take are outlined below.

4.2 Code of Conduct

We expect partners and attendees of Maybridge Community Church and volunteers and staff involved with its community work to follow this code of conduct:

- To seek at all times to live out and model the values and ethos of Maybridge Community Church
- To place the safety and well-being of adults in our care before loyalty to friends and colleagues or any personal or organisational goals
- To be familiar with the adult safeguarding arrangements and follow them, recognizing everyone has responsibilities in this area (not just those working directly with adults)
- To avoid situations that might be misunderstood by others in relation to work with adults in our care
- To only form appropriate relationships with adults in our care that are based on mutual trust and respect, being aware of the potential abuse of trust.

- To follow any directions from the leadership of the church in relation to working with adults as part of the adult safeguarding arrangements
- To be committed to actively preventing the exploitation and abuse of adults

The leadership of the church reserves the right to place restrictions and boundaries on anyone in relation to working with adults, including preventing them from any work with adults with specific needs.

4.3 Working with Offenders

When someone attending the church is known to have abused trust involving adults, the church leadership will supervise the individual concerned and may offer pastoral care, but in its commitment to the safeguarding of adults, will set boundaries for that person which they will be required to keep. In drawing up these boundaries, this will always assume they will not have any direct involvement with adults in our care unless there are very good reasons to do otherwise.

4.4 Recording

If a concern is noticed it is good practice for this to be recorded. This includes concerns that are noticed, disclosures made and action taken. Further details are found in sections 7.1; 7.2; 7.3 and Appendix A.

4.5 Recruiting and supervising volunteers and staff

Recruiting

Our volunteer and staff recruitment process includes:

- Providing a role description relevant to the work they will be involved with
- Providing a document explaining the ethos, values and practices of Maybridge Community Church
- Providing a brief description of all volunteering opportunities (volunteers only)
- *Providing relevant guidelines/policies*
- Offering a trial supervised visit to meet staff and gain insight into what's involved in any work with adults
- An informal interview for volunteers
- *A formal interview for staff*
- *Completing an application form for volunteers which includes signing the following declaration 'I understand the nature of the work I am to do. I have read the relevant guidelines. I agree to work within the safeguarding policies for children/young people and/or adults. I understand that I have responsibilities to share concerns and take action in accordance with these policies. I understand that as part of Maybridge Community Church, we together seek to create a safe and caring culture.'* In addition they are asked about criminal convictions.

- *Providing two referees*
- *Undergoing a Criminal Record check (where possible in accordance with current legislation)*
- *A contractual obligation on staff to follow organisational procedures, and disciplinary action may be taken if they fail to do so.*

Items in italics above are essential components. Other items are discretionary according to how well the volunteer has been known by Maybridge Community Church before offering to volunteer.

Criminal Record checks and references

All volunteers and staff working alone with vulnerable adults may be asked to complete a Criminal Records check (if the role meets the criteria set by the Disclosure and Barring service) and provide two references, which Maybridge Community Church aims to have in place prior to volunteers or staff starting any work with adults. Volunteers working in teams may need a Criminal Record check and references at the discretion of Maybridge Community Church if working closely with individual adults. If references or Criminal Records checks are delayed, volunteers and staff may work with adults under supervision which includes never being alone with an adult with specific needs in our care.

Induction

All staff will undergo an induction period. Inductions for volunteers are discretionary according to how well the volunteer has been known by Maybridge Community Church before offering to volunteer. Trial periods are offered to volunteers.

Training

Adult Safeguarding training is provided every other year for workers with adults across Maybridge Community Church.

The Designated Adult Safeguarding Manager (DASM) has received Adult Safeguarding training from West Sussex County Council.

Supervision

All staff have regular supervision sessions with their line manager. This is done both formally and informally.

Volunteer Reviews

Volunteer reviews are offered at least every six months and are discretionary according to how well the volunteer has been known by Maybridge Community Church before offering to volunteer.

Staff appraisals

All staff have annual appraisals where their performance is reviewed and training needs are identified. Matters of competency or poor performance may be addressed at anytime. The Senior Staff Team is overseen by the Elders of the church.

Staff handbook

All members of staff have a staff handbook outlining the conduct and behaviour required and a range of policies that apply to them and the organisation. Arrangements for disciplinary action and grievances are contained in the handbook.

Safeguarding responsibilities

We understand that we have a responsibility to refer to the Disclosure and Barring Service any member of staff or volunteer who has left the job/role due to an adult safeguarding issue.

4.6 Adult Safeguarding roles

Everyone who is a part of Maybridge Community Church has a role and responsibility with regard to safeguarding adults. The details of these responsibilities are contained within this document. In addition we have some specific roles, which are described below:

The Designated Adult Safeguarding Manager and Deputy Adult Safeguarding Manager

The following people have been identified in this role (contact details in section 8):

Designated Adult Safeguarding Manager	Gay Jacklin, Church and Community Worker, Maybridge Community Church
Deputy Adult Safeguarding Manager	Phil Papps, Operations Director, Maybridge Community Church

The role of the Adult Safeguarding Coordinator is to:

- Oversee policy and practice
- Link with adult safeguarding agencies, making referrals as necessary
- Keep central records
- Consider training needs
- Ensure adult safeguarding has a high profile amongst church leaders

The Deputy Adult Safeguarding Manager will cover these responsibilities in the absence of the Designated Adult Safeguarding Manager. The church leadership will support the Manager / Deputy Manager in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

4.7 General Arrangements with adults in our care

Transport

The church includes activities which involves transporting adults. Leaders should ensure:

- Those transporting adults should have gone through the recruitment procedures for workers with adults and should be familiar with the adult safeguarding procedures and therefore able to abide by them
- Emergency contact details have been obtained
- The church office is aware of any organised trips in advance
- Drivers are suitably qualified
- The highway code and all legal requirements for road users are followed
- Drivers are aware of issues of frailty, disability, and manual handling when offering transport
- Drivers follow Health and Safety guidelines including specific risk assessments if appropriate
- Drivers behave appropriately and that nothing occurs that could be misunderstood
- Drivers wait to ensure that adults are safely inside their home (or alternative destination) before driving away
- Vehicle owners are aware that they are responsible for the roadworthiness and safety of the vehicle in accordance with current law
- Vehicle owners check with their own insurance policy for cover and restrictions of use.

For further guidance, contact the Adult Safeguarding Coordinator.

Trips in general

Leaders must remain vigilant and look out for unexpected or unknown dangers and not rely only on having completed a risk assessment.

Visiting adults in their homes

Workers and volunteers demonstrate the values and ethos of Maybridge Community Church by remembering the following: You are entering someone else's home: it is their space; knock before entering; identify yourself clearly; wait to be invited in; do not move personal possessions without permission; avoid taking over; avoid reacting to surroundings where there is poor personal hygiene/housekeeping; avoid handling any money/financial affairs; avoid handling personal medication (unless this is specifically part of your volunteer role); avoid becoming a key holder; avoid crossing emotional boundaries. If any situation arises regarding these, alert the adult safeguarding co-ordinator as soon as possible.

Lone workers/volunteers need to ensure someone knows where they are and be aware of personal safety issues. If at any time workers/volunteers feel uncomfortable, they must leave the situation and report to the Designated Adult Safeguarding Manager. (More information available from church office).

Taking adults in our care out

Meet in public places; if meeting after dark, keep to well lit routes; ensure someone knows where you are; carry relevant emergency contact numbers with you. If this involves manual handling of any description, please discuss Health and Safety implications with the adult safeguarding co-ordinator. (Health and Safety documentation available from church office).

Boundaries

Workers/volunteers must discuss appropriate boundaries with their project leader or the adult safeguarding co-ordinator prior to working with adults. Boundaries may include:

- Personal details
- Contact details of the worker/volunteer and use of phone
- Physical contact
- Specific issues related to the worker/volunteer or adult in our care (e.g. disabilities)
- Anything that results in over-dependence on the worker/volunteer

In regards to physical contact, workers/volunteers should not initiate physical contact with adults in our care; and should behave appropriately, ensuring that nothing occurs that could be misunderstood.

First aid and medical issues

Emergency situations should be dealt with by the emergency services. First Aid should be administered by trained adults if available.

Photos

From time to time photos are taken of activities and events at Maybridge Community Church. For public use of these photos we seek to gain prior consent wherever possible. Photos of events on our premises that are private functions or private hires are the responsibility of the hirers and not of Maybridge Community Church.

Risk Assessments

These are routinely undertaken by project leaders for activities involving adults in our care. In addition, individual workers/volunteers may be asked to carry out their own risk assessments. (For more information, contact the adult safeguarding co-ordinator).

Pastoral care

Where one person is in a position of authority over another there is an increased risk of emotional, physical, financial, spiritual or sexual abuse occurring. Where pastoral care and friendship overlaps, there can emerge a conflict of roles and blurring of confidentiality boundaries. Workers/volunteers involved in pastoral care therefore need to:

- Avoid any behaviour that may give the impression of favouritism or a 'special' relationship
- Clearly define any mentoring or counselling roles
- Be aware of the dangers of over-dependency (can be both ways)
- Be aware of own limitations
- Avoid making decisions for the adult in your care

When an adult in our care displays odd or challenging behaviour, or exhibits obsessional-type interest in spiritual matters, caution is needed and careful discernment before any spiritual advice or ministry (e.g. prayer ministry) is offered.

Decision-making

All adults should be treated in a way that respects their individuality and does not undermine their dignity or human or civil rights. This includes allowing them to make informed decisions and taking the greatest possible control of all aspects of their lifestyle. In the Mental Capacity Act 2005, all individuals are assumed to have capacity to make informed decisions unless there is clear evidence to the contrary. This includes the right that individuals retain to make what might be seen as unwise decisions. Workers/volunteers therefore need to avoid taking decisions for an adult in our care, however inadvertent or well-meaning. If workers/volunteers cannot support decisions made by an adult in our care, or have any concerns related to decision-making, including any doubts that an adult in our care has capacity to make decisions they must report to the adult safeguarding co-ordinator.

4.8 Confidentiality

Maintaining confidentiality, avoiding gossip and having integrity in relationships are important to Maybridge Community Church. However workers/volunteers must be clear that responding to an adult safeguarding concern overrides all matters of confidentiality in order to ensure adults in our care are kept safe from harm. The Designated Adult Safeguarding Manager should be consulted if someone has any concerns about an adult in our care and he/she will seek professional advice as appropriate.

5 Recognising Abuse

The effects of abuse vary but are often wide-ranging and profound, and can be long-lasting. An adult may experience one or more types of abuse. The impact of abusive behavior may be greater when there is a disproportionate balance of power involved, for example, when an adult is reliant on another person for providing their care.

By operating this policy and procedures we aim to both prevent abuse and equip people to recognize signs of abuse at the earliest opportunity so that harm can be stopped and the damage can start to be repaired.

All safeguarding work with adults operate on the following principles (copied from 'Sussex Safeguarding Adults Policy and Procedures Edition 1 April 2015):

- The empowerment of adults underpins all safeguarding adults work
- The focus of safeguarding adults should always be to identify and endeavour to meet the desired outcomes (focus away from 'needs' to 'outcomes') of the adult ('making safeguarding personal')
- Every person has a right to live a life free from abuse, neglect and fear
- Safeguarding adults is everyone's business and responsibility
- Every person should be able to access information about how to gain safety from abuse, violence and neglect

5.1 Who do we need to safeguard?

Any person aged 18 years and over who:

- Needs care and support (whether or not the local authority is meeting those needs)
- Is experiencing, or at risk of, abuse or neglect
- As a result of their care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect

Since the Care Act 2014, there is no need to specifically list types of adult that formerly were deemed 'vulnerable'.

5.2 What is adult abuse?

Although different types of abuse and neglect are listed, abuse should not be limited to these alone, as it can take many forms and individual circumstances should always be considered.

It can occur for a number of reasons that may be inter-related and complex (see 'Sussex Safeguarding Adults Policy and Procedures Edition 1 April 2015 pages 38-39 for examples).

5.3 Who abuses adults?

Anyone can carry out abuse or neglect; there is no single stereotype that can describe them. It can include a person who themselves has care and support needs.

6 Categories and Indicators of Abuse

Abuse can be defined in terms of types or categories, but this is not an exhaustive list. These are not mutually exclusive and many situations will contain a combination of different kinds of abuse. The indicators lists are not exhaustive.

It is important that the indicators below are not taken as indicating that abuse has taken place, but that the possibility should be considered.

6.1 Physical abuse

Physical abuse is the infliction of pain or physical injury, which is either caused deliberately, or accidentally.

Indicators may include:

- Any injury not fully explained by the history given
- Injuries inconsistent with the lifestyle of the adult
- Bruises and or other marks, including welts, slap marks, finger marks
- Clusters of injuries forming regular patterns (or reflecting the shape of an article)
- Burns – from immersion into hot water, friction burns, rope burns, electrical appliances
- Multiple fractures
- Lacerations or abrasions
- Injuries at different stages of healing
- Misuse of medication
- Inappropriate use of physical restraint
- Person showing signs of fear or emotional abuse

6.2 Domestic abuse

Domestic abuse is an incident or pattern of incidents of controlling, coercive or threatening behaviour, and/or violence or abuse by someone who is or has been an intimate partner of a family member regardless of gender or sexuality. The age range for domestic abuse is extended down to 16 years and over. Examples include psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence.

6.3 Sexual abuse

Sexual abuse is direct or indirect involvement of a person in sexual activities without valid consent. It can include rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts.

Indicators may include:

- Significant changes in sexual behaviour or attitude
- Poor concentration
- Person appears withdrawn, depressed, stressed
- Unusual difficulty or sensitivity in walking or sitting
- Changes to urinary continence or soiling
- Pregnancy in a woman who is unable to consent to sexual intercourse
- Torn, stained or bloody underclothing
- Bruises, bleeding, pain or itching in genital area
- Sexually transmitted diseases, urinary tract or vaginal infection
- Bruising to thighs or upper arms, neck or 'love bites'
- Self-harming behaviour
- Showing signs of fear or emotional distress

6.4 Psychological abuse

Psychological abuse is treating a person in a way that is inappropriate to their age and/or cultural background, blaming, swearing, intimidation, insulting, harassing, 'cold-shouldering', deprivation of contact with others. It includes emotional abuse, threats of harm or abandonment, coercion, verbal abuse, cyber-bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Indicators may include:

- Emotional withdrawal
- Low self-esteem, deference, passivity, and resignation
- Fear, defensiveness, and ambivalence
- Change in appetite
- Self-harming behaviour
- Sleep disturbance
- Other indicators associated with discriminatory abuse
- Other indicators that are specific to an individual that would indicate they are experiencing distress

6.5 Financial abuse

Financial abuse is the main form of abuse recorded. It can occur in isolation but it is also likely to be connected to some other forms of abuse, so everyone should be aware of this possibility. It includes theft, fraud, scamming, coercion in relation to financial affairs (including wills, property, inheritance), or the misuse of property, possessions or benefits.

Indicators may include:

- Change in living conditions
- Lack of heating, clothing or food
- Inability to pay bills or unexplained shortage of money
- Unusual or inappropriate bank account activity
- Unexplained loss or misplacement of financial documents
- The recent addition of authorised signatories on a client or donor's signature card
- Sudden or unexpected changes in a will or other financial documents

6.6 Modern slavery

Modern slavery exists in the UK and can be perpetrated against men, women and children, UK nationals, and those from abroad. It includes being forced to work illegally against their will in many different sectors including exploitation in the sex industry, forced labour, domestic servitude, forced criminal activity, cannabis farms, nail bars and agriculture. These types of crime are often called human trafficking.

Indicators are often hidden but may include:

- Signs of physical or psychological abuse, looking malnourished or unkempt, or appear withdrawn
- Rarely allowed to travel on their own, seem under the control or influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work.
- Living in dirty, cramped or overcrowded accommodation, and/or living and working at the same address
- No identification documents, have few personal possessions and always wear the same clothes day-in day-out. Clothes may not be suitable for their work.
- Little opportunity to move freely and have their travel documents retained
- Transport provided for work dropping off very early or late at night
- Avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers, not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family

6.7 Discriminatory abuse

The principles of discriminatory abuse are embodied in legislation including the Human Rights Act 1998 and the Equality Act 2010. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals. It is the exploitation of a person's characteristics, which excludes them from opportunities in society, for example education, health, justice, civic status and protection. It includes discrimination on the basis of age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion or belief, sex or sexual orientation and includes hate crime incidents.

Discriminatory abuse includes treating a person in a way that is inappropriate to their cultural background, unequal treatment, verbal abuse, inappropriate use of language, deliberate exclusion, forms of harassment and slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

Indicators may include:

- Lack of respect shown to an individual
- Signs of a sub-standard service offered to an individual
- Repeated exclusion from rights afforded to citizens, such as health, education, employment, criminal justice and civic status
- Failure to follow aspects of a person's agreed support or care plan that reflects their individual identity

6.8 Organisational abuse

Organisational abuse occurs when an organisation's systems and processes, and /or management of these, fails to safeguard a number of adults leaving them at risk of, or causing them, harm. Organisational abuse can occur when the routines, systems and norms of an organisation override the needs of those it is there to support, or fail to provide those individuals with an appropriate quality of care. This can be the product of both ineffective and/or punitive management styles, creating an environment within which abuse can take place, intentional or otherwise.

Organisational abuse includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in a person's own home. It may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Indicators may include:

- Inappropriate or poor care, or lack of appropriate access to medical or social care
- Misuse of medication
- Inappropriate restraint methods
- Lack of respect shown to the person
- Denial of visitors or phone calls
- Restricted access to toilet or bathing facilities
- Failure to ensure appropriate privacy or personal dignity
- Lack of flexibility and choice e.g. activities, lifestyle choices, mealtimes, bedtimes, food choice
- Controlling relationships between staff and service users
- Lack of adequate procedures and/or robust management arrangements, staff supervision, and/or training including poor professional practice
- Poor communication and recording of essential care information
- Sensory deprivation, e.g. denial of use of spectacles or hearing aid
- Lack of personal clothes or possessions
- Insufficient account taken of the views of individuals, carers or relatives
- Significant numbers of 'low level' concerns

6.9 Neglect and self-neglect

Neglect can take several forms and can be the result of an intentional or unintentional act(s) or omission(s). It can be committed by anyone responsible for that adult's care and support including paid staff, family carers and those with legal authority to act on that adult's behalf. Under the Mental Capacity Act 2005 wilful neglect and ill-treatment of a person lacking capacity is a criminal offence and can result in a fine or imprisonment. Under the Criminal Justice and Courts Act 2015 it is an offence for a care worker or care provider to ill-treat or wilfully neglect an individual in their care. Ill-treatment covers both deliberate acts of ill-treatment and also those acts which are reckless which results in ill treatment. Wilful neglect requires a serious departure from the required standards of treatment and usually means that a person has deliberately failed to carry out an act that they knew they were under a duty to perform.

Neglect includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support of educational services, the withholding of the necessities of life, such as medication (under or over use), food, shelter, clothing, hygiene, personal care, heating, and a failure to adhere to relevant standards of care and professional codes of conduct.

Indicators may include:

- Poor physical condition e.g. bed sores, unwashed, ulcers, poor personal hygiene
- Poor clothing condition, e.g. unclean, wet, ragged
- Inadequate physical environment, inadequate protection from the sun or heat, inadequate heating
- Untreated injuries or medical problems
- Inconsistent or reluctant contact with health or social care agencies
- Failure to engage in social interaction
- Malnutrition, inadequate diet, insufficient fluid intake, dehydration
- Failure to take prescribed medication
- Avoidable and unnecessary deterioration of health or well-being of the individual

Self-neglect is the inability (intentional or not) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to health and well-being. A person may be considered as self-neglecting and therefore at risk of harm where they are unable or unwilling to provide adequate care for themselves, unable or unwilling to obtain necessary care to meet their needs, and/or declining essential support without which their health and safety needs cannot be met.

Indicators may include:

- Living in a very unclean environment
- Neglecting household maintenance and therefore creating hazards or fire risks
- Having eccentric behaviour or lifestyles
- Poor diet and nutrition
- Refusing necessary help from health and/or social care staff
- Having poor personal hygiene, poor health, sores etc.

6.10 Spiritual abuse

Linked with emotional / organisational abuse, spiritual abuse could be defined as an abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves. Spiritual abuse can include imposed views (e.g. demon possession) or imposed ministry without informed consent.

6.11 Abuse of Trust

Many workers/volunteers in Maybridge Community Church are in a position of trust. It is unacceptable for those in a position of trust to engage in any behaviour which might allow a physical or sexual relationship to develop for as long as the relationship of trust continues.

7 Disclosures of abuse – How to respond to an adult who tells you something that concerns you

Anyone involved with any type of care for adults has the responsibility to be aware of the possibility of abuse. They have a responsibility to take appropriate action whenever there is concern that abuse may have taken place or may occur unless someone does something to stop it. This is called “alerting”. It is important that any allegation of abuse is taken seriously, however insignificant it may seem.

WHAT TO DO:

- DO treat any allegations extremely seriously and keep an open mind
- DO remain calm and receptive, accepting what you hear without passing judgement
- DO listen carefully
- DO allow them to share whatever is important to them
- DO reassure them they have done the right thing by telling you
- DO reassure them that they are not to blame
- DO ask the vulnerable adult what they would like to do about what has happened
- DO reassure the person that their wishes will be taken into account at all times.
- DO be aware of the possibility of forensic (scientific) evidence. Preserve the evidence. Do not clean up.
- DO be honest about your own position, explain clearly and gently who you have to tell and why, including your Designated Adult Safeguarding Manager
- DO take further action, following the Steps in section 7.1 below
- DO record your actions and the concerns (See Appendix A)

WHAT NOT TO DO:

- DON'T be judgemental, don't allow your shock or distaste to show, or cast doubt over what has happened
- DON'T interrupt or stop someone who is freely recalling events
- DON'T make promises you can't keep, such as 'everything will be alright'
- DON'T ask questions for more details or interrogate – it is not your job to carry out an investigation, this is the role of the Police and Social Services.
- DON'T speculate or make assumptions
- DON'T agree to keep the information secret
- DON'T talk to others, only those involved with the adult safeguarding procedures
- DON'T confront anyone who is alleged to be responsible for the abuse
- DON'T DO NOTHING

7.1 Responding to abuse - What to do if you notice or are told something that concerns you

Action for Individuals with a concern

If you have a concern that an adult may be suffering from, or be at risk of, abuse you must take action without delay.

Preliminary Step – if an adult is in immediate danger or needs urgent medical attention, obtain this as a matter of urgency. This may include calling the appropriate emergency services by dialling 999.

Step 1 – Be mindful of the descriptions of abuse and the physical and behavioural signs outlined in section 6. Remember these are examples, not a comprehensive list.

Step 2 – Without delay, alert the Designated Adult Safeguarding Manager, Gay Jacklin (or Phil Papps Deputy Adult Safeguarding Manager,) making clear what you know or suspect. Contact details are in Section 8. If there is no-one available to contact, then call Adult Services for West Sussex 01243 642121. They will advise you and guide you what to do.

(Adult Services in West Sussex are the multi-agency body for safeguarding adults. Agencies involved include West Sussex Adult Services (Social and Caring Services); Sussex Police; West Sussex NHS Trusts; West Sussex primary Care Trust; district councils' housing departments; Commission for Social Care Inspections (CSCI); West Sussex Forum; Carers' groups; Mencap; MIND; and Age Concern West Sussex).

Step 3 – Record your concerns (see Appendix A for details) as soon as possible and provide these including all hand written notes (even if subsequently typed up) to the Designated Adult Safeguarding Manager who will store them in a safe place.

Remember – Under no circumstances should a worker/volunteer carry out their own investigation into the allegation or suspicion of abuse. Investigations are the responsibility of the statutory authorities and interference in them may jeopardise a criminal case.

What if I'm not sure about the abuse?

Not all abuse and neglect is deliberate. Some routine care can be just as damaging as deliberate acts of harm. Lack of respect for privacy, dignity, choice, rights and fulfilment can add up to a bad experience for the individual whilst still stopping short of a criminal act. If the information has come from the person being abused who has a history of making untrue allegations, it is still important to report the matter. If in doubt, report.

What happens when I report my concerns?

Someone may want to talk to you about them some more and look at the notes you made about it at the time. Your concerns will be treated seriously by any of the agencies you talk to. Police, Social Services and other agencies will work together to ensure that steps are taken to protect an individual, to prosecute crimes and make sure poor practice is dealt with. Their first job will be to protect a person from immediate harm. They will then set about finding out what has gone on so that it doesn't happen again. The Local Authority Adult Social Care Department has lead responsibility for the co-ordination of adult safeguarding services.

Can I make things worse?

This is a common worry, but it's everyone's duty to report abuse. You may be the one who stops it happening.

Action for Adult Safeguarding Coordinator with a concern

In addition to steps 1-3, the Designated Adult Safeguarding Manager must report adult safeguarding incidences to Adult Services or Mental Health Care Team, or CSCI where it involves a service provider. The details should include the following:

- When the incident happened
- Where the incident happened
- Who was involved (names and relationships)
- Whether there is an immediate or future risk

Where abuse may have occurred, the Designated Adult Safeguarding Manager must ensure that the adult concerned has the protection and support they need at all stages.

If the adult concerned indicates a wish for action to follow as a result of alleged or actual abuse, the Designated Adult Safeguarding Manager should offer necessary support.

Do not confront anyone who is alleged to be responsible for what has happened. Do not give any information to such persons regarding the alleged abuse.

Direct Referrals

These procedures have been developed so that they are followed and direct referrals should not be made. However it is, of course, the right of any individual as a citizen to make a direct referral to Adult Services or CSCI or seek advice from other agencies (see section 8 for contact details and further information). If the individual with the concern feels that the Coordinator / Deputy Coordinator has not responded appropriately, or where they have a disagreement with the Coordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. By making this statement the Leadership seeks to demonstrate that their overriding commitment is the effective safeguarding of adults.

7.2 Raising concerns - What to do if you are concerned about how a volunteer or member of staff is behaving towards adults under our care

All partners and attendees of Maybridge Community Church and volunteers and staff involved with its community work, are required to follow the Code of Conduct (see Section 4.2) and behave in a way that is in keeping with the expectations as laid out in the ethos, values and practices of the organisation. If a volunteer or member of staff is observed or known to be behaving in a way that is concerning or could lead to a misunderstanding, action should be taken.

- For minor behaviour issues, these should be discussed directly with the person concerned. The leader/organiser of the activity should be informed and notes may be taken as appropriate. It may be that further guidance or training is required for the worker/volunteer.
- For situations where abuse may be a concern or a risk, the leader/organiser of the activity should be informed who will then agree the action to be taken with the Designated Adult Safeguarding Manager. This will be recorded and safely stored.
- If the concern is about a leader's or organiser's actions (or any member of staff), then the Designated Adult Safeguarding Manager should be contacted who will determine (taking advice as appropriate) what action should be taken. This will be recorded and safely stored.
- If the Designated Adult Safeguarding Manager or their Deputy is not available then the Chair of Elders for the Church may be contacted.
- If no-one is available within Maybridge Community Church, you may seek advice from appropriate statutory agencies (see section 8 for contact details and further information).

We seek to have an open culture where issues can be raised in ways that are helpful, supportive and that fulfil our responsibilities. There may be perfectly reasonable explanations for situations that are observed but we do not discount the potential for something to be a genuine concern.

7.3 Allegations against workers (including volunteers) - What we do if an allegation is made

In responding to concerns that are raised it is important to distinguish between general complaints (clear expressions of dissatisfaction with a group, its' personnel or the activities it is delivering) and allegations. Both will be taken seriously. Our complaints procedure is outlined in Appendix B.

If an allegation is made against a worker/volunteer with adults at Maybridge Community Church we will seek guidance and take professional advice in considering the course of action. The sources of advice might include published guidance regarding safeguarding adults, speaking to Adult Services or the Police, speaking to the CCPAS. The result may be a formal referral to Adult Services.

We will put the welfare of the adult first and also consider the implications for the worker/volunteer (who may or may not have done what is alleged). Adult Services and the Police may undertake an enquiry to establish what may have happened. We will cooperate with any such enquiry and will urge that the enquiry is conducted both quickly and fairly.

During an enquiry the worker/volunteer will be supervised as closely as possible without raising suspicion during the period between the matter being raised, the authorities being informed and the appropriate action being taken. Should the worker/volunteer be suspended following an allegation, this will be considered a neutral act. Suspension allows for an individual to stand down or stand aside while matters of concern are considered. It may also be necessary to ensure the fulfilment of our priority of safeguarding adults or to ensure adults are not being influenced in any way by the person subject to the allegation. As mentioned in Section 4.2 'The leadership of the church reserves the right to place restrictions and boundaries on anyone in relation to working with adults, including preventing them from any work with adults with specific needs.'

For information on known offenders, see Section 4.3.

7.4 Support for those affected by abuse

The reality of abuse is distressing and disturbing and it is natural that it will arouse strong feelings. It is important that these feelings do not prevent appropriate action being taken. In dealing with a situation, or after the event, support will be given within the restrictions of not informing a wider group of people. Therefore the Adult Safeguarding Coordinator or the Church Minister will be the first port of call to arrange support. It may also be helpful for individuals to contact the appropriate agencies.

Awareness of abuse can remind individuals of painful situations in their own past. As a church we seek to offer pastoral care, working with statutory agencies as appropriate, to support those attending our church who have been affected by abuse.

8 Contact details and Further Information

Designated Adult Safeguarding Manager for Maybridge Community Church:

Gay Jacklin
Church and Community Worker
Maybridge Community Church
77 The Strand
Worthing
BN12 6DR
Office Telephone 01903 700522
Mobile Telephone 07906 372947
(Church Partners will have home telephone number as well)

Deputy Adult Safeguarding Manager:

Phil Papps
Operations Director
Maybridge Community Church
77 The Strand
Worthing
BN12 6DR
Office Telephone 01903 700522
Mobile Telephone 07910 841769
(Church Partners will have home telephone number as well)

Chair of Elders for Maybridge Community Church:

Martin Rolph
(Contact details available to Church Partners)

Adults' Services and Social and Caring Services Office (Worthing):

Telephone: 01243 642121

West Sussex Safeguarding Adults Board:

Email: socialcare@westsussex.gov.uk
Web: <https://www.westsussex.gov.uk/social-care-and-health/how-to-get-social-care-help/>

Police:

For an emergency situation call 999
For all other situations call 0845 60 70 999

Commission for Social Care Inspection:

Freephone helpline: 0845 015 0120

(Use if worried about someone living in a care home or getting a home help service).

Elder Abuse Response:

Telephone: 080 8808 8141

Respond (for people with learning difficulties):

Telephone: 0808 8080 700

West Sussex Mental Health (24 hour) Helpline:

Telephone: 0845 300 2727

Other Sources of Guidance

Churches Child Protection Advisory Service (CCPAS) (also advises on adult safeguarding)

PO Box 133,

Swanley,

Kent

BR8 7UQ

Telephone: 0845 120 4550

Helpline: 0845 120 4550

Fax: 0845 120 4552

www.ccpas.co.uk

The Church Office has the following resources available:

- Sussex Safeguarding Adults Policy and Procedures
- Safeguarding Adults in Sussex (Roadshow 2007 notes)
- 'What to do if you suspect a vulnerable adult is the victim of abuse' leaflet produced by Safeguarding Adults in Sussex
- Making decisions guides (Mental Capacity Act 2005):

Making decisions about your health, welfare or finance – who decides when you can't?

Making decisions – A guide for advice workers – helping people who are unable to make some decisions for themselves

Making decisions – A guide for family, friends and other unpaid carers – helping people who are unable to make some decisions for themselves

- Guidance For Churches – a working manual for working with vulnerable adults and developing safe practice (CCPAS)

Please contact Gay Jacklin if you are interested in making use of them.

Appendix A

Recording Your Concerns

When an adult safeguarding concern arises, it is essential that someone records what is said or seen and what action was taken. A written record of the concerns should be made in accordance with these procedures and provided to the Designated Adult Safeguarding Manager who will keep them in a secure place. Suspicions must not be discussed with anyone other than those nominated in our procedures.

Items to be included in the Record of Concern:

- Name of adult concerned, and date of birth if available or approximate age
- Adult's address
- Name of next of kin/carers
- Phone number for next of kin/carers and adult
- What is said to have happened or what was seen
- When and where did it occur?
- Who else, if anyone, was involved and how?
- What was said by those involved?
- Were there any obvious physical signs or behavioural signs?
- Was the adult concerned able to say what happened – if so, how did they describe it?
- Who else has been told about it and when?
- Do the next of kin/carers' know?
- Signature of person filing the record
- Date of record

Appendix B

Complaints Procedure for Maybridge Community Church

Introduction

Complaints refer to any clear expression of dissatisfaction about Maybridge Community Church, their staff/volunteers, activities or premises. Anyone may make a complaint including children, parents/carers, users of our community services, volunteers or other people outside the group. Staff have procedures to raise concerns as detailed in their contracts and staff handbook. We treat complaints seriously and aim to always learn from them and improve what we do.

How to make a complaint

- Complaints may be made in writing, by email or by telephone. Complaints made in person should be made with someone else in the room to witness the complaint.
- Complaints should include the name and contact details of the complainant (anonymous complaints will be equally considered but we will naturally be unable to provide a response or feedback to the complainant if we do not have their contact details); details of what has gone wrong or causing a concern; who has been told about this concern or tried to respond to it (if relevant) and the resolution the complainant is seeking.
- Complaints should be directed to the person immediately responsible for the activity or situation in the first instance (i.e. to the group leader/volunteer coordinator). If a person is not sure, then the complaint should be addressed to the Operations Director at Maybridge Community Church.

Responding to complaints

- Complaints will be dealt with promptly, politely and respectfully
- The person receiving the complaint will look into the matter and respond to the complainant in the first instance. The aim is to resolve the matter 'as near to source' as soon as possible. It may sometimes mean a written response to the complainant.
- If there will be a delay in looking into the issue, then the complainant should be informed of this delay and the reasons for the delay.
- If the matter hasn't been resolved or the complainant is not satisfied with the initial response, the matter should be referred to the Chair of Elders or the Chair of Trustees who will seek to bring the matter to a suitable resolution.
- Although every effort will be made to resolve concerns, we reserve the right to not enter into extensive correspondence and there is no right of appeal