

Adults at Risk Safeguarding Quick Reference Guide

Procedure to follow if you suspect abuse or receive a disclosure in relation to Adults at Risk. All directors, staff, volunteers and members must take the following action where appropriate:

Respond - Ensure the person is safe – if there is immediate risk then contact the emergency services (Ambulance/Police). Listen carefully to what the person has to say, but do not ask questions other than to clarify what has been said. Be kind. You may be the first person they have told.

Report – Pass on your concerns only to the relevant specified individuals. Tell the person disclosing abuse who you are telling, what you are telling them and why you are telling them.

Who to contact:

Kirsty de la Haye Safeguarding Co-Ordinator for Adults at Risk – 07829 732773
or any other member of the Pastoral Leadership Team, Tim Bond, Phil Le Cheminant or Ben Bluemel.

Refer - The person contacted will decide whether a referral needs to be made to the Adult Safeguarding Team and whether the Police need to be informed, if it is suspected that a crime has been committed. The adult safeguarding team are contacted via the Single Point of Referral (SPOR) (tel: 444440). The police are contacted by Tel: 612612 or 999.

Take care to preserve any evidence e.g., clothing, bedding, weapons, text messages, letters etc.

Record: Make a written record of the allegation or your suspicion of abuse as accurately as possible. Use a pen and paper and record WHO, WHAT, WHERE. Also record who you have told and when.

Do not question the victim as this may affect any police action.

Do not discuss the allegation with those alleged to have caused harm (the perpetrators).

Do not discuss the allegation with anyone except for the Safeguarding Co-ordinator or someone from the Pastoral Leadership Team dealing with the matter.

Do not take any other action without first discussing this with the Safeguarding Co-ordinator or someone from the Pastoral Leadership Team.

Do not promise to maintain confidentiality – if there is risk of significant harm or a child is involved, we cannot promise confidentiality. The priority is safety. However, it is best practice to tell the person who you are telling and why.

Do not delay reporting the incident / allegation.

Safeguarding Adults at Risk Policy

1.1 Freedom Church values and commitment

Freedom Church believes that all people are made by God in His image and that everyone is equally valuable, equally worthy of respect and has an equal right to be treated with dignity. We also know that some people need extra measures to protect them, so we set as a priority the safety and wellbeing of the vulnerable.

In safeguarding adults, we aim to

- prevent harm to adults with care and support needs, and those who are less able to protect themselves
- reduce the risk of abuse or neglect
- stop abuse or neglect wherever possible.
- comply with all relevant legislation.

1.2 Other policies and guidelines

This Safeguarding Policy should be read in conjunction with other relevant Freedom Church policies and procedures, especially (but not exclusively) –

Safeguarding Children's Policy

Safe Recruitment Policy

Team Guidelines for Children and Youth

Health and Safety Policy

Data Protection Policy

Whistleblowing Policy

Body Fluids Guidelines

1.3 Who this policy is for:

This policy is to be communicated to the following people who should become familiar with it:

Senior Leaders: Lead Pastors, Directors of Freedom Church, Freedom Church Staff, Home Group Leaders and Volunteers that serve on teams serving adults.

1.4 Definitions

It is part of the Freedom Church value system to treat everyone with respect and care, but this policy applies only to adults who are particularly vulnerable.

"Adults at Risk" is the term used by health and social care in England to refer to anyone 18 and over to whom they have a duty to help because the person has needs for care and support and because of those care and support needs is unable to protect themselves from the risk of or experience of abuse or neglect.

Their needs for care and support may be because their circumstances e.g., chronic illness, disability, age, mental health issues or their lifestyle causes them to be at risk in some situations e.g., alcohol use or domestic violence.

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. Abuse can happen anywhere. – in a person's own home, in a residential or nursing home, in a supported living setting, a hospital or GP surgery, a prison, day centre or educational setting, library, sports centre, within the workplace, or within the community.

Freedom Church's systems are designed to protect and support all those who are vulnerable. However, if there is a concern, we can only refer to the Safeguarding Adults team those who are defined as "at risk".

An adult at risk refers to any adult aged 18 or over who;

- has care and support needs, irrespective of whether such needs are being formally met, and
- is experiencing, or is at risk of, abuse or neglect
- is unable to protect themselves because of their care and support needs

There may well be other tricky situations which do not meet these criteria and in these cases Freedom Church Jersey will use our own resources and other reliable outside services to help the wider range of people as far as we can.

1.5 What is abuse?

- Abuse may consist of a single act or repeated acts
- An individual can be a victim of abuse even if they don't make any complaint, or even recognise it as abuse
- Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.
- Abuse is still abuse even if the victim is not otherwise vulnerable or at risk and most abuse is also a crime.
- Some abuse can be carried out online.

Categories of Abuse

Physical

Sexual

Emotional/psychological

Neglect

Financial

Discriminatory

Institutional/organisational

Self-neglect

Domestic Abuse

Modern Slavery

Hate and Mate Crime

Female Genital Mutilation (FGM)

For more detail's information about the main kinds of abuse, please see Appendix A

1.6 Self-determination, Consent and Mental Capacity

Part of treating people with respect is to allow them to make their own decisions, even if those decisions put them at risk. This is also their legal right, with these exceptions:

if others are being put at risk especially if children (under 18 yrs are involved). In this case the safety of children is paramount and trumps everything else.

if a significant crime has been committed or is likely to be committed.

if the person is unable to make their own decisions i.e., does not have mental capacity.

Being able to make your own decisions is called having mental capacity. Having capacity is time and decision specific. You might have the capacity to decide what socks to wear that day, but you might not have the capacity to decide to move to a nursing home. To have capacity you must be able to communicate, understand,

retain/remember and balance a decision. In general, we assume people have capacity and are able to make their own decisions. If someone has a problem which effects how their brain works and they are unable to communicate, understand, remember, or weigh a decision and its pros and cons then a best interest's decision may be made for that individual. Even if they do not make the decision the idea is that the decision honour's their previous opinions and wishes as best as possible.

Making Safeguarding Personal

Even when we are seeking to safeguard people, we should be led by the person at risk, and where possible involve them in how we respond to their situation. This is the essence of the Making Safeguarding Personal approach. It seeks to support and empower adults to make their own choices and have control about how they want to live their life.

Consent

We should ask the person involved for their permission to share the information that they have shared with us. We should explain clearly who we are telling, what we are telling them, why we are telling them and what we expect to happen next. Ideally, permission should be granted to the sharing of information. However, be cautious asking for permission/consent if there is concern over the individual's decision-making ability (capacity), or if asking permission poses a risk to others or could result in a criminal act.

1.7 SAFE WAYS OF WORKING

All Freedom Church groups and events involving adults should have:

- a clearly defined leader (or leadership team)
- a Lead Pastor who oversees the work and ensures that the group leaders/event leaders receive appropriate support.

The leader is responsible for ensuring that:

- this and other relevant Freedom Church policies are considered when running the group including health and safety processes.
- they set an example in treating others with dignity and respect.
- they are open and willing for team or participants to come to them with questions or concerns and are responsive if anyone comes to them with concerns.
- they inspire the team and keep them focused on the purpose of the group for the benefit of those who attend.
- the group runs with good safeguarding principles embedded into all its working practices, seeking to continually improve safeguarding practices.
- they are trained in safeguarding matters including ongoing refresher and update training.

- they can deal with safeguarding concerns and accusations effectively and compassionately.
- an ethos of caring, respect is fostered and encourages the team to support each other whilst also being accountable to each other if they fall short of best practice.
- any financial matters are dealt with honestly and with accountability

Recruiting

This policy runs in conjunction with the Safe Recruitment policy and applies to both paid and voluntary roles at Freedom Church.

Wherever a role is eligible for a DBS then this must be completed before a person takes on their role.

An Enhanced DBS with check of Barred Lists is the default check done by Freedom Church because most of our workers do, or will very likely do, Regulated Activity.

Regulated Activity is defined in the English law, the Care Act. Regulated Care includes transport to medical or social care appointments (doctor, dentist, day-care centre), doing shopping for people, advising people on their money/finances as well as offering personal care such as help with feeding, going to the toilet, bathing etc.

All those on a team where their work makes them eligible for a DBS check must complete induction training before starting the role from a team leader.

This will include:

- outlines of the purpose of the group
- Health and Safety requirements (e.g., emergency evacuation and dealing with Body Fluids)
- the Safeguarding best working practices for the group such as arrangements for helping people in the toilet
- any specific training needed before duties can be carried out properly.

Training

All those on a team where their work makes them eligible for an Enhanced DBS check must complete safeguarding training every three years.

This training will typically include:

- essentials of how to recognise abuse and how to respond, record and report suspicions or disclosures etc.
- guidance on good practice for duties such as visiting people in their own homes, physical handling, or personal care, dealing with mental health difficulties or substance abuse etc.
- familiarity with this policy.

1.8 REPORTING ABUSE

Guiding principle: always report – if you think something sounds worrying then speak to someone about it. Speak to your team leader, a safeguarding Co-ordinator or one of the Pastoral Leadership Team. Do not hesitate and do not delay.

Kirsty de la Haye, Safeguarding Co-ordinator for Adults at Risk – 07829 732773 Kirsty@freedomchurch.je

If Kirsty is unavailable, then please contact one of the following: -

Tim Bond – 07797 746099 tim@freedomchurch.je

Ben Bluemel – 07980 916672 ben@freedomchurch.je

Phil Le Cheminant - 07700 780030 phil@freedomchurch.je

All staff, directors, volunteers, and members have a clear duty to report any allegations or suspicions of abuse or potential abuse of an adult to a Safeguarding Co-ordinator or Pastoral Leadership Team.

RESPOND

- Listen carefully
- Encourage the person to talk and affirm them, you may be the first person they have able to tell about something really awful and private that has happened to them.

RECORD

As soon as possible, and preferably before you speak to anyone else about what you have heard, WRITE NOTES

- use a pen and paper
- note the date/time of when you saw/heard the thing you are reporting and date/time of the record
- what aroused your suspicions or what the person said and what you said
- if you saw physical marks, you may find it helpful to use a “body map” to record these but do not delay while you get one.
- give all handwritten notes to your leader
- leaders will make sure the record is kept in a secure place.

REPORT

Tell your group leader what is happening and give them your written record or, if they are not available, contact the Freedom Church Safeguarding Co-Ordinator as soon as possible.

If anyone is in immediate danger and none of the Freedom Church Safeguarding team are not readily available you can ring the Safeguarding Adults Team via SPOR directly (Tel: 44440, Email: spor@gov.je)

If you do this then please let the Safeguarding Co-Ordinator know as soon as possible.

REFER

Normally it will be the Safeguarding Co-ordinator or Lead Pastor who refer to the appropriate agency. However, you may have to do this in an emergency or if the Safeguarding Co-ordinator or Lead Pastor are unavailable. You can ring or email the Safeguarding Adults Team via SPOR directly (Tel: 44440, Email: spor@gov.je)

1.9 Safeguarding allegations against Freedom Church Staff/Volunteers

When a Safeguarding allegation is made against someone serving on a Freedom Church team in a position of trust and particularly those roles requiring DBS checks, the Safeguarding Team will follow the Safeguarding Partnership Board Procedures (see separate document here:

<https://safeguarding.je/wp-content/uploads/2020/08/2020416-Multi-agency-Managing-Allegations-Framework-FINAL-with-table-of-content-update.pdf>).

It is important to ensure that the action taken:

- protects the rights and wishes of the adult at risk.
- protects the rights of the member of staff concerned.
- enables a Safeguarding Co-ordinator or one of the Pastoral Leadership Team to take appropriate action either on behalf of the adult at risk or against the staff member where appropriate; and
- does not compromise any criminal investigation.

Any concerns should be taken seriously and investigated as thoroughly as soon as possible ensuring that the wellbeing of the vulnerable is the priority. Those reporting the concern should be informed of the outcome.

If a person is removed from their role due to concerns about possible abuse, or actions amounting to misconduct then it is necessary for the team leader/ Safeguarding Co-ordinator to inform the following people:

- the DBS
- Adult Workforce Designated Officer (AWDO)
- Charity Commission
- Directors of Freedom Church Jersey

Important links

Jersey Safeguarding Adult Partnership Board Procedures

The Jersey Safeguarding Adult Partnership Board provide procedures for anyone who works with or cares for adults who may be at risk. <http://www.proceduresonline.com/jersey/adults>

Multi agency training

The Safeguarding Partnership Board provides information about available training and courses which can be accessed at: <https://safeguarding.je/introduction-to-spb-training/>

Contact Information

Safeguarding Co-ordinator for Adults at Risk: Kirsty de la Haye Kirsty@freedomchurch.je 07829 732773

Safeguarding Co-ordinator for Children: Serena de Gruchy serena@freedomchurch.je 07829 918209

Pastoral Leadership Team – Church office 01534 768957 or

Tim Bond on 07797 746099 tim@freedomchurch.je

Ben Bluemel – 07980 916672 ben@freedomchurch.je

Phil le Cheminant - 07700 780030 phil@freedomchurch.je

Only when it involves the possibility of criminal action should the police be contacted. If unsure, please contact a Safeguarding Co-ordinator or one of Pastoral Leadership Team

Telephone the Police 612612 and ask for the Public Protection Unit.

Appendix A

Physical abuse including:

- Assault such as hitting, slapping, pushing, kicking, inappropriate restraint
- Misuse of medication.

The main signs are, of course, physical, but can also include signs of fear, as well as being unwilling to take outer clothes off even in hot weather (for fear of showing marks caused by abuse.)

Sexual abuse including:

Sexual acts without full consent, or where consent was gained through pressure or deceit. Note that there can be no full consent if the person is not capable of consent for any reason, e.g., lack of mental capacity, unconsciousness, under the influence of alcohol or other substances

- sexual assault, inappropriate looking or touching
- indecent exposure
- subjection to pornography or witnessing sexual acts
- sexual photography without consent (or to which the person does not have the capacity to consent)
- sexual innuendo or sexual harassment.

It is often hard to see any signs of sexual abuse in normal daily interaction. Be sure to listen to what people say.

Psychological or emotional abuse including:

- threats of harm or abandonment
- deprivation of contact, isolation

- humiliation, blaming, verbal abuse
- controlling, intimidation, coercion, harassment, bullying.
- Signs of fear, depression, withdrawal are all possible signs.

Neglect and acts of omission including:

- ignoring medical, emotional, or physical care needs
- failure to provide access to appropriate health, care and support or educational services
- the withholding of the necessities of life, such as medication, adequate nutrition, and heating

Financial or material abuse including:

- theft, fraud, scamming (including online)
- coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance, or financial transactions
- the misuse or misappropriation of property, possessions, or benefits.

Vulnerable adults can easily become victims of those who see them "easy prey". Where there is another kind of abuse there is often financial abuse as well.

It is important to act if a person appears to suddenly have financial difficulties which they didn't have before. Also, to listen to them.

Discriminatory abuse:

Any harassment, slurs or unfair treatment because of race, religion, age, disability, gender/gender identity, sexual orientation.

Organisational abuse

Institutional abuse is the mistreatment, abuse, or neglect of an adult at risk by a regime or individuals within settings and services that adults at risk live in or use, that violate a person's dignity, resulting in lack of respect for their human rights.

Institutional abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice which affects the whole setting and denies, restricts, or curtails the dignity, privacy, choice independence or fulfilment of adults at risk.

Good organisations are open to visitors, not overly defensive about criticism and staff talk about the ones they care for in a kind, respectful way.

Self-neglect

This covers a wide range of behaviours including neglect to care for one's personal hygiene, health, medical needs, or surroundings and can include hoarding when it becomes extreme (including animal hoarding). In these circumstances there is no third-party abuser.

Indicators:

- Living in unsanitary conditions
- Suffering from untreated illness or disease/condition
- Inability or unwillingness to take medication or treat illness or injury

- Non-compliance with health or care services
- Creating a hazardous situation that would likely cause risk to self and neighbouring or adjoining others (public safety)

If an adult is neglecting or harming themselves by their own choice, we can only support them as far as they choose to let us except:

- where the self-harm or self-neglect is because an adult is unable to control their own behaviour
- and/or their self-neglect is affecting vulnerable adults in their care or children (under 18s).

Domestic abuse:

It is not just about those who are married to each other, it is abuse perpetrated someone who is (or has been):

- an intimate partner or spouse
- or by someone who is a family member.

Coercive, controlling, or threatening behaviour in such relationships is now defined as a crime – there does not have to be physical violence for it to be abuse.

Modern slavery, human trafficking, and exploitation:

- modern slavery centers on illegal control of other people for the purpose of exploitation.
- trafficking is an organised criminal activity in which people are treated as possessions to be controlled and exploited (in effect, enslaved). It does not always include moving people from one place/country to another.
- exploitation can include forced prostitution, forced labour, forced begging, forced criminality, domestic servitude, forced marriage, and forced organ removal.

Hate and Hate Crime

Acts of violence and hostility directed at a group or individual because of who they are, or who someone thinks they are, based on their disability, race, religion, age, sexual orientation, or transgender identity.

Incidents can have a significant impact on the victim and their community group, including anxiety, depression, and fear of leaving the house.

The true extent of hate crime in Jersey is not fully understood because it is believed to be significantly under-reported.

Mate crime is where a perpetrator befriends a vulnerable person with the intention of exploiting them financially, physically, or sexually. People with learning disabilities may be particularly vulnerable to mate crimes.

Indicators of mate crime:

- bills not being paid, sudden lack of money, losing possessions, changing Wills
- changes in routine, behaviour, appearance, finances, or household
- cutting themselves off from established networks of friends/family, missing weekly activities
- secretive internet or mobile phone use

Female Genital Mutilation (FGM)

The World Health Organization (WHO) defines FGM as: “all procedures that involve partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons.” FGM is recognised internationally as a violation of the human rights of girls and women and constitutes an extreme form of discrimination. It is nearly always carried out on minors and is a violation of the rights of children (WHO, 2020).

Indicators include (not an exhaustive list):

- a girl/woman or family member discloses FGM (any disclosures of FGM must be reported to the Police on 01534 612612)
- a girl talks about pain between her legs (she may not be specific about the problem)
- difficulty walking, standing, or sitting still for long periods of time
- spending long periods of time in the bathroom or frequent urinary/menstrual/stomach problems
- avoiding exercise or physical examination
- prolonged or repeated absences from school or college
- change in behaviour (i.e., Withdrawal or depression).

Where concerns about the welfare and safety of a child or young person risk have come to light in relation to FGM, contact Children and Families Hub on 01534 519000. For an adult at risk contact SPOR

Resources:

UK Government Multi-agency Statutory Guidance on FGM <https://www.gov.uk/government/publications/multi-agency-statutory-guidance-on-female-genital-mutilation>

Useful links: <https://www.gov.uk/government/collections/female-genital-mutilation> and 7 Minute Briefing: <https://safeguarding.je/wp-content/uploads/2020/10/FGM-7MB.pdf>

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