Respond Well

DO

* Keep calm, listen carefully to what the person is saying and give them time to talk
* Accept without judgement or comment and take seriously what the person is saying
* Reassure the person that the abuse is not their fault
* Let the person know who you need to tell and why – be as clear as you can be about the next steps

DO NOT

* Show shock or disbelief
* Push the person into giving details of the abuse – your role is to listen to what they want to tell you, NOT to investigate
* Ask the person direct or leading questions – this could be harmful to the investigation
* Jump to conclusions or use words the person has not already used
* Discuss what the person has told you with others who are not involves (friend/colleague/partner) – only talk to others on a ‘need to know’ basis
* Make a comment about or alert the alleged abuser – or anyone else who may tell them

Record

* *ALWAYS* make a record of what the person has told you and pass it to your Parish Safeguarding Co-ordinator
* Keep the record factual – who, why, what, where, when, how – sign and date it
* Agree with the person that what you’ve written is accurate – unless this is unsafe or may cause more harm or unnecessary delay

Report

NEVER promise to keep a secret

– but always maintain confidentiality

**ALWAYS** report all concerns, however small they may seem, all disclosures and all allegations – any of these that involve a person who works or volunteers for the church MUST be reported

**TELL** Parish Safeguarding Co-ordinator or Vicar…

… or, when the concern is about them/you can’t get in touch with them/you don’t want to tell anyone at your church, tell the Bishop’s Safeguarding Adviser

If you’re worried but not sure if it is abuse or if you need consent to report - *ALWAYS* report to get advice, but initially withhold the person’s details

If you need immediate advice and can’t get in touch with the above call the duty social care team.

If a situation is not safe and someone is in danger or needs immediate help call the police

Contact Numbers:

Parish Safeguarding Co-ordinator:

Vicar:

Bishop’s Safeguarding Adviser: 07324 993844

Adult Social Services:

Out of Hours Social Services:

31:8 (formerly CCPAS): 0303 003 11 11

Elder Abuse: 0808 808 8141

Police: 101 or 999

Samaritans: 08457 909090

Domestic Violence: 0808 2000 247



A Guide to Safeguarding Vulnerable Adults for Leaders & Helpers





Getting Started

* check if you need to have a DBS check and follow your church’s safer recruitment process
* have you got your ‘A Small Guide to Safeguarding’ and ‘A Brief Guide to Abuse’ and seen your parish safeguarding policy?
* do you know who your Parish Safeguarding

Co-ordinator & Domestic Violence Contact are?

* Has the PCC agreed to your activity and done risk and health & safety assessments?
* do you have access to First Aid help?
* do you know your venue’s Fire Evacuation Drill?
* do you have access to a telephone - or other means of summoning help?
* if your role involves driving – have you signed a volunteer driver agreement?

Make Safeguarding Personal

Working Safely

DO

* Treat EVERYONE with respect and dignity
* Challenge any abusive, bullying, sexual, racist or discriminatory behaviour
* Create an inclusive environment where *everyone* can participate in and contribute to *all* aspects of church life/your activity
* Be aware of the dangers of dependency - seek advice if you think this might be happening
* Be aware of your own limits – don’t over commit or undertake things beyond your competency - seek advice when needed
* Respect personal space and privacy
* Give the person space and time to talk
* Listen attentively and communicate in ways the person can understand
* Check before touching anyone - avoid touch that could be mis-interpreted or perceived as sexual
* Support and encourage the person to make their own choices – respect their values and decisions
* Check what help the person wants – don’t presume you know
* Support the person to be as safe as they want to be
* If you think a person needs more help and support, seek their consent, or advice from your parish safeguarding co-ordinator, before referring to outside agencies

DO NOT

* Act or speak in ways that are abusive – e.g. forms of physical punishment, making sexual suggestions, showing favouritism or ridiculing a person
* Make the person feel judged negatively or treated harshly for the choices they make or the things they tell you
* Treat an adult in a child-like manner
* Give money or significant gifts - your intentions may be misunderstood, or your offering misused

No Decision About Me

Without Me

Visiting

* Find out as much as you can about a visit before you go so you can assess the risks and decide if it’s safe to go alone - be alert to the increased risks of visiting a vulnerable adult, or an adult determined to lack capacity, on your own
* Make an appointment – don’t just turn up
* Tell someone where you’re going – and when you get back
* If you feel uncomfortable or unsafe - don’t go in or leave as soon as possible
* Be aware of your exit routes and have a way to summon help or raise the alarm – e.g. a charged mobile phone, an agreed emergency ‘code’ to alert someone else
* Never:
* Buy for, offer or administer medicines
* Accept anything other than small token gifts
* Take with you anything you don’t need for the visit
* Regularly review visits with co-leaders and seek support or supervision when a relationship is complex or problematic
* If a visit has concerned you make a record – always share safeguarding concerns

If things don’t go to plan this is a great learning opportunity – always talk things through with your co-workers and the vulnerable adults you’re working with

Activity Log

* Keep a record of who is present each time the activity takes place
* Keep a journal, (store in accordance with your Church’s Privacy Notice), of anything out of the ordinary that happens or you notice – accident, incident, if a leader needs to deviate from these guidelines in the best interests of the person etc
* Keep a visit log – preferably a team log

For more information on working safely see The Church of England’s Safer Environment & Activities Guidance at *www.churchofengland.org/safeguarding/*