



New Generation Church: Safeguarding Adults Policy

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All staff and volunteers are made aware of this policy, and the process for reporting concerns, by issuing the policy at induction and having regular safeguarding training.

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New Generation Church has a responsibility to protect and safeguard the welfare of adults they come into contact with. The need for guidelines and procedures is important to ensure that this is done with understanding and clarity.

All staff and volunteers are made aware of this policy and the process for reporting concerns by issuing the policy at induction.

Our commitment

As a Leadership we recognise the need to provide a safe and caring environment for children, young people and vulnerable adults. We acknowledge that children, young people and vulnerable adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”.

We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

“Safeguarding is a priority here”

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SAFEGUARDING ADULTS POLICY

1: Introduction

New Generation Church consider the welfare of any child, young person or adult 'at risk', who engages with New Generation Church to be of paramount importance, and we are committed to ensuring that they are valued, listened to, and respected within the work that we do.

New Generation Church believes that all adults, no matter their sex, disability, racial or ethnic background, religious beliefs or sexual orientation, have the right to be in a safe, caring environment.

Everyone working with New Generation Church, including its trustees, employees and volunteers, are responsible for ensuring that any adult 'at risk' is safe.

1.1 Aims and Principles of Adult Safeguarding

New Generation Church will adopt and uphold the Local Safeguarding Adult's Board recommended policies and will reflect the Bexley Council Safeguarding Adults Policy and Procedures.

The aims of adult safeguarding are to:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Stop abuse or neglect wherever possible.
- 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 life for the adults concerned.
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.

The six principles of adult safeguarding are

- **Empowerment** - presumption of person-led decisions and informed consent.
- **Prevention** - it is better to take action before harm occurs.
- **Proportionality** - proportionate and least intrusive response appropriate to the risk presented.
- **Protection** - support and representation for those in greatest need.

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- **Partnership** - local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – accountability and transparency in delivering safeguarding.

1.2 Aims of New Generation Church Safeguarding Adults policy

- Adopting person led safeguarding, respecting and promoting the rights, wishes and feelings of adults.
- Creating a safe and healthy environment within our church projects and the services it provides, avoiding situations where abuse may occur.
- On-going training, supervision and support for staff and volunteers to adopt local multi-agency good practice.
- Staff and volunteers who work with adults will be subject to Safer Recruitment processes and the appropriate level of Criminal Records check through the Disclosure & Barring Service.
- Responding to any allegations appropriately and implementing the appropriate disciplinary and appeals procedures.
- Requiring staff and volunteers to adopt and abide by the Adult Protection Policy and procedures.
- Managing allegations against staff or volunteers appropriately, referring any member of staff or volunteer to the appropriate agencies, including the Disclosure & Barring Service if required.

2. Abuse of adults and safeguarding

Prevention is critical to the vision of the Care Act 2014. The care and support system must work actively together to promote wellbeing and independence rather than waiting to respond once a person has reached a crisis point. Safeguarding involves achieving a balance between protecting people and preserving their right to make decisions for themselves.

2.1 The Care Act 2014 definition of an adult needing care and support

Under the Care Act 2014 the Government expects local authorities and others to help people with care and support needs, who may be at risk of abuse or neglect, and as a result of those needs, keep them safe. But this must not mean preventing them making their own choices and having control over their lives. Everyone in the community should understand the importance of safeguarding and help keep people safe.

The terminology of what was an adult 'at risk' under 'No Secrets' has changed. A definition now in use is: "Any adult aged 18 or over, who has needs for care and

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support (whether or not the local authority is meeting any of those needs) and is experiencing, or is at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect." (Care and Support Statutory Guidance, published under the Care Act 2014, Department of Health)

This **may** include a person who:

- Is elderly or frail
- Has a mental health difficulty
- Has a physical disability
- Has a learning disability
- Has a severe physical illness

This may include a situation where a person receives care or is currently unable to protect themselves, for instance, someone who:

- Is misusing substances
- Is someone who is homeless
- Is in an abusive relationship (this can include women who are being sexually exploited by a partner)
- Is vulnerable due to context or experience e.g. bereavement, poverty.

2.2 Person led safeguarding

Organisations are often wary of intervening in abusive situations if the adult does not want them to do so because of human rights and other issues. These dilemmas are very real for staff and volunteers but can lead to an approach of non-intervention which conflicts with a need to ensure a "duty of care".

Person led adult safeguarding follows the principle of '**no decision about me without me**' and means that the adult, their families and carers are working together with agencies to find the right solutions to keep people safe and support them in making informed choices.

As a member of staff or volunteer with New Generation Church we will always ask that you strive to listen to and support the needs and requests of any adult who uses our services. For those adults who may struggle with additional needs and vulnerabilities, who may also be at risk of harm or abuse, this needs to be at the forefront of our care and support.

This person led approach to safeguarding leads to services which are: person-centred and focused on the outcomes identified by the individual; planned, commissioned and delivered in a joined-up way between different organisations, including New Generation Church which are responsive, and which can be changed when required.

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3: Recognising Adult Abuse

3.1 Recognising Adult Abuse

Incidents of abuse may be one-off or multiple and affect one person or more. Patterns of abuse may vary and include:

- serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse
- long-term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse; or
- opportunistic abuse such as theft occurring because money or jewellery has been left lying around.

(Care and Support Statutory Guidance issued under the Care Act 2014, Department of Health)

Abuse is the violation of an individual's human and civil rights by any other person or persons. It is the use of power and/or abuse of vulnerability of a person. Abuse can consist of a single act or repeated acts. It may be physical, verbal or psychological. It may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented and cannot consent.

3.2 Where and how abuse might occur

Abuse of adults may be perpetrated by a wide range of people, including spouses/partners, relatives and family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends and associates, people who deliberately exploit people who might be at risk, strangers or the elderly. Mate crime happens when someone is faking a friendship in order to take advantage of a vulnerable person.

There is often particular concern when abuse is perpetrated by someone in a position of power or authority who uses his or her position to the detriment of the health, safety, welfare and general well-being of a vulnerable person. Abuse can occur in any setting. Abuse and crimes against adults may occur in different contexts. Actual or suspected abuse of persons at risk in any of the contexts below will trigger a safeguarding response in accordance with this policy.

3.3 The main forms of abuse

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Abuse can occur in any relationship and may result in significant harm to or exploitation of, the person subjected to it. It can take a number of forms:

- **Physical abuse** e.g. hitting, pushing, shaking, inappropriate restraint, neglect or abandonment
- **Sexual abuse** e.g. involvement in any sexual activity against his/her will, exposure to pornography, voyeurism and exhibitionism.
- **Sexual Exploitation** is a type of abuse in which young people/ adults are sexually exploited for survival, money, power or status.
- **Emotional/psychological abuse** e.g. intimidation or humiliation, threats of harm or abandonment, deprivation of contact, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial abuse** e.g. theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Discriminatory abuse** forms of harassment, ill-treatment, threats or insults because of an adult's race, age, culture, gender, gender identity, religion, sexuality, physical or learning disability, or mental-health needs. Discriminatory abuse can also be called 'hate crime'.
- **Personal exploitation** - involves denying an individual his/her rights, to forcing him/her to perform tasks that are against his/her will
- **Violation of rights** e.g. preventing an individual speaking his/her thoughts and opinions.
- **Institutional abuse** e.g. when the routines, systems and norms of an institution compel individuals to sacrifice their own preferred style and cultural diversity to the needs of the institution
- **Neglect and acts of omission** e.g. ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. *Under the Mental Capacity Act 2005, wilful neglect and ill treatment become a criminal offence.*

3.4 Other forms of abuse to consider:

Hate crime

Hate crime is defined as any crime that is perceived by the victim, or any other person, to be racist, homophobic, trans-phobic or due to a person's religion, belief,

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gender identity or disability. It should be noted that this definition is based on the perception of the victim or anyone else and is not reliant on evidence.

Mate crime

Mate crime happens when someone is faking a friendship in order to take advantage of a vulnerable person. Mate crime is committed by someone known to the person. They might have known them for a long time or met recently. A 'mate' may be a 'friend', family member, supporter, paid staff or another person with a disability.

Self-Neglect The Care Act 2014 Statutory Guidance Chapter 14 recognises self-neglect as a type of abuse. It describes self-neglect as a wide range of behaviours; neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Where self-neglect persists the risks to the individual may increase and could have a significant impact on the person's wellbeing. The Care Act emphasises the importance of early intervention and preventative actions to minimise risk and harm. Central to the Care Act is the wellbeing principle and focusing on decisions which are person-led, and outcomes focused. These principles are important considerations when responding to self-neglect cases.

Carers at risk of harm Carers experiencing abuse by the person they offer care to, can expect the same response as any person at risk of abuse. Carers also have a legal right to an assessment of their needs. A carer's assessment should be seen as part of the overall assessment process. Sometimes both the carer and the supported person may be at risk of harm.

Abuse between adults at risk Any organisations supporting these individuals have a responsibility to protect them from abuse as well as preventing them from causing harm to other adults. It is important the needs of the adult causing the harm are taken into consideration in the safeguarding responses for both parties.

Domestic Violence Domestic violence includes any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults or young people, who are or have been intimate partners, family members or extended family members, regardless of gender and sexuality.

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

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Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim." The Serious Crime Act 2015 created a new offence of controlling or coercive behaviour in intimate or familial relationships (section 76). The offence carries a maximum sentence of 5 years' imprisonment, a fine or both.

Domestic Abuse & Violence can be a very difficult area to support where victims of abuse feel unable to leave without putting themselves at greater risk. Specialist support should be sought where risks can be assessed and safeguarding prioritized.

Honour based violence "Honour based violence is a crime or incident, which has or may have been committed to protect or defend the honour of the family and or community." Such violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code.

Forced marriage A forced marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used. It is an appalling and indefensible practice and is recognised in the UK as a form of violence against women and men, domestic/child abuse and a serious abuse of human rights.

The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they're bringing shame on their family). Financial abuse (taking your wages or not giving you any money) can also be a factor. [The Anti-social Behaviour, Crime and Policing Act 2014](#) makes it a criminal offence to force someone to marry.

Female genital mutilation (FGM) FGM involves procedures that include the partial or total removal of the external female genital organs for cultural or other non-therapeutic reasons. The practice is medically unnecessary, extremely painful and has serious health consequences, both at the time when the mutilation is carried out and in later life. The age at which girls undergo FGM varies enormously according to the community. The procedure may be carried out when the girl is newborn, during childhood or adolescence, just before marriage or during the first pregnancy. FGM constitutes a form of child abuse and violence against women and girls and has severe short-term and long-term term physical and psychological consequences. In England, Wales and Northern Ireland, the practice is illegal under the Female Genital Mutilation Act 2003.

Trafficking & Modern Slavery Human trafficking is essentially the recruitment, movement or receipt of a person by deception or coercion into a situation of exploitation, this may include:

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- prostitution (or other forms of sexual exploitation)
- forced labour
- slavery
- servitude, or
- the removal of organs

The Modern Slavery Act 2015 categorises offences of Slavery, Servitude and Forced or Compulsory Labour and Human Trafficking. Practice guidance relating to the national strategy to respond to Modern Slavery and human trafficking includes details of the Duty to Notify and how to refer victims into the National Referral Mechanism. In 2017, 1,694 potential adult victims were referred via duty to notify, bringing the total number of potential victims identified in 2017 to 6,837, although there are thought to be many more thousands of victims who are currently being held in slavery throughout the UK.

Exploitation by radicalisers who promote violence involves the exploitation of susceptible people who are drawn into violent extremism by radicalisers. Violent extremists often use a persuasive rationale and charismatic individuals to attract people to their cause. The aim is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. The Prevent Strategy, launched in 2007, seeks to stop people becoming terrorists or supporting terrorism. It is the preventative strand of the government's counter-terrorism strategy, CONTEST.

Cuckooing is a form of crime in which drug dealers take over the home of a vulnerable person in order to use it as a base for criminal activity. Organised criminal groups are increasingly targeting adults with care and support needs in this way, and the level of coercion and control involved with cuckooing often leaves the victims with little choice but to cooperate with the perpetrators.

County Lines is the police term for groups who are supplying drugs to suburban areas and market and coastal towns using dedicated mobile phone lines or "deal lines". It can involve child criminal exploitation and using adults who are vulnerable to move drugs and money. Groups establish a base in the market location, typically by taking over the homes of local adults by force or coercion in a practice referred to as 'cuckooing'. The Home Office County Lines guidance describes County Lines as a major, cross-cutting issue involving drugs, violence, safeguarding, criminal and sexual exploitation, modern slavery, and missing persons. County Lines activity and the associated violence, drug dealing and exploitation have a devastating impact on young people, adults at risk of exploitation and local communities.

What is Spiritual Abuse?

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Spiritual Abuse is not a separate category of abuse but is a form of psychological and emotional abuse. It is important when discussing such cases with statutory agencies to be clear that spiritual abuse is a form of psychological and emotional abuse within a religious context. ([4.2 Spiritual Abuse | The Church of England](#))

We must be aware that spiritual abuse is often an integral element of other experiences of abuse within the Christian and other faith contexts and must be considered when investigating disclosures of other forms of abuse.

In addition to the requirements and advice set out in Responding Well to Victims and Survivors of Abuse, in particular in relation to spiritual abuse, we must:

- i) Listen carefully, avoid interrupting and allow a full disclosure without feeling they must defend the Church or the individual.
- ii) Respond in a non-judgemental manner, demonstrating that the disclosure of spiritual abuse is being taken seriously.
- iii) Avoid minimising what they are being told or showing disbelief or denial.
- iv) Be aware that victims may have experienced harmful teaching.
- v) Avoid suggesting the use of Matthew 18 (resolving disputes by speaking directly to the person). It is harmful to suggest that someone speaks to their abuser about their abuse.
- vi) Be aware that a disclosure of spiritual abuse may also be part of a disclosure of other forms of abuse.
- vii) Where abuse has involved use of scripture or prayer, think carefully and be judicious about whether it is appropriate to use this as a first response to a disclosure

4: Responding to a disclosure

4.1 Principles of responding to a disclosure

It is important that an adult is given the opportunity to talk and every effort should be made to ensure this takes place in private. The person at risk may not understand that they are being abused and so may not realise the significance of what they are telling you.

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Some disclosures happen many years after the abuse. There may be good reasons for this, for example the person they were afraid of, has left the setting. Therefore, any delay in an individual reporting an incident should not cast doubt on its truthfulness. Often a disclosure can be the 'tip of the iceberg' so it is important to believe the person.

Please take care to follow these recommended points when managing a disclosure:

- assure the person that you are taking them seriously
- listen carefully to what they are telling you, stay calm, try to get a better picture of what happened, but avoid asking too many questions
- do not give promises of complete confidentiality
- explain that you have a duty to tell your Manager or other designated person (if you are an employee/volunteer), and that their concerns may be shared with others who could have a part to play in supporting and protecting them
- reassure them that they will be involved in decisions about what will happen
- explain that you will try to take steps to protect them from further abuse or neglect
- if they have specific communication needs, provide support and information in a way that is most appropriate for them
- record the words of the person at risk and accept the statements as fact; record the full details, including the time, date and location that disclosure was made. All written notes must be made as soon as practicable and kept securely
- do not confront the person alleged to have caused the harm as this could place you at risk, or provide an opportunity to destroy evidence, or intimidate the person alleged to have been harmed or witnesses
- do not be judgemental or jump to conclusions
- staff and volunteers should follow New Generation's organisational procedures for raising the alert.

4.2 Witnessing abuse

- In situations of immediate danger take urgent action by calling the relevant emergency services i.e. Police, ambulance or GP. You may wish to challenge the person who is abusing the individuals and try to persuade them to stop whilst ensuring your personal safety is not compromised. Remember to have regard for your own safety. Leave the situation if it is not safe for you.
- Report the incident to your line manager straight away and/or Safeguarding Lead.

5. Referring a concern

5.1 Referring a concern or a disclosure

These procedures inform all staff and volunteers of what actions they should take if they have concerns or encounter a case of alleged or suspected vulnerable adult abuse, i.e. response actions.

It is important that all staff and volunteers are aware that the first person that has concerns or encounters a case or suspected abuse is **not responsible for deciding whether or not abuse has occurred.**

However, staff and volunteers do have a duty of care to the adult to report **any suspicions or concerns** you may have to a line manager/ Safeguarding Lead.

Referring or reporting to other agencies - Alerting Authorities

An alert is a concern that a 'person at risk' is suffering, or at risk of, or may be being, abused, neglected or exploited by a third party, or where a person at risk may be being harmed by others usually in a position of trust, power or authority.

Alerts can be made to Adult Services by anyone and should be made when:

- the person is a person at risk and there is a concern that they are being or are at risk of being abused, neglected or exploited
- the person is a person at risk and there is a concern that they have caused or are likely to cause harm to others
- the adult has capacity to make decisions about their own safety and wants this to happen
- the adult has been assessed as not having capacity to make a decision about their own safety, but a decision has been made in their best interests to make a referral
- a crime has been or may have been committed against an adult who lacks the mental capacity to report a crime and a 'best interests' decision is made
- the abuse or neglect has been caused by a member of staff or a volunteer
- other people or children are at risk from the person causing the harm
- the concern is about institutional or systemic abuse
- the person causing the harm is also vulnerable / adult at risk

The Safeguarding Lead will ultimately decide whether to alert Adult Services in each case.

If you have any concerns about an adult who may be at risk of harm, contact

Safeguarding Adult's in Bexley: 0208 303 7777

Or any member of the Designated Safeguarding Team: 0208 309 6056

In an emergency, dial 999. If you think a crime has taken place, but it is not an emergency, please call the Police on 101.

**** If someone is deemed at immediate and significant risk, then the Emergency Services (999) should be contacted straight away****

5.2 Supporting immediate needs

In line with information sharing considerations, New Generation Church may need to take the following actions:

- Make an immediate evaluation of the risk to the person at risk and any others who may be at risk.
- Take reasonable and practical steps to safeguard the person at risk as appropriate.
- Consider referring to the Police if the abuse suspected is a crime.
- If the matter is to be referred to the Police, discuss risk management and any potential forensic considerations.
- Consider the support needs of the person alleged to have caused harm if they are also an adult 'at risk'.
- Arrange any necessary emergency medical treatment; note that offences of a sexual nature will require expert advice from the Police.
- If there is a need for an immediate Safeguarding Plan, we will refer to the relevant Adult Services or Emergency Duty Services if out of hours.
- Consider appropriate action in line with New Generation Church's procedures if a staff member or volunteer is suspected to have caused harm.

In addition to this, New Generation Church supports the use of a Support Fund (formerly known as Hardship Fund):

At New Generation Community Trust we understand that times are difficult and this has caused hardship for many people. We have a Support Fund to enable us to help those in need, whether this is to help with energy and water bills, buy food, mend or replace broken appliances or help with other wider related essentials.

Want to access this fund or know someone who could use this financial help (a neighbour, colleague or friend) - then please apply!

This fund is available for those connected to, or participants of the connected projects of the New Generation Community Trust - New Generation Church,

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Blackfen Community Library and Hope Community School. As a guide, we generally give out support up to £150 per application. This is for Bexley Borough residents, age 16 or over, those in financial hardship and those with no access to other support. This can not be used for council tax help, mortgages or personal debts.

If you would like to apply for yourself, or on behalf of somebody else, to be considered for this fund then please fill out the form.

As the form is updated regularly, please email hello@newgen.org.uk for more information.

5.3 Sharing Information

The law does not prevent the sharing of sensitive, personal information within organisations. If the information is confidential, but there is a safeguarding concern, sharing it may be justified. The General Data Protection Regulations enables the lawful sharing of information.

Organisations need to share safeguarding information with the right people at the right time to:

- Prevent death or serious harm.
- Coordinate effective and efficient responses.
- Enable early interventions to prevent the escalation of risk.
- Prevent abuse and harm that may increase the need for care and support
- Maintain and improve good practice in safeguarding adults.
- Reveal patterns of abuse that were previously undetected and that could identify others at risk of abuse.
- Identify low-level concerns that may reveal people at risk of abuse.
- Help people to access the right kind of support to reduce risk and promote wellbeing.
- Help identify people who may pose a risk to others and, where possible, work to reduce offending behaviour.
- Reduce organisational risk and protect reputation.

Frontline staff and volunteers should always report safeguarding concerns in line with NEw Generation Church's policy – this is usually to your team leader or safeguarding lead in the first instance, except in emergency situations.

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It is good practice to try to gain the person's consent to share information but if the situation is urgent and high risk and as long as it does not increase risk, staff and volunteers should inform the person if they need to share their information without consent.

5.4 Consent

Wherever practicable, the consent of the adult affected should be sought before reporting a suspected crime to the police. There may of course be circumstances where consent cannot be obtained because the adult lacks the capacity to give it, but it is in their best interests to contact the police.

Whether or not the adult has the capacity to give consent, the police will need to be informed if other people are already or would be at risk. The police should also be informed where it is in the public interest due to the seriousness of the alleged criminal offence. In certain circumstances an adult's right to confidentiality is overruled.

Information about a suspected crime should be shared with the police in the following circumstances:

- If others are, or may be, at risk of abuse or neglect.
- Where there are legal or professional responsibilities of staff who have become aware of the concern, for example, if this relates to a breach of regulation, professional code of conduct, or an offence appears to have been committed.
- Where the adult to whom the concern relates lacks capacity and in this situation the Mental Capacity Act should be followed.
- If the adult is believed to be subject to undue influence such that they are unable to exercise free will, for example Modern Slavery, controlling and coercive behaviour or domestic violence and abuse.
- If an adult is disclosing potential criminal offences, any initial questioning should be intended only to elicit a brief account of what is alleged to have taken place. This brief account should include where and when the alleged incident took place and who was involved and should be recorded in writing at the time or as soon as possible afterwards. A more detailed account will be obtained by the police at later stage.

5.5 Mental capacity

People must be assumed to have capacity to make their own decisions and be given all practicable help before they are considered not to be able to make their own decisions. Where an adult is found to lack capacity to make a decision then any action taken, or any decision made for, or on their behalf, must be made in their best interests. Professionals and other staff have a responsibility to ensure they

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understand and always work in line with the Mental Capacity Act 2005. Even when a person is assessed as lacking capacity, they must still be encouraged to participate in the safeguarding process.

6. Responding to allegations/concerns against a member of staff or volunteer

Unfortunately, those that live with, care for, work alongside or serve those that are vulnerable can be individuals who go on to abuse them.

The Care Act 2014 requires the local authority, its relevant partners and those providing care and support services to have clear policies in place for dealing with allegations against anyone working in a position of trust. These policies should clearly distinguish between an allegation, a practice concern, a complaint and a care quality issue.

A position of trust is a paid or unpaid role when working with adults with care and support needs. If anyone becomes aware of allegations about the conduct or behaviour of an individual in a position of trust which might pose a risk to adults with care and support needs, they should raise a safeguarding concern with the local authority.

Should you ever have a concern about a person close to the adult who may be at risk, be that a relative or a member of your team for example you should:

- Take the allegation or concern seriously.
- Consider any allegation or concern to be potentially dangerous to the adult.
- Report to and inform (if appropriate) your Line Manager or Safeguarding Lead.
- Record in writing on an Adult Incident Form all the details that you are aware of as soon as possible.
- Request your Safeguarding Lead informs relevant persons, i.e. Adult Services, and/or the Police if appropriate.
- Also report any allegations involving a line manager/ senior team leader

6.1 Reporting abuse for investigation

Concerns of abuse towards an adult at risk should be referred/reported to the area Adult Service team, or the Emergency Social Services duty team if urgent and outside of normal office hours.

Where a crime may have been committed the Police must always be contacted, and if in any doubt, they should still be notified so that they can make that judgement.

6.2 Internal investigation for staff or volunteers

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When a complaint or allegation has been made against a member of staff he/she must be made aware of their rights under employment legislation and internal disciplinary procedures. It is the responsibility of trustees, to conduct a thorough investigation in accordance with Disciplinary Procedures.

With a complaint/allegation against a volunteer, they must be reported and investigated in a similar way, although they do not have the same rights as an employee.

A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the member of staff/volunteer. This must include whether it is safe for them to continue their role or any other role within the church and its projects whilst the investigation is being undertaken. The consideration of risk must be considered alongside the right of the employee. Decisions not to suspend an employee must be fully documented. Volunteers would be asked to step back from serving whilst the investigation is carried out.

Action to be considered will include the following:

- Is this a supervisory/training issue?
- Is it a matter for discipline/capability issue?
- Does discussion need to take place with other agencies, e.g. the Police and Adult Services?
- Is there a need to refer to Disclosure & Barring Service?

6.3 Disclosure & Barring Service - referrals

Employers and managers of volunteers working with people in regulated activity have a legal duty to make referrals to the Disclosure and Barring Service in circumstances where they have permanently removed a person from the regulated activity through dismissal or permanent transfer (or would have if the person had not left, resigned, retired or been made redundant) because the person has:

- been cautioned, arrested or convicted for a relevant offence, or,
- engaged in misconduct in relation to children or adults at risk – i.e. that an action or inaction (neglect) has harmed a child or adult or put them at risk of harm, or,
- satisfied the 'Harm Test' in relation to children or adults at risk – i.e. that there has been no relevant misconduct but a risk of harm to a child or adult still exists.

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Leaders and Safeguarding Leads must keep all involved agencies informed of outcomes of any internal investigations and disciplinary proceedings being undertaken alongside any Adult Services own safeguarding investigation.

All agencies will work together and decide on the best possible course of action for both the perpetrator and the victim.

7: Recording Information

7.1 Using an incident reporting form

As soon after the disclosure/incident as possible, record in writing on a 'Safeguarding Adult Incident Reporting Form' all the details that you are aware of and what was said using the person's own words. In order to record information as fully as possible you should include:

- The date and time.
- The person's name and address and date of birth if known.
- The nature of the allegation.
- *A description of any visible injuries.*
- *Your observations – e.g. a description of the adult's behaviour and physical and emotional state.*
- Exactly what the adult said and what you said. Record their account of what happened as closely as possible.
- Any action you took as a result of your concerns e.g. who you spoke to and resulting actions. Include names, addresses and telephone numbers.
- Sign and date what you have recorded.
- Store the information in accordance with relevant procedures, e.g. Data protection.

7.2 Preserving evidence

The first concern must be to ensure the safety and well-being of the adult you have concerns about. However, in situations where there has been or may have been a crime, and the Police have been called, it is important that forensic and other evidence is collected and preserved.

Try not to disturb the scene, clothing or victim if at all possible. Secure the scene, for example, lock the door, preserve all containers, documents, locations, etc. Evidence may be present even if it cannot actually be seen. If in doubt, contact the Police and ask for advice.

The Police will always be responsible for the gathering and preservation of evidence to pursue criminal allegations against people causing harm. However, other organisations and individuals can play a vital role in the preservation of evidence to ensure that vital information or forensics is not lost.

7.3 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only, i.e.: Safeguarding Lead, Adult Services and the police. It is extremely important that allegations or concerns are not discussed, as a breach of confidentiality could be damaging to the adult, their family and any protection investigations that may follow.

Informing the parent or carers of the adult 'at risk' you may have concerns about, needs to be dealt with in a sensitive way and should be done in consultation with Adult Services.

Any individual under supervision has the right to be notified about the cause for concern. This should be done in joint consultation with Adult Services and the Police. It is important that the timing of this does not prejudice the investigation.

Recorded information should be stored in a secure place with limited access in line with data protection laws (e.g. the information stored is accurate, regularly updated, relevant and secure).

If enquiries arise from the public (including parents) or any branch of the media, it is vital that all staff and volunteers are briefed so that they do not make any comments regarding the situation. Staff and volunteers should be informed who the relevant designated spokesperson will be, and all enquiries directed through them. Staff and volunteers should reply 'no comment' to all questions/enquiries.

Appendix 1 SAFEGUARDING ADULT INCIDENT REPORTING FORM

New Gen Church Cause for Concern Form: Safeguarding Disclosure

NB: The sending of a form does not remove your obligation of safeguarding an individual. Please assess risk and take action to escalate as needed.

YOU MUST ALSO TELL A DSL IN PERSON OR OVER THE PHONE IF YOU HAVE SENT A SAFEGUARDING FORM.

BEXLEY SOCIAL CARE DUTY TEAM: Telephone: Daytime hours (Monday to Friday 9am to 5pm) 020 3045 5440.

Out of hours (5pm to 9am Monday to Friday and 24 hour cover at weekends) 020 8303 7777 or 020 8303 7171.

Name :			
DOB :			
Address:			
Male/Female :	Ethnic Origin :	Disability Y/N :	
Date and time of <u>concern</u> :			
Your account of the concern: (what was said, observed, reported and by whom)			

Additional information: (context of concern/disclosure)	
Your response: (what did you do/say following the concern)	
Your name:	Your signature:
Your role:	Date and time of this <u>recording</u>:

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<p><u>FOR DSL USE ONLY</u></p> <p>Are there identifying risks related to;</p> <p style="text-align: center;">CSE PREVENT FGM</p> <p>“honour” based violence</p> <p>(Please circle)</p> <p>Remember to consider specific recording procedures for these risks.</p>	<p>Is there a history of safeguarding concerns (NB: check electronic and hard copy files)</p> <p style="text-align: center;">YES NO</p>
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DESIGNATED SAFEGUARDING RECORD OF ACTION / CONTACTS/CHRONOLOGY OF INCIDENT

NAME:		
DATE	DETAILS	SIGNATURE

Appendix 2 Code of Conduct

New Generation Church takes the safeguarding of children and adults who may be 'at risk' seriously. All leaders, trustees, staff and volunteers have a duty of care to adults who might be 'at risk', and any child that they serve or work with. This includes taking responsibility for your own behaviour and attitude at all times. Remember, as a leader, trustee, staff or volunteer this gives you a position of power and trust, so you need to be transparent and accountable in all that you do.

Alongside the practical issues of making sure our church or project provide safe activities and ministry, you also need to ensure your behaviour and actions are reflecting safe practice too. Our suggested code of conduct goes some way to outline practical examples of what we would expect to see in place as a minimum. However this list is not exhaustive and needs to be applied to each ministry or project.

Always ensure you:

- **Remain fair in all your dealings with everyone** and do not show favouritism to any particular child or adult either with words, gifts, or extra attention.
- **Support and encourage adults** who may be more vulnerable at times, to be independent and to make their own choices.
- **Treat all people with respect.** Some adults 'at risk' may need different help at times, but all of it should value them as adults with choice and capability wherever possible.
- **Avoid lone working where possible.** If this is unavoidable due to the nature of your project work then follow the guidelines for lone working and take advice. Pioneer or ThirtyOne:Eight can help you with this.
- **Remain in the sight or hearing** of other staff or volunteers.
- **Work within ratio guidelines for children's work** and have more than one member of staff or volunteer present during activities and ministry,
- **Minister with appropriate physical contact and verbal comments,** age and gender appropriate and sensitive to ethnic/cultural boundaries.

Report or challenge the following:

- **Abusive activities such as ridiculing or bullying.** Educate where you can, report where you need to.
- **Suggestive, aggressive or derogatory remarks** or gestures. Model best practice of respect, choice and empowerment of individuals.
- **A colleague's behaviour or boundaries** that may have become a concern.
- **Report all concerns, allegations or suspicions of abuse.** They must be recorded and passed on.

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Do not allow your boundaries to blur by:

- **Spending regular time outside of your normal work with an individual you support** when you have a position of trust with them. There may be situations where this is ok but check this out with your supervisor and stay accountable if it is a grey area.
- **Messaging individuals privately** on social media or mobiles unless there is a policy stating otherwise, or full accountability to another leader is in place.
- **Becoming intimate with anyone you have a position of trust over.** Intimacy can be emotional as well as physical.
- **Carrying out personal care** such as toileting or dressing those you serve. If this type of help is needed someone else will be responsible for supporting them in this area, i.e. their parent/carer.
- **Accepting any type of financial reward or gift** of any kind for any service or ministry provided or enter into any agreement to handle money on behalf of the service user.

Remember you have a position of power and trust serving as a member of a church or Christian project and must remain above reproach. Safeguarding does not stop appropriate care and support for the people you serve. It ensures they receive the best care and activities we can provide and protects your reputation and the projects you volunteer or work in.

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Appendix 3 DECLARATION

New Generation Church is fully committed to safeguarding the well-being of adults by protecting them from neglect, physical, sexual and emotional harm.

Working as an employee or volunteer of New Generation Church it is important that you have taken time to thoroughly read the Safeguarding Adult Policy and procedures.

By being made aware of the policy it is our intention to ensure that all are proactive in providing a safe and secure environment for adults and other people who use our service.

.....

Declaration:

I have read and understand the New Generation Church Safeguarding Adult Policy and Procedures and I accept the principles therein.

Signed: _____

Date: ___/___/20__

Name: _____

(Please print)

Position: _____

Appendix 4: Risk assessment pro-forma

Place of Worship / Organisation	New Generation Church	
Subject of Risk Assessment (if child, include age)		Location:
Date of Risk Assessment		Date for Review
Responsible Safeguarding Lead		Review Frequency:
Professionals/others involved (if applicable)		
Reason for risk assessment (including a view on the individual's awareness and acknowledgement of the concerns)		

What are the concerns?	Given this, what are the possible risks? Who is at risk?	Can the risk be managed? What measures can be adopted to safeguard in this situation?	Action by whom?	Action by when?	Date Completed

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Appendix 5 - Safeguarding Team

DSL: Daniel Rouse

DDSL: Paula Weston

DDSL: Simon Dubbey

Appendix 11: Allegations against key employees and volunteers

For these purposes: An 'investigation' means many things depending on the content of the disclosure - Trustees and/or the Oversight Team of New Generation Church may need to gather accounts from all involved, and may result in no further action, the involvement of external agencies for resolution, or external agencies to support with the planning and next steps of the process

At all times, confidentiality, appropriate information sharing and a duty of care to all individuals must be guiding practices.

Appendix 11a: Disclosure against Designated Safeguarding Lead

1. The disclosure should be reported to the Chair of Trustees
2. The disclosure should follow usual reporting procedures (including contacting the LADO if appropriate)
3. The Chair of Trustees should suspend the DSL from duties relating to Safeguarding
4. The Chair of Trustees should inform the Church Leader
5. The Chair of Trustees and Church Leader should appoint a relevant interim Designated Safeguarding Lead
6. The Chair of Trustees should oversee, or appoint an appropriate person to oversee, an investigation into the disclosure. This includes gathering accounts from all involved.
7. Seek external support with the investigation, bearing in mind a duty of care for all involved.
8. Upon resolution of an investigation, there are many options
 1. NFA (No further action) and reinstatement
 2. Discussion with Trustees or Leaders about appropriate conduct and the provision of the code of conduct
 - c. Involvement and engagement with outside agencies who will suggest or direct a resolution

Appendix 11b: Disclosure against the Church Leader

1. The disclosure should be reported to the Designated Safeguarding Lead
2. The disclosure should follow usual reporting procedures (including contacting the LADO if appropriate)
3. The DSL should inform the Chair of Trustees
4. The Chair of Trustees should consider safeguarding arrangements relating to the Church Leader for this period: suspension from employment (paid), the use of a risk assessment, the inclusion of a chaperone. This will depend on the severity and content of the disclosure.
5. The Chair of Trustees and Oversight Team should appoint a relevant interim Church Leader, if required.
6. The Chair of Trustees should oversee, or appoint an appropriate person to oversee (such as the DSL), an investigation into the disclosure.
7. Seek external support with the investigation, bearing in mind a duty of care for all involved.
8. Upon resolution of an investigation, there are many options
 1. NFA (No further action) and reinstatement
 2. Discussion with Trustees or Leaders about appropriate conduct and the provision of the code of conduct
 3. Involvement and engagement with outside agencies who will suggest or direct a resolution

Appendix 11c: Disclosure against the Chair of Trustees

1. The disclosure should be reported to the Designated Safeguarding Lead
2. The disclosure should follow usual reporting procedures (including contacting the LADO if appropriate)
3. The DSL should inform the Church Leader
4. The Church Leader and Oversight Team should approach the Trust Board to appoint a relevant interim Chair of Trustees - this would routinely, but not necessarily, be the Vice-Chair.
5. The Designated Safeguarding Lead should oversee, or appoint an appropriate person to oversee, an investigation into the disclosure.
6. Seek external support with the investigation, bearing in mind a duty of care for all involved.

7. Upon resolution of an investigation, there are many options
 1. NFA (No further action) and reinstatement
 2. Discussion with Trustees or Leaders about appropriate conduct and the provision of the code of conduct
 - c. Involvement and engagement with outside agencies who will suggest or direct a resolution

Please note, for the 2024 policy:

Church Leader refers to Paul Weston

Chair of Trustees refers to Brian Marriott

Designated Safeguarding Lead refers to Daniel Rouse