

The Butts Church

Safeguarding Policy

SECTION 1 – DETAILS OF THE ORGANISATION

Name: The Butts Church (Butts Free Church)

Charity Number: 1200180

Trust Address: 14 Northanger Close
Alton
GU34 2BH

Place of Worship: All Saints Church
Butts Road
Alton
GU34 1ND

Pastor Name: Ben Burge

Contact: 07805 516556 / revbenburge@gmail.com

Safeguarding Coordinator: Stephen Warwick

Contact: 07900 582612 / warwicksteve@outlook.com

The following is a brief description of The Butts Church and the type of work / activities we undertake with children / vulnerable adults:

As an Evangelical Church (independent, affiliate of FIEC), we are committed to the spread of the Christian Message, the Gospel, both in teaching and in action. Our authority comes from the Bible and we firmly believe the Gospel is the answer to the greatest problem faced by the world, this community and most importantly, the individuals within it. This work takes a number of different forms and includes Children's and Young Peoples Activities. This typically involves evening youth groups, Sunday morning children's activities, an annual Holiday Bible Club and occasional weekend trips. Other activities involving children and young people (but where we are not directly responsible for the children) include Sunday services and occasional social events. Activities which are most likely to involve vulnerable adults include Sunday services, B3A , Brendoncare monthly service, Christmas Carol singing in local care homes and other occasional social meetings.

SECTION 2 – INTRODUCTION

Good governance helps an organisation prevent abuse and means it can respond quickly and with integrity when concerns arise. Central to this, is the Board of Trustees.

The Board of Trustees is appointed to have independent authority and legal responsibility for how an organisation or charity runs and have a critical role in decision making and compliance as well as setting the values, standards, and behaviours of the organisation. The standards and behaviours may be referred to as the culture of the organisation or “the way we do things around here”. Culture can be shaped in both negative and positive ways.

“The culture of a charity goes beyond mere compliance with legal and regulatory demands. Charity governance is most effective when it provides assurances not just that legal requirements are met, but that the behaviour of people working for the charity, and those who come into contact with it, is proper and ethical. Culture, alongside good governance, can be pivotal to whether a charity achieves its stated object” (ICSA The Governance Institute, 2017)

POSITIONS OF TRUST

All adults working with children, young people and vulnerable adults are in a position of trust. All those in positions of trust need to understand the power this can give them over those they care for and the responsibility they have because of this relationship.

It is vital that all workers ensure they do not, even unknowingly, use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted.

As of April 2022 it is illegal (England and Wales)(Northern Ireland) for those in Positions of Trust in a faith setting to engage in sexual activity with a 16 or 17 year old under their care or supervision.

The following Safeguarding Policy and Statement aims to, not only meet the requirements of ensuring a safe environment for those accessing activities in our organisation, but to also build an open culture where:

- those who lead do so by example, and are committed to the safeguarding of all
- those that work or volunteer are safely recruited and trained for their roles
- there are accountability structures with codes of conduct
- the values of the organisation are embedded in its day to day actions and behaviours of its people
- there is open communication

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.

The policy and attached practice guidelines are based on the ten safeguarding standards published by Thirtyone:eight (thirtyoneeight.org/ten-standards)

SECTION 3 – PREVENTION

Understanding abuse and neglect

Defining child abuse or abuse against a vulnerable adult is a difficult and complex issue. A person may abuse by inflicting harm, or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or vulnerable adult.

In order to safeguard those in our places of worship and organisations we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

1. Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.
2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5 which states:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Detailed definitions, and signs and symptoms of abuse, as well as how to respond to a disclosure of abuse, are included as an appendix to this policy.

Safer Recruitment

The Leadership will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form
- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A self-declaration form and disclosure and barring check (DBS) has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified

- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

Safeguarding Training

The Leadership is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis.

The Leadership will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

Practise Guidelines

As an organisation / place of worship working with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

Management of Workers – Codes of Conduct

As a Leadership we are committed to supporting all workers and ensuring they receive support and supervision. All workers have been issued with a code of conduct towards children, young people and adults with care and support needs, and will be given clear expectations about what is expected of them both within their job role and out. They will also receive further training as necessary.

SECTION 4 – PARTNERSHIP WORKING

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines with regards to our expectations of those with whom we work in partnership, whether in the UK or not. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

SECTION 5 – RESPONDING TO ALLEGATIONS OF ABUSE

Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse.

Follow procedures as below:

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to Stephen Warwick (hereafter the "Safeguarding Coordinator") tel no: 07900 582612 who is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.
- In the absence of the Safeguarding Coordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to Jenny Hudd (hereafter the "Deputy ") tel no: 07702 631667. If the suspicions implicate both the Safeguarding Coordinator and the Deputy, then the report should be made in the first instance to Thirtyone:eight PO Box 133, Swanley, Kent, BR8 7UQ. Telephone 0303 003 11 11. Alternatively contact Hampshire Children's or Adult Services, or Hampshire Police.
- Where the concern is about a child the Safeguarding Coordinator should contact Children's Services. Where the concern is regarding an adult in need of protection, contact Adult Services or take advice from Thirtyone:eight as above.

Hampshire Children's Services office telephone number (office hours) is 0300 555 1384.

The out of hours emergency number is 0300 555 1373

Hampshire Adult Services office telephone number (office hours) is 0300 555 1386.

The out of hours emergency number is 0845 600 4555.

Hampshire Police telephone number is 0300 555 1373.

- Where required the Safeguarding Coordinator should then immediately inform the insurance company.
- Suspicions must not be discussed with anyone other than those already mentioned. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Coordinator, the absence of the Safeguarding Coordinator or Deputy should not delay referral to Children's or Adult Services, the Police or taking advice from Thirtyone:eight.
- The Leadership will support the Safeguarding Coordinator/Deputy 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.
- It is, of course, the right of any individual to make a direct referral to the safeguarding agencies or seek advice from Thirtyone:eight, although the Leadership hope that members of The Butts Church will use this procedure. If, however, the individual with the concern feels that the Safeguarding Coordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Coordinator(s) as to the appropriateness of a

referral, they are free to contact an outside agency direct. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the Safeguarding Coordinator/Deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies that have a legal duty to investigate.

Detailed procedures where there is a concern about a child:

ALLEGATIONS OF PHYSICAL INJURY, NEGLECT OR EMOTIONAL ABUSE

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Coordinator/Deputy will:

- Contact Children's Services (or Thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Services direct for advice.
- Seek and follow advice given by Thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Services.

ALLEGATIONS OF SEXUAL ABUSE

In the event of allegations or suspicions of sexual abuse, the Safeguarding Coordinator/Deputy will:

- Contact the Children's Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by Thirtyone:eight if, for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

The following procedure will be followed where there is a concern that an adult is in need of protection:

SUSPICIONS OR ALLEGATIONS OF ABUSE OR HARM INCLUDING: PHYSICAL, SEXUAL, ORGANISATIONAL, FINANCIAL, DISCRIMINATORY, NEGLECT, SELF-NEGLECT, FORCED MARRIAGE, MODERN SLAVERY, DOMESTIC ABUSE.

If there is concern about any of the above, Safeguarding Co-ordinator/Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively Thirtyone:eight can be contacted for

advice.

- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, Safeguarding Co-ordinator will:

- Identify support services for the victim i.e., counselling or other pastoral support.
- Contact Thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person who works with children/young people

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Children's Social Services regarding the suspension of the worker.
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Allegations of abuse against a person who works with adults with care and support needs

The safeguarding co-ordinator will:

- Liaise with Adult Social Services in regards the suspension of the worker.
- Make a referral to the DBS following the advice of Adult Social Services.

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide, not the church.

SECTION 6 – PASTORAL CARE

Supporting those affected by abuse

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the place of worship/organisation.

Working with offenders and those who may pose a risk

When someone attending the place of worship / organisation is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep. These boundaries will be based on a risk assessment and through consultation with appropriate parties.

APPENDIX 1

Leadership Safeguarding Statement

The Leadership (the Elders and Deacons, hereafter referred to as Leadership) recognises the importance of its ministry/work with children and young people and adults in need of protection and its responsibility to protect everyone entrusted to our care.

The following statement has been agreed by the Leadership on: 2nd November 2023

The Butts Church is committed to the safeguarding of children and vulnerable adults and ensuring their wellbeing.

Specifically:

- We recognise that we all have a responsibility to help prevent the physical, sexual, emotional abuse and neglect of children and young people (those under 18 years of age) and to report any such abuse that we discover or suspect.
- We believe every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are suffering harm.
- All children and young people have the right to be treated with respect, to be listened to and to be protected from all forms of abuse.
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of vulnerable adults and to report any such abuse that we discover or suspect.
- We recognise the personal dignity and rights of vulnerable adults and will ensure all our policies and procedures reflect this.
- We believe all adults should enjoy and have access to every aspect of the life of The Butts Church unless they pose a risk to the safety of those we serve.
- We undertake to exercise proper care in the appointment and selection of all those who will work with children and vulnerable adults.

We are committed to:

- Following the requirements for UK legislation in relation to safeguarding children and vulnerable adults and good practice recommendations.
- Respecting the rights of children as described in the UN Convention on the Rights of the Child.
- Implementing the requirements of legislation in regard to people with disabilities.
- Ensuring that workers adhere to the agreed procedures of our safeguarding policy.
- Keeping up to date with national and local developments relating to safeguarding.
- Following any organisational guidelines in relation to safeguarding children and adults in need of protection.
- Supporting the safeguarding coordinator/s in their work and in any action they may need to take to protect children/vulnerable adults.

- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by The Butts Church.
- Supporting parents and families.
- Nurturing, protecting, and safeguarding of children and young people.
- Supporting, resourcing, training, monitoring, and providing supervision to all those who undertake this work.
- Supporting all in the place of worship affected by abuse.
- Adopting and following the 'Safe and Secure' safeguarding standards developed by thirtyone:eight.

We recognise:

- Children's Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a vulnerable adult.
- Where an allegation suggests that a criminal offence may have been committed then the Police should be contacted as a matter of urgency.
- Where working outside of the UK, concerns will be reported to the appropriate agencies in the country in which we operate, and their procedures followed, and in addition we will report concerns to our agency's headquarters.
- Safeguarding is everyone's responsibility.

We will review this statement and our policy and procedures annually.

If you have any concerns for a child or vulnerable adult then speak to one of the following that have been approved as safeguarding co-ordinators for The Butts Church.

Stephen Warwick Child and Adult Safeguarding Coordinator

Jenny Hudd Deputy Child and Adult Safeguarding Coordinator

A copy of the full policy and procedures is available from Stephen Warwick or Jenny Hudd. A copy for reference purposes is also kept in the church cupboard at All Saints Church.

A copy of our safeguarding policy has been lodged with thirtyone:eight.

APPENDIX 2

The Butts Church Statutory Definitions of Abuse (Children)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult, or adults, or another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child.

The four definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2006)'.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

APPENDIX 3

The Butts Church Statutory Definitions of Abuse (Vulnerable adults)

The following definition of abuse is laid down in 'No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health 2000):

'Abuse is a violation of an individual's human and civil rights by any other person or persons. In giving substance to that statement, however, consideration needs to be given to a number of factors: Abuse may 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, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it'.

Physical Abuse

This is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care.

Sexual Abuse

This is the involvement in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent, or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent.

Psychological or Emotional Abuse

These are acts or behaviour, which cause mental distress or anguish or negates the wishes of the vulnerable adult. It is also behaviour that has a harmful effect on the vulnerable adult's emotional health and development or any other form of mental cruelty.

Financial or Material Abuse

This is the inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.

Neglect or Act of Omission

This is the repeated deprivation of assistance that the vulnerable adult needs for important activities of daily living, including the failure to intervene in behaviour that is dangerous to the vulnerable adult or to others. A vulnerable person may be suffering from neglect when their general well being or development is impaired.

Discriminatory Abuse

This is the inappropriate treatment of a vulnerable adult because of their age, gender, race, religion, cultural background, sexuality, disability etc. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. Discriminatory abuse links to all other forms of abuse.

Institutional Abuse

This is the mistreatment or abuse of a vulnerable adult by a regime or individuals within an institution (e.g. hospital or care home) or in the community. It can be through repeated acts of poor or inadequate care and neglect or poor professional practice.

APPENDIX 4

The Butts Church Signs of Possible Abuse (children & young people)

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

Physical

Injuries not consistent with the explanation given for them
Injuries that occur in places not normally exposed to falls, rough games, etc
Injuries that have not received medical attention
Reluctance to change for, or participate in, games or swimming
Repeated urinary infections or unexplained tummy pains
Bruises on babies,
Bites, burns, fractures etc which do not have an accidental explanation.

Sexual

Any allegations made concerning sexual abuse
Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
Age-inappropriate sexual activity through words, play or drawing
Child who is sexually provocative or seductive with adults
Inappropriate bed-sharing arrangements at home
Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
Eating disorders - anorexia, bulimia*

Emotional

Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
Depression, aggression, extreme anxiety
Nervousness, frozen watchfulness
Obsessions or phobias
Sudden under-achievement or lack of concentration
Inappropriate relationships with peers and/or adults
Attention-seeking behaviour
Persistent tiredness
Running away/stealing/lying

Neglect

Under nourishment, failure to grow, constant hunger, stealing or gorging food
Untreated illnesses
Inadequate care, etc

*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

APPENDIX 5

The Butts Church Signs of Possible Abuse (vulnerable adults)

Physical

A history of unexplained falls, fractures, bruises, burns, minor injuries
Signs of under or overuse of medication and/or medical problems unattended

Sexual

Pregnancy in a woman who is unable to consent to sexual intercourse
Unexplained change in behaviour or sexually implicit/explicit behaviour
Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
Infections or sexually transmitted diseases
Full or partial disclosure or hints of sexual abuse
Self-harming

Psychological

Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
Intimidated or subdued in the presence of the carer
Fearful, flinching or frightened of making choices or expressing wishes
Unexplained paranoia

Financial or Material

Disparity between assets and living conditions
Unexplained withdrawals from accounts or disappearance of financial documents
Sudden inability to pay bills
Carers or professionals fail to account for expenses incurred on a person's behalf
Recent changes of deeds or title to property

Neglect or Omission

Malnutrition, weight loss and/or persistent hunger
Poor physical condition, poor hygiene, varicose ulcers, pressure sores
Being left in wet clothing or bedding and/or clothing in a poor condition
Failure to access appropriate health, educational services or social care
No callers or visitors

Discriminatory

Inappropriate remarks, comments or lack of respect
Poor quality or avoidance of care

Institutional

Lack of flexibility or choice over meals, bed times, visitors, phone calls etc
Inadequate medical care and misuse of medication
Inappropriate use of restraint
Sensory deprivation e.g. denial of use of spectacles or hearing aids
Missing documents and/or absence of individual care plans
Public discussion of private matter
Lack of opportunity for social, educational or recreational activity

APPENDIX 6

The Butts Church How to respond to a child or vulnerable adult wishing to disclose abuse

Ensure the physical environment is welcoming, giving opportunity for the child or vulnerable adult to talk in private but making sure others are aware the conversation is taking place.

- It is especially important to allow time and space for the person to talk.
- Above everything else listen without interrupting.
- Be attentive and look at them whilst they are speaking.
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used.
- Try to remain calm, even if on the inside you are feeling something different.
- Be honest and don't make promises you can't keep regarding confidentiality.
- Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, Braille etc.

HELPFUL RESPONSES

- You have done the right thing in telling.
- I am glad you have told me
- I will try to help you

DON'T SAY

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- I am shocked, don't tell anyone else