



Safeguarding Adults Policy

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Statement of Commitment

The Eldership and Trustees of New Life Community Church recognises its duty to safeguard adults. This requires NLCC to establish a policy and procedures which promote the welfare of 'adults at risk'. It is expected that all staff, volunteers, church members, visitors and children share this commitment.

The Eldership and Trustees will also ensure that NLCC carries out its duty to report suspected abuse or neglect to the local authority adult's services and the police and assist them in acting on behalf of adults at risk of harm.

New Life Community Church is one church family that meets together across different locations. This policy will seek to address the governing principles & protocols that will function across the whole church whilst identifying any changes that relate to geographical location.

This policy has regard to the Care Act 2014, Mental Capacity Act 2005, '[Office of the Public Guardian Safeguarding Policy](#)' and, '[Safeguarding Adults, Guidance for Christian Faith Organisations](#)' and the Care and Support Statutory Guidance and acknowledgement of the responsibilities of a voluntary organisation to hold a safeguarding policy and adhere to it.

The purpose of this policy is to:

- Afford protection to those considered 'Adults at Risk'
- Enable staff and volunteers to safeguard and promote the welfare of 'Adults at risk'
- Promote a culture which makes NLCC a safe community to belong to

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Definition of Adult Safeguarding

Safeguarding is a term used to describe how we prevent, protect and promote the wellbeing of adults who may be at risk of abuse or neglect. Safeguarding adults at risk must be conducted in a way that promotes the wishes for the adult.

Definition of 'Adult at Risk'

The Care Act (2014) defines an 'Adult at Risk' as someone who:

- Has needs for care and support
- Is experiencing, or is at risk of, from abuse or neglect
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect
- The adult is over the age of 18

Definitions of Abuse

Abuse can fall into the following categories (not exhaustive):

- Physical
- Domestic
- Sexual
- Psychological
- Financial or material
- Modern slavery
- Discriminatory
- Organisational

These definitions can be found and understood further in the Care and Support Statutory Guidance chapters 14.16 to 14.26 [Care and support statutory guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/care-and-support-statutory-guidance)

Neglect and Self-neglect

- Neglect and acts of omission
- Self-Neglect

Not all cases of self-neglect will require a referral to safeguarding but might require the notification to the local authority that a person may require care and support. A discussion with a safeguarding coordinator is needed and, ideally, the adult at risk before any decision is made to share information with the local authority. Neglect can be understood as both being intentional or unintentional by a carer or family member. Self-neglect is identified as occurring in the absence of appropriate support and care.

Mental Capacity Act 2005

The Mental Capacity Act is relevant to the Adult Safeguarding Policy when an adult is identified as 'at risk' who lacks mental capacity and is defined as an adult at risk. This section will only highlight the

importance of adhering to guidance when considering adults at risk and not a full application of the legislation

All adults must be assumed to be able to make their own decisions even if the adult has an 'impairment of, or a disturbance of the functioning of, the mind or brain'. An adult will only be treated as lacking mental capacity if they have been assessed for that specific decision. When an adult lacks mental capacity they must not be treated as unable to make any decision as the assessment is specific to the decision required. A decision made for the adult is referred to as a best interest decision. When a best interest decision is made, all appropriate persons involved in caring for the adult must be consulted.

In the case a person who is identified to a member of NLCC as an adult at risk and lacking mental capacity, all due consideration must be given to try and involve the adult at risk where practically reasonable to do so. This includes trying to communicate the information and decision to the adult. In most cases, the adult at risk who is lacking mental capacity to make a decision related to a safeguarding decision will likely require best interest decision and is best actioned by the person who knows them best.

1.0 Responsibilities

1.1 Elders and Trustees

The Eldership and Trustees have appointed a Safeguarding Co-ordinator for NLCC. The role will also be accompanied by a deputy safeguarding co-ordinator. In the absence of the Safeguarding Co-ordinator, the Deputy will assume the role. The safeguarding team will work alongside the Elders & Trustees to provide and implement the safeguarding policy within NLCC.

1.2 Safeguarding Elder / Trustee

- Ensure that NLCC has a qualified¹ Safeguarding Co-ordinator and supporting deputy to implement and manage safeguarding policies across all sites.
- Ensure that the Safeguarding Policies are reviewed following a serious incident, when necessary and at least annually.
- Ensure that NLCC has procedures in place for responding to allegations of abuse against workers and volunteers.
- Ensure that workers and volunteers across NLCC with access to potential 'Adults at risk' have read the Safeguarding Adults Policy.

1.3 Safeguarding Co-ordinator (SC) and Deputy Safeguarding Co-ordinator (DSC)

- Be responsible for referring cases of suspected abuse to the relevant investigating agencies.
- Ensure procedures and practice for record keeping, have regard to confidentiality of records.
- Ensure safer recruitment of workers and volunteers.
- Ensure that E-Safety procedure, policy and training is in place.
- Ensure that parental permission is obtained and given before any photographs of children are used for promotional purposes.
- Ensure that workers and volunteers with direct responsibility for working with adults are suitably trained.
- Ensure that workers and volunteers with access to children have read the Child Protection and Safeguarding Policy.

¹ Has received an appropriate level of training related to the role.

2.0 Worker and Volunteer responsibilities

The SC, Elders and Trustees will ensure relevant workers and volunteers:

- Undertake regular training.
- Be made aware of who the SC, DSC, are and have access to the Safeguarding Adults Policy and recognise their responsibility for safeguarding Adults at Risk.
- Be trained to identify and respond to abuse.
- Be able to identify and refer to the SC/DSC Adults at Risk.
- Be aware of the procedure to be followed when an Adult is considered to be 'at risk'

3.0 Safer Recruitment of Workers and Volunteers

The SC, DSC, Elders and Trustees will:

- Have recruitment and selection procedures to help deter, reject or identify people who might abuse 'Adults at Risk'.
 - Keep a secure single central record and in confidence detailing a range of child protection checks carried out on workers and volunteers.
 - Where appropriate ensure that workers and volunteers with access to Adults at Risk undergo appropriate level check with the Data and Baring Service (DBS).
 - Require two references and where appropriate². These references should be verbally checked to contribute to the information within them and/or to clarify any issues arising from them.
- Ensure that workers and volunteers responsible for recruitment/advertising receive training

4.0 Worker and Volunteer Induction and Training

The SC/DSC will ensure that all staff with potential access to Adult at Risk, should, as part of their induction into their role, understand:

- The reporting process and procedures for Safeguarding Adults.
- The guidance available in relation to information sharing where there is a concern about an Adult at risk.
- The guidance in responding to disclosures.
- The need for accurate and detailed record keeping where there are concerns for the safety and wellbeing of an adult at risk in accordance to NLCC procedures.
- Appropriate 'E' safety use.

Those responsible for ministry areas relating to areas involving Adult at Risk will be asked to identify needs for any safeguarding training and refer these to the SC/DSC who will respond appropriately to these requests.

5.0 Worker and Volunteer Accountability

All workers and volunteers should understand their individual responsibilities for the safety and wellbeing of Adult at Risk as well as their personal accountability through their ministry leads.

Any member of staff who has access to sensitive information about an Adult at Risk, must take all reasonable steps to ensure that such information is only disclosed to those people who need to know.

Workers and volunteers must be aware that it is not their responsibility to investigate a specific case of abuse. If there are worries about an Adult at Risk the relevant agencies need to be involved at an early stage. If any worker or volunteer has any concerns about the welfare of an Adult at Risk, or if a

² This may apply to those carrying senior leadership responsibilities e.g. Safeguarding Co-ordinator / Branch manager / CAP Life Skills manager

disclosure is made that they are suffering abuse or reveals information that gives grounds for concern, the worker/volunteer must share this with the SC/DSC immediately.

6.0 Partnership with Carers

NLCC share the goal with carers to work in partnership, educate to keep Adult at Risk safe from harm and have their welfare promoted.

NLCC is committed to working with carers openly and honestly. We ensure that all family and carers are treated with respect, courtesy and dignity. We respect parents and carers rights to privacy and confidentiality and will seek consent to share sensitive information (If information sharing is deemed necessary). If necessary, information will be shared without consent if the adult is at risk of harm. Sometimes, we need to recognise the importance of the role of the carer in addressing the problem, and identifying what needs of support the carer may have.

We will share with any concerns we may have unless to do so would place the adult at greater risk.

7.0 Safer Working Practices

The Elders, Trustees and SC/DSC will ensure that;

- Key personnel will have knowledge, understanding and training in order to establish a safe environment for those considered Adult at Risk.
- There are processes and procedures in place to both assess and manage risk with regard to Adult at Risk.

8.0 Concerns about another Worker of Volunteer

Any worker or volunteer who is concerned about the conduct of another worker or volunteer towards an Adult at Risk is undoubtedly in a difficult situation. They may worry they have misunderstood the situation and wonder if they should report it. In such circumstances the welfare of the adult is of utmost importance. Any concern about the conduct of a worker or volunteer must be reported to the SC/DSC.

9.0 Pastoral Care and Early Help

At NLCC we promote collaborative working between the church and local early help and the local authority. Providing pastoral care and early help is more effective in promoting the welfare of the Adult at Risk rather than reacting later. It requires those who have leadership responsibility over NLCC to provide timely support as soon as a problem or concern emerges.

Pastoral care must be reviewed constantly with consideration given to relevant local authorities if the Adult at Risk's situation does not appear to be improving or that the situation appears high risk. To do this, we will look to other ministries and local services/agencies to identify appropriate support when appropriate. We will;

- Undertake an assessment of the need for pastoral care as part of a discussion between the safeguarding coordinator and the lead elder, if appropriate to do so; when there is no conflict of interest.
- Provide pastoral care and/or access to services through the relevant Local Authority
- Refer to appointed services e.g. Hampshire County Council, Dorset Council, Wiltshire Council and Bournemouth Christchurch and Poole Council.

Any concerns regarding an adult should be referred initially through the NLCC referral system for concerns where they will be assessed and allocated or referred to the appropriate level of pastoral care or appropriate agency.

10.0 Service User Confidentiality and Information Sharing

In accordance to the Data Protection Act 1998 and the General Data Protection Regulation, NLCC keeps confidential records, information on and adult that is of a personal and sensitive nature. The Elders, Trustees, SC/DSC & those with key leadership responsibilities at NLCC will respect confidentiality and ensure that all data is handled in accordance with the requirements of the law.

If the Elders, Trustees, or those connected to the NLCC church family have a reason to believe an adult is at risk of harm, they must report this information, without delay and regardless of the duty of confidentiality, to the SC/DSC. Any information relating to possible abuse of a child or young person should be noted contemporaneously, recording verbatim any comments made by the child or young person.

11.0 Monitoring Compliance

The NLCC Adult Safeguarding Policy will be monitored annually by the Elders & Trustees.

NLCC's own self review procedures will ensure annual monitoring of the Safeguarding Policy. The nominated Trustee will monitor the policy, its review and implementation with the SC/DSC.

Appendix A – Types of Abuse and Neglect (using the Care and Support Statutory Guidance definitions)

This is not intended to be an exhaustive list but illustrates the kinds of abuse and neglect which would be considered a safeguarding concern.

Physical abuse including:

- assault
- hitting
- slapping
- pushing
- misuse of medication
- restraint
- inappropriate physical sanctions

Domestic violence including:

- psychological
- physical
- sexual
- financial
- emotional abuse
- so called 'honour' based violence

Sexual abuse including:

- rape
- indecent exposure
- sexual harassment
- inappropriate looking or touching
- sexual teasing or innuendo
- sexual photography
- subjection to pornography or witnessing sexual acts
- indecent exposure
- sexual assault
- sexual acts to which the adult has not consented or was pressured into consenting

Psychological abuse including:

- emotional abuse
- threats of harm or abandonment
- deprivation of contact
- humiliation
- blaming
- controlling
- intimidation
- coercion
- harassment
- verbal abuse
- cyber bullying
- isolation
- unreasonable and unjustified withdrawal of services or supportive networks

Financial or material abuse including:

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

Modern slavery encompasses:

- slavery
- human trafficking
- forced labour and domestic servitude.
- traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Discriminatory abuse including forms of:

- harassment
- slurs or similar treatment:
 - because of race
 - gender and gender identity
 - age
 - disability
 - sexual orientation
 - religion

Organisational abuse

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

Neglect and acts of omission including:

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

Self-neglect

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not prompt a safeguarding investigation but require a social care assessment. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

Domestic abuse

The definition of domestic violence and abuse is: any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- psychological
- sexual
- financial
- emotional
- Coercive or controlling behaviour (under the Serious Crime Act 2015)

Financial abuse

Financial abuse is the main form of abuse investigated by the Office of the Public Guardian both amongst adults and children at risk. Financial recorded abuse can occur in isolation, but as research has shown, where there are other forms of abuse, there is likely to be financial abuse occurring. Although this is not always the case, everyone should also be aware of this possibility.

Potential indicators of [financial abuse](#) include:

- change in living conditions
- lack of heating, clothing or food
- inability to pay bills/unexplained shortage of money
- unexplained withdrawals from an account
- unexplained loss/misplacement of financial documents
- the recent addition of authorised signers on a client or donor's signature card
- sudden or unexpected changes in a will or other financial documents

Internet scams, postal scams and doorstep crime are more often than not, targeted at adults at risk and all are forms of financial abuse. These scams are becoming ever more sophisticated and elaborate. For example:

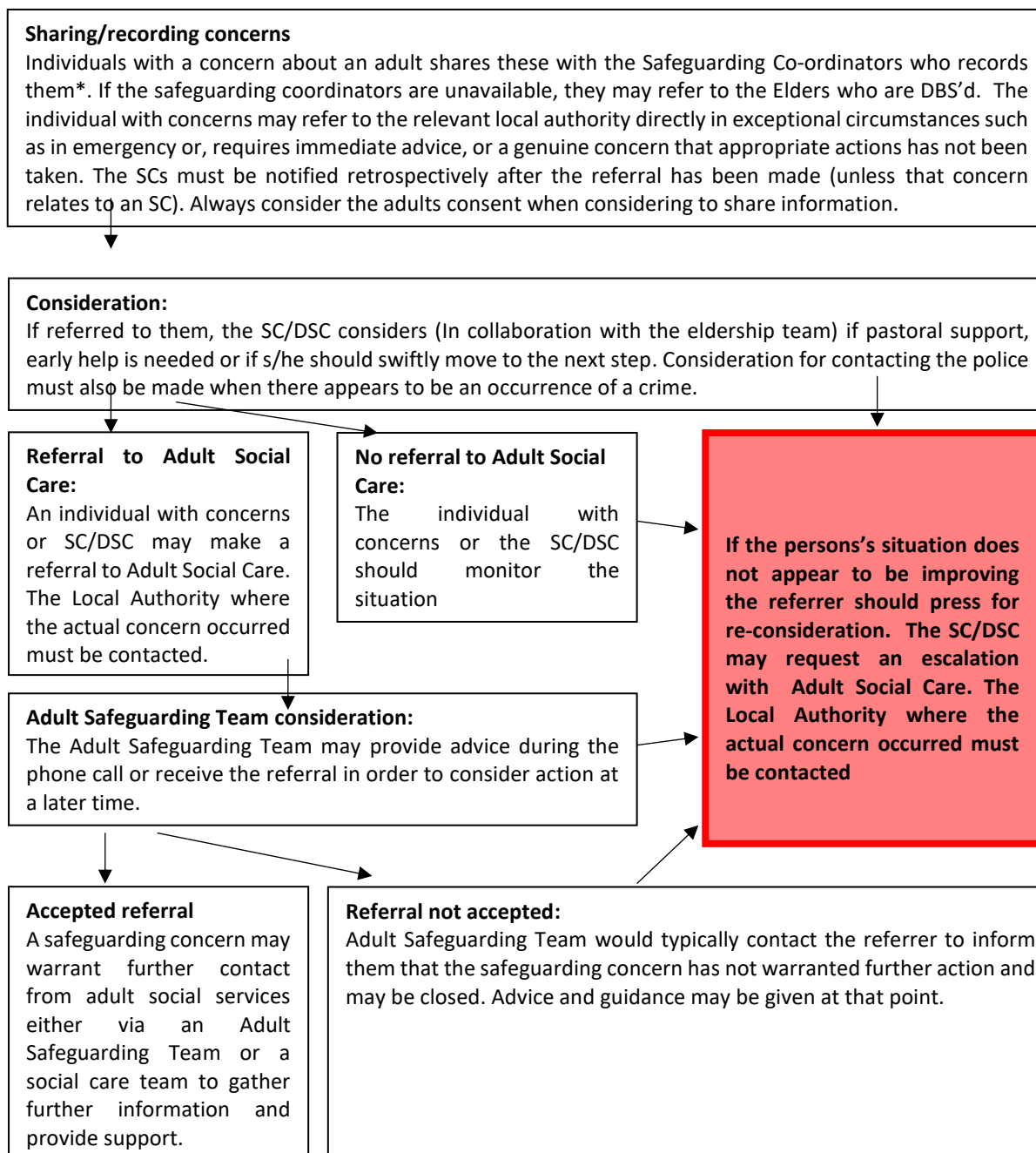
- internet scammers can build very convincing websites
- people can be referred to a website to check the caller's legitimacy but this may be a copy of a legitimate website
- postal scams are massed-produced letters which are made to look like personal letters or important documents
- doorstep criminals call unannounced at the adult's home under the guise of legitimate business and offering to fix an often non-existent problem with their property. sometimes they pose as police officers or someone in a position of authority

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Appendix B – Safeguarding concerns

This diagram illustrates the process (Relevant to each site location) that should be taken if there are concerns about a child or young person. If, at any point, there is a risk of immediate serious harm to an adult, 999 should be contacted. **Anybody can make a referral.**

Site Location - Wimborne



* In cases which also involve an allegation against a worker or volunteer within NLCC, see Section 8 of this guidance which explains actions NLCC should take in respect to workers / volunteers.

Appendix C – Responding to Disclosure – Guidance for Workers and Volunteers working with Adults Site location - Wimborne

If a child of young person wishes to confide in you the following guidelines should be adhered to:

- **Be honest**

- Do not make promises you cannot keep
- Explain that you might have to share information if the adult is at immediate risk of significant harm but you cannot share any information with their consent if not considered high risk and immediate.
- **Create a safe environment**
 - Stay Calm
 - Reassure the person that they are being listened to, validating their experience
 - State that the concern being shared is being taken seriously and support is available if the person thinks it will be helpful.
- **Consent and Confidentiality**
 - Gain consent from the person to share information
 - If there is no immediate risk of serious harm then do not record the information any further. If you're not sure then please contact the SCs in order to consider the information
 - If you feel that the person is displaying signs that they are unable to make a decision due to a cognitive impairment or 'disturbance of the mind' please consult with an SC or Elder.
 - Only tell those people it is necessary to inform.
- **Record on the appropriate form exactly what the child has said to you and include**
 - Adult's name, address and date of birth (if known, or ask)
 - Date and time of any incident
 - What the person said (in their words)
 - Your observations e.g the person's behaviour and emotional state
 - Any action you took as a result of your concerns – specific information about who you spoke to, names, phone numbers and resulting actions.
 - Sign and date the record and provide a copy to SC/DSC. This can be electronic to the email provided in the policy.
- **Be clear about what the child says and what you say**
 - Do not interview the person and keep questions to a minimum
 - Who was involved?
 - When did it happen?
 - Where did it happen?
 - What happened?
 - Encourage adult to use his/her own words and do not try to lead them into giving particular answers – avoid leading questions.
- **Do not take sole responsibility**
 - Immediately consult the SC, or the DSC if the SC is not available so that any appropriate action can be taken to protect the child or young person if needed
 - The SC/DSC should raise the concerns with Adult Social Care as soon as possible. The referral may be declined in which case, a further conversation must be had with the SC to consider next steps.
 - Although referrals to social care would normally be made by the SC/DSC, and other individual with concerns can make a referral. The SC must be notified if this does happen.

Reporting to Social Care

Dorset Council Adult Safeguarding (Non-professionals number): 01305 221 016

Bournemouth, Christchurch and Poole Council: <https://www.bcpccouncil.gov.uk/adult-social-care-and-health/abuse-and-neglect-of-older-and-vulnerable-adults/report-abuse-of-an-older-or-vulnerable-adult>

Police non-emergency number: 101

Police emergency number: 999 when there is an immediate risk of harm.

Appendix B – Safeguarding concerns

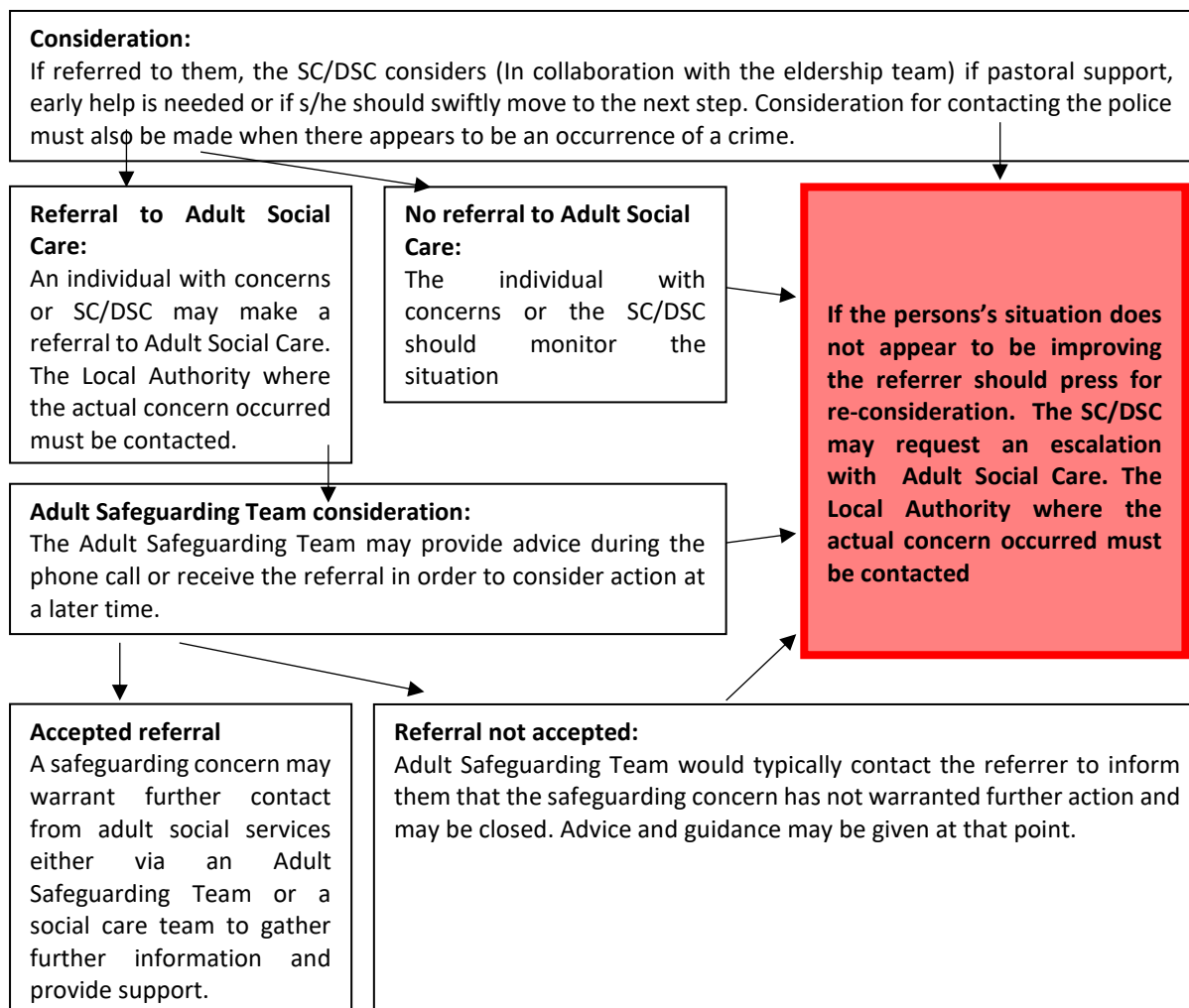
This diagram illustrates the process (Relevant to each site location) that should be taken if there are concerns about an adult at risk. If, at any point, there is a risk of immediate serious harm to an adult, 999 should be contacted. **Anybody can make a referral.**

Site Location - Fordingbridge

Sharing/recording concerns

Individuals with a concern about an adult shares these with the Safeguarding Co-ordinators who records them*. If the safeguarding coordinators are unavailable, they may refer to the Elders who are DBS'd. The individual with concerns may refer to the relevant local authority directly in exceptional circumstances such as in emergency or, requires immediate advice, or a genuine concern that appropriate actions has not been taken. The SCs must be notified retrospectively after the referral has been made (unless that concern relates to an SC). Always consider the adults consent when considering to share information.





* In cases which also involve an allegation against a worker or volunteer within NLCC, see Section 8 of this guidance which explains actions NLCC should take in respect to workers / volunteers.

Appendix C – Responding to Disclosure – Guidance for Workers and Volunteers working with Adults

Site location - Fordingbridge

- **Be honest**
 - Do not make promises you cannot keep
 - Explain that you might have to share information if the adult is at immediate risk of significant harm but you cannot share any information with their consent if not considered high risk and immediate.
- **Create a safe environment**
 - Stay Calm
 - Reassure the person that they are being listened to, validating their experience
 - State that the concern being shared is being taken seriously and support is available if the person thinks it will be helpful.
- **Consent and Confidentiality**
 - Gain consent from the person to share information
 - If there is no immediate risk of serious harm then do not record the information any further. If you're not sure then please contact the SCs in order to consider the information

- If you feel that the person is displaying signs that they are unable to make a decision due to a cognitive impairment or 'disturbance of the mind' please consult with an SC or Elder.
- Only tell those people it is necessary to inform.
- **Record on the appropriate form exactly what the child has said to you and include**
 - Adult's name, address and date of birth (if known, or ask)
 - Date and time of any incident
 - What the person said (in their words)
 - Your observations e.g the person's behaviour and emotional state
 - Any action you took as a result of your concerns – specific information about who you spoke to, names, phone numbers and resulting actions.
 - Sign and date the record and provide a copy to SC/DSC. This can be electronic to the email provided in the policy.
- **Be clear about what the child says and what you say**
 - Do not interview the person and keep questions to a minimum
 - Who was involved?
 - When did it happen?
 - Where did it happen?
 - What happened?
 - Encourage adult to use his/her own words and do not try to lead them into giving particular answers – avoid leading questions.
- **Do not take sole responsibility**
 - Immediately consult the SC, or the DSC if the SC is not available so that any appropriate action can be taken to protect the child or young person if needed
 - The SC/DSC should raise the concerns with Adult Social Care as soon as possible. The referral may be declined in which case, a further conversation must be had with the SC to consider next steps.
 - Although referrals to social care would normally be made by the SC/DSC, and other individual with concerns can make a referral. The SC must be notified if this does happen.

Reporting to Social Care

Hampshire County Council - Multi-agency Safeguarding Hub (MASH): 0300 555 1386 (Out of hours, after 5pm: 0300 555 1373)

Wiltshire County Council – 0300 456 0111 (Out of hours, after 5.20pm: 0300 456 0100)

Dorset Council - (Adult Access Team): 01305 221 016

Police non-emergency number: 101

Police/Ambulance emergency number: 999 when there is an immediate risk of harm.

Appendix B – Safeguarding concerns

This diagram illustrates the process (Relevant to each site location) that should be taken if there are concerns about a child or young person. If, at any point, there is a risk of immediate serious harm to an adult, 999 should be contacted. **Anybody can make a referral.**

Site Location - Verwood

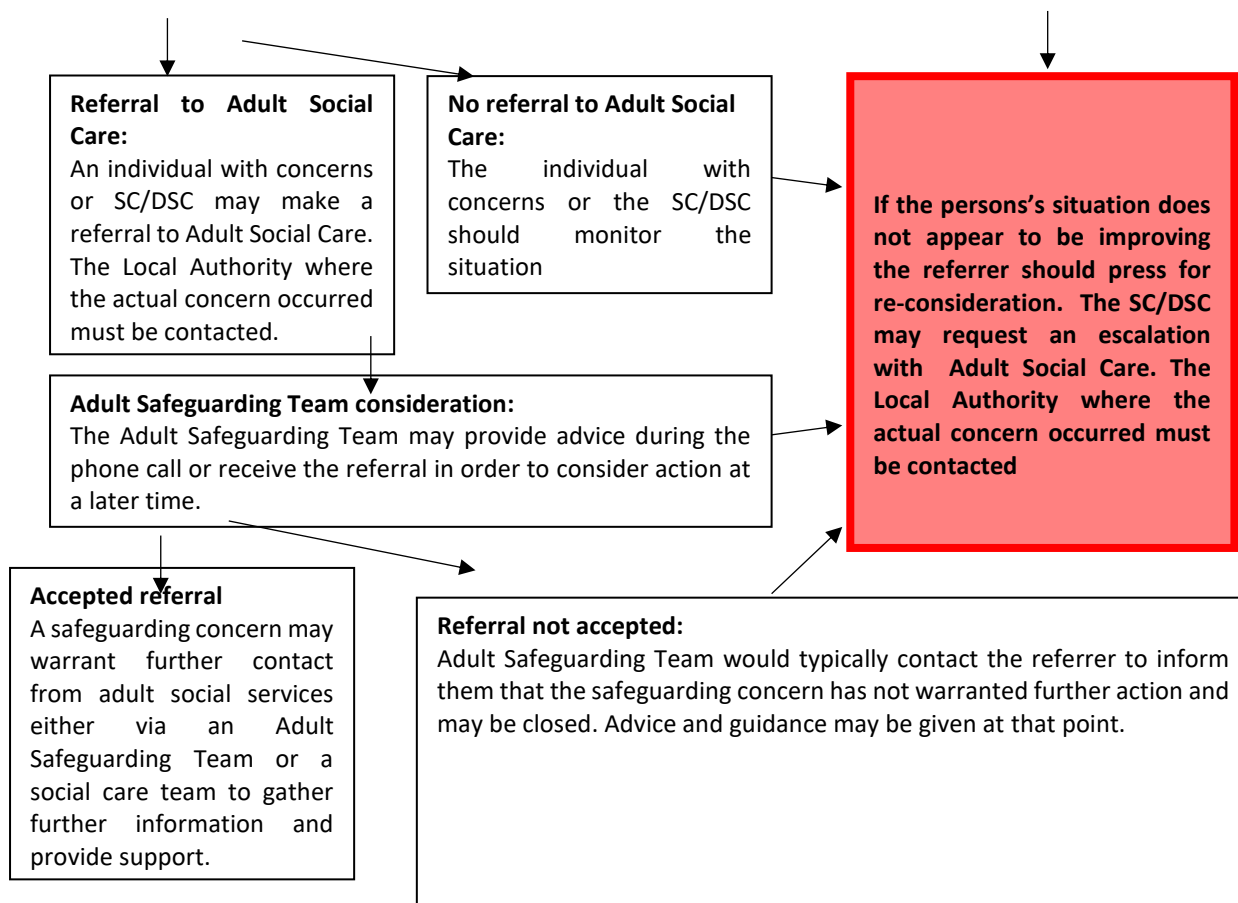
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Consideration:

If referred to them, the SC/DSC considers (In collaboration with the eldership team) if pastoral support, early help is needed or if s/he should swiftly move to the next step. Consideration for contacting the police must also be made when there appears to be an occurrence of a crime.



* In cases which also involve an allegation against a worker or volunteer within NLCC, see Section 8 of this guidance which explains actions NLCC should take in respect to workers / volunteers.

Appendix C – Responding to Disclosure – Guidance for Workers and Volunteers working with Adults

Site location - Verwood

If a child of young person wishes to confide in you the following guidelines should be adhered to:

- **Be honest**
 - Do not make promises you cannot keep
 - Explain that you might have to share information if the adult is at immediate risk of significant harm but you cannot share any information with their consent if not considered high risk and immediate.
- **Create a safe environment**
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 - If you feel that the person is displaying signs that they are unable to make a decision due to a cognitive impairment or 'disturbance of the mind' please consult with an SC or Elder.
 - Only tell those people it is necessary to inform.

- **Record on the appropriate form exactly what the child has said to you and include**
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 - Although referrals to social care would normally be made by the SC/DSC, and other individual with concerns can make a referral. The SC must be notified if this does happen.

Reporting to Social Care

Dorset Council Adult Safeguarding (Adult Access Team): 01305 221 016

Hampshire County Council - Multi-agency Safeguarding Hub (MASH): 0300 555 1386 (Out of hours, after 5pm: 0300 555 1373)

Police non-emergency number: 101

Police emergency number: 999 when there is an immediate risk of harm.

DOCUMENT CONTINUES

Appendix F



NLCC Safeguarding Concern/Disclosure
Record

Please complete this form accurately and return to NLCC's Safeguarding Co-ordinator. You can do this in person or by sending the form to safeguarding@newlifecommunitychurch.co.uk This form will be confidentially and securely stored.

| Person Completing the Form | |
|-----------------------------------|--|
| Name | |
| Site Location | |
| Ministry Area/Role | |
| Main Contact Numbers | |
| Email Address | |

| Details about the child/young person (if known) | |
|--|--|
| Name | |
| Date of Birth | |
| Address | |

| Details of Concern/Disclosure – <i>please be accurate as possible</i> | |
|--|--|
| Date and time/s of incident/s | |
| What the child/young person said (please use their words and language) | |

| | |
|---|--|
| What you said | |
| Child/Young person's behaviour and body language (how did they present whilst disclosing/raising concern) | |
| Actions you took (who you referred concern to, anyone else consulted such as ministry area lead, contact numbers and resulting action) | |

| Person Completing this Form | |
|------------------------------------|--|
| Signature | |
| Date | |

Please submit with this form any additional notes you wrote down when taking the disclosure/concern