HCC Safeguarding Policy – Fenland Community Church

Terminology

Various words and phrases used in this document are explained:

Safeguarding Coordinator – Fenland Community Church's (FCC's) immediate contact for any concerns - Mr Edward Kerr. See section 2 for details of the process.

Helpers - These are people who consistently and regularly assist in practical ways in the meetings run by FCC. Their involvement on a one-to-one basis with adults with a learning disability is minimal. In our environment there is no need for them to be DBS checked.

Volunteers - People who help out and have noticeable one-to-one involvement with adults with a learning disability. They will be DBS checked.

Service Users - Members of the public whom FCC aims to reach. Currently these are all adults - people over the age of 18 yrs.

Carers - Used interchangeably with staff. These are paid staff from the homes and community establishments where the service users live.

Staff - used interchangeably to refer to service user carers.

Leadership - Refers to the leadership of FCC, which is part of Huntingdonshire Community Church

Introduction

1. The purpose of this policy is to outline the duty and responsibility of helpers, and others working on behalf of FCC, in relation to adults with care and support needs. All adults have the right to be safe from harm and must be able to live free from fear of abuse, neglect and exploitation.

2. FCC works with adults with a learning difficulty, and, as such, they can considered to be "adults at risk". The definition of adult at risk, according to the Care Act, 2014 is as follows - an adult who:

   a. Has needs for care and support (whether or not the local authority is meeting any of those needs) and

   b. Is experiencing, or at risk of, abuse or neglect; and

   c. 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.

3. There are 10 types of recognised adult abuse. FCC is aware that not all these will be applicable in our environment, but they are listed here to assist helpers and volunteers to be appraised of the range of abuse that we might come across:

- Physical abuse
- Sexual abuse
- Financial abuse
- Neglect / Acts of Omission
- Discriminatory abuse
- Organisational abuse
- Domestic abuse
- Self-neglect
- Modern day slavery
- Spiritual abuse

3. All volunteers and helpers must be aware that our attendees are vulnerable in some way. Any concerns must be reported to the Safeguarding Coordinator. Fuller details in 'Definitions of Abuse', see Section 2.

The Safeguarding Policy

Section 1 - Details of the Place of Worship / Organisation

Name of Place of Worship / Organisation:
Fenland Community Church, meeting at: The Scout Hall, Mill View, March, Cambridgeshire. PE15 8SY

Administrative Address:
5 Prince's Walk, March, Cambridgeshire, PE15 8AH Tel No: 07592 910713

Email and web address:
info@fcc.uk.net https://www.fcc.uk.net

Parent Church:
Huntingdonshire Community Church, 83a High Street, Huntingdon, Cambridgeshire, PE29 3DP. Tel: 01480 411665, email admin@hccuk.org

Charity Number: 803355

Insurance Company:
Church Fellowship Connect, including Certificate of Employers' Liability Insurance held with Ansvar, Policy No: CHF 2117027

Brief description of our place of worship / organisation and the type of work / activities we undertake with adults who have care and support needs:
FCC runs Sunday services on 2nd Sunday of each month, held in a Scout Hall. The service is designed for adults with a learning difficulty, but everyone is welcome. FCC also runs groups in two residential homes., and, twice a year, in 3 day care facilities. These groups are run with the kind co-operation of the residential staff.

Our Commitment

1. As a Leadership, we recognise the need to provide a safe and caring environment for all who attend our meetings. We acknowledge that people with care and support needs 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". As a Leadership we have therefore adopted the procedures set out in this Safeguarding Policy in accordance with statutory guidance. We are committed to building constructive links with statutory and voluntary agencies involved not only in safeguarding but in the day-to-day care of service users.

2. The Leadership of FCC undertakes to:

   a. Endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.

   b. Ensure that all helpers are aware of this policy and will regularly review the documentation.

   c. Take what steps we can to ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive. This will be done with the understanding that the building does not belong to FCC.

   d. Support the Safeguarding Coordinator in their work and in any action they may need to take in order to protect service-users.

   e. Facilitate the attendance at relevant training sessions.

Section 2 – Recognising and Responding to Allegations of Abuse

Recognising Allegations or Suspicions of Abuse

3. FCC recognises the Statutory Definitions of Adult Abuse in the separate document entitled, "Definitions of Abuse".

4. FCC also recognises the signs and indicators of abuse of adults in the document entitled, "Signs of Abuse".

5. All helpers have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

6. We expect all helpers to promote good practice by being an excellent role model, contribute to discussions about safeguarding and assist developing safe practices.

Responding to Allegations of Abuse

7. Under no circumstances should a helper carry out their own investigation into an allegation or suspicion of abuse. The following procedures should be carried out:

   a. The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to Edward Kerr (hereafter the "Safeguarding Coordinator"), tel no: 07592 910713, who is

nominated to deal with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

b. If the allegation centres on action or inaction taken during a service by a helper towards a service user, once the facts are ascertained, a full interim verbal report must be made as soon as possible to the senior manager at the home where the service user lives, or the key worker if the service user lives in a supported environment in the community. Following the verbal report, a written report must be made available as soon as is possible and sent to the relevant manager or key worker if the initial contacts deem it necessary.

c. In the absence of the Safeguarding Coordinator or, if the suspicions in any way involve the Safeguarding Coordinator, or a family member, or close friend, then the report should be made to: Vicky Rodrigues, Safeguarding Lead Trustee at HCC, through the HCC Huntingdon office, tel no 01480 411665, email admin@hccuk.org.

d. Where the concern is regarding a service user disclosing abuse in their establishment, or somewhere not connected with FCC, the Safeguarding Coordinator will make immediate contact with the manager of the relevant establishment, or the most senior manager available at that time. If no senior manager is currently available and the situation is deemed to be urgent to protect physical safety, then an immediate referral must made to the adult social services, or failing that, the Police. The local Adult Social Services office telephone number is 0345 045 5202 (Monday to Friday 8am to 6pm, Saturday 9am to 1pm). The out of hours emergency number is 01733 234 724.

e. In very serious circumstances and where no other professional is available then phone the Police on 999 making it clear you are phoning about safeguarding an adult.

f. In any case where a referral is made to the Safeguarding Coordinator, he will inform Vicky Rodrigues, Safeguarding Lead Trustee at HCC, as soon as is reasonably possible. This to be done verbally, including a discussion of procedure, followed by a brief resume by email or a full report if events necessitate this.

g. Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place by the Safeguarding Coordinator.

h. In the unlikely absence of the Safeguarding Coordinator, immediate contact must be made with Vicky Rodrigues, Safeguarding Lead Trustee at HCC. As soon as the FCC Safeguarding coordinator is available, he must be informed. The absence of the FCC Safeguarding Coordinator should not delay referral to Vicky Rodrigues at HCC. A decision as to how to proceed will taken by Vicky Rodrigues at HCC. Depending on circumstances this could include referral to the appropriate home manager, Social Services, or the Police.

i. Vicky Rodrigues at HCC will support the Safeguarding Coordinator 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.

j. It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from Thirty-One Eight (formerly CCPAS), although FCC hopes that helpers will use this internal procedure. If, however, the individual with the concern feels that the Safeguarding Coordinator has not responded appropriately, or where they have a disagreement with the Safeguarding Coordinator as to the appropriateness of a referral they are free to contact Vicky Rodrigues at HCC or an outside agency direct. We hope by making this statement that FCC will demonstrate its commitment to effective safeguarding and the protection of all those who have care and support needs.

k. In the unlikely circumstance where an event occurs in a home, when a group is being run, the staff on duty must immediately be notified, and a senior manager from the home involved where relevant and possible. The FCC Safeguarding Coordinator must be notified and a report lodged.

l. A reporting form is at the end of this document at Appendix 1, and is to be used on every occasion.

Section 3 - Guidelines for Minimising Risk in FCC

Helpers

8. All volunteers, as specified will need to be DBS checked. Other adults attending, such as visiting speakers or occasional or regular helpers will not be DBS checked. The degree of contact between helpers and service users will be monitored to assess whether a DBS check becomes appropriate. Obviously, carers who attend will not be DBS checked.

9. All helpers and volunteers must be aware of events around them, and be sensitive to how service users are treated and spoken to by fellow helpers, both regular and visiting.

10. Due to the nature of the activities of FCC, helpers are rarely, if ever, left in a one-to-one environment with a service user. The exception is when service users are being transported (see below).

Prevention

11. **Accidents** Watch out for potentially dangerous items/incidents. If you spot anything, either do something about it or report it to someone who can take the necessary action.

12. **Examples of Potential Hazards**

- Exposed electrical wiring
- Projector (or other) cable trailing where people could trip over it
- Uneven ground where group members need to walk
- Always use the threshold ramp over the main door sill
- Risk of scalding with hot liquids. Service users are not allowed in the kitchen area of the scout hall
- Need to clean up any spilled drink as soon as possible
- Need to support service users in walking or manipulating wheelchairs if no carer is immediately available

13. **Physical or Sexual Abuse or Allegations Thereof**

a. All volunteers will be safely recruited and DBS checked prior to assisting adults with care and support needs.

b. Except in the case of an emergency, do not assist anyone to the toilet. However, in our environment, assistance is sometimes required. In these instances, assistance must always be provided by someone of the same sex, and the minimum contact possible used. (This rarely occurs and usually the service users needing assistance come with a carer).

c. Do not use physical restraint of any sort.

d. **Transporting Service Users**. Currently only one person is permitted to transport service users that are not brought by official carers. She is fully DBS checked. This is approved of by the residential establishment. Being the only helper in a car is therefore inevitable. All behaviour must be professional. When helping people into and out of the car, and fixing seat belts, any contact must, if at all possible, be from a helper or volunteer of the same sex. It must be acknowledged that this guidance may not always be achievable. In which case, helpers must behave in a professional manner at all times. If they believe that any event might prove contentious, however well intentioned, this must be mentioned to the staff member on duty and to the Safeguarding Coordinator who will make a written record.

14. **Psychological or Discriminatory Abuse or Allegations Thereof**

- Always use positive, inclusive and age-appropriate language
- Always be kind and tolerant in the way you speak to people
- Never respond to verbal abuse with verbal abuse
- Keep calm, speak quietly and gently
- Never lose your temper
- Have fun, but not at somebody else's expense

15. **Financial or Material Abuse or Allegations Thereof**

- Always ask somebody what assistance they need with their belongings – don't 'do for' but 'assist with'
- Never go into somebody's purse or bag where they can't see you, and not without their consent.
- On the rare occasion when somebody asks you to get some money out of their purse or wallet to pay for something, if at all possible, consult with the relevant carer or key worker. In any event always show them what money you are taking out. A receipt must always be given. If a service user asks to give money to the church, explain that this must be discussed with a staff member. As soon as it is possible do so, and make sure that any decision is clear. A receipt must be offered.

16. **Neglect and Acts of Omission or Allegations Thereof**

- Do all you can to make yourself aware of any specific medical needs, e.g. epilepsy, diabetes, dietary requirements, so you can be prepared to support people appropriately. Medical needs are highly personal, and some carers are reluctant to share with us. Great sensitivity is required in moving this forward should it be judged essential.
- Do not get involved in dispensing medication, including relevant epilepsy medication, unless you have been briefed / trained by the home.
- In the event of a service user having a fit, the home must be phoned immediately. Even if we have been briefed as to how to handle such an event by staff who know the service user, the ambulance must be called if there is the slightest doubt as to the wellbeing of the service user.

17. **Refreshments**

- Make yourself aware of any special dietary needs
- Ensure drinks are not too hot
- Do not overfill cups/mugs, and use hard plastic ones rather than polystyrene ones as necessary

18. **Gifts**

- Gifts are generally not to be given or received. If a service-user insists on giving a helper a gift, this must be raised with the relevant care staff and the coordinator informed of the decision.
- The exchange of Christmas and birthday cards is part of our ethos.

Appendix 1: Safeguarding Adults Reporting Form

APPENDIX 1

Safeguarding Adults Reporting Form

This is a 'cause for concern' form. After filling this form in, the contents must be discussed with Vicky Rodrigues, HCC Safeguarding Lead Trustee, contactable via HCC Office on tel no 01480 411665 or email admin@hccuk.org, within 24-48 hours.

Please keep this report factual and do not offer any opinions.

List of people involved in this incident:

Date: Time:

Name of individual the concern is about:

Address (if known)

Describe your concern and action taken. Please use initials to denote people involved in this incident. This will assist in separating fact from opinion.

Observations to support cause for concern:

Description and location of any visible marks, bruising etc:

Name of person completing form:

Signature: Date:

Referred to Vicky Rodrigues, Safeguarding Lead Trustee at HCC? Y/N

Referred by whom:

Date: Time:

Any further action agreed: