



Safeguarding Policy

Version control and reviews (minimum annually checked and updated more frequently as required)

Date	Who	What was done
09/2023	D Marley	Full revision; scope and content widened reflecting development of TVCC activities. Previous versions available via archive.

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SECTION 1 CHURCH DETAILS

Name of Organisation:	Tees Valley Community Church (TVC Church)
Address:	The Oakwood Centre, Cleasby Way, Eaglescliffe, Stockton on Tees, TS16 ORD
Tel No:	01642 781919
Email address: Safeguarding email address:	admin@theoakwood.org.uk safeguarding@tvcchurch.org.uk
Membership of Denomination/Organisation:	Taking Ground Churches
Charity Number:	1114596
Company Number:	5735104
Insurance Company for Public Liability:	Ansvar Insurance Co. Ltd through Christian Insurance Services.

The following is a brief description of the activities we undertake with children and adults:

- Tees Valley Community Church is an independent Christian church affiliated to 'Taking Ground' churches. Our activities include services on Sundays which are open to all as well as activities and meetings for children, young people and adults during the week.
- The majority of our work and activities are located at the Oakwood Centre, but we have a number of outreach ministries that take place in local Community Centres or other similar buildings. These activities include those undertaken at The Shack in Ragworth, the Eden Project in Parkfield, the Eden Project in Southbank, community work in Easterside, the Stockton and Middlesbrough Connect groups and all activities related to the work of Christians Against Poverty and Three13 Training and Enterprise.
- Some of our activities are organised in collaboration with other 'Taking Ground' churches and with 'The Message Trust', 'Junction 42' or other partner organisations.
- The scope of this policy applies to all the activities of Tees Valley Community Church and extends to all employed and volunteer members who engage in our activities.

For the purposes of this document these terms have the following meaning:

A "Worker" is anyone working with children, youth or adults with care and support needs, whether in a paid or voluntary capacity.

The "Leadership" refers to the Elders and Trustees of Tees Valley Community Church.

SECTION 2 SAFEGUARDING STATEMENT

At TVC Church we take our safeguarding responsibilities very seriously and are committed to making TVC Church a safe space and to dealing openly and transparently with any issues raised.

At TVC Church:

- 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 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.”

The Leadership commits to:

- Fulfilling statutory duties in relation to safeguarding.
- Endorsing and following all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- Promoting a safer environment and culture rooted in an understanding that safeguarding is everyone’s responsibility.
- Safely recruiting, training and supporting all those with any responsibility related to children, young people and adults with care and support needs within the church.
- Providing on-going safeguarding training for all its staff and volunteers and regularly reviewing the operational practices adopted.
- Supporting the Safeguarding Lead(s) in their work and in any action they may need to take in order to protect adults, young people and children.
- Responding promptly to every safeguarding concern or allegation.
- Caring pastorally for victims/survivors of abuse and other affected persons.
- Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons.
- Ensuring that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.

TVC Church engages the professional advice, training, and consultancy services of **thirtyone:eight**, an independent Christian charity that supports organisations in all areas of safeguarding children and adults at risk of harm.

SECTION 3 PRACTICE GUIDELINES

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding adults, young people and children. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse. However, we understand, under the Children Act 2004 and Care Act 2014, the statutory duty to respond to safeguarding concerns.

CHILDREN (Children Act 2004)

Under the Children Act, all individuals classed as children under 18, regardless of independence and living arrangements, are inherently assumed to be vulnerable and therefore a referral would be made to Childrens Hub if a concern was raised for person under 18.

ADULTS (Care and Support Statutory Guidance 2018)

14.7 Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

The safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) **and**;
- Is experiencing, or 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 or neglect.

We believe good communication is essential in promoting safeguarding. This extends to those we wish to protect, to everyone involved in working with adults with care and support needs, young

people and children and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

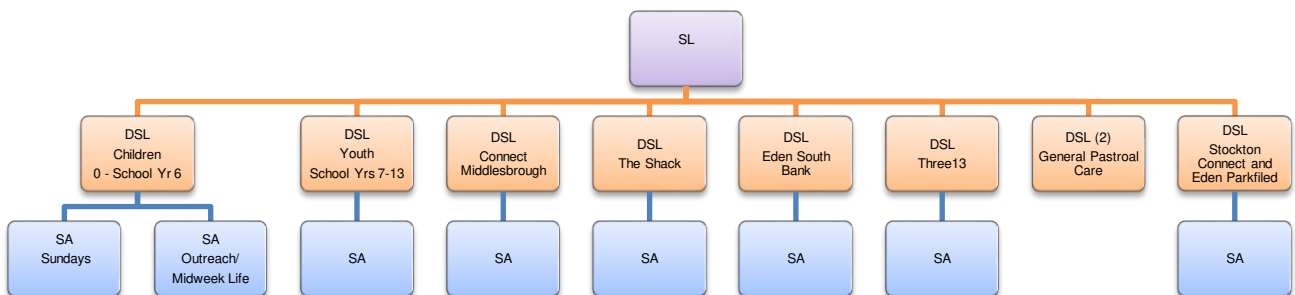
As a church working with children, young people and adults with care and support needs, we wish to operate and promote good working practice. This will enable staff and volunteers to run activities safely, develop good relationships and minimise the risk of false accusation.

We have clear guidelines in regards to our expectations of those with whom we work in partnership, whether in the UK or not and therefore will discuss with all partners our safeguarding expectations and share this policy and any related risk assessments. It is also our expectation that any organisation using our premises, will have their own safeguarding policy.

SECTION 4 SAFEGUARDING LEADERSHIP

There is a robust leadership structure in place to encompass the many different activities that TVC Church engage in. The diagram below illustrates how the safeguarding team is organised in ministry departments with tiered leadership that sits under the overall oversight of the TVC Church Safeguarding Lead.

Key: SL – Safeguarding Lead DSL – Deputy Safeguarding Lead SA – Safeguarding Administrators



ROLES AND RESPONSIBILITIES

Safeguarding Lead

Overall leadership of safeguarding for TVC Church lies with the **Safeguarding Lead (SL)**

- **Name:** David Marley (hereafter the SL)
- **Email:** safeguarding@tvcchurch.org.uk

The above person is nominated by TVC Church Leadership to act on their behalf in advising and/or dealing with any allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

SL Duties and Responsibilities

- Oversee and lead TVC Church in developing and establishing the approach to safeguarding.
- Play a lead role in maintaining and reviewing the organisation's plan for safeguarding.
- Create, review (at least annually) and implement the safeguarding policy, procedures and safeguarding resources throughout the organisation.
- Advise on training needs and development, providing or sourcing training where appropriate.
- Provide safeguarding advice and support to staff and volunteers.
- Ensure all staff are aware of who the Deputy Safeguarding Leads (DSL) and Safeguarding Administrators (SA) are and how and when to contact them.
- Manage safeguarding concerns, allegations or incidents reported to the organisation.
- Manage referrals of any incidents or allegations of abuse and harm to key safeguarding agencies (e.g. social services or police).
- Maintain accurate and secure records.
- Ensure the organisation has sufficient safer recruitment procedures.
- Ensure all DSL, SA, staff and volunteers undertake appropriate and relevant safeguarding training annually.
- Report to Trustees at bi-monthly board meetings on safeguarding practice, procedures and any notifiable cases.

Deputy Safeguarding Leads

The SL is supported by a number of **Deputy Safeguarding Leads (DSL)** who are responsible for specific areas of church ministry (see diagram above).

DSL Duties and Responsibilities

- Play a lead role in maintaining and reviewing the safeguarding plan for the agreed upon area of ministry.
- Report any safeguarding concerns to the SL.

- Ensure all staff and volunteers within the agreed area of ministry undertake relevant training annually
- To be the point of reference for the SA to report any safeguarding concerns in an agreed area of ministry.
- Work with ministry leads to ensure all staff and volunteers know and comply with all risk assessments in the agreed area of ministry.

Safeguarding Administrators

The SL and DSLs are supported by **Safeguarding Administrators (SA)** who are actively engaged in the day-to-day operations and activities of each ministry.

SA Duties and Responsibilities

- Ensure all staff and volunteers know and comply with all relevant risk assessments.
- Work with all volunteers, staff and guests as the first point of contact for any safeguarding concerns.
- Report concerns to their DSL who will liaise with the SL in order to plan a response.
- Assist in the identification of training needs and DBS needs for volunteers in their team.
- Monitor the recruitment of new workers in their area of work.

The SL and DSsL provide ongoing supervision and support to the SAs to ensure a standardised approach to safeguarding and risk management across the church.

SECTION 5 SAFER RECRUITMENT

The Leadership is committed to embedding safer recruitment practices and procedures for all workers. This supports the creation of a safer culture by reinforcing the safeguarding and well-being of everyone. The Leadership will ensure all workers are appointed, trained, supported and supervised in accordance with government guidance on safer recruitment. This includes ensuring that:

- There is a clear description of the role required.
- Safeguarding has been discussed at the start of the role.
- Written or verbal references have been obtained as appropriate to the role.

- A disclosure and barring check has been completed where appropriate (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information).
- A suitable induction and training programme is provided for all workers which includes sharing this policy and how to report concerns.
- Each worker is subject to a probationary period.

DISCLOSURE AND BARRING SERVICE

A Disclosure and Barring Check appropriate to the role being undertaken will be carried out. Individuals in the following roles will be subject to an enhanced DBS for adults and children. If they conduct any additional activities as set out below, they may be subject to a barred list check also.

- Trustees
- Elders and Senior Leadership team
- Senior Staff
- Safeguarding Lead
- Deputy Safeguarding Leads
- Pastoral Team

Work type	DBS type	Volunteer role
Teaching, training and supervising children/youth without being supervised	Enhanced check, with barred list check	<ul style="list-style-type: none"> • All group leaders of children’s work who may be with a child on a one to one • All youth workers
Teaching, training and supervising children/youth under supervision	Enhanced check, without barred list check	<ul style="list-style-type: none"> • All children’s workers who will never be with a child a one to one
Working with adults	Standard or Basic DBS	<ul style="list-style-type: none"> • Anyone working/volunteering with adults (within church ministries) • All paid staff

In the event that a DBS check is returned with a recorded offence, a risk assessment will be undertaken based on the role and the offence, to assess whether the person is suitable for the role they have applied for.

In the event that a DBS check is returned with a recorded offence of arson or any type of sexual offence, the person will be automatically excluded from serving in any ministry at TVC Church.

SECTION 6 SAFEGUARDING TRAINING

As a Leadership we are committed to supporting all workers and ensuring they receive robust support and supervision. All workers are issued with a code of conduct and briefed in the relevant safeguarding risk assessment by their SA prior to undertaking activities within the church.

The relevant DSL and SA provide ongoing mentoring, monitoring and support.

All workers are expected to undertake annual training which encompasses children and adult safeguarding duties. This is delivered by members of the safeguarding team who have professional backgrounds in Education and Social Care.

The SL and DSLs undertake further training to support them in their leadership roles for example through **thirtyone:eight** or Teesside Safeguarding Adults Board.

SECTION 7 RESPONDING TO CONCERNS/ALLEGATIONS

As a result of a robust safeguarding culture within TVC Church where it is understood that safeguarding is everyone's responsibility, anyone can raise a safeguarding concern or allegation.

Information on how to do this is provided in the following ways:

- Website
- Safeguarding Policy
- Posters around church building

Every concern, allegation or suspicion will be taken seriously. The SL will consult with the relevant DSL(s) to assess the information provided and decide the appropriate response. Information sharing will be strictly on a need-to-know basis.

The SL and DSL will assess whether the concern meets threshold for being managed under safeguarding or is a pastoral matter and will proceed accordingly.

For safeguarding concerns written records will be kept and stored securely on the Church's chosen Safeguarding Software 'My Concern'. This software has limited access (SL & DSLs) and multi-factor authentication is enabled to further enhance security.

CONCERNS THAT A CHILD IS IN NEED OF PROTECTION

If there is concern, allegation or suspicion of physical injury, neglect, sexual or emotional abuse the SL/DSL will:

- Contact Children's Social Services and follow advice and guidance which may include notifying police.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.

CONCERN THAT AN ADULT IS IN NEED OF PROTECTION

If there is concern, allegation or suspicion of physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse or harm, the SL/DSL will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse.
- If the adult is in immediate danger or has sustained a serious injury the Emergency Services will be contacted, informing them of any suspicions.

In all cases, **thirtyone:eight** can be contacted for advice.

SECTION 8 ALLEGATIONS AGAINST WORKERS

There may be occasions when allegations of abuse are made against staff or volunteers. Such allegations may be raised by a church member, attendee at a TVC Church event or another member of staff or volunteer. Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse. Where any allegation or suspicion of abuse is raised, the procedures should be followed as described below.

The concern, allegations or suspicions of abuse and should be reported as soon as possible to the SL or the appropriate DSL.

The SL or DSL should contact the appropriate agency or they may first ring the **thirtyone:eight** helpline for advice. They should then contact social services in the area the child or adult lives.

The SL or DSL may need to inform others depending on the circumstances and/or nature of the concern. For example:

- Chair or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident
- Social Services
- Police

A written record of the concerns will 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 SL or DSL, the absence of the SL or DSL should not delay referral to Social Services, the Police or taking advice from **thirtyone:eight**: PO Box 133, Swanley, Kent, BR8 7UQ; Tel: 0303 003 1111.

The Leadership will support the SL and DSL 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 as a citizen to make a direct referral to the safeguarding agencies or seek advice from **thirtyone:eight**, although the Leadership hope that members of TVC Church will use this procedure. If, however, the individual with the concern feels that the SL or DSL has not responded appropriately, or where they have a disagreement with the SL or DSL as to the appropriateness of a referral, they are free to contact an outside agency direct.

The role of the SL/DSL is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

If the suspicions implicate both the SL and the DSL then the report should be made in the first instance to: Martin Dunkley, Senior Leader, TVC Church.

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), in relation to a child or young person under the age of 18, the Local Safeguarding Children Board (LSCB) procedures will be followed:

<https://www.teescpp.org.uk/procedures-for-the-safeguarding-process/18-managing-allegations-against-those-who-work-or-volunteers-with-children/>

The SL will take the allegation seriously and respond promptly. Advice will also be sought from **thirtyone:eight** and clear records will be kept. The SL will share information and liaise with others as necessary. These may include:

- Children's Social Services
- Police
- Designated officer or LADO (Local Authority Designated Officer)
- Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children. This decision should be informed by the LADO if they are involved

Allegations of abuse against a person who works with adults

The safeguarding Lead will:

- Seek advice from **thirtyone:eight**
- Report to the police or other agencies as appropriate
- Liaise with Adult Social Services in regards to the allegation and 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.

TVC Church has a Disciplinary Procedure in place set out in the staff handbook which will be followed in any instances of proven allegations against staff.

TVC Church has a duty of care to its employees and volunteers and will act to manage and minimise the stress inherent in an allegation. Support for the individual is vital to fulfilling this duty. Individuals will be informed of concerns or allegations as soon as possible and given an explanation of the likely course of action, unless there is an objection by statutory bodies such as the police. A member of the leadership team will be appointed as a representative to keep the member of staff

or volunteer informed of the progress of the investigation following the guidance of statutory bodies and consider what other support is appropriate for the individual

Those responsible for managing the allegation will be mindful of the impact such a procedure has on those involved – particularly if the procedure is lengthy. It is necessary to balance this against the need to provide sufficient time for a thorough and fair response to be conducted. Therefore, TVC Church will aim to respond to allegations against staff / volunteers within the following timescales:

- Response with no recourse to statutory bodies/further stages of the Disciplinary Procedure - 5 working days.
- Response that requires escalation to statutory bodies and further stages of the Disciplinary Procedure – 5 working days for this decision to be reached; thereafter timescales lie with the statutory body informed and within the Disciplinary procedure.

SECTION 9 WORKING WITH OFFENDERS & THOSE WHO MAY POSE RISK

When someone attending the church or a church activity is known to have abused children, is under investigation, or is known to be a risk to adults, the Leadership will conduct a risk assessment to inform whether the individual may continue to attend.

In the case that this is assessed as appropriate, the individual concerned will be supervised under an agreed management plan that will set boundaries which the individual will be expected to keep. Any breach of these boundaries may result in the individual being stopped from attending activities. Pastoral care may also be offered to the individual.

SECTION 10 POLICY REVIEW

This policy was agreed by the Leadership of TVC Church and will be reviewed on an annual basis.

APPENDIX 1 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. Each nation within the UK has incorporated the convention within its legislation and guidance.

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

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 - 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 – 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 - 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.

SIGNS AND INDICATORS 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*
- Cuts/scratches/substance abuse*

*These may indicate the possibility that a child or young person is self-harming.

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

APPENDIX 2 DEFINITIONS OF ABUSE (ADULTS)

An adult may confide to a member of staff, volunteer or another participant that they are experiencing abuse inside or outside of the organisation's setting. Similarly, others may suspect that this is the case. The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to adults at risk.

An adult at risk is an individual aged 18 years and over 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.

(England Care Act 2014)

Each home nation also has legislation about the circumstances in which decisions can be made on behalf of an adult who is unable to make decisions for themselves:

- England and Wales - Mental Capacity Act 2005
- Scotland - Adults with Incapacity Act 2000
- Mental Capacity (Northern Ireland) 2016
- There are specific offences applying to the mistreatment of and sexual offences against adults who do not have Mental Capacity and specific offences where mistreatment is carried out by a person who is employed as a carer: e.g. wilful neglect and wilful mistreatment.

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored. The signs and symptoms include but are not limited to:

Physical abuse – assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic abuse (including coercive control) - psychological, physical, sexual, financial, emotional abuse; so, called 'honour' based violence.

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

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

Financial or material abuse - 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, or the misuse or misappropriation of property, possessions or benefits.

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

Discriminatory abuse - harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse – 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 - 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 - neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple, and affect one person or more.

SIGNS AND INDICATORS OF POSSIBLE ABUSE - ADULTS

Physical abuse

- History of unexplained falls, fractures, bruises, burns, minor injuries.
- Signs of under or over use of medication and/or medical problems left unattended.

Domestic violence (including coercive control)

- Unexplained injuries or 'excuses' for marks or scars
- Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and Female Genital Mutilation.

Sexual abuse

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

Emotional/Psychological/Mental abuse

- Alteration in psychological state eg. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of a carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia Financial or material abuse
- 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

Modern slavery

- Physical appearance; unkempt, inappropriate clothing, malnourished
- Movement monitored, rarely alone, travel early or late at night to facilitate working hours.
- Few personal possessions or ID documents.
- Fear of seeking help or trusting people.

Discriminatory abuse

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

Organisational abuse

- No confidence in complaints procedures for staff or service users.
- Neglectful or poor professional practice.

Neglect and acts of omission

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support.
- Lack of medication or medical intervention

Self-neglect

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs Incidents of abuse may be one-off or multiple, and affect one person or more.

APPENDIX 3 LISTENING SKILLS

HOW TO RESPOND TO A CHILD/ADULT WISHING TO DISCLOSE ABUSE

Effective Listening

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
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.
- 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

APPENDIX 4 USEFUL CONTACT NUMBERS

- Stockton and Hartlepool Children's Services telephone number is: 01642 130080.
- The out of hours emergency number is: 08702 402994 or 01642 524552
- The local Adult Social Services office telephone number (office hours) is: 01642 527764
- The out of hours emergency number is: 08702 402994 or 01642 524552
- Middlesbrough Children & Adults Services telephone number is: 01642 726004
- The out of hours number is: 01642 524552
- The Police Child Protection Team telephone number is:101
- In an emergency: 999