



**Oasis Christian Centre**  
**Redditch**  
**Safeguarding Policy**  
**2023-24**

Elim Foursquare Gospel Alliance is a registered charity 251549 (England and Wales) and SC037754 (Scotland)

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**Contents:**

|   |    |
|---|----|
| Contents: .....   | 1  |
| Details of your Church: .....   | 2  |
| Introduction: National Leadership Team Statement on Safeguarding: ..... | 1  |
| Church Statement: Our Commitment to Safeguarding: .....                 | 3  |
| Safeguarding Procedures:.....   | 10 |
| Practice Guidance: .....  | 1  |
| Appendix A: Terminology .....   | 11 |
| Appendix B: Statutory Definitions of Abuse (Children) .....             | 13 |
| Appendix C: Signs and Symptoms of Abuse (Children).....                 | 17 |
| Appendix D: Statutory definitions of abuse (adults) .....               | 22 |
| Appendix E: Signs of possible abuse (adults).....                       | 25 |
| Appendix F: Responding to Safeguarding Concerns (Children) .....        | 29 |
| Appendix G: Responding to Safeguarding Concerns (Adults).....           | 30 |

**Details of your Church:**

**Oasis Christian Centre Redditch**

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B97 4QB

**Address**

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**Phone**

01527 435528

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admin@oasisredditch.church

**Email**

**Website:** <https://oasisredditch.church/>

**Charity Number:** 251549

**Insurance Company:** Congregational

**The Local Safeguarding Partners (Local Safeguarding Children Board or equivalent) for protecting children can be contacted:**

Worcestershire Safeguarding Children Family Front Door  
01905 822666

**The Safeguarding Adults Board (or equivalent) can be contacted:**

Worcestershire Safeguarding Adult  
01905 768053

**Introduction:****National Leadership Team Statement on Safeguarding:**

The National Leadership Team of Elim are committed to creating healthy churches and safe spaces for all. We recognise the ways in which children and adults can be at risk of harm or abuse, so endeavour to create a culture to minimise opportunities for abuse to occur. This requires having a safeguarding policy that sets out clearly defined principles, standards and guidelines required to keep everyone safe. The policy includes procedures for reporting suspicions or allegations of abuse, as well as practical guidance for safer recruitment, and church wide safeguarding training and supervision for all individuals working with children and adults at risk.

We recognise the need to provide a safe and caring environment for all including children, young people and adults at risk of harm. Children rely on adults to keep them safe, therefore all our churches working with children, either directly or indirectly, should be committed to safeguarding children in their care. We seek to do this by providing a safe, stable, and nurturing environment where children can reach their full potential. Similarly, within our churches there are adults in need of protection, care and support due to vulnerability, whether that is a permanent or temporary state. We are aware too that within our churches there are relationships of trust, which flourish best within healthy churches and environments, where there is openness, transparency and accountability.

As a denomination, Elim is seeking to build healthy churches in the UK and across the world consisting of a rich diversity of cultures that are open to people of all nationalities, ages and backgrounds. Our churches meet together to worship God and to care for one another whilst also seeking to reach out to people in their immediate community, the wider area and across the world. We do this through an extensive variety of activities, which may include, among other things, Sunday services, small groups, educational programmes, medical aid, alleviation of poverty and activities for the elderly, adults at risk of harm, children and young people. As part of our mission we also have departments who seek to prepare and equip people for ministry in the local church, the workplace and for overseas mission.

We firmly believe that safeguarding is everyone's responsibility, and all involved in the life of our churches and activities have a role to play in keeping children, young people and adults safe.

### **One Church Safeguarding Policy**

This safeguarding policy covers the care and protection of children and adults, through the multiplicity of ways people connect with Elim churches, missions, groups and activities; including through digital platforms online such as social networking services and social media.

### **Statement of our commitment to safeguarding**

Reflecting our mission of being 'One Movement, One Mission' we have produced this overarching safeguarding policy for the protection, care and well-being of everyone across all Elim activities in recognition that we work with children and young people, with adults who may be vulnerable or at risk, with victims and survivors of abuse and neglect and with those who pose a risk of harm to children and adults.

### **Contacting the National Safeguarding Team**

It is imperative that contact be made with the National Safeguarding Team when a local church is faced with any safeguarding issue. They are available in the first instance for advice and support. They should also be contacted where any safeguarding concern has implications for the reputation or good standing of Elim. This is to ensure that any response is open, transparent and involves the statutory safeguarding authorities; it also provides for the necessary quality assurance required by Elim International Centre.

This is for the purpose of ensuring that the appropriate course of action has been taken. Where a safeguarding matter involves a church worker, then such a response may include initiating complaints or disciplinary procedures in addition to following safeguarding protocols.



**Chris Cartwright**

**General Superintendent**

**Church Statement: Our Commitment to Safeguarding:**

As the Leadership, we recognise the need to provide a safe and caring environment for children, young people and adults. We recognise the importance of our ministry with children, young people and adults and our responsibility to protect everyone entrusted to our care. 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. Adults in our church should be enabled to live fulfilling, autonomous lives, and should have access to every aspect of church life. The care and protection of children, young people and adults involved in church is the responsibility of the whole church. As a leadership, we endeavour to make our church a safe environment for all.

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

The following statement was agreed by the church leadership:

- We recognise that we all have a responsibility to help prevent the abuse and neglect of children and adults and to report any such abuse or neglect that we discover or suspect.
- We are committed to the safeguarding of children and adults and ensuring their well-being. We recognise that children and adults can be the victims of physical, sexual and emotional abuse, as well as financial and discriminatory abuse and other forms of harm such as exploitation and neglect.
- We endorse and adopt the policy, procedures and guidance set out in this safeguarding policy in accordance with governments' national legislation, statutory guidance and local safeguarding procedures, along with guidance issued by Elim nationally through the National Safeguarding Team.

**Working with Safeguarding Authorities**

- We recognise the role that the statutory safeguarding authorities (Social Services and the Police) have in investigating all suspicions and allegations or discovery of

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child abuse and the abuse of adults and will cooperate fully with all agencies to protect those at risk of harm or abuse:

- Children’s Social Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there is a concern about a child.
- Adult Social Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse when concerned about the welfare of an adult.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Having liaised with the statutory authorities, please inform National Safeguarding Team.
- We will follow the requirements for UK legislation in relation to safeguarding children and adults and good practice recommendations.
- We will act in accordance with national and local safeguarding guidance such as laid out in Working Together to Safeguard Children 2018 and acknowledge that “safeguarding children is everyone’s responsibility” and that “everyone who comes into contact with children and families has a role to play”. We also recognise the six main principles of safeguarding in according to the Care Act: empowerment, prevention, protection, proportionality, partnerships and accountability.
- We will liaise with the local statutory safeguarding partnerships such as the Local Safeguarding Children Board (LSCB), Safeguarding Adult Board (SAB) or any other local safeguarding mechanisms.
- We are committed to building constructive links with statutory and voluntary agencies involved in safeguarding and sharing relevant information.

### **Promoting a Healthy Church Culture**

- We respect the rights of children as described in the UN Convention on the Rights of the Child. We value and respect children and want to hear their voices.
- 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”.

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- We understand the importance of creating a welcoming and inclusive, safe and healthy environment and are committed to ensuring that we meet the requirements of the Equality Act 2010, implementing all other relevant legislation as part of safeguarding.
  - We recognise the personal dignity and rights of adults and will ensure all our policies and procedures and practice guidance reflect this, so that adults can have access to every aspect of the life of our church.
  - We are committed to supporting parents and families and ensuring that our church is a safe place for all.
  - The church has appointed a Safeguarding Coordinator and a Deputy Safeguarding Coordinator as points of reference, to act on all allegations or suspicions of abuse in reporting to the statutory safeguarding authorities. In our commitment to openness, should anyone have a concern that our church or the Safeguarding Coordinator(s) have not dealt appropriately with a safeguarding concern we would encourage that person to make contact with Elim's National Safeguarding Team or to make a direct referral to Social Services or the Police. Wherever possible, we encourage these roles to be fulfilled by individuals who are not the Senior Minister within their church and are not closely related to the Senior Minister. It is also recommended that couples or those in close familial relationships do not fulfil both the Safeguarding Coordinator and Deputy Safeguarding Coordinator roles to protect against issues relating to bias and conflict of interest. However, we recognise that, in some churches, that can, at times, be unavoidable.

### **Commitment to those Serving Children and Adults**

- We commit to providing safeguarding training and development opportunities for all our workers (paid and voluntary) and will regularly review the training needs. We will also support, resource, monitor and provide supervision to all those who undertake work with children or adults, and those in positions of trust.
- We also commit to providing induction training for all those working with children and adults.



- We take seriously our responsibility for ensuring that everyone is safe in our care and that their dignity and rights are maintained.

### **Safeguarding under Specific Circumstances**

- We commit to supporting, listening to, and working towards healing for everyone affected; either directly or indirectly by any form of abuse.
- We are a welcoming church, which recognises that in following the mission of the church we may have sexual offenders join us. In such circumstances we will talk with the person concerned, and with any safeguarding professional involved to ensure that their involvement in church does not compromise the safety and well-being of children or adults. To ensure this we will take appropriate and proportionate measures, including working with relevant partners to complete a risk assessment and asking the individual to adhere to a safeguarding agreement (behaviour contract).
- We recognise the personal dignity and rights of adults who find themselves victims of forced marriage or modern slavery and will ensure all our policies and procedures reflect this.
- Where working outside of the UK, concerns will be reported to the International Missions Director who will liaise with the National Safeguarding Coordinator in addressing any safeguarding concerns following the Elim Missions safeguarding procedures.
- Where an allegation or suspicion of abuse is made against someone working with children, or adults, or is in a position of trust, then the safeguarding officer(s) will make contact with the Regional Leader and the National Safeguarding Team for advice.

The Regional Leader can be contacted on:

**Paul Hudson**  
**paul@northeastmidlands.org.uk**  
**07792426592**

The National Safeguarding Team can be contacted on:

**Sarah Bale ( National Safeguarding Coordinator)**  
**safeguarding@elim.org.uk**  
**07814 783 855 or 01684 588913**

**Grace Saalmans (Assistant National Safeguarding Coordinator)**  
**safeguarding@elim.org.uk**  
**07718 479 086**

### **Working with Elim Nationally**

- Where the Safeguarding Coordinator(s) are unsure what action to take, then it is the expectation of the Leadership that advice will be sought from the National Safeguarding Team at Elim International Centre, and that the Safeguarding Coordinator(s) would follow the mechanisms or actions recommended by Elim.
- Any contact with Social Services or any other Statutory Safeguarding authority must be declared to the National Safeguarding Team.
- A copy of our safeguarding policy has been lodged with the National Safeguarding Team at Elim International Centre and all updates to the policy will be sent at least annually.

**Safeguarding Policy**

- It is the expectation that all those working with children and with adults have access to the church safeguarding policy and will have read it and agreed to fully adhere to the policy, procedures and practice guidelines, as a condition of continuing in their role.
- The safeguarding policy should also be available to parents, carers and all others within the church.

In providing this detailed statement about safeguarding children and adults within our church, in the services, groups and activities we provide, along with the interaction we have outside of these events, including through social media and other electronic communication means, we hope to demonstrate our commitment to ensuring the safety of all. We endeavour to provide a healthy and safe church culture where the welfare of the child, young person and adult is paramount.

Whilst recognising that the very nature of safeguarding means that we must respond to allegations both sensitively and confidentially, this does not mean secretively. We strive to be open, transparent and accountable. This means seeking advice and liaising with Social Services, Police and other agencies as necessary.

Signed by or on behalf of the Leadership:

**Signed by or on behalf of the Leadership**

**Signature**

A handwritten signature in black ink that reads "Emmanuel D'Almeida". The signature is written in a cursive, flowing style.

**Name**

Emmanuel D'Almeida

**Date of signing**  
26/10/2023

## **Safeguarding Procedures:**

### **Safeguarding Awareness**

Child abuse or abuse against an adult can be a difficult and complex issue to understand. A person may abuse or neglect 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 is in a trusted relationship with the child or adult. Research shows that abuse can be perpetrated by males and females, by adults and by children, as well as those in positions of trust and authority. Sadly, people in such positions have misused their power and authority within churches to abuse.

'Position of trust' is a legal term that refers to certain roles and settings where an adult has regular and direct contact with children. In 2022, changes to the law in England, Wales and Northern Ireland were made, extending the definition of 'positions of trust' to include faith group leaders. This refers to faith leaders in any capacity, including volunteers. It is against the law for someone in a position of trust to engage in sexual activity with a child in their care, even if that child is over the age of consent (16 or over).

The four main categories of child abuse are physical, emotional, sexual abuse and neglect. It is important to note that a child may be suffering from more than one form of abuse. Safeguarding professionals must assess if they need to intervene in order to protect a child and this is based on whether it is felt a child is suffering from, or likely to suffer from, significant harm. There are other forms of abuse (such as child sexual exploitation) which come under these four main headings when instigating a child protection plan.

The Domestic Abuse Act 2023 recognises the impact on a child who sees, hears, or experiences the effects of domestic abuse and treats them as victims of domestic abuse where they are related to or under parental responsibility of either the abuser or the abused. It is also recognised that young people can experience abuse in their relationships.

Adults need protection to physical, sexual, psychological (which includes emotional abuse) and neglect (including self-neglect) as well as financial, institutional, discriminatory abuse,

modern slavery, trafficking and domestic violence. Detailed definitions, signs, and symptoms of abuse, are included in the appendices.

As a Leadership, we will endeavour to ensure that children and adults are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter of concern. As leaders, we recognise that for many victims/survivors of abuse, where the abuse has taken/takes place within the context of the church or by someone professing a Christian faith, it can have an impact on their spiritual development.

## **Safeguarding Coordinators**

The Leadership have appointed a Safeguarding Coordinator and Deputy Safeguarding Coordinator(s) to respond to any safeguarding concern or suspicion of abuse. The Leadership fully supports them in their role of acting in the best interest of the child or adult and reporting to the statutory authorities all allegations or suspicions of abuse.

### **Responding to allegations or suspicions of abuse**

All safeguarding concerns should be immediately reported to the **Safeguarding Coordinator** or **Deputy Safeguarding Coordinator** in the church. No one in receipt of a disclosure of abuse, or suspicion of abuse should investigate the matter.

As a Leadership we have nominated:

**Emmanuel D'Almeida**  
**01527 585926**  
**emmanuel@oasisredditch.church**

**Safeguarding Coordinator (children & adults)**

They are to act as our **Safeguarding Coordinator** on behalf of the church in dealing with any allegation or suspicion of abuse or neglect, including referring the matter on to the statutory authorities.

In the absence of the **Safeguarding Coordinator**, then the report should be made to the **Deputy Safeguarding Coordinator**:

**Nancy Deakin**  
**01527 585926**  
**nancy@oasisredditch.church**  
**Deputy Safeguarding coordinator (children & adults)**

In the absence of the **Safeguarding Coordinator** or **Deputy Safeguarding Coordinator**, seek advice from your Pastor or member of the Leadership Team, who will then seek regional support and contact the National Safeguarding Team.

Where someone has passed information to the **Safeguarding Coordinator** or **Deputy Safeguarding Coordinator** and believe this has not been responded to appropriately, then they should make a direct referral to Social Services or the Police. As a Leadership, we make this statement to demonstrate our commitment to safeguarding children and adults.

If unsure whether to report a matter to Social Services or the Police, advice should be sought from the National Safeguarding Team.

### **Role of the Safeguarding Coordinator**

The **Safeguarding Coordinator** or **Deputy Safeguarding Coordinator** will collate and clarify the precise details of the allegation or suspicion of abuse and where abuse is suspected will pass this information onto the statutory authorities who have a legal duty to investigate.

Where the concern is about a child, the **Safeguarding Coordinator** will contact Children's Social Services.

### **Children's Social Services**

**Worcestershire County Council Family Front Door  
01905 822666**

**Out of Hours (Emergency Duty Team): 01905 768020**

Where the concern is about an adult in need of protection, the **Safeguarding Coordinator** will contact Adult Social Services.

### **Adult Social Services:**

**Worcestershire County Council  
Adult Social Care  
01905 768053**

**Out of Hours (Emergency Duty Team): 01905 768020**

Where concerned that a crime may have been committed, or where concerned about the immediate danger of a child or an adult then contact should be made to the Police dialling 999, or through making contact with the Police Child Protection Team.

### **Police Child Protection Team**

**West Mercia Police Tel: 101 or 999 in case of immediate danger**

### **Practice Guidance:**



**Welcoming environment**

Our churches should be safe places for everyone, children and adults, where all feel welcomed, valued, respected and cared for. We can promote this by ensuring that our buildings are accessible, recognising the limitations that the design of some buildings create and addressing this, along with the acoustics and lighting. We should also be careful to use appropriate language and suitable vocabulary that can often reflect people's attitudes towards others.

Church is not simply meeting for collective worship on a Sunday, but can involve many different groups and activities, across a range of ages, throughout the week, and at different times day and night. We can work with children and young people through children's groups, Sunday school classes, youth meetings, communicating online by text, social media, and app services. Our work with adults at risk of harm can include through foodbanks, money advice, homeless projects, and luncheon clubs for older people and we can connect with young people and adults through Street Pastors and other community outreach projects. Our church activities are not confined solely to a church building, and we can meet in people's homes for Bible reading or other activities. The Church also involves camping and residential or outdoor activities. We also provide pastoral care in people's homes and counselling support. With the various activities we are involved in as a church, it is important that we understand the safeguarding considerations and undertake risk assessments for the various activities, enforcing clear guidelines for all in positions of trust in the church.

As a church working with children, young people and adults 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 accusation.

**Safer recruitment**

**(preventing harm through screening to ensure only suitable people work with children and adults)**

As a Leadership, we will ensure all workers are 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 and a self-declaration form
  - Those short listed have been interviewed
  - Safeguarding has been discussed at interview
  - Two written references have been obtained, and followed up where appropriate
  - Qualifications where relevant have been verified
  - A criminal record check (Disclosure and Barring Service (DBS) check or equivalent) has been obtained in accordance with the position that the person has applied for, where necessary. It is important to complete overseas checks when someone is applying to work with vulnerable groups and has lived overseas. This must also be reviewed every 3 years while those involved are in the post unless they are signed up for the update service
  - As a church we will comply with the Code of Practice requirements concerning the fair treatment of applicants and the handling of information
  - A suitable training (including safeguarding training) and induction programme is provided for the successful applicant
  - The applicant has access to, and has read the church safeguarding policy and knows how to report concerns to the **Safeguarding Coordinator**.
  - The applicant has completed a probationary period
  - Suitable ongoing support and supervision is provided
  - An annual suitability declaration is completed

**Further details of safer recruitment can be found on ELIMNET.**

### **Codes of Conduct**

As a Leadership, we are committed to supporting all workers and ensuring they receive support and supervision. All workers will be issued with a code of conduct towards children, young people, and adults. A code of conduct towards children, young people and adults should be drawn up in consultation with the **Safeguarding Coordinator** and activity leaders that all workers agree to follow. It is important there is a culture of dignity and respect towards those being cared for. This can be achieved by workers:

- Understanding our safeguarding policy and good working practice

- Listening to children, young people, and adults
- Respecting boundaries and the privacy of those being cared for
- Knowing how to deal with issues of discipline in line with our code of conduct

### **Providing pastoral care**

It is important that anyone seeking pastoral care knows exactly what to expect in terms of good conduct, that those caring for them are accountable and that any boundaries set are respected.

In addition:

- Those providing pastoral care should avoid any behaviour that may give the impression of favouritism.
- Workers should be aware of the limits of their own ability and competence and seek further help when dealing with situations outside their expertise.
- There should be clear guidelines where workers are involved in any aspect of personal finance such as collecting benefits or pensions or going shopping for someone to ensure financial integrity.

### **Training and Supervision**

All workers (whether paid or voluntary), will be provided with appropriate training and given the opportunity to develop their skills so that they feel supported and valued in the work they undertake. As a Leadership, we commit to ensuring all workers are supervised (where possible by a named individual who arranges regular meetings) where concerns or issues can be raised, work related or personal. It is also the role of the supervisor to ensure all training needs are met.

### **Team Meetings**

The Leadership recognises the importance of team meetings. These should be convened on a regular basis and should provide an opportunity for ideas and issues to be aired, concerns expressed, and feedback given.

### **Confidentiality**

Every effort should be made to ensure that confidentiality is preserved; this needs to be balanced with the need to protect a person who has been or is at risk of abuse. All those

working with adults must be clear that it is not possible to keep information about suspected or actual abuse confidential. To protect the adult at risk of harm or others at potential risk means that this will need to be reported to the **Safeguarding Coordinator**.

### **Self-determination and independence**

Adults have a right to self-determination and independence. No one should be making decisions for anyone except in particular circumstances, where, for example, the mental capacity of the individual is impaired, where a crime is being committed, or where children may be harmed because of adults' inaction then the matter will need to be reported to the **Safeguarding Coordinator**. Sometimes an adult can put themselves in situations that others would judge to be inappropriate or abusive in the exercising of their own choice and autonomy. In such circumstances, when unsure of what actions to take, the **Safeguarding Coordinator** should seek advice from the National Safeguarding Team.

### **Supporting those affected by abuse**

As a leadership we are committed to offering pastoral care and support to individuals who are part of our church or who we have contact with who may have been affected by abuse, working with statutory agencies as appropriate.

We recognise that pastoral care needs differ from person to person and by the nature of the harm that a person has endured. Those affected by abuse are often dealing with complex issues, recognising this, we offer pastoral care and support and would seek (providing the individual has given permission) to contact counselling agencies, as required.

### **Departments and activities within Elim**

All departments and activities within Elim are expected to adhere to the national safeguarding policy and to develop safeguarding guidelines (procedures and practice guidance) for the protection of children and adults at risk of harm. This includes, but is not limited to; Elim International Missions, Regents Theological College, Limitless Childrens and Youth Ministry (including festivals and national and youth events), all Regional Elim Family Gatherings (River Camp, Ignite and all other Elim festivals and camps).

Wherever an activity is undertaken on behalf of Elim involving children, young people or adults at risk, suitable safeguarding arrangements should be followed.

Where working in partnership with other churches or groups e.g., ecumenical youth events, the Elim church should ensure there is a suitable safeguarding policy, which includes reporting to the National Safeguarding Team in instances where safeguarding allegations are made against an Elim worker (whether in paid or voluntary employment).

### **Responsibilities of Churches**

Each Elim church must:

- Adopt and implement a safeguarding policy and related procedures and practice guidelines
- Ensure that all those who are in a position of authority or trust or who are authorised to work with children, young people or adults have been safely recruited to their role. This means they have been provided with support and supervision in undertaking their role(s)
- All workers also need to have undertaken safeguarding training on appointment and at least once every two years thereafter, and been given a copy of the church safeguarding policy
- Appoint a Safeguarding Coordinator and a Deputy Safeguarding Coordinator
- Discuss safeguarding as a part of church leadership meetings

The Safeguarding Coordinator should:

- Report all allegations, suspicions, or discovery of abuse to the statutory safeguarding authorities concerned with child protection and adult protection e.g., Children's Social Services, Adult Social Services, the police.
- Inform the minister in charge about any safeguarding concern
- Inform and/or seek advice from the National Safeguarding Team about any safeguarding concern
- Inform the regional leader about any safeguarding concern
- Contact the National Safeguarding Team about any safeguarding matter that requires contact with the church insurers or may require reporting to the charity commission. This would include any allegations against workers, including volunteers

or injury to a person while under the care of the church or in church premises or any action or inaction that could cause reputational damage to the church or charity.

- Contact the National Safeguarding Team, along with the statutory authorities where an allegation or suspicion of abuse involves a church worker.
  - Where the worker is engaged in 'regulated activity', the Local Authority Designated Officer (LADO) [or similar person across UK] will need to be contacted.
  - Where a worker with children or adults is removed from regulated activity because of risk of harm, resigns or retires prior to dismissal, or is dismissed then a referral to the DBS (or Access NI, Disclosure Scotland) must be made for barring consideration. This also includes where a worker/volunteer has left their position because of actions outside of their role, which indicate they may not be suitable to work with vulnerable groups.
  - Any allegation, of a safeguarding nature, or concern raised about a worker (including volunteers) whether they are engaged in regulated activity or not must be reported to the National Safeguarding Team within 1 working day of the allegation being made or concern raised.
- Liaise with Police Public Protection Teams, MAPPA agencies etc. and contact the National Safeguarding Team when working with someone who may present as a current risk to children or adults e.g., a sex offender attending church.

Each Elim Church Incorporated should:

- Follow the guidance issued above, and additionally, report directly to the Charity Commission or equivalent charity regulator, where dealing with a safeguarding issue deemed to be a serious incident. In addition, they should contact the National Safeguarding Team, seek advice, and make them aware of the safeguarding concern.

## **Elim International Missions**

The Elim safeguarding policy applies to all our Elim International Missions workers and volunteers overseas, whether planting or establishing churches within local communities, visiting on short-term mission, or placed as a long-term missionary in our many locations around the world.

Whilst recognising that the cultures, within which international missions are often working, may adopt different standards to the care and treatment of children, young people and adults at risk, the standards and principles adopted within the UK are expected to apply in international mission situations. The maltreatment of children and young people is contrary to Biblical values and practices and therefore cannot be tolerated.

Due regard will need to be given to the cultures within which activities are taking place, however under the expectation of applying UK standards to the practice of missions' workers, some guidance may be useful.

Workers should:

- Be able to recognise situations which may present risks
- Plan and organise the work and workplace so as to minimise risks as far as possible and be visible to other adults when working and talking with children
- Take particular care for the needs of children with disabilities and vulnerable children as research has shown that abuse can often go unrecognised and unreported due to people's attitudes and assumptions about disability
- Ensure that others know where interviews of children are taking place and that someone else is around in the building

Workers should **not**:

- Spend excessive time alone with children
- Take children to their personal homes, or stay overnight, especially where they will be alone with you
- Leave any person under 18 in charge of any children of any age, nor should children or young people attending any group be left alone at any time
- Hit or otherwise physically assault children including the use of corporal punishment
- Develop physical/sexual relationships with children

- Develop relationships with children which could in any way be deemed exploitative or abusive
- Use language, make suggestions, or offer advice, which is inappropriate, offensive or abusive.
- Act in ways intended to shame, humiliate, belittle, or degrade children, or otherwise perpetrate any form of emotional abuse, discriminate against, show differential treatment, or favour particular children to the exclusion of others.

### **Responding & Reporting Mechanisms**

The Elim International Director acts as the Designated Safeguarding Coordinator for all mission related activities. They are responsible for safe recruitment including DBS disclosures and for ensuring that applicants are fully apprised of the safeguarding policy. All incidents, allegations or concerns must be reported to the Director who will then liaise with the appropriate authorities to ensure good practice is followed in relation to the reporting of any allegations of abuse. The Designated Safeguarding Coordinator will seek advice from the National Safeguarding Team about all safeguarding concerns.

Where an allegation is made against a worker (whether located long-term on mission or visiting on short-term mission), the Director must be informed immediately. They will then ensure that appropriate action will be taken including convening a Crisis Management Team, as appropriate.

If an allegation is made against a worker, that worker must be removed from their duties or prevented from having any further contact with children and young people or adults at risk immediately whilst necessary action is taken.

Due regard must always be taken of the laws and frameworks in place within any country in which Elim operates. In many cases practice values and beliefs in relation to safeguarding will be different to the UK. However, care must always be taken to ensure that the rights of the individuals concerned are upheld (see the UN Convention on Human Rights and UN Convention on the Rights of the Child).

The local and legal context must be taken into consideration when responding to any safeguarding situation to ensure that actions do not increase the risk of harm to the child,



alleged perpetrator, the mission and its personnel, or to the local church. It needs to be considered whether a report of a concern will be responded to appropriately e.g., does the country have safeguarding legislation in place?

Where repatriation of the alleged perpetrator is deemed necessary then the safeguarding authorities within the UK should be informed.

### **Regents Theological College**

Regents Theological College (RTC) provides a gateway to the ministry for many who then become Elim church leaders and pastors. Among the many courses that are taught, there are a number that are vocational or ministerial in their focus and delivery, often involving placements in places of worship, missions and other faith-based organisations and activities.

These vocational courses might confer upon graduates the expectation or opportunity to work in places where they might be in contact with children and adults at risk of harm. Therefore, all potential students will be required to have a DBS criminal record check. Character references and a DBS disclosure will be required for all prospective students once given a conditional offer to study at RTC.

Where information is declared on a self-declaration form or is provided on the DBS certificate, the National Safeguarding Team will undertake a risk assessment based on the information to determine the suitability of the person prior to final acceptance onto the course.

### **Elim Conference Centre**

Elim Conference Centre offers accommodation and events to a variety of different groups. This can include children and adults at risk and range from individuals booking overnight accommodation to organised groups hiring the conference facilities.

Any safeguarding concern involving delegates and guests using the Conference Centre should be reported immediately to the National Safeguarding Team.

## Appendix A: Terminology

This safeguarding policy covers children and adults. A child is defined as someone under the age of 18; this includes children and young people. As churches operate their children's and youth groups with different age ranges, this policy is not prescriptive and uses the general term of 'child' to describe both children and young people.

An adult is generally defined as someone over the age of 18. The different constituent parts of the UK can have country specific legislation e.g., the age of criminal responsibility. In Scotland, for example, an 'adult at risk' is defined as someone over the age of 16. In England, for concerns about domestic abuse, the legislation is for those 16 and over.

As adult safeguarding systems have developed there has been a move away from using the term 'vulnerable adults', whilst recognising that certain pieces of legislation (e.g., the Police Act 1997) and different agencies use this term. The term 'adult at risk' is generally now replacing the previously used term 'vulnerable adult' (focusing on the situation rather than the characteristics of the adult themselves). The label 'vulnerable adult' may wrongly imply that some of the fault for any abuse lies with the abused adult. The Care Act 2014 does not use the word vulnerable, but rather an 'adult with care and support needs', who is, or is at risk of abuse or neglect. Other descriptions include 'adults at risk' (the Adult Support and Protection (Scotland) Act 2007, Adult Safeguarding Prevention and Protection in Partnership, July (DHSSPS)) and 'adults in need of protection'. 'Adults' is used in this policy to mean adults in need of protection.

This safeguarding policy will use various terms interchangeably except when referring to specific legislation or government guidance.

Safeguarding is a wider term and encompasses when referring to children; child protection and the welfare of a child; and when referring to adults; adult protection and welfare. Defining who is an 'adult at risk', or an 'adult in need of care and protection' can be complex as there are many different definitions within legislation; reaching a certain age or having a disability does not necessarily mean that an individual is vulnerable. For example, determining who qualifies for a criminal record disclosure check through the Disclosure and Barring Service (DBS) is based on a specific definition of who is a vulnerable adult.

The term 'Leadership' is used to refer to the governance arrangement within an Elim church; this may be Pastors and Elders, or Senior Leaders and team.

## **Appendix B: 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, 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 definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children: a guide to inter-agency working to safeguard and promote the welfare of children' (H M Government July 2018).

### **Abuse:**

A form 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 others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

### **Physical abuse:**

A form of abuse that 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.

In Scotland and Wales, physical punishment of a child (including hitting, shaking, slapping) is now illegal.

### **Emotional abuse:**

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 a child that they are worthless or unloved, inadequate, or valued only insofar as they meet

the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a 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 also involve seeing or hearing the ill-treatment of another individual. It could involve serious bullying (including cyber bullying), frequently causing children to feel frightened or in danger, as well as 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:**

Whether or not the child is aware of what is happening or not involves forcing or enticing a child or young person to take part in sexual activities. It does not necessarily involve a high level of violence. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online and technology can be used to facilitate offline abuse. Adult males do not solely perpetrate sexual abuse; women can also commit acts of sexual abuse, as can other children.

**Neglect:**

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 because of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- Provide adequate food, clothing, and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate caregivers)

- Ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

There are additional areas of abuse which should also be considered including:

**Domestic abuse:** an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence. This is often by a partner or ex-partner but also by family member or carers (Women's Aid, 2022). The Domestic Abuse Act 2023 recognises the impact on a child who sees, hears, or experiences the effects of domestic abuse and treats them as victims of domestic abuse in their own right where they are related to or under parental responsibility of either the abuser or the abused. It is also recognised that young people can experience abuse in their relationships.

**Child criminal exploitation (CCE):** occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child into becoming involved in criminal activity. This is often in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. For example, gifts, status in a group or gang, somewhere to live etc. The acts or favours required in return are usually criminal in nature. A child may still have been criminally exploited even if the activity appears to be something that they have agreed or consented to. There are several different types of CCE: child sexual exploitation, county lines, trafficking, modern slavery and money mules. (Safeguarding Network, 2023)

**Child sexual exploitation (CSE):**

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even

if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur using technology.

**County lines:** involves illegal drugs networks between large urban areas, small towns, and rural areas. Intimidation, blackmail, and violence are used to coerce children and young people into transporting and selling items for criminal enterprise such as drugs, cash and weapons. This takes place across counties and the dedicated mobile phones used to make these arrangements are known as the “county/deal lines”.

**Modern slavery:** This affects anyone no matter what their age and gender. Examples include, human trafficking, exploitation servitude and forced or compulsory marriage. Modern slavery is used as an umbrella term for mostly hidden crime, therefore acquiring a true picture of the situation and its prevalence is challenging.

**Trafficking:** Moving humans from one place to another with the intension of involving them in forced labour, slavery, or sexual exploitation. This is one of the fastest growing areas of international crime involving gangs and criminal organisations.

**Extremism:**

Extremism goes beyond terrorism and includes people who target the vulnerable, including the young, by seeking to sow division between communities because of race, faith, or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.

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## Appendix C: Signs and Symptoms of Abuse (Children)

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, or usual children's activities
- 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 which do not have an accidental explanation
- Cuts/scratches/substance abuse (these can also be indications of self-harm)

### 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, such as anorexia and bulimia

### Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy
- Depression, aggression or extreme anxiety
- Nervousness or 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 or lying

### **Neglect**

- Under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses
- Inadequate care

### **Domestic abuse**

- Anxious or depressed
- Difficulty sleeping
- Complain of physical symptoms such as tummy aches
- Start to wet the bed
- Behave as though they are much younger than they are
- Have problems with school
- Become aggressive or internalise their distress and withdraw from other people
- Lowered sense of self-worth
- Older children may begin to truant or start using alcohol or drugs
- Begin to self-harm by taking overdoses or cutting themselves

### **Child criminal exploitation (CCE) and county lines**

- Persistently going missing from school or home and/or being found out-of-area
- Unexplained acquisition of money, clothes, jewellery, or mobile phones
- Excessive receipt of texts or phone calls
- Spending more time online or on their devices
- Using more than one phone
- Suddenly acquiring expensive gifts such as mobile phones, jewellery – even drugs – and not being able to explain how they came by them
- Having hotel cards or keys to unknown places
- Being secretive about who they are talking to and where they are going
- Relationships with controlling older individuals or groups
- Leaving home/care without explanation

- Unexplained absences from school, college, training, or work
- Returning home unusually late or staying out all night
- Coming home looking dishevelled
- Suspicion of physical assault or unexplained injuries
- Carrying weapons
- Starting or increasing drug use, or being found to have large amounts of drugs on them
- Starting or increasing alcohol use
- Loss of interest in school and significant decline in performance
- Using sexual, gang, drug-related or violent language you wouldn't expect them to know
- Meeting with unfamiliar people or associating with a gang
- Becoming isolated from peers or social networks
- Self-harm
- Significant changes in emotional well-being
- Sudden changes in lifestyle
- Increasingly disruptive or violent behaviour
- Getting into trouble with the police

### **Child sexual exploitation (CSE)**

- Unhealthy or inappropriate sexual behaviour
- Persistently going missing for periods of time or regularly returning home late
- Frequently staying out late or overnight with no explanation as to where they have been
- Being secretive about who they are talking to and where they are going
- Using more than one phone
- Spending more time online or on their devices
- Excessive receipt of texts or phone calls, letters, or emails
- Having an older girlfriend or boyfriend, or having relationships with controlling older individuals or groups

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- Unexplained absences from school, college, training, or work
  - Suddenly acquiring expensive gifts such as mobile phones, jewellery – even drugs – and not being able to explain how they came by them
  - Having mood swings and changes in temperament
  - Having hotel cards or keys to unknown places
  - Noticeable changes in behaviour – becoming secretive, defensive or aggressive when asked about their personal life.
  - Wearing inappropriate clothing that is too adult or revealing for their age
  - Significant changes in emotional well-being
  - Sudden changes in lifestyle
  - Increasingly disruptive or violent behaviour
  - Getting into trouble with the police
  - Bruises, marks on the body, bleeding in their genital or anal area, sexually transmitted diseases, pregnancy, drug and alcohol abuse or self-harm.

### **Child trafficking & modern slavery**

- Rarely leaving the house
- Living apart from family or having limited social contact with friends and family
- Living somewhere inappropriate, like a work address or cramped, unhygienic or overcrowded accommodation, including caravans, sheds, tents or outbuildings
- Being seen in inappropriate places (for example factories or brothels)
- Having their movements controlled or being unable to travel on their own
- Lacking personal items
- Consistently wearing the same clothes
- Not being registered with a school or a GP practice
- Having money or things you wouldn't expect them to have
- Being moved by others between specific locations (e.g., to and from work), which may happen at unusual times such as very early in the day or at night
- Being unsure, unable, or reluctant to give details such as where they live
- Fearful or withdrawn behaviour
- Being involved in gang activity
- Being involved in the consumption, sale or trafficking of drugs

- Having their communication controlled by somebody else and acting as though they are being instructed by another person
- Tattoos or other marks indicating ownership
- Physical ill health, looking unkempt or malnourished
- Physical injury, including the kinds of injuries you might get from a workplace
- Reluctance to seek help, avoidance of strangers, being fearful or hostile towards authorities
- Providing a prepared story (which might be similar to stories given by other children) or struggling to recall experiences
- Inconsistent accounts of their experiences

### **Radicalisation & extremism**

- Withdrawal from family and friends, or changing circle of friends
- Hostility towards others
- Talking as if from a script
- Being unwilling to discuss their views
- Increased levels of anger
- Being secretive, particularly around what they are doing on the internet
- Using extremist terms to exclude people or incite violence
- Expressing the values of extremist or terrorist organisations (including political or religious based grievances)
- Supporting violence and terrorism towards other cultures, nationalities, or religions
- Writing or creating artwork that promotes extremist values
- Talking about being a 'martyr'
- Possession of extremist literature or other material, or trying to access extremist websites
- Possession of any material about weapons, explosives, or military training

## **Appendix D: Statutory definitions of abuse (adults)**

Safeguarding adults is defined in the Care Act 2014 - Chapter 14 Safeguarding and the Care and Support Statutory Guidance Issued under the Care Act 2014 (June 2014).

*The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.*

The safeguarding duties apply to an adult who:

- Has a need 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 are unable to protect themselves from either the risk of or the experience of abuse or neglect.

### **Physical abuse:**

Including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions.

### **Domestic abuse and violence:**

Including psychological, physical, sexual, financial, and emotional abuse, so-called 'honour' based violence. This is also any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those 16 years or over who are, or have been, intimate partners or family members regardless of gender or sexuality. This might involve but isn't limited to psychological, sexual, financial, and emotional abuse. The Serious Crimes Act 2015 created a new offence of coercive and controlling behaviour within intimate and familial relationships.

### **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 and sexual assault or 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, cyberbullying, isolation or 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, or the misuse or misappropriation of property, possessions, or benefits.

**Modern slavery:**

Encompasses 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:**

Including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation, or religion.

**Organisational abuse:**

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home 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 because 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. Incidents of abuse may be one-off or multiple and affect one person or more.

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## Appendix E: Signs of possible abuse (adults)

### Physical abuse

- History of unexplained falls, fractures, bruises, burns or minor injuries
- Signs of under or overuse of medication and/or medical problems left unattended
- Any injuries not consistent with the explanation given for them
- Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
- Recurring injuries without plausible explanation
- Loss of hair, loss of weight and change of appetite
- Person flinches at physical contact and/or keeps fully covered, even in hot weather
- Person appears frightened or subdued in the presence of a particular person or people

### Domestic abuse and violence

- Unexplained injuries or 'excuses' for marks or scars
- Controlling and/or threatening relationships including psychological, physical, sexual, financial, and emotional abuse, so-called 'honour-based violence and Female Genital Mutilation.
- Low self-esteem
- Feeling that the abuse was their fault
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation - not seeing friends and family
- Extreme jealousy and possessiveness

### Sexual abuse

- Pregnancy in a woman who lacks mental capacity or 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 distress
- Mood changes
- Disturbed sleep patterns

### **Psychological abuse**

- Alteration in psychological state e.g., withdrawn, agitated, anxious or tearful
- Intimidated or subdued in the presence of a carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia
- Changes in mood, attitude and behaviour, excessive fear or anxiety
- Changes in sleep pattern or persistent tiredness
- Loss of appetite
- Helplessness or passivity
- Confusion or disorientation
- Implausible stories and attention seeking behaviour
- Low self-esteem

### **Financial or material abuse**

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents or loss of money
- Sudden inability to pay bills or getting into debt
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property
- Missing personal belongings
- Inappropriate granting and/or use of Power of Attorney, or unexplained changes to a will.

### **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 identity documents
- Fear of seeking help or trusting people

### **Discriminatory abuse**

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance of care
- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves

### **Institutional/organisational abuse**

- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves
- No confidence in complaints procedures for staff or service users
- Neglectful or poor professional practice

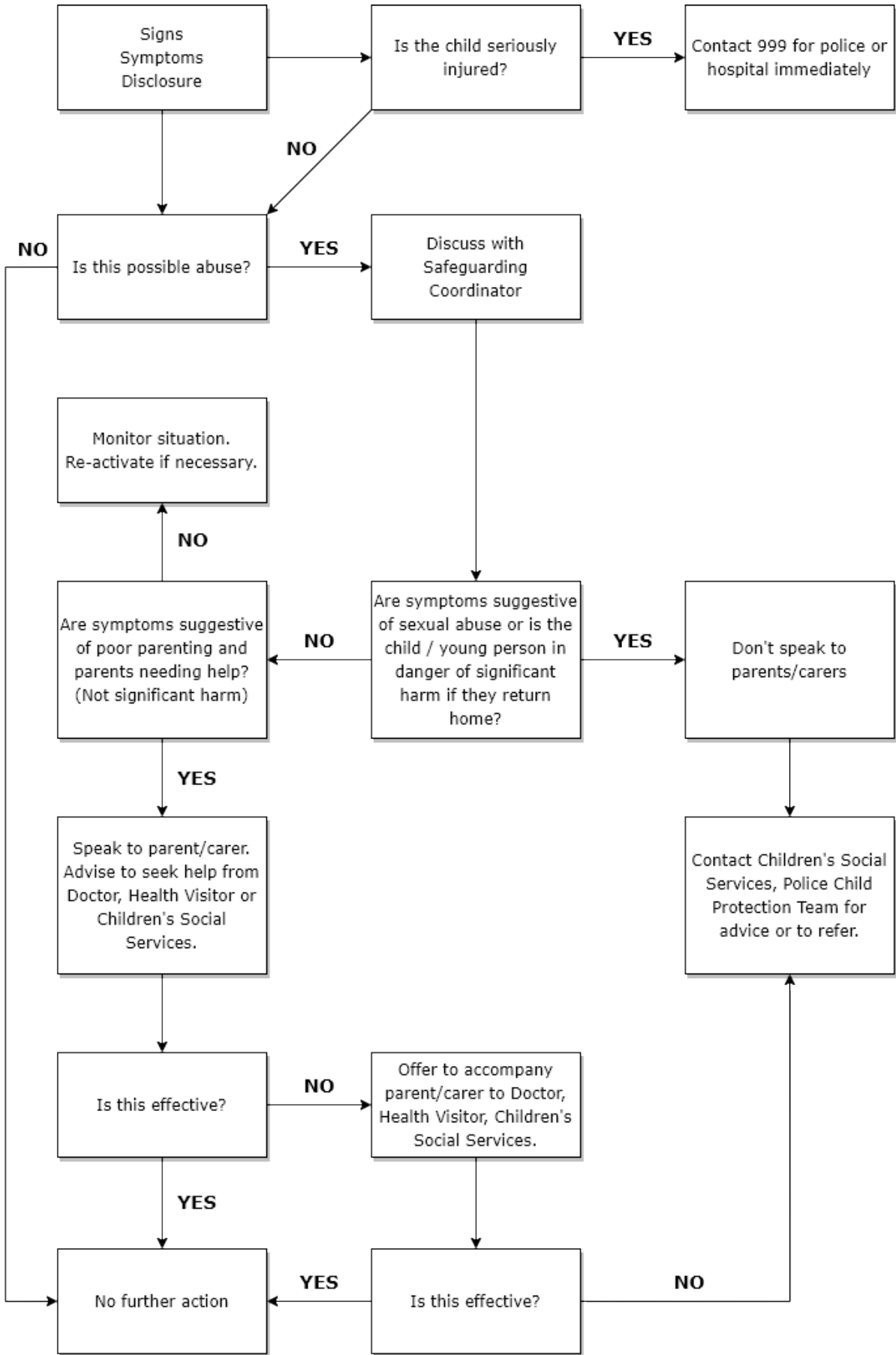
### **Neglect and acts of omission**

- 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
- Person looking unkempt or dirty and has poor personal hygiene
- Person is malnourished, has sudden or continuous weight loss, is dehydrated, is constantly hungry, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- Home environment does not meet basic needs (for example, no heating or lighting)
- Depression

**Appendix F: Responding to Safeguarding Concerns (Children)**



**Appendix G: Responding to Safeguarding Concerns (Adults)**

