



**POLICY FOR SAFEGUARDING IN
WESTMINSTER ABBEY
& ST MARGARET'S CHURCH**

June 2017

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Adopted by The Dean and Chapter of Westminster on 21st June 2017

Foreword by the Dean of Westminster

As part of Westminster Abbey's commitment to embody 'Faith at the heart of the nation' we seek, in all aspects of our life, to promote the wellbeing of vulnerable groups - children, young people and adults at risk of abuse and neglect - both within our local community and in society at large.

Our Abbey values of serving with truthfulness, integrity, empathy and excellence lead us to accept, endorse and implement the principles enshrined in the Children Act 1989, that the welfare of the child is paramount. Furthermore we embrace the philosophy of the Care Act 2014 with regard to safeguarding vulnerable adults with whom we come into contact.

We are committed to setting high standards of care, and to work with statutory bodies, voluntary agencies and others to promote the safety and wellbeing of children, young people and adults at risk. We will act promptly whenever a concern is raised about a child, young person or adult or about the behaviour of an adult, and will work with the appropriate statutory bodies, including the police and local authority should an investigation into abuse become necessary.

The Dean and Chapter holds ultimate responsibility for safeguarding matters at Westminster Abbey. We are absolutely committed to providing an environment where all people, and especially those who may be at risk for any reason, are able to worship and grow in faith with encouragement and in safety.

Considerate and informed pastoral care will be offered to anyone who has suffered abuse. The protection of children, young people and adults at risk will be paramount and we shall attend appropriately to the pastoral care of those who may also have offended. Where those who have offended pose an ongoing risk, such risks will be managed sensitively.

I commend this Safeguarding Policy to all those who visit, live and work within the Abbey precincts. Through our collective vigilance, adherence to these principles and by working together we will strive for excellence in ensuring the safety of those who may be at risk of harm.

A handwritten signature in black ink, reading "John R. Hall", written over a horizontal line.

The Very Reverend Dr John Hall
Dean of Westminster

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SECTION ONE

INTRODUCTION AND GENERAL INFORMATION

Introduction

Safeguarding children, young people and adults who can be at risk of abuse and neglect is the responsibility of everyone and an essential component of our mission and ministry. This document demonstrates and guides all those who work at Westminster Abbey on the part that they need to play in order to ensure that the Abbey is a safe environment for everyone. Westminster Abbey Choir School has its own Safeguarding Policy and procedures that are informed by and consistent with those contained in this document and, additionally, ensure compliance with all relevant legislation and statutory guidance.

WESTMINSTER ABBEY'S COMMITMENT TO SAFEGUARDING

Westminster Abbey is committed to safeguarding children, young people and adults at risk so they can visit, worship and grow safely in Christ. This is done by acting together in a coordinated and supported manner and requires the Abbey clergy, staff and volunteers to be alert to and make timely responses to concerns (advice sought / action taken within 24 hours), informing / consulting with the London Diocesan Safeguarding Team (LDST) about these, and drawing support from the LDST, Thirty One Eight (formally CCPAS - Churches Child Protection Advisory Service) helpline and local authorities. The Abbey Safeguarding Officer will ensure the overall operational management of safeguarding across the Abbey, drawing in specialist support as needed.

In common with all churches and faith communities the Abbey is committed to putting in place arrangements which include:

- procedures to prevent, identify, respond to and report concerns
 - codes of safe practice
 - safer recruitment procedures.
-

Safeguarding at Westminster Abbey

POLICY STATEMENT

Westminster Abbey is committed to facilitating an environment in which children, young people and adults – especially adults at risk of abuse - are able to visit, worship and grow in Christ safely. Abuse and mistreatment in any form is entirely contrary to Scripture and the Church's teachings. In respecting the dignity and value of every person the Dean and Chapter is committed to:

- the care, nurture of and respectful pastoral ministry with all children and all adults
- the safeguarding and protection of all children, young people and adults when they are at risk
- establishing a safe, caring community which provide a loving environment and a culture of 'informed vigilance' and action towards safeguarding everyone.

The Dean and Chapter will seek to fulfill these through:

- the production of clear policy and procedures to which all¹ will comply
- the safer recruitment, training and support of those in positions of responsibility and trust
- responding without delay to concerns and complaints regarding actual or potential harm or mistreatment (advice to be sought / action taken within 24 hours)
- cooperating with professionals and processes necessary to ensure proper safeguards and pastoral care
- considering a report on safeguarding matters each quarter
- the provision of care and support to those who have experienced abuse
- the provision of safe supervision and support to those who have abused others.

Whenever the choristers of Westminster Abbey Choir School are at Westminster Abbey or under the care of our staff or volunteers the provisions of the Choir School Safeguarding Policy and Procedures² will apply.

GUIDING PRINCIPLES

The principles below will guide all elements of safeguarding activity delivered by those at all levels within Westminster Abbey (including the Abbey Church, St Margaret's Church and Westminster Abbey Choir School):

- pastoral care which is respectful and informed
- timely safeguarding action – advice to be sought / action to be taken within 24 hours
- the involvement of others on a need to know basis only
- prevention and the early identification and management of actual or potential risks – being aware that it is better to take action before harm occurs
- the discharging of duties to the highest level of Christian behaviour
- the active commitment of all in promoting and keeping our community safe.

¹ The policy and procedures in this document apply to all at Westminster Abbey, paid and unpaid, clergy and laity. Those working for or in the Westminster Abbey Choir School or engaging with the choristers are subject and should give priority to following the provisions of the Choir School Safeguarding Policy and Procedures.

² Available through the Westminster Abbey website

Safeguarding Procedures and Practice

CODE OF SAFER WORKING PRACTICE

This code is provided for all those at Westminster Abbey (the Abbey Church, St Margaret's Church, Westminster Abbey Choir School, Westminster Abbey Enterprises Ltd.) to follow when working and volunteering with children, young people and adults. The code represents the behaviours which constitute safe practice. As such it will assist those working with children and adults at risk of abuse or neglect to do so safely and responsibly, enabling them to monitor their own standards of integrity and good practice.

You should:

- Treat all children, young people and adults with respect and dignity, keeping your own language, attitude and body language respectful.
- Actively communicate with children, young people and adults at risk and involve them in planning and running activities where possible.
- Avoid being alone with a child; there should always be two safely recruited adults with each group of children.
- Develop a culture where staff (paid and voluntary), children and adults at risk feel comfortable to point out inappropriate attitudes and behaviour in each other.
- Make it plain who someone can speak about a personal concern, and be proactive in addressing concerns and allegations.
- Never use illicit drugs, abuse prescription medication, or use alcohol when responsible for a child or adult at risk.
- Keep physical contact specific to the needs of the activity and always seek permission from the person first.
- Obtain consent for any photographs/videos to be taken, shown or displayed.
- Act in accordance with the guidance on communicating electronically³ and the social media policy, avoiding inappropriate on-line friendship.
- Never use rough play, sexually provocative words and games or any forms of physical punishment.
- Never scapegoat, ridicule or reject a child, group or adult or allow others so to do.
- Avoid showing favouritism to any one child, adult or group or doing anything to reinforce any inappropriate behaviours.
- Never give lifts to children or young people on their own or on your own or allow unknown adults access to children.
- Never share sleeping accommodation with children or invite them to your home alone.
- Always operate within the Abbey's principles, procedures and guidelines, clarifying these when unsure.

The above set clear expectations of behaviour and codes of practice which serve to reduce the possibilities of positions of trust being abused or misused, or false accusations being made. More detailed guidance on safe working practices, such as when to gain consent, working with and transporting children, can be found in the guidelines available through the Safeguarding Toolkit on the Diocese of London web site and in the appendices of Westminster Abbey Choir School's *Safeguarding – Policy and Procedure*⁴.

SAFEGUARDING PROCEDURES

Concerns about children, young people and adults at risk will be diligently and promptly responded to according to the Dean and Chapter's procedures, recognising the sensitivity it may hold for those involved. Where there is a concern, this should be reported to the appropriate person (the Abbey Safeguarding Officer or Deputy Abbey Safeguarding Officer) or advice sought (from the London Diocesan Safeguarding Team or the Thirty One Eight 24 hour helpline) immediately where possible, but at least within 24 hours.

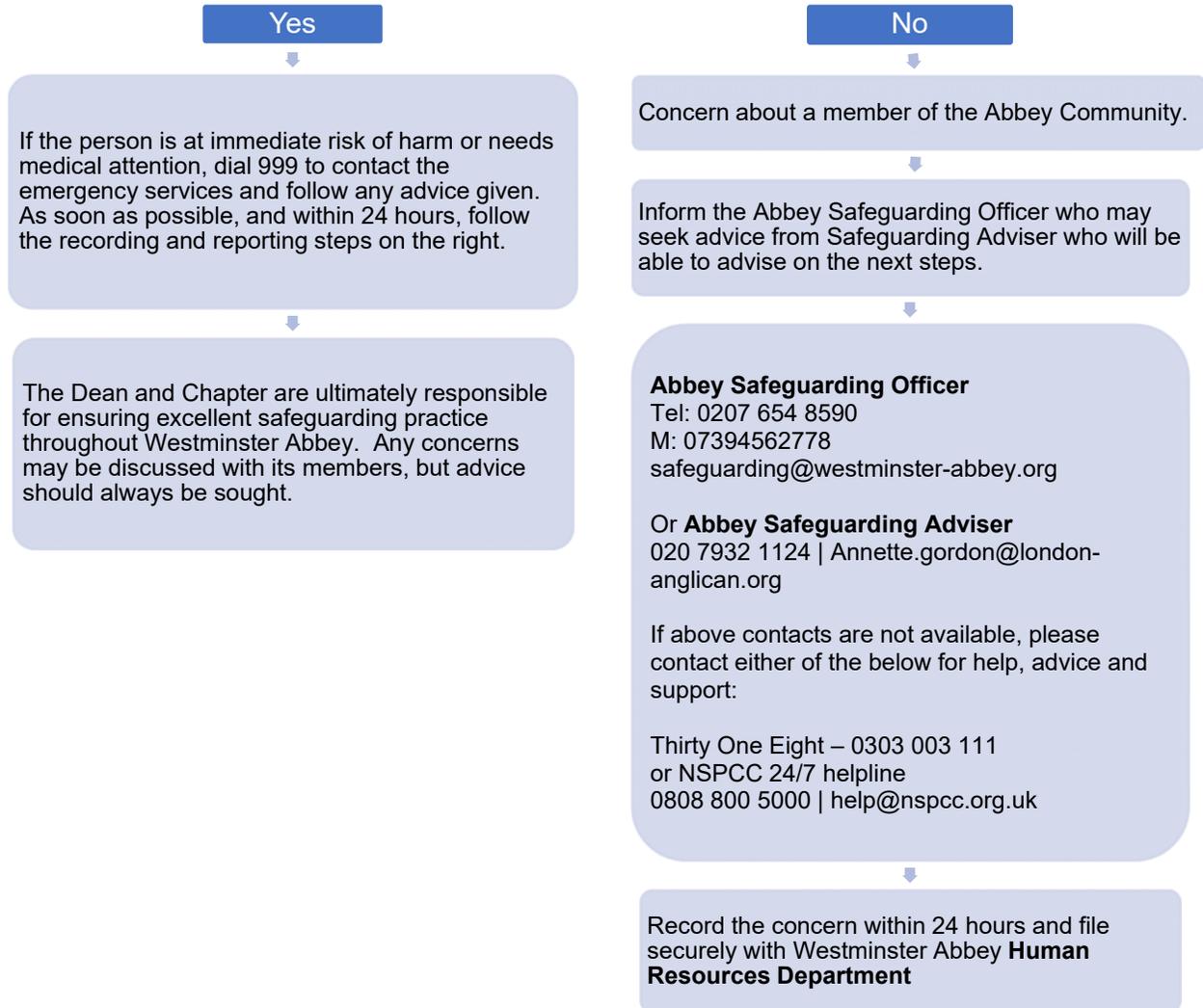
³ 'Safeguarding guidance on communicating electronically' in the Safeguarding Toolkit on the Diocese of London website.

⁴ Available through the Westminster Abbey website.

The flow chart below sets out the process you should follow and from whom you can seek assistance.

Westminster Abbey and St Margaret's Church Flowchart: Safeguarding Concerns⁵

Is the child / adult at immediate risk?



All concerns reported to the ASO are shared with the Canon Steward, on behalf of the Dean and Chapter; and any concerns that are brought to the attention of the Dean and Chapter are shared with the ASO.

We emphasise that if there is something that makes anyone feel uneasy, they should talk it through with someone, and keep doing so until they feel comfortable. The Abbey Safeguarding Officer, Abbey Deputy Safeguarding Officer, the Headmaster of the Choir School, the St Margaret's Church Safeguarding Co-ordinator, the Canon Steward and the Chaplain will always make themselves available to respond to any safeguarding concerns.

⁵ The procedures for Westminster Abbey Choir School are detailed in the Choir School's Safeguarding Policy and Procedure, which is available through the Westminster Abbey website.

Safeguarding Responsibilities

Safeguarding is a shared responsibility and most effectively undertaken when all are working within their clear roles and responsibilities. Specific safeguarding responsibilities are exercised within the Abbey Church and its ancillary buildings/grounds, including Westminster Abbey Choir School and St Margaret's Church. Specified safeguarding personnel (see below) hold particular responsibilities for the implementation of safeguarding policy and practice.

DEAN AND CHAPTER OF WESTMINSTER RESPONSIBILITIES

The Dean and Chapter hold ultimate responsibility for safeguarding policy and its implementation across Westminster Abbey, St Margaret's Church, Westminster Abbey Choir School and the Abbey's ancillary buildings and grounds. Taking account of General Synod guidance and best practice identified by the National Safeguarding Team in Church House the Dean and Chapter has:

- incorporated the principles of the House of Bishops' safeguarding children policy (Protecting All God's Children, 2010) and safeguarding adults policy (Promoting a Safe Church, 2006) into its policies and procedures
- provided a structure to manage safeguarding across the Abbey
- established a Safeguarding Reference Group (SRG) with an independent chair to coordinate the strategic development of safeguarding within the Abbey
- appointed an Abbey Safeguarding Officer to coordinate the operational management of all aspects of safeguarding and work to the national guidance above and the national Practice Guidance: Responding to Serious Safeguarding Situations and Risk Assessment for Individuals who may Pose Risk to Children or Adults
- provided a code of 'Safer Working Practice' for all in the Abbey to follow
- ensured safeguarding training and development opportunities are available to all

WESTMINSTER ABBEY CHOIR SCHOOL GOVERNING BODY RESPONSIBILITIES

The Governing Body of Westminster Abbey Choir School has responsibility for ensuring that the school's safeguarding policy is up to date, conforms to all legal requirements and is being effectively implemented. It appoints one of its number (the **Nominated Governor**) to oversee this aspect of the school's life. The Governing Body comprises the Dean and Chapter and a number of suitably qualified lay members.

ST MARGARET'S CHURCH RESPONSIBILITIES

On behalf of the Dean and Chapter, the Rector of St Margaret's Church exercises oversight of all Abbey safeguarding policy and its implementation in St Margaret's Church. The Rector is supported in this work by the lay Church Safeguarding Co-ordinator (CSC) at St Margaret's Church.

HIRE OF ABBEY PREMISES

Ensuring the safety and welfare of children, young people and adults at risk lies with those responsible for their care. Where external organisations / individuals are using Abbey premises, hire arrangements must make it clear that the organisations / individuals are to abide by the Abbey's safeguarding policy.

A copy of the Abbey's policy statement forms part of the hire agreement where it is deemed likely that an event may include children, young people or adults at risk. In such cases hirers should be asked to sign a copy of the Abbey policy to acknowledge that this has been seen and will be adhered to and that all concerns about children, young people and adults at risk will be reported to the relevant statutory authority. If an organisation has its own policy, a copy of this should be requested and filed with the hire agreement, it being clear that this is supplementary to the Abbey policy, with the Abbey policy taking precedence.

Roles in Safeguarding Children, Young People and Adults at risk of Abuse and Neglect

Brief details of the principal safeguarding roles undertaken within Westminster Abbey are given below.

DEAN AND CHAPTER SAFEGUARDING LEAD (D&CSL)

On behalf of the Dean and Chapter, the D&CSL (Canon Steward) exercises general oversight of all safeguarding policy and its implementation across Westminster Abbey, St Margaret's Church, Westminster Abbey Choir School and the Abbey's ancillary buildings and grounds. The D&CSL works closely with the Abbey Safeguarding Officer, the Designated Safeguarding Lead at Westminster Abbey Choir School, and the Rector of St Margaret's to ensure that consistent and up-to-date standards and implementation of safeguarding policy and practice are in place at all times.

ABBEY SAFEGUARDING OFFICER (ASO)

The ASO is responsible for ensuring that Abbey safeguarding policy and procedures are up-to-date, and are being effectively implemented through the provision of specialist advice, support, training and monitoring. The ASO is responsible for the co-ordination of any concerns about a child, young person or vulnerable adult, or the behaviour of an adult working with vulnerable groups. The ASO's role is to ensure that these are reported appropriately both to the statutory agencies and to the Dean and Chapter. The ASO works closely with the Abbey Safeguarding Adviser and the D&CSL to ensure excellent communications concerning safeguarding are maintained within and beyond the Abbey.

DEPUTY ABBEY SAFEGUARDING OFFICER (DASO)

The DASO deputises for the ASO in his/her absence, fulfilling the functions outlined above.

DESIGNATED SAFEGUARDING LEAD, WESTMINSTER ABBEY CHOIR SCHOOL (DSL)

The Westminster Abbey Choir School DSL fulfils all the legal and pastoral functions of a boarding school Designated Safeguarding Lead, including ensuring that the WACS safeguarding policy is always up-to-date and is being effectively implemented. The DSL is responsible for the co-ordination of any concerns about a child, young person or vulnerable adult, or the behaviour of an adult working with vulnerable groups within the school. The DSL's role is to ensure that these are reported appropriately to the statutory agencies and Governors. The DSL works closely with the ASO and the D&CSL to ensure excellent communications concerning safeguarding are maintained within and beyond Westminster Abbey Choir School and Westminster Abbey.

DEPUTY DESIGNATED SAFEGUARDING LEAD, WESTMINSTER ABBEY CHOIR SCHOOL (DDSL)

The DDSL deputises for the DSL in his/her absence, fulfilling the functions outlined above.

ST MARGARET'S CHURCH SAFEGUARDING CO-ORDINATOR (CSC)

The St Margaret's CSC is a member of the St Margaret's congregation who attends, at least once a year, the St Margaret's Congregational Forum to discuss matters pertaining to safeguarding at St Margaret's. The CSC oversees the implementation of the Westminster Abbey Safeguarding policy, together with its associated policies, procedures and guidelines in St Margaret's. The CSC is responsible for ensuring that all allegations or suspicions of abuse are taken seriously and are reported appropriately and without delay to the ASO, to the Rector of St Margaret's (who will inform the Dean and Chapter) and to the statutory authorities.

THE ABBEY SAFEGUARDING ADVISER (ASA)

Professional safeguarding advice is provided, as necessary, to those fulfilling the safeguarding roles listed above, by one or more named members of the London Diocesan Safeguarding team.

THE SAFEGUARDING REFERENCE GROUP (SRG)

The core role of the SRG and its independent chair is to provide objective, independent scrutiny, test and challenge of the safeguarding practice of Westminster Abbey, St Margaret's Church and the Choir School. Members of the SRG will raise awareness on safeguarding and promote the Dean and Chapter's commitment and ability to provide safe environments for children and adults at risk in all areas of the Abbey's work.

Where any person fulfilling a safeguarding officer or lead role becomes aware of a suspicion or concern about possible abuse the following steps should be followed:

- if the child / adult is in immediate need of medical treatment or protection, contact the ambulance service or the police (very few situations will fall into this category, it is only when injuries have been received needing urgent medical intervention or you believe that their safety and welfare will be endangered if they return to their home / living arrangements that this would need to be done)
- inform the ASO (unless there is a valid reason not to, i.e. the concern is related to them)
- inform the ASA within 24 hours. This will allow the concerns to be discussed further with someone experienced, and advice and guidance sought to agree the most appropriate action to take in the best interests of the child, young person or adult at risk, in line with policies and procedures. The Local Children's / Adults Social Care Department and Thirty One Eight are also available for consultation on concerns.

ALLEGATIONS AGAINST ABBEY OFFICE HOLDERS, EMPLOYEES OR VOLUNTEERS

The guidance below relates to circumstances where it is alleged that an Abbey office holder, employee or volunteer has:

- behaved in a way that has harmed, or may have harmed, a child / adult at risk
- possibly committed a criminal offence against, or related to, a child / adult at risk
- behaved in a way that indicates that he or she is unsuitable to work with children / adults at risk

Where there are concerns for the behaviour of, or allegations against, an Abbey office holder, employee or volunteer these should be directed immediately to the ASO who will confirm the appropriate next action. These concerns will normally be reported to the Abbey Safeguarding Adviser within 24 hours and will be addressed drawing on the relevant policy procedures guiding paid and voluntary workers. This may involve: providing advice, supervision and training, the use of disciplinary and statutory processes (including suspension from their role if there is a police investigation) or a combination of these. A referral must be made to the police and / or local authority where it appears that a criminal offence has occurred against a child or adult at risk.

Any allegation against those working with children must be reported to the Local Authority Designated Officer (LADO) where any of the three circumstances identified above exists. This is a useful means of consultation as the LADO will advise if the situation meets the criteria and contains sufficient information to proceed and will provide support throughout the process. The LADO will normally be accessed through the ASO.

Further guidance on reporting concerns and record keeping can be found in the national Practice Guidance: Responding to Serious Safeguarding Situations Relating to Church Officers linked in Appendix 1.

Safeguarding Learning and Development

All those volunteering or working with vulnerable groups must complete safeguarding training and renew this every three years. This training is based on the national Practice Guidance: Safeguarding Learning and Development Framework (see Appendix 1). Where this training is arranged by the Abbey, it is supplied through an arrangement with the Diocese of London. In the case of volunteers or clergy not ministering full-time at the Abbey, the ASO has the discretion to accept evidence of current training undertaken to an equivalent standard from.

Those expected to complete safeguarding training are:

- all clergy ministering at the Abbey (including those undertaking only occasional duties)
- all authorised lay ministers (including the vergers)
- all those fulfilling the roles listed in the previous section.
- Heads of Department
- all those working or volunteering with children, young people and / or adults at risk.

The ASO should be consulted about the level of training required and the process for booking it. The dates such training is available can be found in "Safeguarding Training" on the safeguarding page of the Diocese of London web site.

Selecting, Recruiting and Supporting those that Work and Volunteer in Westminster Abbey

Safer recruitment practices form part of a network of checks and balances which will minimise the possibility of appointing inappropriate individuals to work with vulnerable groups. They are one of the essential four elements of 'safe care' practice, which are:

- effective, clear appointment/recruitment procedures and practices
- explicit and shared standards
- clear, reliable supervision arrangements
- access to appropriate training opportunities.

Appointments to all roles within Westminster Abbey should be in accordance with the Abbey's Recruitment policy, which takes account of the Church of England's 'Protecting all God's Children' (2010), and 'Safeguarding Recruitment Policy and Practice Guidance' (2014). Each appointment⁵ to both paid and voluntary posts should be subject to a recruitment process, vetting checks and a probationary period of at least six months. Good appointment and support processes will therefore include:

- clarity about what the post involves and the kind of person to occupy it (role description / person specification)
- completion of confidential declaration forms enabling information to be openly explored
- consistent interviewing and assessment methods, where identity is verified (by seeing photographic evidence i.e. a passport or new-style driving licence)
- requesting appropriate, specific references to ascertain a person's suitability for the role
- checking and rechecking regularly that the individual is suitable to work with vulnerable people
- clear and thorough risk assessments to enable 'safe' appointments to be made
- using a Volunteer Agreement and Code of Conduct to guide best practice and
- provision of appropriate means of induction, supervision, training and ongoing support.

Those appointing to both paid and voluntary posts should use the recruitment process as an opportunity to satisfy themselves that the person has the knowledge, skills, experience and integrity for the work. The Abbey works within the national Practice Guidance: Risk Assessment for Individuals who may Pose Risk to Children or Adults (see Appendix 1) and ensures any risk assessments are set firmly within this guidance.

Children (under the age of 18) volunteering or undertaking other roles must never be left alone with responsibility for a child / group of children or adult(s) at risk and should be supervised at all times. Safer Recruitment principles should still be applied and one of the references must be provided by their head teacher / Head of Year. They must also count as a child in any ratios of adults to children when involved in children's work.

⁵ With the exception of the post of Deputy High Steward which is, by convention, held by the Lord Mayor of London.

Disclosure and Barring Service (DBS)

This organisation was formed in 2012 with the amalgamation of the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). The DBS is responsible for processing applications for criminal record checks (DBS disclosures) and for considering those judged to be a danger to either children, young people or adults at risk, for barring (being legally prevented from working or volunteering with these groups).

There is a legal duty to refer to be considered for barring anyone that has been employed by, or volunteered for, the Abbey where allegations have been received, referred to the appropriate authorities and found to have substance.

Safeguarding Contact List

The ASO is responsible for maintaining a contact sheet which should be readily available to all Abbey office holders, employees and volunteers. Contact information for those roles described above should be easily available to the general public.

SECTION TWO

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

The safeguarding of children and adults is an integral part of the life and ministry of the church, set out clearly in legislation and is everyone's responsibility. This safeguarding children and young people policy sits together with the safeguarding adult's policy. This policy is drawn from the policy for safeguarding children in the Church of England, 'Protecting All God's Children, 2010'. It provides the basis for ensuring that within the Abbey we provide the safest possible environment to enable children to grow and flourish.

It represents, therefore, the Abbey's commitment to safeguarding children and young people and reflects our policy statement and guiding principles. The Dean & Chapter believes that the welfare of the child is paramount, with the needs of the child being put above the needs of adults, and that all children should be protected from harm or abuse. To do so we will work in partnership with children, parents, carers and other agencies to promote and safeguard the welfare of the children for whom we have a responsibility.

Child Protection and Abuse

WHAT IS SAFEGUARDING?

Safeguarding: the broader activities through which we are vigilant and responsive to promoting the welfare of our children and young people⁶ and protecting them from potential harm.

This is demonstrated through carefully planned activities for children, offering support where possible, responding to concerns and working with partner agencies. It also involves caring for those hurt by abuse and managing the behaviour of those who form part of our community who have caused or may cause harm to others.

The primary concept in safeguarding is recognising and responding to potential significant harm to children. Significant harm is any single or multiple maltreatment or impairment to the health and development of a child and is determined by careful assessment.

WHY IS SAFEGUARDING IMPORTANT?

Too often children have died or been abused at the hands of those who should have protected them. Therefore the work of safeguarding children and young people is now guided by a significant body of legislation and policy. They serve to reinforce the importance of this work and the basis from which we should be operating. The UN Convention on the Rights of the Child (1989) challenges us to take measures to protect children from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse. Within England this is reflected in the Children Act 1989 which provides the statutory powers for the Local Authority to investigate and intervene where there are concerns for significant harm to a child. More specifically, statutory and voluntary organisations are guided by 'Working Together to Safeguard Children' (2013), published by HM Government, which provides specific guidance for faith organisations. This policy has been developed in accordance with that legislation.

HOW MIGHT CHILDREN BE HARMED?

Children can be harmed in many ways. Maltreatment of a child occurs where: their health, physical, emotional, intellectual, sexual, spiritual or social development is damaged by other people. All abuse is a betrayal of trust and a misuse of relationships and power. Church communities must be particularly vigilant to identify the inappropriate use of any religious belief or practice which may harm somebody spiritually, emotionally or physically. Abuse can be an act of commission, such as sexual abuse, or omission, such as neglect or failure to protect or report.

⁶ The term child is defined in law as a person who has not yet reached their 18th birthday. Therefore the term 'child' is used throughout this policy and procedure and this includes young people.

Child abuse affects girls and boys, babies and young people of all ages up to 18, including children with learning difficulties, children with physical disabilities and children from all kinds of family backgrounds. It occurs in all cultures, religions and classes. Research⁴ shows that disabled children are more vulnerable. Abuse may be happening in the home, in the Abbey precincts or in peer relationships.

Digital technology such as the internet and mobile phones are being increasingly used as a medium for abuse. Amongst their peers, children may experience 'sexting' or be enticed to take or send explicit photographs of themselves. With adults it may also take the form of the production and distribution of photographs or videos displaying abusive images of children. Children can be entrapped by these practices.

WHO MIGHT HARM A CHILD?

Children may be abused in a family, 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 by another child or children, including bullying and abuse through the use of digital technology. Someone may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Most child abuse (circa 70%) is perpetrated by an adult, male or female, who is well known to the child, often a family member. Such trusted adults may be in the child's community; they may be trusted professionals, leaders or members of a child's church.

WHAT IS THE IMPACT ON CHILDREN?

Abuse can result in a child suffering significant harm and the need for court proceedings to safeguard their welfare. Abuse prevents children from achieving their full potential and undermines their dignity and rights. The harm it causes will affect children both while it is happening and in later life. It can be educational, emotional, psychological and relational. Historic accounts are therefore to be responded to with the same diligence. When abuse occurs within the context of the Church or by a Christian, it may affect the person's faith and spiritual development.

Children may suffer both directly and indirectly if they live in households where there is domestic abuse. Domestic abuse includes any incident of threatening behaviour, violence or abuse between adults or young people, who are or who have been intimate partners, family members or extended family members, regardless of gender and sexuality. Domestic abuse will always include at least emotional abuse of any children in the household, and there may also be direct abuse of them.

WHY SHOULD THE ABBEY BE CONCERNED?

Churches are places where everyone should be able to flourish in God's love. Sadly research from the Lucy Faithful Foundation has indicated that a higher proportion of convicted offenders against children may be found in church congregations than in the population generally. It is therefore likely that congregations may have people who have abused children among their worshippers, some of whom will be known. Not all will have committed sexual offences; some will have been guilty of neglect, physical or emotional abuse; they may still present a risk to children. The Church in general and the Abbey in particular is a community of sinners being forgiven, and has a duty to minister to all people. This imposes a particular responsibility to not place people in the way of temptation, and not to compromise the safety of children.

CARING FOR THOSE WHO MAY OR HAVE HARMED CHILDREN

It is the policy of Westminster Abbey that all those who work or volunteer with children, young people or adults at risk have a Criminal Records check through the Disclosure and Barring Service (DBS) as the final part of the Safer Recruitment process and that all elements of this process must be satisfactorily completed before a person is allowed to commence working either as an employee or volunteer. The DBS must be 'renewed' every 5 years. Where information is disclosed on the certificate (resulting in a 'blemished' disclosure), there will always be a risk assessment process carried out by the Abbey Safeguarding Officer, Abbey Safeguarding Adviser and Dean & Chapter Safeguarding Lead that will be proportionate to the role and the information disclosed. The Freedom of Information Act, 2012 means that many old, minor or unrelated offences will no longer be disclosed as part of this process. Disclosures of past offences do not always mean that the person cannot be appointed to the proposed role.

As well as people with cautions⁷ and convictions against children there are others whose behaviour may be considered to pose a risk to children. A protocol for 'Managing Offenders' must be completed for all those with

⁷ Acceptance of a caution is an admission of the offence and is, therefore, equivalent to a conviction.

cautions or convictions relating to children. A 'Covenant of Care' agreement should be completed with those who may potentially present a risk to children, for example if they are the subject of police enquiries, even where they have not been arrested or charged with an offence. These agreements will be prepared by the ASO, in consultation with the ASA and the D&CSL, and put in place boundaries that will protect both vulnerable groups and the (alleged) offenders, including provision for pastoral care. These agreements are to be reviewed regularly to ensure that they remain appropriate and are being adhered to. We need to keep in mind that those who have offended against children may always pose a risk.

Categories, Signs and Definitions of Abuse

There are four categories of abuse described in "Working Together to Safeguard Children", (2013) from which the following definitions are taken.

PHYSICAL ABUSE

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

PHYSICAL ABUSE	
<i>Physical Signs</i>	<i>Behavioural Signs</i>
<p>Bruises, black eyes and broken bones are obvious signs of physical abuse, but they are not the only ones. Other signs include:</p> <ul style="list-style-type: none"> • injuries that the child cannot explain or explains unconvincingly • untreated or inadequately treated injuries • injuries to parts of the body where accidents are unlikely, such as thighs, back, abdomen • bruising which looks like hand or finger marks • cigarette burns, human bites, scalds and burns 	<p>Sometimes if a child is being physically abused they may show changes in behaviour, such as:</p> <ul style="list-style-type: none"> • becoming sad, withdrawn or depressed • having trouble sleeping • behaving aggressively or being disruptive • showing fear of certain adults • showing lack of confidence and low self-esteem • using drugs or alcohol

SEXUAL ABUSE

Sexual abuse involves forcing or enticing a child to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. 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 (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

SEXUAL ABUSE	
<i>Physical Signs</i>	<i>Behavioural Signs</i>
<ul style="list-style-type: none"> • pain, itching, bruising or bleeding in the genital or anal areas • genital discharge or urinary tract infections • stomach pains or discomfort walking or sitting sexually transmitted infections 	<ul style="list-style-type: none"> • a marked change in the child's general behaviour. For example, they may become unusually quiet and withdrawn, or unusually aggressive. Or they may start suffering from what may seem to be physical ailments, but which can't be explained medically • a young person may refuse to attend school or start to have difficulty concentrating so that their schoolwork is affected • they may show unexpected fear or distrust of a particular adult or refuse to continue with their usual social activities

	<ul style="list-style-type: none"> • they may start using sexually explicit behaviour or language, particularly if the behaviour or language is not appropriate for their age • the child may describe receiving special attention from a particular adult, or refer to a new, "secret" friendship with an adult or young person
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NEGLECT

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, 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 care-givers)
- ensure access to appropriate medical care or treatment

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

NEGLECT	
<i>Physical Signs</i>	<i>Behavioural Signs</i>
<ul style="list-style-type: none"> • abandonment • unattended medical needs • consistent lack of supervision • constant hunger, inappropriate dress, poor hygiene • lice, distended stomach, emaciated • inadequate nutrition 	<ul style="list-style-type: none"> • regularly displays fatigue or listlessness, falls asleep in sessions • steals food, begs from others • reports that there is no carer at home • frequently absent or late • self-destructive • extreme loneliness and need for affection • school dropout (adolescents)

EMOTIONAL ABUSE

Emotional abuse is the persistent emotional maltreatment of a child which causes 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 in so far as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ridiculing what they say or how they communicate.

Emotional abuse 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 also involve: seeing or hearing the ill-treatment of another, for example in domestic violence situations; serious bullying (including cyber-bullying); causing children frequently to feel frightened or in danger; exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child but it may occur as the sole or main form of abuse.

EMOTIONAL ABUSE	
<i>Physical Signs</i>	<i>Behavioural Signs</i>
<ul style="list-style-type: none"> • speech disorders • delayed physical development 	<ul style="list-style-type: none"> • habit disorder (sucking, rocking, biting) antisocial, destructive

<ul style="list-style-type: none">• substance abuse• ulcers, severe allergies	<ul style="list-style-type: none">• neurotic traits (sleep disorders, inhibition of play)• passive and aggressive behavioural extremes• delinquent behaviour (especially adolescents)• developmentally delayed
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WHY CHILDREN DON'T TELL AND ADULTS DON'T ACT

It is commonly believed that a child or young person would resist abuse at all costs or immediately tell a trusted adult. In fact children usually need to overcome a number of barriers which may be emotional or intellectual but are very real for them. The majority of children and young people don't tell because often they:

- are scared because they have been threatened
- believe they will be taken away from home and put in care
- believe they are to blame
- think it is what happens to all children
- feel embarrassed and guilty
- don't want the abuser to get into trouble
- have communication or learning difficulties
- may not have the vocabulary to explain what happened
- are afraid they won't be believed

All of us have a natural revulsion upon hearing someone has maltreated a child, especially if it is someone we know, and must resist our inclination to dismiss its possible truth in favour of a more comfortable rationale. The reasons adults do not share their concerns may be because we:

- find it hard to believe what we are seeing or hearing
 - cannot believe that someone we know may have behaved in this way
 - fear we might 'get it wrong' or make it worse
 - fear the consequences of getting it wrong – for the child, young person, their family and/or for ourselves
 - simply 'don't want to be involved'
 - believe we do not have the information about what to do or who to contact
-

Procedures to follow if there is Concern about a Child

WHAT TO DO WITH DISCLOSURES AND CONCERNS

Concerns about a child or young person may present themselves in a number of ways. The flow chart in Section One will guide the response in specific situations. The core actions that should always be taken are:

- take any emergency action needed to alleviate any immediate risk to life or limb (call 999)
- discuss your concerns with your Abbey Safeguarding Officer, DASO, St Margaret's CSC or the DSL for Westminster Abbey Choir School
- contact the NSPCC helpline (0808 800 5000) if you feel the concerns can not be handled within the Abbey's procedures
- make a brief factual note of what you have seen, heard or become concerned about (within an hour when possible)
- listen, don't ask any leading⁶ questions and treat all information confidentially
- ensure safeguarding action is taken.

All situations of actual or suspected child abuse should be reported without delay (within 24 hours) to the appropriate agency and to the London Diocesan Safeguarding Team for further advice and support.

MAKING A REFERRAL TO CHILDREN'S SOCIAL CARE / POLICE

If it is necessary to make a referral, this will normally be done by the ASO or, occasionally, the ASA. The following points should be kept in mind:

- give the social worker / police officer as much detail as possible: names, addresses, descriptions, dates, times, and what was actually said / seen
- distinguish between fact and opinion and between what you have seen and what others have told you
- follow up your contact with the relevant statutory agency by either a letter or email confirming what you have said to them (within 24 hours)
- keep a record⁷ of all contact made, including the names of those you have reported to, regarding the concern
- be prepared to have further discussions with social services and / or a police investigation team
- continue to support the child and ensure they know what will happen
- you may need support for yourself from others in the Abbey who know what is happening (i.e. the ASO, ASA or D&CSL)

Further guidance on reporting concerns and record keeping can be found in 'Managing safeguarding concerns, responding and reporting' in the Safeguarding Toolkit on the Diocese of London web site.

⁶ Leading questions are those that suggest a particular answer. Therefore care must be taken not to put words into a child or young person's mouth either by a direct suggestion or in the form of a loaded question.

Other Considerations

CONSENT

It is important to ensure that children and young people are able to make an informed choice about whether to be involved in specific activities (e.g. children's / youth activities offered as part of a themed day or outreach visit). This can be done by sending the children and young people a briefing document or meeting with them before the event / activity and talking them through what it involves. Children and young people should be given the option at any time before or during an event or activity to say if they feel unhappy or uncomfortable with what is happening and they must be listened to.

Parental consent must be obtained for all children and young people up to the age of 18 years, unless they are 16 years or over and living and working independently from their parents/ guardians and are not part of the looked after system where the local authority should be approached. Where the children come as part of a visit in partnership with another organisation it will normally be sufficient to obtain confirmation from that organisation that the appropriate consent has been obtained.

Consent will be needed for:

- the activities the group will engage in, especially when taking place off site or addressing an issue that could be deemed controversial
- the taking and use of any photographs or video clips
- the use of private cars to transport children
- the use of electronic means of communication with children (email, text, social network sites)

Examples of consent forms are available on the Safeguarding support pages of the London Diocesan web site.

SECTION THREE

SAFEGUARDING ADULTS AT RISK

The Church recognises that everyone has strengths and weaknesses, capacities and restrictions yet, at some times, may become vulnerable due to pressures, dangers or overwhelming circumstances. Some people by reason of their physical or social circumstances have higher levels of vulnerability than others. This may be because, for example they have a disability, mental health issues or dementia. It is the Christian duty of everyone to recognise and support those who are identified as being more vulnerable. In supporting a vulnerable person we must do so with compassion and in a way that maintains their dignity.

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 (Care and support statutory guidance (updated 24 February 2017), 14.7).

This section of the policy document sets out the Dean and Chapter's commitment to working with others to promote and safeguard the welfare of adults at risk in the Westminster Abbey community.

It should also be noted that The Association of Directors of Adult Social Services (ADASS), NHS London, the Metropolitan Police, and the London Clinical Commissioning Council have produced 'London multi-agency safeguarding policy and procedures' (2015).

Safeguarding Adults at risk of Abuse or Neglect

WHEN IS AN ADULT AT RISK OF ABUSE AND NEGLECT?

Government guidance says 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)
- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Within faith settings it is also recognised as applying to a person who has recently suffered personal adversity making them in particular need of pastoral support.

Some of the factors that may increase risk of abuse or neglect include:

- sensory or physical disability or impairment
- learning disability
- physical illness
- chronic or acute mental ill health (including dementia)
- addiction to alcohol or drugs
- permanent or temporary reduction in physical, mental or emotional capacity through life events such as bereavement / loss, abuse or trauma

Mistreatment or abuse can occur in any relationship and may result in harm or exploitation.

The aims of adult safeguarding are to:

- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- stop abuse or neglect wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- address what has caused the abuse or neglect

The Government has also set out **Six key principles** that underpin all adult safeguarding work and have used 'I' statements (what I would like to happen) as an example for each principle. These in turn provide a good set of principles for office holders, employees and volunteers to consider, when working with adults at risk.

Empowerment

People being supported and encouraged to make their own decisions and informed consent.

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

Prevention

It is better to take action before harm occurs.

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

Proportionality

The least intrusive response appropriate to the risk presented.

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.

Protection

Support and representation for those in greatest need. I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

Partnership

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.

Accountability

Accountability and transparency in delivering safeguarding.

I understand the role of everyone involved in my life and so do they.

WHY SHOULD THE ABBEY BE CONCERNED?

The Westminster Abbey community, in common with those of most churches, includes those who are or will become temporarily or permanently vulnerable and who look to the Church for support and care during these times. They entrust themselves to the care of their Christian community in good faith. The Abbey seeks to empower and protect such people.

HOW DO I KNOW IF IT IS ABUSE OR NEGLECT?

This next section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

We should not limit our view of what constitutes abuse or neglect, as they can take many forms and the circumstances of the individual should always be considered. Exploitation, in particular, is a common theme in the following list of the types of abuse and neglect.

WHO MIGHT MISTREAT OR ABUSE AN ADULT AT RISK?

Anyone can perpetrate abuse or neglect, including:

- spouses/partners
- other family members
- neighbours
- friends
- acquaintances
- local residents
- people who deliberately exploit adults they perceive as vulnerable to abuse
- paid staff or professionals and volunteers
- strangers

While a lot of attention is paid, for example, to targeted fraud or internet scams perpetrated by complete strangers, it is far more likely that the person responsible for abuse is known to the adult and is in a position of trust and power. Abuse can happen anywhere: for example, in someone's own home, in a public place, in hospital, in a care home or in college. It can take place when an adult lives alone or with others.

SELF-NEGLECT

There is no single definition of self-neglect. However, the Care Act makes clear it comes within the definition of abuse or neglect if the individual concerned has care and support needs and is unable to protect him or herself. The Department of Health (2014), has defined it as, '.. a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding'.

SAFEGUARDING ADULTS BOARDS (SABs)

Westminster City Council has set up a Safeguarding Adults Board (SAB). The main objective of the SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area. It oversees and leads adult safeguarding across the City and is interested in a range of matters that contribute to the prevention of abuse and neglect. These include the safety of patients in its local health services, quality of local care and support services, effectiveness of prisons and approved premises in safeguarding offenders and awareness and responsiveness of further education services.

A SAB has 3 core duties:

- it must publish a strategic plan for each financial year that sets how it will meet its main objective and what the members will do to achieve this.
- it must publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan,
- it must conduct any safeguarding adults review (SAR) in accordance with the Act.

Sharing the right information, at the right time, with the right people, is fundamental to good practice in safeguarding adults, though this is often complex. The Care Act 2014 emphasises the need to empower people, to balance choice and control for individuals against preventing harm and reducing risk, and to respond proportionately to safeguarding concerns.

Categories of Abuse and Neglect

Ten categories of abuse have been identified with an additional eleventh in this document: Spiritual. Any or all of these may be carried out as the result of: deliberate intent and targeting of adults, negligence or ignorance. The examples of abuse and possible indicators are taken from The Social Care Institute for Excellence (SCIE) 'At a glance guide 69: Adult safeguarding: Types and indicators of abuse' published in January 2015.

PHYSICAL ABUSE

Types of physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Possible indicators of physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

DOMESTIC VIOLENCE OR ABUSE

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
- physical
- sexual
- financial
- emotional.

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
 - harming, punishing, or frightening the person
 - isolating the person from sources of support
 - exploitation of resources or money
 - preventing the person from escaping abuse
 - regulating everyday behaviour.
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Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- 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
- Limited access to money.

SEXUAL ABUSE

No one should enter into a sexual relationship with someone for whom they have pastoral responsibility or when they are in any position of trust with someone.

Types of sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity to which the person lacks the capacity to consent
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person.

EMOTIONAL OR PSYCHOLOGICAL ABUSE

Types of psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
 - Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
 - Preventing someone from meeting their religious and cultural needs
 - Preventing the expression of choice and opinion
 - Failure to respect privacy
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- Preventing stimulation, meaningful occupation or activities
 - Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
 - Addressing a person in a patronising or infantilising way
 - Threats of harm or abandonment
 - Cyber bullying.

Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment.

FINANCIAL ABUSE OR MATERIAL ABUSE

Types of financial or material abuse

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship.

Possible indicators of financial or material abuse

- Missing personal possessions
 - Unexplained lack of money or inability to maintain lifestyle
 - Unexplained withdrawal of funds from accounts
 - Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
 - Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
 - The person allocated to manage financial affairs is evasive or uncooperative
 - The family or others show unusual interest in the assets of the person
 - Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
 - Recent changes in deeds or title to property
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- Rent arrears and eviction notices
 - A lack of clear financial accounts held by a care home or service
 - Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
 - Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
 - Unnecessary property repairs.

MODERN SALVERY

Types of modern slavery

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will.

Possible indicators of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers.

DISCRIMINATORY ABUSE

Types of discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as [‘protected characteristics’ under the Equality Act 2010](#))
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic.

Possible indicators of discriminatory abuse

- The person appears withdrawn and isolated
 - Expressions of anger, frustration, fear or anxiety
 - The support on offer does not take account of the person's individual needs in terms of a protected characteristic.
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ORGANISATIONAL OR INSTITUTIONAL ABUSE

Types of organisational or institutional abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints.

Possible indicators of organisational or institutional abuse

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support.

NEGLECT OR ACTS OF OMISSION

Types of neglect and acts of omission

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
 - Providing care in a way that the person dislikes
 - Failure to administer medication as prescribed
 - Refusal of access to visitors
 - Not taking account of individuals' cultural, religious or ethnic needs
 - Not taking account of educational, social and recreational needs
 - Ignoring or isolating the person
 - Preventing the person from making their own decisions
 - Preventing access to glasses, hearing aids, dentures, etc.
 - Failure to ensure privacy and dignity.
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Possible indicators of neglect and acts of omission

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing.

SELF-NEGLECT

Types of self-neglect

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs.

Indicators of self-neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury.

SPIRITUAL ABUSE

Within faith communities harm can be caused by the inappropriate use of religious belief or practices. This can include the misuse of the authority of leadership, penitential discipline, oppressive teaching, or intrusive healing and deliverance ministries, which may result in both adults at risk and children experiencing physical, emotional, or sexual harm.

The Abbey will avoid any practice which could be seen as an attempt to 'force' religious values or behaviours onto vulnerable people. Additionally, spiritual abuse may include attempts to direct what people believe and do, and to deny choices.

Procedures following Disclosure or Concern

WHAT TO DO WITH DISCLOSURES AND CONCERNS

The safeguarding of adults at risk is everybody's responsibility and concerns about people at risk can emerge in a number of ways. Those working for or on behalf of Westminster Abbey should be alert to possible signs of abuse and neglect. If they observe anything that makes them uneasy they should seek advice and report concerns to the appropriate authorities. It is better to take action before harm occurs. It is possible that non-current abuse could be disclosed as part of the pastoral process. The process for responding to non-current abuse is the same as for current abuse (even when the alleged perpetrator is deceased) and advice should be sought from the Abbey Safeguarding Officer or Adviser. Where there are anxieties about the consequences of seeking advice or reporting concerns this can happen under the terms of the Concerns at Work (Whistleblowing) Policy or through the independent helplines provided by Thirty one Eight and the NSPCC.

The safeguarding flow diagram on page 9 will guide your response. The Abbey Safeguarding Advisor is available to help you in these decisions as is Thirty One Eight, via their 24 hour helpline 0303 003 111, and the NSPCC via their 24 hour helpline 0808 800 5000.

The core actions that should always be taken are:

- take any emergency action needed to alleviate any immediate risk to life or limb
- make a brief factual note of what you have seen, heard or become concerned about (within an hour when possible)
- listen, don't ask any leading questions and treat all information confidentially
- discuss your concerns with one of the Safeguarding Officers or Leads
- ensure safeguarding action is taken, supporting the adult, if they have capacity, to make a referral when this is the action they choose to take.

All situations of non-current, actual or suspected abuse should be reported without delay (within 24 hours) to the Abbey Safeguarding Advisor and her advice sought.

CONFIDENTIALITY AND INFORMATION SHARING

Confidentiality is an important principle that enables people to feel safe in sharing their concerns and to ask for help. However, the right to confidentiality is not absolute. Sharing relevant information with the right people at the right time is vital to good safeguarding practice.

- information will only be shared on a 'need to know' basis when it is in the interests of the adult
- confidentiality must not be confused with secrecy
- informed consent should be obtained but, if this is not possible and other adults are at risk of abuse or neglect, it may be necessary to override the requirement
- it is inappropriate for agencies to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other adults may be at risk

Any disclosure made by an adult at risk of abuse or neglect or any concerns that become apparent must be treated with sensitivity and any sharing of information must be carried out on a strictly 'need to know' basis. The first priority should always be to ensure the safety and protection of adults at risk and Church guidance advises, "Where a vulnerable person is judged to be at risk of significant harm or an adult is likely to harm themselves or others, usually it will be legally possible, appropriate and highly desirable to disclose relevant information to the public authorities for the sake of protecting that vulnerable person" (The House of Bishops guidance 'Promoting a Safe Church' 2006). All concerns therefore should in the first instance be passed to the Abbey Safeguarding Officer within 24 hours.

The Empowerment principle referred to earlier should always be considered with people being supported and encouraged to make their own decisions and informed consent so they can say:

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

It is appropriate to ascertain the wishes of the vulnerable person about what they want to do about the situation, explaining the boundaries of confidentiality. However, care should be taken if telling the vulnerable person what you are going to do could make them more vulnerable or at further risk

RESPONDING TO CONCERNS AND DISCLOSURES

There are many reasons why individuals do not disclose abuse or neglect, perhaps personal or family reasons or fear. Some people blame themselves for what has happened or make excuses for their 'abusers' particularly where they rely on them for care, support, shelter or companionship. Fear of 'getting a loved one into trouble' or losing contact with them altogether may be very real. Consequently victims may refuse to speak to the police, especially in the initial stages even if the situation is extremely serious.

If someone tells you about abuse or neglect or you have concerns about an adult at risk, your role is to respond sensitively and provide support. Ascertain what the vulnerable person wants to do about the situation and consult the Abbey Safeguarding Officer within 24 hours. The use of diagrams and sketches is often very useful in trying to accurately record a concern. Date and sign your notes and keep them safe.

In emergency situations (where you believe that the adult will be further harmed if left in their current situation) contact the police, ambulance or social services immediately and inform the Abbey Safeguarding Officer as soon as possible but always within 24 hours. Make a record immediately afterwards and always let the police know all that you have seen and done in responding to the situation.

Do:

- assure them you are taking them seriously
- stay calm, the person concerned is likely to be anxious and need reassuring
- listen attentively and accept what is being said, your role is to pass on the concern
- let the person tell you in their own words, avoid any assumptions or suggesting explanations
- keep any questions to a minimum
- record what is said and seen using their own words or actions
- let them know that you have a duty to speak to your Church Safeguarding Officer about the situation and that their concerns may have to be shared with others who could have a part to play in protecting them (this should be done within 24 hours)
- reassure them that they will be fully involved in any decisions about what will happen next
- explain that you will try to take steps to protect them from further harm

Do Not:

- press for more details, someone more appropriate may do this at a later point
- be judgmental, jump to conclusions or voice your own opinion
- do not promise to keep secrets or keep complete confidentiality
- discuss the information with the alleged abuser
- attempt to deal with the problem alone, or try to investigate it

These simple actions will help to protect an adult at risk against further abuse and neglect.

Policy Updates

Temi Olusola	March 2019

Appendix 1

Useful sources of information

Church of England Policy Statements

- [Promoting a Safer Church](#); House of Bishops policy statement (2017)
- [Promoting a Safe Church \(safeguarding policy for adults\) 2006](#)

Church of England Practice Guidance

- [Responding Well to Domestic Abuse \(2017\)](#)
- [Safeguarding Training & Development Practice Guidance \(2017\)](#)
- [DBS Eligibility and related matters - Frequently Asked Questions \(2017\)](#)
- [Safer Recruitment \(2016\)](#)
- [Responding to Serious Safeguarding Situations \(2015\)](#)
- [Risk Assessment for Individuals who may Pose Risk to Children or Adults \(2015\)](#)
- [Safeguarding in Religious Communities \(2015\)](#)
- [Responding Well to those who have been sexually abused \(2011\)](#)

London-related documents

London multi-agency policy and procedures

The Association of Directors of Adult Social Services (ADASS), NHS London, the Metropolitan Police, and the London Clinical Commissioning Council have produced 'London multi-agency safeguarding policy and procedures' (2015). This can be found at the SCIE link below.

www.scie.org.uk/adults/safeguarding/policies/

Appendix 2

Safeguarding Pocket Guide

WESTMINSTER.ABBEY

SAFEGUARDING AT WORK

Pocket guide for Abbey staff & volunteers

- The Abbey's safeguarding policy.
 - What to do if you have a concern.
 - What to do if you receive a disclosure.
 - Who to contact.
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WESTMINSTER.ABBEY

Westminster Abbey takes safeguarding and the care of young or vulnerable people very seriously and our safeguarding policy applies to all staff, volunteers and contractors working in the Abbey.

We are committed to:

- Ensuring that we practise safer recruitment in checking the suitability of staff and volunteers.
- Raising awareness of safeguarding issues.
- Developing and implementing procedures for identifying and reporting cases or suspected cases of abuse.
- Supporting those who have been abused in accordance with our agreed safeguarding policy.

Safer working guidelines

Respect all people in your behaviour and treatment of them.

Avoid one to one situations – remain in sight of others.

Avoid physical contact with people – seek permission from the person first.

Be aware of these safeguarding responsibilities at all times. These can be found at:

<http://www.westminster-abbey.org/legal/westminster-abbey-and-st-margarets-church-safeguarding>

Who to contact

If there is immediate danger, contact the police on 999

All concerns should be reported to a member of the Abbey Safeguarding Team

Abbey Safeguarding Officer (ASO)
020 7654 8590 | 07394 562 778
safeguarding@westminster-abbey.org

Abbey Deputy Safeguarding Officer
020 7654 4964

Abbey Safeguarding External Adviser
020 7932 1124 | Annette.gordon@london-anglican.org

If above contacts are not available, please contact either of the below for help, advice and support:

Thirty One Eight – 0303 003 111

NSPCC 24/7 helpline
0808 800 5000 | help@nspcc.org.uk

SAFEGUARDING AT WORK

What to do if you have a concern

1. Record the details as you know them.
2. Report your concerns to your manager or a member of the Safeguarding team.
3. Seek advice from a member of the Safeguarding team.
4. DO NOT talk to others, investigate, or alert any possible perpetrator.

What to do if you receive a disclosure

1. Keep calm. Listen carefully. Do not interrupt, interrogate or ask leading questions.
 2. Let the person know you will have to pass the information to the Abbey safeguarding team
 3. If the person is hurt, seek medical help.
 4. If there is immediate danger, report it to the police.
 5. Follow steps 1 to 4 under 'What to do if you have a concern'.
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