



Diocese of Durham



DIOCESAN SAFEGUARDING POLICY

Version 2019.1

Blessing our communities in Jesus' name



Contents

Safeguarding Policy Statement	4
Introduction	6
Aims and Purpose	6
Scope	6
Safeguarding Roles and Responsibilities	6
2 Management of those who may pose a known risk	10
Introduction	10
Responding to Information	10
3 Safer Recruitment	12
Procedure for the Recruitment of Volunteer and Paid Workers	12
4 Social Media Guidance	14
Introduction	14
The Risks	14
Consent	14
Guidelines	14
Facebook and other Social Networking Sites	15
5 Types of Abuse	16
Introduction	16
6 Responding to Safeguarding Concerns	17
Introduction	17
Responding to Safeguarding Situations Flow Chart	18
Recording a Safeguarding Concern	19
Authorised Listeners	20
Safeguarding and the Seal of the Confessional	20

7 Lone Working	21
Introduction	21
Pastoral Care/Visits	21
Being Alone in Church Buildings	22
Dealing with Requests for Help	22
8 Running Safe Events and Activities for Groups	23
DBS Clearance and Safeguarding Training for Adult Leaders	23
Recommended Staffing Levels and Adult to Child Ratios	23
Registers and Consent Forms	23
Sleeping Arrangements at Residential Activities	23
Health and Safety and Risk Assessments	24
Insurance	24
Transport	24
Home Groups and Mentoring	24
Principles of Good Practice	25
9 List of Useful Contacts	27
Appendix: Information on Types of Abuse	29

Safeguarding Policy Statement

Introduction

1. The Safeguarding Policy Statement of the Diocese of Durham is based on the latest policy statement of the Church of England *Promoting a Safer Church* (2017). It forms the basis of our Diocesan Safeguarding Policy that is contained in the following pages.
2. The Diocese of Durham is committed to safeguarding as an integral part of the life and service of the Diocese.

Safeguarding Statement Areas

The Diocese Safeguarding Statement falls into six main areas:

Statement Area 1: Promoting a safer environment and culture

3. The Diocese will strive to create and maintain environments that are safer for all, that promote well-being, that prevent abuse and that create nurturing, caring conditions for children, young people and vulnerable adults. This is the responsibility of all who work and volunteer in the Diocese, and particularly those who have regular contact with children, young people and vulnerable adults.
4. In *Promoting a Safer Church* a 'vulnerable adult' is defined as 'a person aged 18 or over whose ability to protect himself or herself from violence, abuse, neglect or exploitation is significantly impaired through physical or mental disability or illness, emotional fragility or distress, or otherwise; and for that purpose, the reference to being impaired is to being temporarily or indefinitely impaired'.
5. The Diocese will strive to support all those who have regular contact with children, young people and vulnerable adults to adhere to safer working good practice and to challenge the abuse of power.

Statement Area 2: Safely recruiting and supporting all those with any responsibility related to, children, young people and vulnerable adults within the Diocese

6. The Diocese will recruit those with any diocesan responsibility related to children, young people and vulnerable adults within the Diocese, in accordance with the Safer Recruitment Practice Guidance (2016). It is expected that parishes will follow the same practice guidance in their recruitment of volunteers and paid staff with responsibility for children, young people and vulnerable adults.
7. The Diocese will equip and train all those who have responsibility related to children, young people and vulnerable adults to have the confidence and skills they need to care and support children, young people and vulnerable adults and to recognise and respond to abuse. This will be done through the roll-out of consistent and accessible safeguarding training.

Statement Area 3: Responding promptly to every safeguarding concern or allegation

8. Anyone who brings any safeguarding suspicion, concern, knowledge or allegation of current or non-current abuse to the notice of the Diocese will be responded to respectfully and in a timely manner, in line with statutory child and adult safeguarding procedures and the relevant policy and practice guidance from the Church of England.
9. All safeguarding concerns must be reported to the Diocesan Safeguarding Adviser (DSA) and will be recorded in line with the relevant safeguarding practice guidance.

10. All suspicions, concerns, knowledge or allegations that reach the threshold for reporting to the statutory authorities will be reported via the DSA, or other designated safeguarding adviser, to the appropriate statutory authorities.
11. The Local Authority Designated Officer (LADO) will be informed, in line with diocesan policy.
12. Notwithstanding the policy statement outlined above, anyone should feel able, if a child, young person or vulnerable adult is at immediate risk, to contact either the police or local social services. Consent should be given by the child's or young person's parents or the vulnerable adult, unless it is considered that seeking consent will increase the risk of harm.
13. A 'Whistleblowing and Complaints Procedure' is available for anyone who is unhappy with the way their concern has been addressed by the Diocese.

Statement Area 4: Caring pastorally for victims/survivors of abuse and other affected persons

14. The Diocese will offer care and support to all those in their care who have been abused, regardless of the type of abuse, when or where it occurred.
15. The Diocese is committed to continuing to learn how to respond in a supportive and healing way to the needs of those who have experienced abuse.
16. Those who have experienced abuse connected to the Diocese of Durham will receive a compassionate response, be listened to and be taken seriously. The Diocese will respond to any disclosure of abuse in accordance with the policy and the practice guidance of the Diocese and the Church of England. This will be done in collaboration with the relevant statutory agencies in accordance with criminal, civil and (where appropriate) ecclesiastical law. They will be offered appropriate pastoral care, counselling and support.

Statement Area 5: Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons

17. The Diocese, in exercising its responsibilities to suspicions, concerns, knowledge or allegations of abuse, will respect the rights under criminal, civil and (where appropriate) ecclesiastical law of any accused. A legal presumption of innocence will be maintained during the statutory and (where appropriate) Church inquiry process. As the process progresses additional assessment, therapy and support services may be offered.
18. The Diocese will take responsibility for ensuring that steps are taken to protect others when there are known persons accessing church services and activities who are considered to be a risk to children, young people and vulnerable adults. This will be done by working to mitigate any identified risks according to a safeguarding agreement.
19. The Diocese will be mindful of the need to provide support to members of families as well as the parishes affected by the concerns or allegations of abuse.

Statement Area 6: Responding to those that may pose a present risk to others

20. The Diocese will ensure that any risk has been assessed and is being managed in a safeguarding agreement in accordance with the relevant policy and practice guidance. This will be done in collaboration with the relevant statutory agencies in accordance with criminal, civil and (where appropriate) ecclesiastical law.

1. Introduction

1.1 Aims and Purpose

This document sets out the Diocese of Durham's Safeguarding Policy. It includes guidance and good practice to help the diocese, parishes and individuals work towards a safer church for everyone.

The document replaces and updates 'Safe and Secure'. It is based on the Policies and Practice Guidance issued by the House of Bishops, which are underpinned by:

- the Church of England's 'Statement of Safeguarding Principles'
- the Children Act (2004) (section 11)
- the Care Act (2014)
- the Church of England's safeguarding policy statement, 'Promoting a Safer Church' (2017)
- ecclesiastical law, including the Safeguarding and Clergy Discipline Measure 2016, Safeguarding (Clergy Risk Assessment) Regulations (2016), the Diocesan Safeguarding Advisors' Regulations (2016) and the Diocesan Safeguarding Advisors' (Amendment) Regulations (2017)

1.2 Scope

The policy applies to all parishes within the Diocese of Durham.

Under Section 5 of the 'Safeguarding and Clergy Discipline Measure' (2016) all authorised clergy, bishops, archdeacons, licensed readers and lay workers, churchwardens and PCCs must have '**due regard**' to safeguarding guidance issued by the House of Bishops. A duty to have 'due regard' to guidance means that the person under the duty is not free to disregard it but is required to follow it unless there are cogent reasons for not doing so ('cogent' for this purpose means clear, logical and convincing). Failure by clergy to comply with the duty imposed by the 2016 Measure may result in disciplinary action.

This is a Diocesan Safeguarding Policy and is not applicable to the Cathedral. Those who work or volunteer in the Cathedral must adhere to Cathedral specific safeguarding policies and procedures.

For Local Ecumenical Partnerships this document should be used in conjunction with 'Safeguarding Joint Practice Guidance for single congregation Local Ecumenical Partnership' (2015) and a decision taken within the partnership with regard to which safeguarding policy will be followed.

The Ecclesiastical Insurance Group has made it clear that their insurance cover is only valid where national safeguarding policy and practice guidance is being followed.

1.3 Safeguarding Roles and Responsibilities

In the Diocese

The Bishop of Durham is ultimately responsible for ensuring good safeguarding arrangements and practice in the Diocese in line with the House of Bishops' safeguarding policy and guidance.

The National Safeguarding Policy sets out details of the following appointments, which are made by the bishop in consultation with the National Safeguarding Team:

Diocesan Safeguarding Advisory Panel

This group oversees the safeguarding arrangements in the Diocese, providing advice and scrutiny, and offering external expertise and challenge. It is chaired by an independent (lay) person with extensive professional safeguarding expertise, appointed by the bishop, and includes members from external bodies and diocesan personnel.

Diocesan Safeguarding Adviser

This person is a suitably qualified and experienced safeguarding practitioner, whose main responsibilities are to:

- Advise the Diocese on all safeguarding matters when there are concerns about harm to children or adults who may be vulnerable, or when allegations or observations of abuse have been made.
- Develop diocesan safeguarding policies and procedures, good practice and training.
- Ensure diocesan safeguarding training is delivered.
- Work with parishes to support and manage those who pose risk e.g. setting up safeguarding agreements.
- Take the key role when allegations are made or concerns expressed about church officers.
- Liaise with statutory agencies – police, public protection and social care teams.
- Ensure the provision of appropriate advice and support to survivors and victims of abuse.
- Advise where clergy or church officers are made vulnerable through their role and adults at risk are involved (e.g. bullying, harassment).

Contact and other details are set out in the contacts list, and are also available on the diocesan website and in training materials. The DSA will always make arrangements for cover in the event of holidays or other absences, and where necessary these details will be available through email notifications, on voicemail messages and through the Diocesan Office.

In the Parish

The Incumbent and PCC

The Incumbent and PCC have a duty of care to ensure the well-being of the vulnerable in the church community. Their specific responsibilities are to:

- Adopt and implement the House of Bishops' 'Policy on Safeguarding Children' or the 'Joint Safeguarding Principles' and a Parish Policy and Procedure on safeguarding children and adults who may be vulnerable. A dated copy must be sent by email to the DSA. Multi-parish benefices may adopt one policy and procedure for the benefice. (Legal responsibility continues to rest with the individual parish).
- Appoint a Parish Safeguarding Officer (the 'Designated Person') with special responsibility for safeguarding children and adults, to work with the incumbent and the PCC to implement policy and procedures. In multi-parish benefices a Safeguarding officer may act for more than one parish. The Parish Safeguarding Officer should be a lay person (and cannot be the incumbent) with appropriate experience. It is recommended that the Parish Safeguarding Officer should also be the Designated Person for Safeguarding Vulnerable Adults. Details of the specific responsibilities are set out below.
- Ensure that the Parish Safeguarding Officer and anyone having regular contact with children, young people and vulnerable adults is appointed according to Diocesan Safer Recruitment Guidelines, is trained and supported, provided with a copy of the parish safeguarding policy and code of practice for church workers.
- Deal promptly with allegations or suspicions of abuse in accordance with the Disclosures and Allegations Policy in consultation with the DSA.
- Display the Diocesan and Parish Safeguarding Policy and Procedures, the contact details of the Parish Safeguarding Officer named person on church premises and wherever possible on the church website.
- Ensure that known offenders or others who may pose a threat to children and young people are effectively managed and monitored in consultation with the DSA.
- During a vacancy, to ensure that information about all safeguarding matters is securely stored before passing on to the new incumbent; the departing incumbent should give the information to the Parish Safeguarding Officer who will inform the new incumbent when they take up the post.
- Ensure that there is appropriate insurance cover for all activities undertaken in the name of the parish.

- Review the implementation of the safeguarding children, young people and adults policy, procedures and good practice, at least annually, and that a safeguarding report is presented to the Annual Parochial Church Meeting.

Parish Safeguarding Officer

To work with Incumbent and PCC to:

- Implement and monitor the recommended parish policy and procedure on safeguarding children, young people and vulnerable adults, encouraging good practice and working closely with the Incumbent on all safeguarding matters.
- Contribute to the appointment of all volunteers and PCC employees in regular contact with children, young people and vulnerable adults (in accordance with Diocesan Safer Recruitment Guidelines); to obtain necessary criminal records and renew these appropriately (The Parish Safeguarding Officer may also be the DBS Administrator, but where this is not the case, the PCC should appoint another individual).
- Compile and update annually a list of names of paid and voluntary workers and ensure that full recruitment procedures have been followed for each of them.
- Act (usually) as the “Lead Recruiter” as defined by Churches Child Protection Advisory service.
- Actively encourage volunteers and PCC employees to undertake safeguarding training, and keep a record of training taken.
- Receive, but not to investigate, any suspicions or allegations of abuse which may arise in the church(es) they represent, including allegations against clergy, or licensed commissioned ministers and to inform immediately and subsequently liaise with the DSA.
- Keep a log of incidents, allegations or concerns which arise, storing records safely and securely in a locked cabinet, with access restricted to the Parish Safeguarding Officer and the incumbent.
- Send and update by email their contact details to the Diocesan Office.
- Report annually on safeguarding matters to the PCC and send annually by email a copy of the parish policy and procedure on safeguarding children, young people and vulnerable adults to the DSA.
- Attend Diocesan Safeguarding Training and undertake other safeguarding training as opportunity arises.

Churchwarden

In co-operation with the incumbent, the PCC and the Parish Safeguarding Officer, to:

- Ensure, in the period of an incumbency vacancy, that the incumbent’s safeguarding roles are fulfilled, in co-operation with the PCC and Parish Safeguarding Officer. Churchwardens should be supported by the Area Dean and advice and support can be sought from the Diocesan Safeguarding Adviser.
- Pay attention to the specific needs of children and adults who may be vulnerable when undertaking routine Health and Safety inspections and risk assessments.
- Ensure that risk assessments are carried out before new activities are undertaken (regular and one-off).
- Ensure that all parish activities are adequately insured.
- Receive complaints and grievances, and ensure that the parish has procedures for responding to them.
- Ensure that the guidelines for activities with children, young people and adults who may be vulnerable are followed in all parish activities.
- Ensure that safeguarding requirements are included in all booking arrangements with organisations and individuals.

- Answer questions regarding safeguarding as they arise in the Archdeacon's Articles of Enquiry and Parish Visitations, and address specific advice which may be given.

All Clergy (including associate priests, curates) and licensed or authorised ministers, whether paid or unpaid

In co-operation with the incumbent, the PCC and the Parish Safeguarding Officer and the leaders and helpers supporting children, young people and adults, to:

- have the overview of safeguarding in the parish, noting that churchwardens represent the PCC, which ensures compliance with the law
- communicate with the vicar, the parish safeguarding officer, the congregation, the DSA, the Archdeacon and other diocesan officers
- have pastoral responsibilities to all

Leaders and helpers

In co-operation with the incumbent, the PCC and the Parish Safeguarding Officer to:

- implement healthy working practices
- risk assess all activities
- listen to other workers
- protect yourselves
- report to the Parish Safeguarding Officer or vicar of any safeguarding concerns, however minor
- induct and train others

2 Management of those that may pose a known risk to children, young people or vulnerable adults within a Christian Congregation or Community

2.1 Introduction

The Church of England, based on the message of the Gospel, opens its doors to all. This means that there are likely to be those with criminal convictions for sexual and/or violent offences and other forms of abuse, as well as others who may pose a risk, attending a church or who are members of worshipping communities. Some of these individuals will pose an ongoing or potential risk of harm to other individuals who attend the church.

The Church has a duty to minister to all, which imposes a particular responsibility to ensure that everyone who attends the Church is safe. This includes not only victims/survivors of abuse offences but all individuals who come to church. This means that it will include those people who have convictions. All must be considered equally to ensure everyone is safe, no matter what their background.

Where a known sexual/violent offender is not only monitored but befriended, helped and supported by a group of volunteers to lead a fulfilled life without direct contact with children, young people or vulnerable adults, the chances of reoffending are diminished. Indeed, there is no doubt that the church has an important role contributing to the prevention of future abuse.

Where people have convictions, which give rise to a safeguarding concern, their position in a congregation or community may need to be carefully and sensitively considered/assessed to decide whether they pose a risk to others and to put in place arrangements to ensure that these risks are mitigated. This may include people convicted of violent or sexual offences against children, young people and/or vulnerable adults. It may also include those convicted of offences linked to domestic violence/abuse and people involved in drug or alcohol addiction. In addition, there may be those who do not have convictions or cautions but where there are sound reasons for considering that they still might present a risk to others.

2.2 Responding to information that a member of your congregation may pose a risk to others in your church

The Diocesan Safeguarding Adviser must be informed immediately if you become aware that a member of the congregation or someone wishing to join the congregation has abused a child, young person, or adult, or is on the Sex Offenders' Register, or is not convicted of an offence against children or adults but nevertheless may pose a risk, for example:

- an allegation of abuse against a child or adult has been investigated, but the matter has not proceeded to court, or the person has been acquitted.
- a complaint or grievance has been received alleging inappropriate behaviour, which is not criminal.
- a person has demonstrated behaviour which is actually or potentially violent, or a risk to children or adults who may be vulnerable; this may be due to substance misuse, a mental disorder or a disability, or none of those things
- there have been concerns about the persons alleged abusive behaviour to a previous or a present partner

The DSA will assess the risk and agree a safe course of action in conjunction with the relevant statutory agencies if involved. If required, an ongoing Safeguarding Agreement may be put in place. This will be drawn up in consultation with the respondent (the person about whom a concern has arisen), incumbent, churchwarden/s, parish safeguarding officer and other relevant parties (where applicable). This may also involve statutory agencies, if they have a role.

The agreement must be dated and all parties must sign the agreement to acknowledge that they agree to abide by its terms. These will include arrangements for review (normally every three months), confidentiality, and the procedures that will be followed if the agreement is breached.

The DSA must be informed immediately if the parties to the agreement become aware of any breach of the agreement by the respondent.

The Safeguarding Agreement may include the following elements:

- attend designated services or meetings only (note that it is not possible to prevent a parishioner from attending services that are open to the public)
- sit apart from children, young people and/or vulnerable adults
- stay away from areas of the building where children, young people and/or vulnerable adults meet
- only attend a house group where there are no children, young people and/or vulnerable adults
- decline hospitality where there are children, young people and/or vulnerable adults present
- never be alone with children, young people and/or vulnerable adults
- never work or be part of a mixed-age group with children, young people and/or vulnerable adults
- take no official role in the Church or any responsible role where they will be trusted by others.

The DSA will be involved in every aspect of this process and must be a party to any agreement and its subsequent monitoring.

3 Safer Recruitment

3.1 Procedure for the recruitment of Volunteer and Paid Workers

The Church of England document 'Practice Guidance: Safer Recruitment' sets out detailed guidance and support for the recruitment and appointment of appropriate people as employees or volunteers within the church. Full Practice Guidance can be found on the [safeguarding section](#) of the diocesan website. Model proformas can be downloaded for parish use.

This is a summary of the main steps to follow.

1.	Be clear about who is responsible for appointments. In local churches this rests with the PCC. Responsibility can be delegated but the person must have been safely recruited him / herself, be capable and competent in recruitment and be able to keep personal matters confidential.
2.	Have a policy statement on the recruitment of ex-offenders. Applicants must be clear about how they will be treated if they are ex-offenders. The DBS has published a sample policy statement on the recruitment of ex-offenders.
3.	Ensure that there are safeguarding policies in place. The parish must have adopted the House of Bishops' safeguarding policies.
4.	Have a clear written description of the job or role which sets out the tasks the applicant will do and the skills that are required. For paid roles this must be a formal job description / person specification. For voluntary roles, a simple role outline may be sufficient. The job description or job role will also say whether it is eligible for and requires a criminal records check, and if so the level of the check. In each case a statement should be included explaining that the church is committed to safeguarding and that if anyone in this role sees or hears anything that might be a safeguarding risk they should report it immediately to their 'manager' or the safeguarding representative.
5.	Application form / references. Ask all applicants to complete a simple application form. Always ask for and take up two references, from people who are not related to the applicant. Ask referees specifically about an individual's suitability to work with vulnerable people. Ensure that you carefully examine application forms and references and make sure that the information that has been provided is consistent and you have a satisfactory explanation from the applicant in relation to any discrepancies and any gaps in their personal history and/or career.
6.	The Confidential Declaration. This is completed at the start of the recruitment process and asks if there is any reason why an applicant should not be working with children and adults experiencing, or at risk of abuse or neglect. Having a criminal record may not necessarily be a bar to working with children or adults experiencing, or at risk of, abuse or neglect. The Diocesan Safeguarding Adviser is there to give advice and must be contacted if an applicant discloses any information in his / her Confidential Declaration.
7.	Interview / discussion. A simple face-to-face interview or discussion should take place with at least two people delegated by the PCC. This should with pre-planned and clear questions to assess a person's suitability for a role. Check the Confidential Declaration and the references. Questions must assess the values, motives, behaviours and attitudes of those applying for roles, which work with vulnerable groups.
8.	DBS check (if required for the role) If the person / chair of the interview panel conducting the interview /discussion is minded to recommend approval then the applicant must be asked to complete an appropriate criminal record check, if eligible.

9.	Approval. If the DBS check is clear and the references are satisfactory the applicant is now eligible to take up the role offered. (Note: If the DBS is not clear, it does not necessarily disbar someone from working with children/young people or adults experiencing or at risk of abuse or neglect, but the DSA would need to make the judgement. The decision to appoint to voluntary or paid work must be made by those who have the responsibility for appointments. A paid worker must always receive written confirmation of appointment, and it is good practice to do this for volunteers.
10.	Induction and review. It is good practice to induct a new employee or volunteer, ensure supervision and support is in place and conduct a review regularly as the role requires (this may include a probationary period). Induction must include the appropriate level of safeguarding training for the role.

Important note: it is a criminal offence for an individual, who is barred from working with vulnerable people (children and adults experiencing, or at risk of abuse or neglect), to apply for a regulated activity role and it is a criminal offence for an organisation to appoint a barred person to a regulated activity role. A DBS check is the end of the process when the appointer / appointing body is minded to appoint. A DBS check is not the start of the process and should not be the only check of suitability.

A person who has just moved to the church would not normally take on a role with children, young people or adults experiencing or at risk of abuse or neglect within the first 6 months of joining a church (DBS etc. can be completed within this time).

4 Social Media Guidance

4.1 Introduction

For general guidance on social media see 'Social Media Guidance' (Jan 2017) on the [safeguarding section](#) of the diocesan website.

Social networking is a global revolution, enabling around a billion people worldwide to stay in touch with their friends, share experiences and photographs and exchange personal content. In many ways it has replaced the telephone and email. For many users, it has become a way of life.

This guidance aims to ensure that children and young people (anyone under the age of 18 years old and designated as a minor under statute law) and children's and/or youth worker, youth minister, church officer or other minister (anyone appointed by or on behalf of the Church or parish to a post or role, whether they are ordained or lay, paid or unpaid) are appropriately informed and protected while using social media in the context of diocesan or parish work.

While this document refers on the whole to children's/youth workers, it is equally useful to all leaders in churches who involve young people in their activities, including music groups/choirs, sides-people, sacristy teams, bell ringers etc.

4.2 The Risks

Risks include:

- Forming inappropriate relationships. It is perhaps easier for inappropriate relationships to develop through online banter and private messaging than in the real world. This is particularly important if communicating with children and young people, where there is the potential for content to be perceived as sexual grooming.
- Blurring of the lines between public ministry and private life. There is always the risk of content published on social media being shared more widely than intended. Care must be taken that what is communicated on social media is consistent with being in a position of trust as an ambassador for the church, and as a role model for young people.
- Prosecution or recrimination from posting offensive or inappropriate comments.

4.3 Consent

Written consent from parents/carers should be asked for on an annual basis to the following:

- Use of photographs and videos of children and young people from activities and events on a church's website or social media, or in official church publications and displays
- The way/s that the church/church officers will communicate with young people (including the use of email, phone, text message, social media or other messaging services)

4.4 Guidelines

- You should not contact under 14s directly through text, email or social media; such communication should be through parents/carers. It remains preferable to contact young people over 14 via parents/carers.
- The purpose of social media should be to communicate specific information (e.g. times and dates of events/activities) rather than to build relationships
- If contacting young people over 14:
 - do not use one-to-one communication with a young person
 - copy in another leader or parent when sending messages or within a group context
 - make sure communication is from a specific account/address known to young people and their parents

- use clear and appropriate language, avoiding abbreviations that could be misinterpreted
- Do not use visual media (e.g. Skype, Facetime etc.) for one to one conversations with young people – use only in group settings
- If sharing photos/videos of young people the following guidelines should be followed:
 - check you have permissions (from parents/carers) before taking photos or videos or sharing them on websites, or social media platforms (including YouTube)
 - avoid referring to names or other information that could inadvertently reveal identities
 - remind young people that they should be following the same guidance
- Photos/videos of young people should not be stored on leaders' personal mobiles/devices/cameras

4.5 Facebook and other Social Networking Sites

The safest option to protect children and young people is not to use a personal Facebook account and profile for your work with them, but to create a separate profile if appropriate and necessary. A dedicated Facebook Group, or other similar medium, should be established, with at least two authorised administrators who should also be authorised workers, specifically for the use of a project or youth group to which only recognised members of that group can be admitted.

On a personal Facebook account:

- leaders' personal Facebook accounts should not be used for communicating with young people
- do not have children or young people for whom you have ministerial responsibility added as 'friends' to your personal Facebook or social networking page
- personal profiles on any social networking sites should be set to the highest form of security to avoid young people accessing personal information or seeing any pictures of a personal nature

On a dedicated/professional Facebook account:

- do not accept friend requests out of social network terms (i.e. under 13 years of age for Facebook)
- never add a young person as a friend, unless they request this
- display only appropriate and necessary information about yourself
- ensure personal telephone numbers and email contacts are not visible on public display on social media
- do not download to hard copy any inappropriate material received by electronic means and show to your group leader, line manager or the incumbent
- be discerning about making public comments and liking a post. Do not comment on photos or posts, unless appropriate to your church role
- do not Facebook stalk (i.e. dig through people's Facebook pages to find out about them)
- use passwords and log off promptly after use to ensure that nobody else can use social media pretending to be you

5 Types of Abuse

5.1 Introduction

Abuse is very much broader than sexual abuse, and can include:

- physical abuse
- sexual abuse
- neglect (including self-neglect and acts of omission)
- emotional / psychological abuse
- organisational abuse
- discriminatory abuse
- financial / material abuse
- domestic abuse (including honour based, forced marriage and breast ironing and FGM)
- sexual exploitation, modern slavery, trafficking
- spiritual abuse
- extremism and radicalisation

All abuse involves the misuse of power, and there is an emotional abuse aspect to all types of abuse. Appendix 1 includes definitions and possible indicators of the different kinds of abuse. The presence of one or more signs or indicators does not mean that abuse is occurring or has occurred, and we don't need to be experts in identifying harm or abuse ourselves. However, our responsibility lies in being alert to the signs and symptoms and reporting all concerns to the relevant and appropriate people.

Types of Abuse - See Appendix 1

6 Responding to Safeguarding Concerns

In all our responses to safeguarding concerns the Diocese works in partnership with statutory agencies (e.g.: police, adult and children's social care) to protect and safeguard those at risk of harm and abuse

6.1 Introduction

All allegations or suspicions of abuse should be reported to your Parish Safeguarding Officer, incumbent or the DSA. In emergencies, referrals should be made directly to the Police or Children's / Adults Services.

- Don't keep things to yourself
- Don't rely on someone else to take action
- Don't investigate (this can put people at risk, or have implications for the statutory services)
- At all times the welfare of the child or vulnerable adult is of primary importance
- Keep information confidential (only those named above should be informed); the child, young person or adult's right to privacy must be respected
- Don't inform the subject of the allegation (e.g. church worker or volunteer) as this might prejudice any police or other investigations
- **Contact the DSA, incumbent or your Parish Safeguarding Officer**
- In an emergency, and if you are unable to speak to any of the above, talk to the Archdeacon or contact the Police

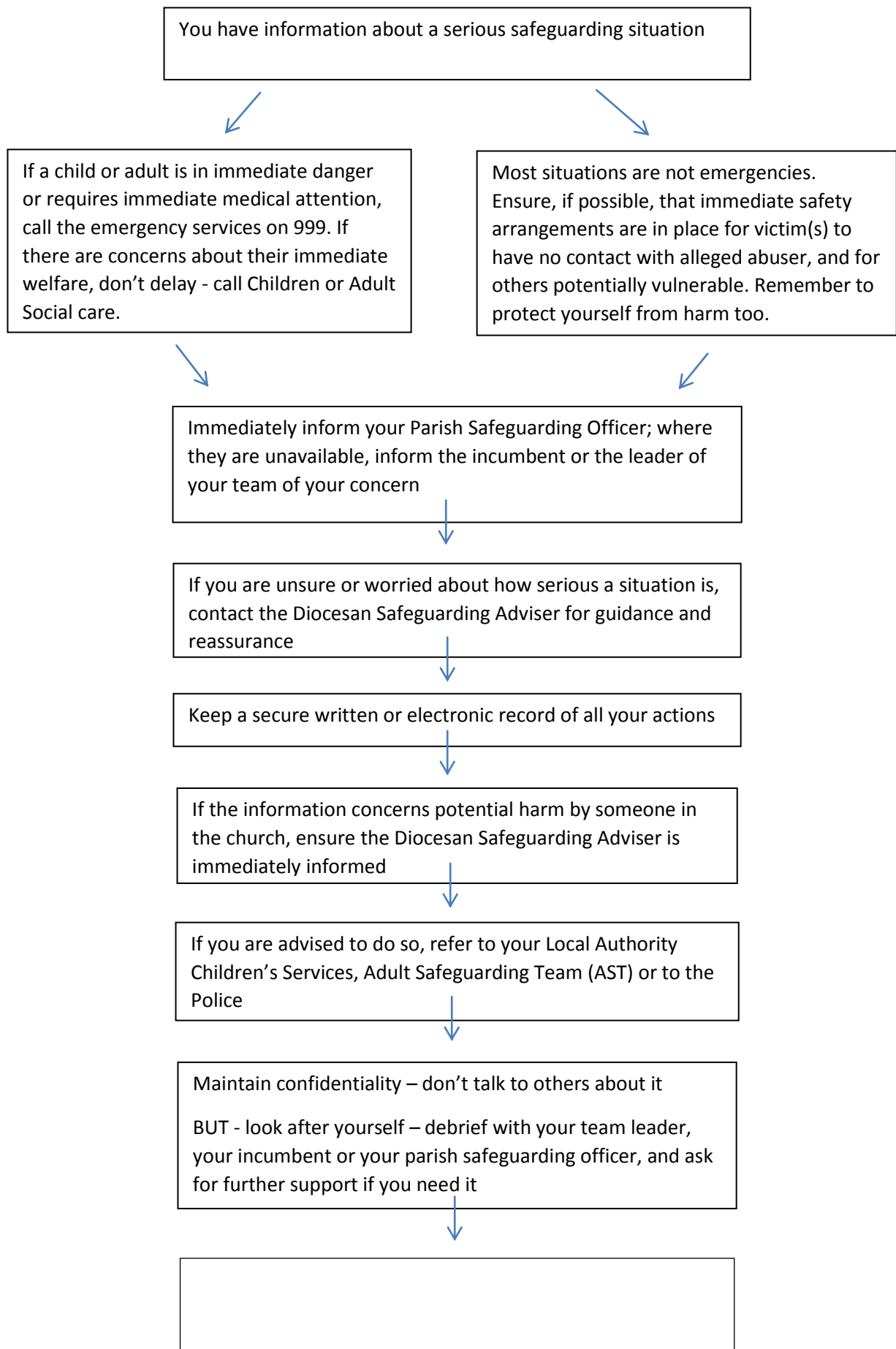
If you are concerned that someone has been or is at risk of abuse, you have no choice but to act. If someone tells you about abuse or harm (either to themselves or another person) you should:

- Reassure the person that you are taking what is being said to you very seriously.
- Listen and hear
- Give time to the person to say what they want. Don't ask them to repeat the information unnecessarily
- Keep calm
- Look at them directly
- Don't prejudge anything
- Let them know you will need to tell someone else - DO NOT promise confidentiality
- Reassure that they have done the right thing in telling
- Whatever the person may have done, they are not to blame for the abuse
- Be aware the person may have been threatened, intimidated or made to promise secrecy
- Never push for more information than is immediately given; do not enquire into the details of the abuse
- Do not ask probing, leading or suggestive questions
- Do not investigate any allegations. Do not contact the person they allege as the abuser; if they are talking about abuse to a third party, do not contact that person

Helpful things to say

- "Thank you for telling me this"
- "I will have to share this with someone else who can help"
- "You needn't tell me any more about it, I've understood what you're telling me"
- "I am glad you have told me, it is not your fault, I will help you"

6.2 Responding to Safeguarding Situations Flow Chart



6.3 Recording a Safeguarding Concern

Good record keeping is an important part of the safeguarding task. Records should use clear, straightforward language, be concise, and accurate so that they can be understood by anyone not familiar with the case. They should clearly differentiate between facts, opinion, judgements and hypothesis.

Why record? In the church context, safeguarding records are needed in order to:

- Ensure that what happened and when it happened is recorded
- Provide a history of events so that patterns can be identified
- Record and justify the action/s of advisers and church workers
- Promote the exercise of accountability
- Provide a basis of evidence for future safeguarding activity
- Allow for continuity when there is a change of personnel

Example: When a minister moves between parishes, a youth worker moves to a different post, or there has been a change of Parish Safeguarding Officer, the availability of a safeguarding record is essential so that one can know what has happened in the past.

A written record of the event or conversation should be made as soon as is practicable (after the event or conversation but always within 24 hours). The following approach is helpful in considering what should be written.

- **Who** is it about? (the names of all key people including any actual / potential witnesses)
- **What** happened? (use exact quotes where possible, in quotation marks)
- **How** did it happen? (for example, if someone is alleged to have assaulted a child, did they use an implement? Or was it a kick? Or a hit?)
- **Where** did it take place?
- **When** did it take place?
- **Why** did it happen? (this allows you to record any explanations offered to you by the people involved. It is not the place for your own analysis)
- **What should happen next** (what action will follow, for example, what are you going to do next, what is X going to do next, making sure it is in the diary in Y days' time as a reminder)
- **Recording what did happen next and the checks made to ensure effective follow up** (did X do what they said they were going to do?)
- **Include the views / perspective of the child or adult who is vulnerable**
- **Analysis.** The Parish Safeguarding Officer should analyse all the information gathered to decide the nature and level of the child's needs / the needs of the adults experiencing, or at risk of abuse or neglect and the level of risk, if any, they may be facing
- **Records must always be dated and the author identified**
- **Indexing.** The Parish Safeguarding Officer should ensure that parish records are able to be searched or indexed so that previous names and concerns can be easily retrieved
- **Summary.** The safeguarding adviser should ensure, if a church worker has a separate personnel file, that a summary of any concerns and the outcome is filed on the personnel file

NB Facts and professional judgments (analysis) should always be distinguished in the record and the record must not be disrespectful to the subjects. Always bear in mind they may well be read by the subject(s) who have a right of access to their files.

Adapted from "Safeguarding Records joint Practice Guidance for the Church of England and Methodist Church 2015"

6.4 Authorised Listeners

Authorised Listeners have been recruited from within the Diocesan Pastoral Care and Counselling Service. Authorised Listeners reflect the listening needs of people who wish to take the opportunity to speak, perhaps for the first time, about their abuse experiences. The authorised listeners can offer an attentive and attuned listening ear to help someone decide the next steps they want to take; that might include formally reporting abuse, or going on to participate in mediation or counselling.

The Authorised Listening Service promotes and furthers both pastoral and safeguarding responses to people who have experienced abuse within the church.

If someone connected with a church in the Diocese of Durham has experienced abuse or harm, and wants to access the authorised listening service they can do so via the DSA. If they prefer, they can identify someone else to make the approach on their behalf. Having made contact with the DSA they will speak with the person concerned and then will work closely with the Adviser in Pastoral Care and Counselling to arrange for a Listener to engage with the person requiring the service.

6.5 Safeguarding and Seal of the Confessional

A failure to share information has been identified repeatedly in child abuse enquires as the most common reason for failure to intervene quickly enough in protecting children, young people and vulnerable adults, sometimes with serious consequences.

It is possible that relevant information may be disclosed in a one-to-one confession made to a priest in the context of the sacramental ministry of reconciliation.

Not least because the legal position differs between the two cases, it is important to recognise the distinction between disclosures made in this formal context, which exists for the quieting of conscience and is intended to lead to absolution, and disclosures made in the context of pastoral conversations. In the first case, but not the second, what is disclosed is subject to a duty of absolute confidentiality arising from the un-repealed proviso to Canon 113 of the Code of 1603.

For this reason, a clear distinction should be made between pastoral conversations and confessions made in the context of the ministry of absolution. To that end it is helpful if confessions are normally only heard at advertised times or by special arrangement and are in other ways differentiated from general pastoral conversations or meetings for spiritual direction. A stole might be worn and a liturgy should be used. It is also important that those clergy exercising this ministry should have received appropriate training and be familiar with Guidelines for the Professional Conduct of the Clergy, which has a section in relation to the confession.

If a penitent makes a confession with the intention of receiving absolution, the priest is forbidden from disclosing anything (including any criminal offence) which is revealed in the course of the confession. This requirement of absolute confidentiality applies even after the death of the penitent.

However, where a penitent discloses in the course of such a confession that he or she has committed a serious crime, the priest should require him or her to report it to the police or other statutory authority and should withhold absolution if the penitent refuses to do so. In such a case the priest may consider it necessary to alert the bishop or the bishop's adviser for the ministry of reconciliation (if there is one) to his or her decision, though the penitent's details should not be shared without their permission.

The canonical duty of absolute confidentiality does not apply to anything that is said outside the context of a confession made in the context of the ministry of absolution. In particular, if information about abuse that was disclosed when seeking the ministry of absolution.

7 Lone Working Policy

7.1 Introduction

Lone working is an everyday occurrence and practice for clergy and some church workers (for instance pastoral visitors). Working from home, being alone in an office or attending remote locations (for example carrying out a home visit) could all constitute lone working.

The perception of what is a risk and the actual risk itself may be seen differently by individuals. In responding to actual or potential risk, each person is responsible for not putting themselves in situations in which they feel very vulnerable, and their views should be respected. The aim of this guidance is to help everyone think about how to undertake lone working safely.

Those working alone should consider what is practical in their situation:

- Have an arrangement with other people whereby they know what your plans are for the day.
- Tell people how you may be contacted and/or when you plan to make contact with the parish office or a colleague. If you change your plans let your contact know immediately.
- Let other people know whom you are meeting, when and where, so that someone is looking after your welfare.
- Liaise with other professionals in the community so that you are aware of houses or other places where there is potential for violent behaviour.
- Ensure that transport is in good working order.
- Carry a mobile phone, which should always be kept as fully charged as possible, and have it readily to hand in the case of an emergency. A mobile phone should never be relied on as the only means of communication however as signal strength may be poor in some areas.
- Refrain from attempting to do any work which would normally require more than one person e.g. heavy manual lifting unless/until other colleagues arrive to assist.

7.2 Pastoral Care/Visits

Pastoral care often involves one to one meetings either in a home context or on church premises. It is essential in pastoral care to acknowledge appropriate physical, sexual, emotional and psychological boundaries. Inappropriate touching or gestures of affection are to be avoided. The following simple tips may help everyone to feel safe:

- Carry identification and be prepared to identify yourself.
- Be aware of your surroundings and potential hazards. Always be aware of your exits and if possible try to sit in a place where there is no one between you and the exit.
- At a home visit, make sure the door is shut behind you and if you can, make sure you are familiar with the door lock. In church premises, make sure that at least one exit can be easily opened (e.g. a Yale lock, a push bar etc.).
- Set some boundaries at the outset, in particular how long you expect the meeting to take.
- Trust your intuition. If you feel uneasy, act straight away and find a way of ending the meeting, or leaving.
- Make sure someone knows where you are and what time you expect to be back; if you have any reason to be concerned, make specific arrangements to check in with someone; consider making arrangements for someone to contact you after a fixed period of time.

- Ensure your mobile phone is charged and accessible; park your car in a lit area and make sure you know where you have left it.
- If there are animals present and you are not comfortable, then ask the occupants to remove or secure them.
- Keep a simple record of visits, including anything that causes concern. Concerns should be shared appropriately with a supervisor, parish clergy and/or the safeguarding officer. If there is any safeguarding concern the set procedures must be followed (cross reference)

7.3 Being Alone in Church Buildings

A risk assessment is needed for any activity involving being alone in church buildings (organists, cleaners, flower arrangers, administrators), and the practicality of the following should be considered:

- Ensure the doors are locked behind those alone in the buildings at specific times (ensure that there is one access that can easily be opened from the inside in the event of an emergency)
- Ensure that no one is left alone in an open building either whilst setting up worship or at the end of the service. At the end of the service while two or more people are present, check all potential hiding places before locking the external doors.
- Not to respond to night-time alarms alone.

7.4 Dealing with Requests for Help

It is sensible to determine a parish policy about giving money and/or food, and then ensure it is consistently applied. Useful tips include:

- Have a list of resource centres to which enquirers can be directed, both local authority and charities.
- Decide whether to make an arrangement with local cafes/shops about exchanging goods for vouchers, or keep a stock of food to hand out.
- Set times and boundaries when help is available and do not make “knee jerk” responses on demand.

8 Running Safe Activities and Events for Groups

8.1 DBS Clearance and Safeguarding Training for Adult leaders (paid or volunteers)

Adult leaders working with young people should be DBS checked (renewed every 5 years) and new volunteer leaders should go through the safer recruitment procedure. Leaders should have safeguarding training (renewed every 3 years).

8.2 Recommended Staffing Levels and Adult to Child Ratios

The OFSTED recommended adult-to-child ratios are given below. Please note these are **minimum requirements** and you should carefully consider whether you need more adults than this:

Age of Children	Number of Adults	Number of Children
0 – 2	1	3
2 – 3	1	4
3 – 8	1	8
8+	1 1	For the first 8 children For every additional 10 children

- There should always be a minimum of two leaders for any group
- It is recommended that each group have two adult leaders, one male and one female
- If groups are in the same room or adjoining rooms with open doors one person per group is allowed
- Young people under 18 years old may help but should not have responsibility for children
- In cases where children are taken off site higher ratios are recommended, especially where travel is involved
- Higher ratios are also recommended where groups have young people with additional needs (and this should be reflected in the activity risk assessment)

8.3 Registers and Consent Forms

- A register for both young people and leaders should be taken each session, with up to date contact information for the young people and leaders
- Annual consent forms should be completed and stored safely. An exemplar form can found on the [safeguarding section](#) of the diocesan website. These should include contact details (including emergency contacts), dietary requirements, health information, pick-up information, photographic consent, and consent to means of communication with young people.
- A separate/additional consent form needs to be completed for residentials, any hazardous activities or for activities lasting more than half a day. An exemplar form can found on the [safeguarding section](#) of the diocesan website.
- Parents/carers should always be informed of any activity taking place off site

8.4 Sleeping arrangements at residential activities

- Always have separate sleeping arrangements for children and young people

8.5 Health and Safety and Risk Assessments

Health and safety should be managed as part of all activities.

- Buildings should be checked for health and safety regularly, at least once a year, and the results noted and reported in writing to the PCC or other appropriate church organization (including fire procedures, first aid kit, kitchen areas, heating appliances, low level sockets, stacked furniture and doors).
- Risk assessments should be carried out for the usual venue and activities that take place. An exemplar form can be found on the [safeguarding section](#) of the diocesan website. A risk assessment should:
 - identify the risks (including severity of risk and to whom)
 - identify what controls are already in place
 - identify what further action needs to be put into place to reduce these risks
 - who is responsible for any further action and by what date
- All accidents should be recorded in an official Accident/Incident Book and parents/carers informed
- A First Aid box should be obtained and maintained on site
- The venue should be secure so that visitors are unable to gain access during sessions. Young people should not leave the premises unsupervised.
- No medication should be given to a person under the age of 18 without the written consent of a parent/carer.

8.6 Insurance

Ensure that your church has arranged adequate insurance cover for you and the young people for regular activities as well as additional and any residential experiences.

8.7 Transport

- Transport, travel or escort arrangements to or from church activities are the responsibility of parents if they make informal arrangements among themselves. It should be clearly understood by all concerned at which point responsibility for the child is passed from parent to church officer and at which point it is returned to the parent.
- If an adult leader is transporting young people in a car, the following guidelines should be followed:
 - Vehicles should be roadworthy (with current MOT) and adequately insured (business insurance)
 - Drivers must be accompanied by another adult in the car (In an emergency when this is not possible the young person should sit in the back seat)
 - Seat belts must be worn (and correct car seats where applicable)
 - Maximum car capacity is not exceeded

8.8 Home Groups and Mentoring

Private houses may sometimes be used as a venue for young people's groups. When this happens

- Adult leaders should not invite young people to their home alone. There should always be a second adult leader present (ideally unrelated) at all times (arriving before the first group member and not leaving until after the last group member has left).
- Make sure that parents/carers are aware of the situation and have given their consent
- If a private house is used on a regular basis, the vicar/PCC needs to be aware of this and that there is adequate insurance cover
- Never use inappropriate rooms (i.e. bedrooms)

An adult leader should never plan to meet up with a young person outside the Church setting unless it is for a legitimate Church purpose (e.g. as part of an organised church mentoring scheme). If this happens it must:

- Be with the signed approval of the parents/carers. The parent is signing to confirm that they are happy for the mentoring relationship to start, what will happen during the mentoring sessions, their frequency, and where they will probably take place.
- This should be in a public area (e.g. a coffee shop), not in a private home.
- Ideally not be on a one-to-one basis (particularly if the young person is under 16).

8.9 Principles of Good Practice

- Welcome each individual and treat them with dignity and respect
- Plan activities that are age appropriate and inclusive
- Before you talk to someone about their behaviour, consider what might be happening in other parts of their life, which may be causing it
- Challenge unacceptable behaviour e.g. bullying, ridiculing, rejection and mockery
- Never use abusive language or behaviour yourself and ensure your own behaviour is acceptable
- Respect personal privacy and space
- A child / young person should never be physically disciplined
- Be aware and alert. Take seriously what you see, hear or feel. If you are concerned, talk to someone whom you trust, seek advice from an appropriate source, e.g. Parish Safeguarding Officer, Diocesan Safeguarding Adviser
- Know where to find the telephone number of your Diocesan Safeguarding Adviser.
- Remember that you are responsible for your actions
- Be ready to listen to others sensitively
- Leaders and volunteers should never:
 - engage in rough, physical or sexually provocative games, including horseplay
 - allow or engage in inappropriate touching of any form
 - allow the use of inappropriate language to go unchallenged
 - make sexually suggestive comments even in fun
 - ignore allegations, or fail to make a record
 - do things of a personal nature for others that they can do for themselves; (it may sometimes be necessary for leaders or volunteers to do things of a personal nature for children, particularly if they are very young or are children with disabilities). These tasks should only be carried out with the full understanding and consent of parents. In an emergency situation, which requires this type of help, parents should be fully informed. In such situations it is important that all leaders are sensitive to the child and undertake personal care tasks with the utmost discretion.

We should all take responsibility for monitoring one another in the area of physical contact. People should be free to constructively challenge a colleague if necessary.

9 List of Useful Contacts

Police : Call 101 or 999 in emergency

Local Contacts - Adult and Children's Social Care

Stockton

Adult Tel: 01642 527764 Out of Hours 08702 402994

Children 01429 284284 Emergency Duty Team (outside of office hours) 08702 402994

Darlington

Children Contact the Children's Access Point on 01325 406222 or Emergency Duty Team on 01642 524552.

Adult Contact the First Point of Contact Team on 01325 406111 or the Emergency Duty Team on 01642 524552.

Durham

Adult Social Care Direct on 03000 267 979.

Children First Contact on Tel: 03000 267 979.

Gateshead

Adult Adult Social Care Direct - 0191 433 7033

Children Gateshead Council's Children's Services (in confidence) on:0191 433 2653 (office hours: Monday - Friday, 8.30am to 5pm) or Emergency Duty Team 0191 477 0844 (outside of office hours)

South Tyneside

Adults Let's Talk Team 0191 424 6000 (Monday-Friday 8.30 am to 5.00pm or 0191 456 2093 (outside of the above office hours)

Children 0191 424 5010 (Monday to Friday 8.30-5.00) or 0191 456 2093 (outside of the above office hours)

Hartlepool

Adult Tel: 01429 523390 or Out of Hours 08702 402994

Children 01429 284284 or Emergency Duty Team (outside of office hours) 08702 402994

Sunderland

Adult 0191 520 5552.

Children Contact Children's Safeguarding on 0191 520 5560

Helplines for further support

NSPCC - For adults concerned about a child 0808 800 5000

ChildLine - For children and young people on 0800 1111

Action on Elder Abuse Helpline - 0808 808 8141

24-hour National Domestic Violence Helpline - 0808 2000 247

NAPAC – Offer support and advice to adult survivors of childhood abuse 0808 801 0331

Stop It Now – Preventing child sexual abuse 0808 1000 900

Cruse – Bereavement helpline 0808 808 1677

Websites for further information/resources

www.nspcc.org.uk

www.womensaid.org.uk

www.restoredrelationships.org

www.stopitnow.org.uk

www.scie.org.uk

www.ceop.police.uk

www.elderabuse.org.uk

www.ageuk.org.uk

www.barnardos.org.uk

www.spiritualabuse.com

www.modernslavery.co.uk

Appendix 1: Information on Types of Abuse

PHYSICAL ABUSE

Children & Young People

Definition:

“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.”
(HM Government, *Working Together to Safeguard Children*, London, Stationery Office, 2015)

Examples:

- children being hit
- babies being shaken
- children being bitten
- deliberate burning with a cigarette end
- dunking a child in very hot water.

Possible indicators of physical abuse in children and young people:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other, non-abusive explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- bruising
 - in unusual places, e.g. around the mouth
 - in unusual patterns, e.g. symmetrical bruises indicating a child has been gripped
 - in particular shapes, e.g. fingertip bruising; belt marks
- burns/scalds, especially in significant shapes such as an iron or cigarette end
- adult human bite marks
- serious injury when there is a lack of, or an inconsistent, explanation
- untreated injuries
- unusual fracture.

Children may be:

- unusually fearful with adults
- unnaturally compliant with their parents/carers
- wearing clothes that cover up their arms and legs
- reluctant to talk about or refuse to discuss any injuries, or fearful of medical help
- aggressive towards others.

Adults

Definition:

The non-accidental infliction of physical force, which results in pain, injury or impairment.

Examples:

- hitting
- slapping
- pushing
- pinching
- kicking
- hair-pulling
- punching
- forcing (including force-feeding)
- inappropriate application of techniques (e.g. control and restraint)
- the use of incorrect moving and handling techniques which are potentially dangerous and are known to cause distress
- isolation or confinement
- the impairment of, or an avoidable deterioration in, health
- misuse of prescribed medication; overdosing or under-dosing.

Possible indicators of physical abuse in adults:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other (non-abusive) explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- a history of unexplained falls, minor injuries or malnutrition
- injuries inconsistent with the lifestyle of the person
- unexplained bruises in various stages of healing
- injuries to the head, face or scalp
- untreated injuries in various stages of healing or not properly treated
- poor skin condition or poor skin hygiene
- dehydration and/or malnutrition without illness-related cause
- broken eyeglasses/frames,
- physical signs of being subjected to punishment, or signs of having been restrained
- loss of weight
- a vulnerable person telling you they have been hit, slapped, kicked, or mistreated
- varicose ulcers, or pressure sores
- injuries reflecting the shape of an object
- unexplained burns, rope burns or cigarette burns.

EMOTIONAL ABUSE

Children & Young People

Definition:

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 involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

(HM Government, *Working Together to Safeguard Children*, London, Stationery Office, 2015)

Examples:

- parents who are emotionally unavailable to their children
- parents who see their children negatively and deserving of maltreatment
- parents who expect more of their children than they are can achieve developmentally
- children being exposed to domestic abuse
- adults not recognising a child's individuality
- adults grooming a child through persuasion, coercion and deceit for the adult's own ends e.g. sexual abuse
- bullying.

Possible indicators of emotional abuse in children and young people:

Indicators are given here as examples only. They may be present in different types of abuse.

They do not tell you that abuse is occurring and can have other, non-abusive explanations.

However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- behaviour extremes: children may be overactive or withdrawn
- lacking in confidence or self-worth
- lack of concentration
- physical symptoms without an apparent cause
- difficulty in trusting adults or very anxious to please adults
- reluctance to go home; fear of parents being contacted
- socially isolated
- behaviour that expresses anxiety, e.g. rocking, hair-twisting or thumb-sucking
- self-harming behaviour
- substance misuse
- sleep and/or eating disorders
- school non-attendance
- running away.

EMOTIONAL ABUSE

Adults

Definition:

Emotional or psychological abuse is behaviour that has a harmful effect on an adult's emotional health and development. All abuse of vulnerable people has an emotional impact.

Examples:

- scolding or treating like a child (infantilisation)
- making a person feel ashamed of involuntary behaviour
- blaming someone for attitudes or actions or events beyond their control
- use of silence
- humiliation
- bullying/harassment
- verbal abuse
- intimidation
- controlling or creating over-dependence
- lack of privacy and dignity
- deprivation of social contact (e.g. deliberate isolation/denial of access to visitors)
- threats to withdraw help and support
- denying of cultural and spiritual needs
- denying of choice
- failing to respond adequately to emotional needs.

Possible indicators of emotional abuse in adults:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other, non-abusive explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- alteration in psychological state (e.g. the person appears to be withdrawn, agitated or anxious in general)
- the person appears to be frightened of making choices or expressing their wishes
- hesitation in speaking openly
- unexplained fear
- confusion or disorientation
- anger without apparent cause
- a vulnerable person telling you they are being verbally or emotionally abused
- tearfulness
- unusual behaviour (sucking, biting, or rocking)
- changes in sleep patterns.

Children & Young People

Definition:

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); or
- ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

(HM Government, *Working Together to Safeguard Children*, London, Stationery Office, 2015)

Examples:

- parents not providing adequate physical care
- parents not ensuring proper and timely medical attention
- adults not providing oversight of children to ensure they are not at risk of danger.

Possible indicators of neglect in children and young people:

Indicators are given here as examples only. They may be present in different types of abuse.

They do not tell you that abuse is occurring and can have other, non-abusive explanations.

However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- children whose personal hygiene and state of clothing is poor
- children who are constantly hungry and frequently tired
- developmental delay
- low self-esteem
- socially isolated
- poor skin tone and hair tone
- untreated medical problems
- failure to thrive with no medical reason
- poor concentration
- frequent accidents and/or accidental injuries
- eating disorders
- begging and stealing.

Adults

Definition:

Neglect is the repeated withholding of adequate care which results in the adult's basic needs not being met. It can be intentional or unintentional and includes acts of omission.

Examples:

- denial of educational, social and recreational needs
- lack of adequate heating/lighting
- lack of adequate food/fluids
- inappropriate medical care; inappropriate use of medication or over-medication
- lack of attention to hygiene
- lack of attention to toe and fingernails
- lack of attention to teeth (natural or false)
- denial of religious or cultural needs.

Possible indicators of neglect in adults:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other, non-abusive explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- poor hygiene and cleanliness
- clothing which is inadequate or in poor condition
- dirt, faecal or urine smell, or other health and safety hazards in the vulnerable person's living environment
- persistent hunger
- dehydration
- weight loss
- the vulnerable person has an untreated medical condition
- poor physical condition; rashes, sores, varicose ulcers, pressure sores
- evidence of failure to seek medical advice or summon assistance as required
- evidence of failure to access appropriate health, educational services or social care.

Children & Young People

Definition:

“Sexual abuse involves forcing or enticing a child or young person 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 (e.g. 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.”

(HM Government, *Working Together to Safeguard Children*, London, Stationery Office, 2015)

Examples:

- showing a child pornographic images
- filming or taking photos of a child in sexual poses or acts
- touching a child's genitalia
- sexual assault
- forced marriage
- children trafficked for sexual exploitation.

Possible indicators of sexual abuse in children and young people:

Indicators are given here as examples only. They may be present in different types of abuse.

They do not tell you that abuse is occurring and can have other, non-abusive explanations.

However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- Sexual knowledge which is inappropriate for the child's age
- Sexualised behaviour in young children
- Children hinting at sexual activity.
- Evidence of grooming activity by a significant adult.
- Soiling, wetting; constipation.
- Frequent urinary tract infections, discharges or abdominal pain.
- Unexpected pregnancy especially in very young girls.
- Lack of concentration, restlessness.
- The child or young person is socially withdrawn.
- The child or young person is overly compliant.
- The child or young person has poor trust in significant adults.
- Regressive behaviour, onset of wetting (after having been dry) – day or night
- Self-harming behaviour.
- Eating disorders.
- Sexually transmitted disease.
- Soreness in genitalia area, anus or mouth.

Children & Young People

What is child sexual exploitation?

Child sexual exploitation (CSE) is a form of sexual abuse that involves the manipulation and/or coercion of young people under the age of 18 into sexual activity in exchange for things such as money, gifts, accommodation, affection or status. The manipulation or 'grooming' process involves befriending children, gaining their trust, and often feeding them drugs and alcohol, sometimes over a long period of time, before the abuse begins. The abusive relationship between victim and perpetrator involves an imbalance of power which limits the victim's options. It is a form of abuse which is often misunderstood by victims and outsiders as consensual. Although it is true that the victim can be tricked into believing they are in a loving relationship, no child under the age of 18 can ever consent to being abused or exploited. (Barnardo's, 2012).

Child sexual exploitation can manifest itself in different ways. It can involve an older perpetrator exercising financial, emotional or physical control over a young person. It can involve peers manipulating or forcing victims into sexual activity, sometimes within gangs and in gang-affected neighbourhoods, but not always. Exploitation can also involve opportunistic or organised networks of perpetrators who may profit financially from trafficking young victims between different locations to engage in sexual activity with multiple men (Barnardo's, 2011).

This abuse often involves violent and degrading sexual assaults and rape. The Children's Commissioner's report on sexual exploitation by gangs and groups found that oral and anal rape were the most frequently reported types of abuse. Experts agree that these types of abuse are particularly humiliating and controlling, and, as such, may be preferred by those who exploit vulnerable young people (Berelowitz et al, 2012). Exploitation can also occur without physical contact when children are persuaded or forced to post indecent images of themselves online, participate in non-contact sexual activities via a webcam or smartphone, or engage in sexual conversations on a mobile phone (DfE, 2011).

Technology is widely used by perpetrators as a method of grooming and coercing victims, often through social networking sites and mobile devices (Jago et al, 2011). This form of abuse usually occurs in private, or in semi-public places such as parks, cinemas, cafes and hotels. It is increasingly occurring at 'parties' organised by perpetrators for the purposes of giving victims drugs and alcohol before sexually abusing them (Barnardo's, 2012).

Adults

Definition:

Sexual abuse is the involvement of any adult in sexual activities or relationships, without informed or valid consent.

Examples:

- offensive or inappropriate language, including sexual innuendos and sexual teasing
- inappropriate looking
- inflicting pornography on an individual
- inappropriate touching
- masturbation
- indecent exposure
- coercion into an activity
- rape or sexual assault
- photography.

Possible indicators of sexual abuse in adults:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other, non-abusive explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- unexplained changes in behaviour
- a significant change in sexual behaviour or sexually implicit/explicit behaviour
- pregnancy in a woman who is unable to consent to sexual intercourse
- bruises around the breasts or genital area
- unusual difficulty in walking or sitting
- torn, stained or bloody underwear
- unexplained infections or sexually transmitted diseases
- hints about sexual abuse
- sleep disturbances
- self-harming
- a vulnerable person telling you they have been sexually assaulted or raped.

FINANCIAL OR MATERIAL ABUSE

Adults

Definition:

Financial or material abuse is the denial of access of the individual to money, property, possessions, valuables or inheritance, or improper or unauthorised use of funds via omission, exploitation or extortion through threats.

Examples:

- misuse, embezzlement or theft of a person's money, property or possessions
- refusing a person access to their own money, property or possessions
- pressure in connection with wills, testaments, property, inheritance etc.
- extortion of money property or possessions through theft
- failing to account satisfactorily for the use of a person's money, property or possessions, fraudulent use of money
- misuse or misappropriation of property; possessions or benefits (e.g. personal income subsumed into household income)
- loans made to anyone if made under duress, threat or dishonestly extracted.

Possible indicators of financial abuse in adults:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other, non-abusive explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- a disparity between assets and living conditions, reluctance to incur expenses when finances should not be a problem (e.g. little food in the house, wearing worn out clothes) – the natural thriftiness of some should be borne in mind
- unexplained lack of money or inability to maintain lifestyle. Lack of amenities, such as personal grooming items, appropriate clothing, that the vulnerable person should be able to afford
- deliberate isolation of a vulnerable person by caregivers
- unexplained disappearance of items from a vulnerable person's house
- unexplained withdrawals from bank or building society accounts
- sudden inability to pay bills
- person managing finances is uncooperative
- carers or professionals fail to account for expenses incurred on a person's behalf
- recent changes of deeds or title to property
- the sudden appearance of previously uninvolved relatives claiming their rights to an older person's affairs or possessions.

DISCRIMINATORY ABUSE

Adults

Definition:

Discriminatory abuse, including racist and sexist abuse, exists when values, beliefs or culture result in the misuse of power that denies opportunities to some individuals or groups.

Examples:

- unequal treatment
- inappropriate use of language: racist remarks, sexist remarks, derogatory remarks or verbal abuse
- humiliating behaviour
- lack of respect towards a person's culture
- comments about disability
- bullying or other forms of harassment
- deprivation of normal social contact and cultural identity
- deliberate exclusion.

Possible indicators of discriminatory abuse towards adults:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other, non-abusive explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- lack of respect shown to people
- offensive comments which may be racist, sexist, homophobic or ageist
- withdrawal and social isolation
- poor self-esteem
- poor quality care
- the vulnerable person prefers not to be cared for by certain member(s) of staff/volunteers
- a staff member/volunteer may seem to avoid working with certain groups of people.

ORGANISATIONAL ABUSE

Adults

Definition:

Organisational abuse occurs when an organisation's priorities, policies and practices are more important than individuals' needs and wishes. It includes a failure to ensure that the necessary standards are in place to protect and maintain good standards of care according to individual choice.

Examples:

- authoritarian or rigid management
- lack of leadership or supervision and monitoring of staff or volunteers
- poor care standards
- lack of positive response to complex needs
- rigid routines
- inadequate staffing
- insufficient knowledge base within the service
- disrespectful attitudes among staff
- inappropriate use of physical interventions (control and restraint) by poorly trained staff
- poor practice in the provision of intimate care
- not taking account of individual's needs, culture, religion or ethnicity.

Possible indicators of organisational abuse towards adults:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other, non-abusive explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

- lack of flexibility or choice for people using the service
- inadequate staffing levels
- inappropriate or poor care
- no opportunity for drinks or snacks
- failure to promote or support a person's spiritual or cultural beliefs
- a culture of treating 'everyone the same' which is different from treating everyone 'equally'
- dehumanising language
- absence of individual care.

SPIRITUAL ABUSE

Children, and Adults

Spiritual abuse is not a category of abuse recognised in statutory guidance but is of concern both within and outside faith communities including the Church. (*Protecting All God's Children 2010, Church 4th edition*).

Spiritual abuse is coercion and control of one individual by another in a spiritual context. The target experiences spiritual abuse as a deeply emotional personal attack.

(Oakley and Kinmond, 2013)

This abuse may include

- the misuse of Scripture, the authority of leadership or penitential discipline, with a requirement to be obedient to the abuser
- enforced accountability and pressure to conform
- requirements for secrecy and silence, with isolation from others external to the abuse context
- oppressive teaching
- censorship of decision making
- intrusive or forced healing and deliverance ministries or rituals
- the denial of the right to faith or the opportunity to grow in the knowledge and love of God.

Examples:

It might be seen in a leader who is intimidating and imposes their will on other people, perhaps threatening dire consequences or the wrath of God if disobeyed. They may say that God has revealed certain things to them and so they know what is right. Those under their leadership are fearful to challenge or disagree, believing they will lose the leader's (or, more seriously God's) acceptance and approval.

Indicators:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other, non-abusive explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns. All abuse of children, young people and adults can lead to the crushing of people's spirit, damage their sense of identity, sense of self and personal confidence, consequently harming their spiritual development.

Research for the Department for Education and Skills' *Child Abuse Linked to Accusations of 'Possession' and 'Witchcraft'* (Stobart, 2006) reported:

- From January 2000 to mid 2005, 38 cases were identified, involving 47 children where children had been accused of being evil, of being possessed by spirits or of having connections with witchcraft.
- Of these children, half had been born in the UK. Half were from Africa.
- Boys and girls were equally at risk. The majority were aged between 8 and 11.
- Children identified by their carers as being possessed exhibited a range of behaviours including bed wetting, physical or learning difficulties, nightmares and challenging behaviour.
- The children were abused in a range of ways, often in an attempt to rid them of evil spirits. 'Cures' ranged from enforced fasting, sleeping in the bath, beating, burning, cutting and the threat of abandonment.

DOMESTIC ABUSE

Children, and Adults

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

- psychological
- physical
- sexual
- financial
- emotional

Home Office March 2013:-

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. **Coercive behaviour** is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

Domestic violence and children

200,000 children (1.8%) in England live in homes where there is a known risk of violence or domestic violence (Laming, 2009).

There is a close link between parental violence and violence to children. Between 50% and 70% of children living with domestic violence are directly physically or sexually abused themselves. Nine out of ten young people who report neglect also report living with domestic violence. Children may suffer directly or indirectly if they live in households where there is domestic violence. Prolonged and/or regular exposure to domestic violence can have a serious damaging impact on children's physical safety and emotional wellbeing and constitutes emotional abuse.

Children are at risk of physical injury during an incident of domestic violence either by accident or because they attempt to intervene. Exposure to violence, parental conflict and the distress of a caregiver is extremely anxiety-provoking for children.

Children may also suffer because domestic violence has an effect on parents' capacity to provide care for their children.

Domestic violence towards women

Women are more likely to experience the most serious forms of domestic violence and are more likely to be killed or seriously injured by their partner, ex-partner or lover. However there are also male victims and domestic violence occurs in same sex relationships. Teenage girls aged 16-19 are most at risk of domestic abuse (British Crime Survey, 2011). Thirteen percent are likely to experience violence from their partners or ex-partners.

ONLINE ABUSE

Children, Young People and Adults

Working Together (2015) does not identify on-line abuse as a separate category of abuse but notes that it can be a feature of emotional or sexual abuse. In respect of children and young people, the NSPCC offers this definition and summary description:

Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones. Children and young people may experience cyber bullying, grooming, sexual abuse, sexual exploitation or emotional abuse.

Children can be at risk of online abuse from people they know, as well as from strangers. Online abuse may be part of abuse that is taking place in the real world (for example bullying or grooming). Or it may be that the abuse only happens online (for example persuading children to take part in sexual activity online).

Children can feel like there is no escape from online abuse – abusers can contact them at any time of the day or night, the abuse can come into safe places like their bedrooms, and images and videos can be stored and shared with other people.

NSPCC website: Online abuse definition accessed August 2015

For adults the Care and Support Statutory Guidance issued under the Care Act 2014 (Department of Health) includes cyber bullying as a form of emotional abuse.

Examples of online abuse:

Cyber bullying is the term used to define various forms of psychological abuse akin to conventional bullying, communicated via the Internet. For example:

- sending obscene short text messages from the Internet
- sending obscene and offensive content and intimidating children via messenger applications
- obscene content conveyed during on line chats
- ridiculing a child by creating a profile or blog copies with false or humiliating information
- sending threats through communicators
- publishing private video footage or photographs of an individual without their consent.

Cyber-bullying usually occurs in the context of instant messenger applications such as Skype or MSN Messenger. However it may be more public, when it takes place in the context of public blogs or social networking sites such as Facebook, or even media hosting sites such as YouTube.

Mobile phone tools such as SMS or photographic and video footage captured using a mobile phone may also be used as a means of cyber-bullying.

ONLINE ABUSE *CONT'D*

Grooming is the preparation and psychological manipulation of a child with the intent of sexual exploitation.

- the first step of grooming is to gain the trust of a minor, with the groomer presenting his/her actions as beneficial for the minor
- this may occur in the context of private communication via messenger programmes
- it may also occur in forums or social networking sites; the individual who is initiating the grooming may have some sort of stature or position in the website which makes it easier to form a relationship with a minor
- the goal of these interactions is to arrange a meeting with the minor, or to manipulate the minor so as to obtain pornography
- grooming can be the cause of psychological harm due to the techniques used by the groomer; it also creates a harmful model of minor-adult relationships.

Sexting is the term used to describe the sending of sexually suggestive or explicit messages or photographs, typically via mobile phone. While this can be consensual in the first instance, many images end up widely circulated or posted online, especially when relationships end. The originator quickly loses all control over the images, often with embarrassing, and potentially devastating consequences.

Addiction is the excessive use of the computer that interferes with daily life. To the extent that children and young people spend numerous hours playing computer games, chatting, or surfing the net while forgetting their responsibilities or even to eat.

Inappropriate content is a generic label for any sort of Internet content, whether verbal, visual or audio which may be illicit, dangerous, or age-inappropriate and yet publicly available.

Based on Cyberethics website information, August 2015

Possible indicators of online abuse towards children, young people and adults:

Indicators are given here as examples only. They may be present in different types of abuse. They do not tell you that abuse is occurring and can have other non-abusive explanations. However they may alert you to the need to be aware of the possibility of abuse, to be observant and to record any concerns.

A child or adult may be experiencing abuse online if they:

- spend lots, much more or much less time online, texting, gaming or using social media
- are withdrawn, upset or outraged after using the internet or texting
- are secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or e-mail addresses on their mobile phone, laptop or tablet.

MODERN SLAVERY

Children, and Adults

Modern Slavery is an international crime, affecting an estimated **29.8 million slaves** around the world. It is a global problem that transcends age, gender and ethnicities, including here in the UK and it's important that we bring this hidden crime into the open.

It can include victims that have been brought from overseas, and vulnerable people in the UK, being forced to illegally work against their will in many different sectors, including brothels, cannabis farms, nail bars and agriculture.

Poverty, limited opportunities at home, lack of education, unstable social and political conditions, economic imbalances and war are some of the key drivers that contribute to trafficking of victims. What's more victims can often face more than one type of abuse and slavery, for example if they are sold to another trafficker and then forced into another form of exploitation.

<https://modernslavery.co.uk/index.html#>

Types of modern slavery:

- Child trafficking - Young people (under 18) are moved either internationally or domestically so they can be exploited.
- Forced labour / Debt bonding - Victims are forced to work to pay off debts that realistically they never will be able to. Low wages and increased debts mean not only that they cannot ever hope to pay off the loan, but the debt may be passed down to their children.
- Forced labour - Victims are forced to work against their will, often working very long hours for little or no pay in dire conditions under verbal or physical threats of violence to them or their families. It can happen in many sectors of our economy, from mining to tarmacking, hospitality and food packaging.
- Sexual exploitation - Victims are forced to perform non-consensual or abusive sexual acts against their will, such as prostitution, escort work and pornography. Whilst women and children make up the majority of victims, men can also be affected. Adults are coerced often under the threat of force, or another penalty.
- Criminal exploitation - Often controlled and maltreated, victims are forced into crimes such as cannabis cultivation or pick pocketing against their will.
- Domestic servitude - Victims are forced to carry out housework and domestic chores in private households with little or no pay, restricted movement, very limited or no free time and minimal privacy often sleeping where they work.

MODERN SLAVERY *CONT'D*

Signs of slavery in the UK and elsewhere are often hidden, making it even harder to recognise victims around us.

Possible indicators of modern slavery:

- Signs of physical or psychological abuse e.g. looking malnourished or unkempt, appearing withdrawn.
- They may rarely be allowed to travel on their own, seem under the control, influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work.
- Victims may be living in dirty, cramped or overcrowded accommodation, and / or living and working at the same address.
- They may have no identification documents, have few personal possessions and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work.
- Victims have little opportunity to move freely and may have had their travel documents retained, e.g. passports.
- They may be dropped off / collected for work on a regular basis either very early or late at night.
- Victims may avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.

SAFEGUARDING POLICY

Related Documents / Notes



Diocese of Durham

Cuthbert House
Stonebridge
Durham
DH1 3RY

T: 01388 604515 | W: www.durham.anglican.org | E: enquiries@durham.anglican.org

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