



*Protecting*  
Vulnerable  
**ADULTS**  
from harm

Diocesan  
Adult Protection  
Guidelines



The Diocese  
of Canterbury

This document aims to be an easily accessible guide to practice concerning the protection of Vulnerable Adults in the Diocese of Canterbury.

**The key message of these Guidelines is that if an issue of adult protection concern arises within the diocese then it should be discussed at once with the Diocesan Safeguarding Adults Adviser who is**

**Elaine Rose Tel.: 01233-720930**

**or, in her absence,  
Simon Tapp Tel.: 01233-756314.**

The guidelines contained in this document draws on relevant information from the House of Bishops' policy, *Promoting a Safe Church (Policy for safeguarding adults in the Church of England) 2006* and *Protecting all God's Children(2004)* and *Responding to domestic abuse – guidance for those with pastoral responsibilities (2006)*.

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## A message from the Bishop in Canterbury

We are all vulnerable, of course. Jesus knew that, which is why he called himself the Good Shepherd who knows his sheep, cares for them, and requires his followers to do the same. But he undeniably had a special care for sheep that were lost, and marginalised sheep *“that are not of this fold”*. Over and over again in Scripture we read of God’s concern for people who today come under the protection of the law

those unable to take care of themselves

those unable to protect themselves from significant harm or exploitation

those with particular spiritual, social, emotional, physical, personal disabilities.

We can look back with some satisfaction at the way we have improved our care for children and young people in our midst.

Now we Christians, who are answering Christ’s call to *“follow me”*, must recognise that we have a particular duty of care for vulnerable adults too. It is to Church congregations, organisations and communities that many such people turn. They come to be befriended, loved and to be safe from harm. They seek to be cherished and valued as children of God, made in his image – just like you and me!

For Christ’s sake we dare not let them down. *“Truly I tell you, just as you did it to one of the least of these who are members of my family, you did it to me.”* (Matthew 25.40)

This document has been very carefully prepared. It is realistic about what is possible, yet it will be a challenge for us all. We shall be tempted to think or even to say: *“We don’t need this.”* But we do! Our child protection policy is for everybody, and no excuses are permitted. Likewise this policy for protecting vulnerable adults. It is God’s work, and we dare not let him down.

A handwritten signature in black ink that reads "+Stephen." followed by a long horizontal stroke.

## 2 DEFINITION OF A VULNERABLE ADULT

### 2.1

Human beings are, by their very nature, subject to the chances and changes of this world. At some time everyone will be vulnerable to a wide range of pressures, concerns and dangers. Some people by reason of their physical or social circumstances have higher levels of vulnerability than others. It is the Christian duty of everyone to recognise and support those who are identified as being more vulnerable.

### 2.2

**A working definition (but not exhaustive) may be,** any adult aged 18 or over who, by reason of mental or other disability, age, illness or due to circumstance is permanently or, for the time being, unable to take care of him or herself, or appears to be unable to protect him or herself against significant harm or exploitation. Some factors which increase vulnerability are listed below:

- a sensory or physical disability or impairment
- a learning disability
- a physical illness
- mental ill health, chronic or acute
- dementia
- an addiction to alcohol or drugs
- the failing faculties of old age
- a permanent or temporary reduction in physical, mental or emotional capacity brought about by life events, for example bereavement or abuse or trauma

For example:

- is elderly and frail
- has a severe physical illness
- is a substance misuser
- is an unpaid carer
- is homeless
- is exposed to domestic violence
- immigrant families

### 3 SUMMARY OF THE HOUSE OF BISHOPS' SAFEGUARDING ADULTS POLICY

#### 3.1

*"The Church of England is committed to encouraging an environment where all people and especially those who may be vulnerable for any reason are able to worship and pursue their faith journey with encouragement and in safety. Every one, whether they see themselves as vulnerable or not, will receive respectful pastoral ministry recognizing any power imbalance within such a relationship."*

House of Bishops' Policy, Promoting a Safe Church, Published 2006 by Church House Publishing

*The text of the House of Bishop's sets out:*

- *We are committed to respectful pastoral ministry to all adults within our church community.*
- *We are committed, within our church community, to the safeguarding and protection of vulnerable people.*
- *We will carefully select and train all those with any pastoral responsibility within the Church, including the use of Criminal Records Bureau disclosures where legal or appropriate.*
- *We will respond without delay to any complaint made that an adult for whom we were responsible has been harmed, cooperating with police and the local authority in any investigation.*
- *We will seek to offer informed pastoral care to anyone who has suffered abuse, developing with them an appropriate healing ministry.*
- *We will challenge any abuse of power by anyone in a position of trust.*
- *We will care for and supervise any member of our church community known to have offended against a vulnerable person.*

## 4 GUIDING PRINCIPLES

### 4.1

The Church should be a safe haven as it is called by God to support those at the margins of society; people who are less powerful and those sometimes without a voice that can be easily heard. The Church can work towards creating a safe and non-discriminatory environment by being aware of some of the particular situations that may create vulnerability. Factors which need to be considered include both the physical environment and the attitudes of church workers both voluntary and paid. Many vulnerable adults attend places of worship and appropriate safeguarding policies and procedures should be in place within every congregation.

### 4.2

The Diocese of Canterbury's guidelines for working with Vulnerable Adults has been written in accordance with the National Church guidance, Promoting a Safe Church: policy for safeguarding adults in the Church of England. The Church of England is committed to encouraging an environment where all people and especially those who may be vulnerable for any reason are able to worship and pursue their faith journey with encouragement and in safety.

### 4.3

For those church organisations with more *formal arrangements* with their local authorities for the provision of services to vulnerable adults and where there are contractual agreements, then the diocese should be specifically notified.

### 4.4

All vulnerable adults should be treated with respect and dignity. Their privacy should be respected. They should be allowed to lead as independent a life as they can. They are entitled to the full protection of the law as much as anyone else.

### 4.5

All adults, including vulnerable adults, have a fundamental human right to choose how and with whom they live, even if to outsiders, this appears to involve a degree of risk. The only occasion when that right should be superseded is in situations where other people are also put at risk or where the adult is mentally incapacitated and decisions need to be taken on the basis of their best interests. Every individual's right to live their lives free from violence and abuse is underpinned by the duty on public bodies under the Human Rights Act (1998) to uphold the rights of citizens.

#### 4.6

All those working with vulnerable adults, whether in paid employment or on a voluntary basis, should be appropriately recruited, trained, supported, supervised and monitored. It is important to actively promote the interests of vulnerable adults by:

- Ensuring that the PCC has a safeguarding adult policy and procedures.
- Taking steps to protect vulnerable adults from abuse of any kind
- Working to minimise risks wherever possible in conjunction with the person and those involved with their care

## 5 RESPONSIBILITIES OF THE DIOCESE

### 5.1

The diocese will appoint an Adviser to act in respect of vulnerable adults, the Diocesan Safeguarding Adults Adviser. Their duties are to help people in the church to understand the nature of vulnerability, being the person to whom people in parishes can bring their concerns, and promoting the training of all those working in this area. The Adviser will support the parish Safeguarding Adults Coordinator and will provide training for the role. In addition the Diocese will create a management group to develop, oversee and monitor that policy.

The Diocese strongly urges Parochial Church Council's to adopt Diocesan guidance, which has been drawn up in response to the House of Bishops' policy.

## 6 RESPONSIBILITIES OF THE PARISH

### 6.1

To designate a person called a Safeguarding Adults Coordinator who will be responsible for implementing the Safeguarding Adults policy and responding to concerns. (See **Annexe G**) This may well be the same person with responsibilities for child protection. It is recommended that a named individual be appointed by the PCC to act as the key person, this person should have some experience or interest in this field. In a large church community ideally there should be at least one deputy coordinator. All Safeguarding Adult policies and procedures should include the names of the individuals appointed.

Some parishes may find it difficult to appoint someone to undertake this responsibility. It may be more appropriate for this to be considered as an appointment within each deanery, benefice or cluster. However, it must be remembered that each PCC is legally responsible for the activities in its own parish.

### 6.2

The role of the Safeguarding Adults Coordinator will include:

- Overseeing the preparation and implementation of the Safeguarding Adults policy
- Being aware of local multi-agency 'Safeguarding Adults' partnerships' procedures
- Ensuring that safeguarding adults policies and procedures are followed (e.g. concerns brought to the attention of the Diocesan Safeguarding Adults Adviser)
- Maintaining accurate records relating to safeguarding adults concerns (see section 8.1)
- Making sure that workers and leaders receive adequate training in safeguarding adults where appropriate
- Promoting inclusiveness in places of worship and keeping the leadership informed on good practice
- Working in partnership with the Diocesan Advisor when concerns arise

### 6.3

Parishes should do their best to provide a safe place for those who may be vulnerable. Where the parish organises special activities or groups for vulnerable people, care should be taken to ensure that those who work in these activities are carefully appointed, supported and supervised. Recruitment to other positions of trust should be carried out sensitively and thoroughly to try to prevent inappropriate appointments being made.

### 6.4

The Parochial Church Council together with the incumbent carries a duty of care for the safety of those who attend or use the church. Each PCC is legally responsible for the activities of its own parish. The Council should, with the help of the diocese, ensure that a policy is in place that reflects the need to safeguard vulnerable people and that it is being implemented and has appropriate resources. The Council needs to find ways to communicate the policy to the whole congregation. Clergy, in particular, need to be aware of the pastoral needs of vulnerable people and their carers and those who work with them.

### 6.5 Premises

Church buildings should meet Health and Safety standards and should allow people with disabilities to participate as much as possible. Parishes should undertake a regular audit of their buildings in order to ensure that premises enable the church to carry out its duties under the Disability Discrimination Acts of 1995 and 2005. Issues of access, visibility, audibility and toilet facilities are among the items that should be addressed.

### 6.6 Duty of care – insurance advice

All church workers have a duty of care towards those to whom they minister. National and diocesan good practice guidelines and the procedures in this document should be followed to ensure that insurance cover is maintained. The insurers should be contacted as soon as it is clear that a claim may be made against a diocese or parish .

### 6.7 Worship

Worship in church should take account of the wide range of requirements of any congregation. It is also important to cater for the requirements of disabled people. See **Annexe A** for more details.

### 6.8 Review

The policy should be reviewed regularly and adopted by the PCC yearly. Local Ecumenical Partnerships – a policy from one partner only should be adopted.

## 6.9 Cultural Awareness and Adult Protection

In the delivery of all community work, it is important to recognise and respect a person's religious and ethnic identity.

### Summary of what your PCC needs to do

1. Adopt a Safeguarding Adults policy
2. Appoint a Safeguarding Adults Coordinator where appropriate
3. Widen the role of the Parish Disclosure Officer to include CRB checks for those working with vulnerable adults where legal and appropriate
4. Keep written records of any conversation or discussion involving suspected adult protection concerns
5. Be aware of the risks
6. Take complaints seriously
7. If an adult protection concern arises, contact the Diocesan Adult Protection Advisor (see page 2 for details)

## 7 VULNERABLE ADULT ABUSE

### Who Abuses Vulnerable Adults?

#### 7.1 Individuals

Potentially *anyone* could be an abuser of a vulnerable adult. Abuse will sometimes be deliberate but it may also be an unintended consequence of ignorance or lack of awareness or alternatively arise from frustration or lack of support. The following is a check-list of some of the possible people who commit or may commit abuse:

- Relatives of the vulnerable person including husband, wife, partner, son, daughter etc. This will sometimes include a relative who is the main carer
- Workers in places of worship
- Neighbours
- People who are themselves vulnerable or are users of a care service
- Confidence tricksters who prey on vulnerable people in their own homes

#### 7.2 Relatives who are main carers

Carers will often experience considerable stress, frustration and they will need respite from the caring role. This can lead to the unintended abuse of the person for whom they are providing care. Relatives who are main carers may *also themselves* be subject to abuse by the person for whom they are providing care. This abuse is often endured for long periods, is unreported and unnoticed.

#### 7.3 Institutions

Health and Social care workers or nursing staff or other professionals in care homes, nursing homes, hospitals, day centres, supported housing services or domiciliary support services in a person's home or school.

#### 7.4 Indicators of Possible Abuse

Abuse can take many forms and may include:

- **Physical**  
Hitting or injuring on purpose. Restraining someone inappropriately
- **Emotional**  
Intimidating, threatening or humiliating. Abusing racially, verbally or psychologically. Exploiting
- **Sexual**  
Involving a person in a sexual activity which is unwanted or not understood. Giving unwanted sexual attention

- **Neglect/deprivation**  
Not providing food, clothing, attention or care. Withholding aids or equipment for continence, walking, hearing or sight. Putting someone at risk of infection. Failing to provide access to appropriate health or social care. Misusing, overdosing or withholding medication
- **Imposed isolation/confinement**  
Refusing someone the company of others either at home or outside
- **Financial/material**  
Stealing or misusing money, property or possessions. Pressure in connection with wills, property or inheritance
- **Discriminatory**  
Treating someone less favourably and unfairly because of race, ethnicity, religion, age, gender, disability or sexual orientation
- **Spiritual**  
An abuse of power often done in the name of God or religion

NB Self inflicted injury may be a sign that abuse is taking place

Detailed indicators of abuse are set out at **Annexe B**.

## 8 RESPONDING TO CONCERNS

*Abuse, which thrives on secrecy, loses some of its power to harm when this secrecy is broken. Nevertheless, whom to tell, when, and for what purpose needs careful thought. Being able to talk to a close friend or relative, who is able to hear, support and care, is for many people the most useful help in healing. For some this trusted relationship is with a counsellor, clergyperson or other professional.*

House of Bishops' Policy, Promoting a Safe Church, Published 2006 by Church House Publishing

### 8.1

When a vulnerable adult wants to talk, it is important for the worker to listen carefully to what they say without prompting or using leading questions. If the discussion leads onto possible abuse, the worker should make a careful written record of what has been observed as follows:

- Make notes as soon as possible (preferably within one hour of the person talking) including a description of any injury
- With due regard to the vulnerable adult's mental capacity, ascertain their wishes and feelings, and ask them what action they would like to take to prevent the abuse being repeated
- Write down exactly what the vulnerable adult has said and when s/ he said it, what was said in reply and the context of the conversation
- Write down dates and times of these events and when the record was made. Keep all hand written notes even if subsequently typed up. All documents should be signed, dated and kept for an indefinite period in a secure place
- Write down any action taken and these notes should be passed on to the Diocesan Safeguarding Adults Adviser to assist them should the matter need to be referred to Adult Social Care Services

### 8.2

Safeguarding of vulnerable adults is everybody's responsibility. If a member of the congregation, including workers, has a concern, they should share it with either the Diocesan Safeguarding Adults Adviser or alternatively with someone responsible for pastoral issues within the place of worship to ensure the person involved can receive appropriate advice and support.

A consultation process is available where the anonymity of the victim and or perpetrator can be maintained.

For further details see **Annexe B**.

## 9 SPECIFIC ISSUES

### 9.1 Responding to an Adult experiencing Domestic Abuse

When supporting a person (women are more likely to face issues of domestic violence *but not* uniquely) consider the following:

- Do believe what he/she is telling you
- Do reassure them
- Don't minimise the danger
- Give him/her details of local Refuges and where they can obtain legal advice/representation
- Do support and respect their choices - even if they chooses to return to their abuser, it is their choice
- Help them with a safety plan, such as setting aside some money, keeping copies of important papers (passports etc), having a change of clothes packed. Plan how they can exit the house safely
- Protect confidentiality

Where there are children in the relationship then consider the child protection implications of the information which has been shared with you. Under such circumstances you cannot promise total confidentiality and may need to refer the matter to Children's Social Services.

### 9.2 Survivors of Sexual Abuse

People who have suffered sexual abuse may be sensitive to certain rituals within the church. Consideration will be needed in providing appropriate support and help for survivors of sexual abuse.

**In all cases where abuse comes to the attention of the parish priest and/or Safeguarding Adults Coordinator it is strongly advised that the advice of the Diocesan Safeguarding Adults Adviser should be sought.**

For more detailed information about working with survivors see **Annexe E**.

### **9.3 In situations where there is suspected Substance Misuse or if a person is mentally unwell**

People who are vulnerable by virtue of substance misuse may behave in an unpredictable or uncharacteristic way. Be alert to personal safety and do not visit or conduct an interview alone

### **9.4 Involvement of Relatives / Carers**

Generally families are informed of an allegation of abuse and the action being taken. However, they may not be informed where:

- The vulnerable adult is able to give informed consent and does not wish their family to be informed
- The alleged perpetrator is a member of the family
- Where a police investigation is likely and rules of evidence apply

### **9.5 If the Vulnerable Adult doesn't want certain action taken?**

The mental capacity of the vulnerable adult is a key factor in deciding what action can be taken. All actions should be based on the presumption of mental capacity (Mental Capacity Act 2005) and on the consequent right of an adult to make their own choices in relation to their personal safety and well-being. In normal circumstances an adult has a right to follow a course of action that others may judge unwise or eccentric, including one which may lead to them being abused. In such instances Adult Social Care should be informed so that they can put in place a safeguarding plan proportionate to the level of risk so that, as far as possible, the adult continues to be protected.

### **9.6**

The exceptions to allowing a person to make choices about their safety from abuse and neglect would be:

- Where the person lacks mental capacity to make such a choice
- Where the rights or safety of others would be compromised in allowing the person to exercise their right in making choices about their safety from abuse and neglect

## 10 OFFENDERS IN THE CONGREGATION

### 10.1

There are detailed procedures which explain what to do when someone in the parish is alleged to have committed an offence against a child or vulnerable person and the parish has to refer on their concerns thereby causing investigations to be made. These procedures are set out in the House of Bishops' Child Protection Policy document. Prompt advice from the Diocesan Safeguarding Adults Adviser must be sought in these circumstances.

### 10.2

If someone, either an adult or a young person, attending the church receives a conviction for abusing a child or vulnerable person or moves into the parish with such a conviction then the parish priest must ensure that a discussion takes place as soon as possible with the person concerned and that efforts are made to sustain open communication. It will be necessary to establish clear boundaries both to protect the children and vulnerable in the congregation and to lessen the possibility of the adult being wrongly suspected of any form of abuse in the future. The House of Bishops has provided detailed guidance, which is reproduced at **Annexe F**.

### 10.3

Because sexual offences are often addictive, it is naïve to assume that the offender has learnt their lesson and that it is possible simply to "forgive and forget". They may well be tempted to re-offend, may fantasise about abusing and may try to gain access to children, young people and the vulnerable by befriending parents and carers. They may try to manipulate and control, and start attending the church specifically to come into contact with children or vulnerable adults.

### 10.4

Details about a convicted offender should be shared, on a 'need to know' basis, by the parish priest with key individuals such as the Safeguarding Adults Coordinator or individuals in the leadership team of the church. The offender could derive sexual pleasure or undue attention from their story being too widely known. The person should never be on their own with children, young people or vulnerable adults.

### 10.5

Sexual offenders can be highly manipulative people and it is important for the parish priest to make contact as soon as possible with the Diocesan Safeguarding Adult's Adviser who will advise about setting up a formal written agreement with the person concerned. A model agreement can be found at **Annexe K**.

## 10.6

As well as those with convictions against children, there may be others whose position in the congregation needs to be sensitively assessed in order to determine whether they pose a risk to children or the vulnerable. This might include people convicted of violent offences against adults, people involved in severe drug or alcohol addiction and adults with a mental disorder which might in rare cases result in erratic behaviour. Advice from the Diocesan Safeguarding Adults Adviser should be sought in cases where a member of the congregation is considered to pose a possible risk to the vulnerable

## 10.7

Situations sometimes occur when allegations are made which do not result in a criminal conviction or even a court hearing yet concerns remain. Guidance on such circumstances is set out in **Annexe F**.

## 11 REFERRAL TO THE STATUTORY AGENCIES

The Diocesan Safeguarding Adults Adviser will consider whether such a referral is required by considering the following issues:

- The vulnerability of the individual
- The nature and extent of the abuse
- Length of time it has been occurring
- Impact on the individual
- Impact of the abuse on others

## 12 RESPONDING IN AN EMERGENCY

### 12.1

All workers in places of worship should be ready to call the police and/or an ambulance in an emergency when a vulnerable adult needs immediate medical attention, or where there is a significant risk of serious harm and action needs to be taken to protect them. It is always possible to seek advice from NHS Direct or a GP for access to Mental Health Services

### 12.2

Adult Social Care Teams operate Emergency Duty Teams (EDT), outside regular office hours, at weekends and over statutory holidays. They are available to offer advice and will also take action to protect a vulnerable adult, including arranging emergency medical treatment and, where appropriate, involving the police. See **Annexe L** for useful addresses and contact details.

## 13 SAFE RECRUITMENT

### 13.1

In line with The House of Bishops' guidance prospective appointees should:

- be regarded as job applicants and have a defined role with a job description
- complete an application form (see **Annexe H**)
- name two referees, one of whom should be the current employer or the incumbent of the previous parish (see **Annexe J**)
- complete a Confidential Declaration form (see **Annexe I**)
- have an appropriate interview. This demands clarity about the work involved and the qualities needed to do the job

If a decision is made to appoint, the appointee should:

- Apply for a Disclosure from the Criminal Records Bureau (CRB) if appropriate -see Section 14 or from July 2010, apply for ISA registration and a CRB disclosure.
- be offered the post subject to a probationary period
- have the appointment confirmed in writing
- be provided with clear and reliable supervision arrangements
- have access to appropriate and updating training opportunities

### 13.2

A CRB check is only a part of the process of safe recruitment for paid and voluntary work, albeit an important part.

### 13.3

It is important to arrange regular workers' meetings to review procedures ensuring a common approach, sharing of concerns and identifying other matters that may need clarification and guidance.

### 13.4 **Appointment and supervision**

No one should be working in isolation but as part of a team, showing mutual responsibility for each team member. It should be accepted that anyone seeing another worker acting in a way that could be misinterpreted should be able to speak to the individual or the supervisor about the concern. A written record should be kept of issues/decisions discussed at meetings.

### 13.5 Training

It is important that all workers understand the agreed procedures for safeguarding adults. Some places of worship may choose to obtain written acceptance of their policy statement as a condition of service. It certainly should be a condition of service that the worker is required to report all allegations or concerns about possible abuse.

### 13.6

Training for workers in relevant areas should be arranged e.g. adult protection, first aid, food hygiene.

### 13.7 Safeguarding Vulnerable Groups Act 2006 (SVGA)

When this legislation comes into effect in October 2009, churches, even though they are voluntary organisations, will have a new legal duty to ensure that those working with children or vulnerable adults are not known to be unsuitable for this work. This will no longer be simply a matter of a policy decision and good practice. In addition, there is also a duty to report unsuitable people, who have committed harm or other relevant conduct to the Independent Safeguarding Authority (ISA) who will consider whether they should be barred from such work.

All those working with children, young people and vulnerable adults will be required to be registered with the ISA in order to be able to take up such roles, or within 5 years from implementation continuing their role. This is a legal obligation.

From the relevant implementation dates within the 5-year 'roll out' it will be a criminal offence to employ anyone in 'regulated' activity (see page 25) who is not registered.

### 13.8 How the Vetting and Barring Scheme (VBS) complements CRB checks

Criminal Records Bureau certificates will still be required in order for a decision as to suitability for a particular role in the church to be ascertained. The ISA registration certificate will simply show whether someone is suitable based upon whether they are barred from the relevant workforce or not and is one stage in the recruitment process. The ISA will bar unsuitable people based upon a range of relevant, tested information and evidence. They will also risk assess this. Suitability for a particular role is also based upon a wide range of other recruitment checks and CRB checks which potentially show a wider criminal history will still need to be part of this assessment. There is a wide range of criminal offences which do not lead to barring but which may be relevant to an individual's proposed role.

### 13.9 Who needs to be registered and when?

It is likely that for the first year the only people required to register will be those who are new workers or volunteers. The exact form of the 'roll out' period is yet to be announced. The total period for registration is five years from July 2010, with those who have the 'youngest' CRB checks registering last. The diocese will organise the roll out according to the recommended plan and to ensure that all those who require registration are enabled to do so in a gradual and orderly way so as not to overload the systems at either the Registered Body or CRB.

### 13.10 Responsibilities of applicants regarding Registration

It is the employee's responsibility to obtain registration when this is required. However, the voluntary sector including the Churches recognise the importance of encouraging and enabling volunteers and appointees as far as possible with this process. ISA registration is potentially for life, however there will be a mechanism for de-registering for someone who wishes this.

**It will be illegal for someone to work without registration if they are new in post or once the period for the roll out has been completed.** Under the VBS it is a criminal offence for someone who is barred from working with children, young people or vulnerable adults to apply for such work as a volunteer or employee.

### 13.11 Responsibilities of employers regarding Registration

'Employer' refers to those who recruit employees or volunteers. Under this scheme it will be illegal to employ someone who has been barred or not to check whether they have been barred by requiring registration of each person who works with children, young people or vulnerable adults.

## Definition of 'Regulated Activity'

Involves contact with children of vulnerable adults and is:

**of a specified nature**

e.g. teaching, training, care, supervision, advice, treatment or transport

*or*

**in a specified place**

e.g. schools, children's homes and hospitals, juvenile detention facilities, adult care homes.

**"frequently, intensively and/or overnight"**

- Once a month
- 3 or more occasions in a period of 30 days
- Overnight: between 2—6am

- Also covers Fostering and 'Defined Office Holders'  
eg. Directors of Children's Services, Trustees of Children's Charities, School Governors ....
- No distinction is made between paid and voluntary work

## 14 DISCLOSURES FROM THE CRIMINAL RECORDS BUREAU

### 14.1 Disclosures

A Disclosure is a document containing information held by the police and government departments. It can be used by employers and voluntary organisations to make safer recruitment decisions. Disclosures are provided by the Criminal Records Bureau (CRB), an executive agency of the Home Office. By providing access to criminal records information, the CRB helps organisations to identify applicants who may be unsuitable for certain work, especially work involving contact with children or other vulnerable members of society.

### 14.2 Arrangements in the diocese

The diocese has registered with the CRB so that it can access the Disclosure service on behalf of parishes. It has issued comprehensive guidance on the process for obtaining Disclosures in the CRB Parish Folder; information can also be found on the diocesan website. Advice about the Disclosure process can be obtained from the CRB Helpdesk at Diocesan House - telephone 01227 459401 or email [crbhelpdesk@diocant.org](mailto:crbhelpdesk@diocant.org)

### 14.3 Parish Disclosure Officers

The Parish Disclosure Officer (PDO) is appointed by the PCC to liaise between the parish and Diocesan House regarding the administrative aspects of the Disclosure process. PDO's have very different responsibilities from those of Parish Safeguarding Adults Coordinators, however in some parishes, both positions may be held by the same person.

### 14.4 Disclosures and adult protection

Obtaining a CRB Disclosure for people in positions involving work (paid or unpaid) with vulnerable adults is an important means of protecting them. All church workers involved in any pastoral ministry will be recruited with care, including the use of the Criminal Records Bureau disclosure service where legal or appropriate. The Diocese is keen to ensure that individuals helping their fellow members in the congregation will continue to do so. Where a parish has set up or arranged **specific groups or activities involving vulnerable people** then these guidelines should be applied. Parishes need to ensure that Disclosures are always obtained in compliance with diocesan guidance for all those involved in work with vulnerable adults.



## **Annexe A**

### **ATTITUDES, UNDERSTANDING & ACTION**

Places of worship/organisations should give consideration to making their establishments welcoming and accessible to all, especially to vulnerable adults. An adult with a disability is not necessarily vulnerable, nor is a vulnerable adult necessarily disabled, but discrimination faced by people with disabilities is not uncommon. It is essential therefore that all places of worship/organisations are working to the requirements laid down in the Disability Discrimination Acts (1995 & 2005), making every effort in creating an environment that is inclusive, and where vulnerable adults are free from the fear of being exploited, taken advantage of or abused.

It is important to treat vulnerable adults with the same respect as anyone else, including valuing differences in appearance, ability or ideas, and develop sensitivity towards those with 'hidden' disabilities such as epilepsy or Alzheimer's disease, which may require assistance from time to time. When a vulnerable adult displays odd or challenging behaviour they should never be told it is result of sin or demon possession and extra care should be taken not to impose ministry (e.g. individual prayer) without their informed permission. In the area of prayer ministry, this should only be offered by those formally authorised within the church, denomination or movement who have recognised experience and expertise.

The following guidelines may assist in this process.

#### **Accessibility**

Check the building for accessibility. This doesn't only mean doors, steps and toilets but also includes sight lines, lighting and acoustics. Undertake an audit to ensure that as far as possible people can get to all areas of the building. Where this is not possible because of limitations of the building, alternatives should be considered.

#### **Language**

Consideration should be given to having people who are trained to communicate in appropriate sign language for those with hearing and/or learning difficulties. Disabled people generally don't worry about the words you use - but are concerned about the attitudes people express towards them, including addressing a companion or carer as a conversational go-between or talking in childish language. Often people with disabilities have identified a vocabulary that they feel comfortable with and efforts should be made to accommodate them.

Listed below are some words or phrases that are *not* helpful with suggestions of alternatives in **bold**:

- Cripple, invalid, handicapped, - handicapped has its origins in 'cap in hand', with implications of charity and begging. Invalid can be interpreted as 'not-valid'. **Disabled, disabled person**
- Mentally retarded, mentally handicapped. **Person with a learning disability**
- Deaf aid. **Hearing aid**
- Deaf and dumb. **Profoundly deaf, without speech**
- Disabled toilet. **Accessible toilet, wheelchair-accessible toilet**
- Victim or 'the disabled' - this is impersonal and implies a group separate from the rest of society. **Never use either expression**
- 'Suffering from', 'afflicted by'. **A person with...**
- An arthritic, spastic or epileptic. **A person with arthritis, a person who has cerebral palsy or epilepsy**
- Wheelchair bound, confined to a wheelchair. **'wheelchair user' (a more accurate description)**
- Physically challenged, intellectually challenged, differently abled. **Confusing terms – don't use.**

### **Visual impairment**

Below are some guidelines that will help someone with a visual impairment feel welcome and included:

- Identify yourself by name when you meet someone with a visual impairment.
- Reserve seats near or at the front, so the partially sighted person has the option to sit closer to what's going on. Offer to assist someone who is blind to find his or her way around. Don't push – always allow them to take your arm and if necessary provide space for a guide dog to lie down.
- Make sure that all corridors, approaches and circulating areas are free from obstructions
- Ensure large print paper versions are available for songs/hymns and other written material (e.g. bible, news sheet etc) as well as audio recordings of talks/sermons.

- All print for partially sighted people should be in a Sans Serif typeface (e.g. Times New Roman). 16 point font size type is usually adequate but this may need to be checked with the person using the material. Printing should be on contrasting colour paper (black on white or black on pale yellow is best) and on matt (non-glossy) paper. This also helps people with dyslexia. Don't use pale coloured type on dark colours or print over photographs. Photocopied acetates make excellent large-print song sheets
- Hand-written OHP acetates should only be used in an emergency and it is important not to use all capital letters - it's much harder to read. The size of words on the screen will depend on the size of the venue and position of the OHP/digital projector, but all users should prepare acetates/ projector material to an agreed minimum
- For safety reasons, good lighting is essential for partially sighted people. (Deaf people benefit too, as lip-reading is only possible in good lighting).
- Use colour contrast as much as possible to designate entrances/exits
- The international symbol should be shown on literature, advertisements and notice boards to indicate what facilities are provided for blind and partially sighted people



### **Hearing impairments**

Below are guidelines that will help those with a hearing impairment feel welcome and included:

- Always address the deaf or hard of hearing person directly, not the person who may have accompanied them.
- Ensure your face and mouth can be seen clearly. Look directly at the person and speak at normal speed and volume with clear lip patterns. Avoid exaggerated lip patterns that are harder to read. Keep your hands away from your face and remember eating whilst talking hinders effective lip reading. Don't speak directly into the person's ear.
- A hearing induction loop should be provided whether you are aware of people using hearing aids or not. It is not always obvious someone has a hearing aid and most people do not like to draw attention to the fact.

- If possible someone should be conveying what is said and sung using British Sign Language (BSL). They should stand in a visible, well-lit place (probably the front). Courses are now readily available for training in BSL including distance learning. As many people as possible should be trained so this responsibility doesn't rest on one person's shoulders.
- Be aware that background noise can make life very difficult for people who use a hearing aid because it often distorts the sounds they are trying to hear.
- Be prepared to write things down if necessary, particularly if communication is difficult. The important thing is not to give up.
- The international symbol should be shown on literature, advertisements and notice boards to indicate facilities are provided for the hard-of-hearing.



### **Speech impairment**

Try not to finish a sentence or word for a person with speech impairment. It is also important not to get agitated or become impatient when you are waiting for words to be said. In this situation retain your interest in the person, perhaps by nodding affirmingly and/or retaining eye contact.

### **Impaired mobility**

If possible, mark out reserved parking spaces for those with mobility difficulties as near as possible to the building entrance. Reserve seating that is the most accessible and minimises walking, but remember it is up to the person to decide where they want to sit. And always enquire if they would like assistance *before* you help.

#### **Wheelchair Users**

- All internal and external access needs to be level or ramped
- Don't designate one area for wheelchair users - this unnecessarily draws attention to their disability
- Make sure that at least one seat is alongside each wheelchair position for a friend to be able to sit with a wheelchair user
- When talking to a wheelchair user, it is polite to sit down so that you are on the same level, making eye contact easier
- Remember that a wheelchair is part of the user's personal space - so don't lean on it, hold it or attempt to move it/push it unless asked - however, offers are usually welcome, even if declined.

- The international symbol should be shown on literature, advertisements and notice boards to indicate facilities are provided for people with impaired mobility.



### **Learning disabilities**

Adults and children with learning disabilities often experience difficulties dealing with life issues and/or adjusting to new situations. The term 'learning disability' is often used in a general way that because of people's preconceptions isn't always helpful. For example, it can include people with conditions like Dyslexia or Asperger's syndrome where intellectual capacity is unhindered or maybe exceeds the general average, but may affect social skills and the ability to communicate effectively. Equally none of these 'givens' may apply, which underlines the importance of not making assumptions about people that are known to have a learning disability and not treating them in a childish or patronising way. Below are some guidelines that will help those in this situation feel understood, valued and supported:

- Adults with learning disabilities may well have limited or no reading ability so where possible, signpost facilities and directions (e.g. fire exit) using images as well as words. They could also feel excluded when bibles and songbooks are used exclusively. It will help therefore to read out written material such as a bible passage rather than merely quoting a reference, and include songs with repetitive or uncomplicated words.
- Offer assistance if people seem to be experiencing difficulties understanding or need help with certain instructions. Keep all communication of information in 'bite-size chunks', taking extra time if necessary to explain. Make explanations clear, concise and uncomplicated.
- Be patient if individuals are noisy or move about when it seems inappropriate and/or don't immediately pick up on the 'norms' of how things are done within the place of worship.

### **Working with people in their homes**

Always knock on the door before entering a room or home, and it goes without saying that moving or touching personal possessions or tidying up should not be done without permission. Apart from anything else, a person may rely on familiarity as a navigational aid around their home.

## Medical Care

It is likely that some of the people coming to your place of worship or organisation may be taking medication. It is therefore helpful to have a clear policy understood and accepted by staff (paid or volunteers), the vulnerable adult and their carers (if applicable) as this provides a sound basis for ensuring that those with medical needs receive proper care and support whilst at your place of worship or activity.

A policy might include:

- an agreement by the place of worship/organisation on whether to give or supervise the vulnerable adult in taking prescribed medication whilst at the place of worship or activity
- the circumstances in which the vulnerable adult may take non-prescription medication e.g. pain killers (analgesics)
- the place of worship's policy on assisting vulnerable adults with long term or complex medical needs
- staff training in dealing with medical needs, including someone who has a current recognised First Aid qualification
- record keeping
- storage and access to medication
- the place of worship/ organisation's emergency procedures

The vulnerable adult and/or their carer should be encouraged to provide full information about their medical needs. It is often helpful to draw up a written health care plan, involving the vulnerable adult, their carers and relevant health professionals.

This can include:

- details of their condition
- special requirements e.g. dietary needs
- medication and any side effects
- what to do, and who to contact in an emergency

Where you are providing medication ensure that you are aware of the following:

- name of medication
- dose
- method of administration
- time and frequency of administration
- other treatment
- any side effects

Ensure you have the date, time and record of dose for each use of medication with signature of person administering/overseeing the procedure.

Other considerations:

- You should treat medical information confidentially. You should agree with the vulnerable adult (where he/she has the capacity) or otherwise their carer, who else should have access to records and other information
- Some vulnerable adults may require invasive or intimate treatment. Discuss this with your staff and ensure that if you provide this, all staff are appropriately trained. Care should be given to ensure that the dignity and privacy of the adult is maintained whilst at the same time providing safeguards for the worker
- Good hygiene should always be practiced. Disposable latex gloves and an apron should be used when dealing with broken skin, bodily fluids or faeces
- Ensure you have a well stocked First Aid kit

*Some information contained in this chapter has been drawn from the work of 'Through the Roof' and Churches Child Protection Advisory Service who have kindly given their permission for its use.*

Web: [www.throughtheroof.org](http://www.throughtheroof.org)

Web: [www.ccpas.co.uk](http://www.ccpas.co.uk)

# Annexe B

## DEFINITIONS OF ABUSE

Abuse can be any misuse of power. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. It may also be a crime. The possibility of vulnerable people being harmed is not confined to their lives outside of the church. Church workers need to be vigilant to protect vulnerable people from harm whilst they are attending worship, or other meetings or activities or being visited by someone from the congregation. In addition the church has a responsibility to ensure that all those who are closely involved with vulnerable people are behaving in safe and appropriate ways.

### **Physical Abuse can include:**

- A history of unexplained falls, minor injuries or malnutrition
- Injuries inconsistent with the lifestyle of the person
- Unexplained bruises in various stages of healing
- Unexplained fractures, or fractures in various stages of healing
- Injuries reflecting the shape of an object
- Unexplained burns, particularly to the soles of the feet, palms of the hands or back
- Immersion burns, rope burns or cigarette burns
- Injuries to the head, face or scalp
- Varicose ulcers, pressure sores
- Being left in wet clothing or bedding
- Signs of under or over use of medication
- Medical problems that go unattended

### **The infliction of pain or physical injury, which is either caused deliberately, or through lack of care may include:**

- Hitting or 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 that are potentially dangerous and are known to cause distress

## **Sexual Abuse**

The involvement of a vulnerable person in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent. Or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent. Sexual abuse can include:

- Inappropriate touching
- Fondling
- Rape or sexual assault
- Sexual intercourse/buggery or attempted sexual intercourse/buggery
- Offensive or inappropriate language including sexual innuendos and sexual teasing
- Indecent exposure
- Inappropriate looking/sexual harassment
- Inappropriate photography
- Inflicting pornography on an individual

Other symptoms may be:

- Pregnancy in a woman who is unable to consent to sexual intercourse
- A significant change in sexual behaviour or sexually implicit/explicit behaviour around certain individuals
- Unexplained changes in behaviour
- Unusual difficulty in walking or sitting
- Torn, stained or bloody underwear
- Infections or sexually transmitted diseases
- Full or partial disclosure or hints of sexual abuse
- Sleep disturbances
- Self-harming

## **Psychological or Emotional Abuse**

Acts or behaviour, which cause mental distress or anguish to the victims or which negate the wishes of the vulnerable adult. Behaviour that has a harmful effect on the vulnerable adult's emotional health and development or any other form of mental cruelty, may result in:

- Mental distress
- The denial of basic human and civil rights such as self expression, privacy and dignity
- The negation of the vulnerable adult's choices, independent wishes and self esteem
- Behaviour that causes isolation or over dependence and has a harmful effect on an adult's emotional health, development or well being

- Alteration in psychological state e.g. the person appears to be withdrawn, agitated or anxious in general
- The person appears to be intimidated or subdued in the presence of the carer
- The person appears to be frightened of making choices or expressing his/her wishes
- The person appears to be fearful or flinches on approach
- Changes in sleep patterns
- The person may be tearful
- Threats of medical or legal consequences if individuals do not comply with desired behaviour
- Denial of privacy or access to other support
- Denial of freedom of movement e.g. locking a person in a room
- Vulnerable adult not being allowed to express an opinion
- Unexplained paranoia

These acts and behaviour can include:

- Bullying / Harassment
- Verbal abuse
- Intimidation
- 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
- Effects of other forms of abuse (e.g. financial when family member is perpetrator)
- Humiliation
- Controlling or creating over dependence
- Lack of privacy/dignity
- Deprivation of social contact
- Deliberate isolation/denial of access to visitors
- Threats to withdraw help/support
- Denial of cultural/spiritual needs
- Denial of choice
- Failure to respond adequately to emotional needs
- Failure to protect from the emotional abuse of others

## **Spiritual Abuse**

Linked with emotional/ institutional abuse, spiritual abuse could be defined as an abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves. There is however a distinction to be made between manipulation and proper Christian teaching which challenges people to make choices in accordance with Christian principles and beliefs. Some indicators of spiritual abuse might be:

- A leader who is intimidating and imposes his/her will on other individuals perhaps threatening dire consequences or the wrath of God if disobeyed
- Demanding to pray for a person
- Suggestions of demonisation
- An insistence that God has revealed certain things to them and so they know what is right.
- Inserting pressure so that the individual will not challenge or disagree, believing they will lose the leader's (or more seriously God's) acceptance and approval
- Refusal to allow flexibility in attending worship

## **Financial or Material Abuse and Exploitation**

Financial abuse is often seen as a less serious form of abuse but it is very often associated with other forms of abuse and is more easily evidenced or detected.

Such abuse means inappropriate use of the money, property or possessions of a vulnerable adult by another, and may include:

- Misuse, embezzlement or theft of a person's money, property or possessions
- Refusing a person access to his/her own money, property or possessions
- Extortion of money, property or possessions
- Failing to account satisfactorily for the use of a person's money, property or possessions, fraudulent use of money
- Pressure in connection with wills; testaments; property; inheritance etc
- 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
- 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

- Denying the right of someone who may be competent to handle own financial affairs (use of power of attorney etc)
- Unexplained withdrawals from bank or building society accounts
- Unexplained disappearance of financial documents
- Sudden inability to pay bills
- Person managing finances is uncooperative
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Unexplained lack of money or inability to maintain life style.
- Recent changes of deeds or title to property

### **Neglect or Omission**

The repeated deprivation of assistance that the vulnerable adult needs for important activities of daily living, including the failure to intervene in behaviour which is dangerous to the vulnerable adult or to others. A vulnerable person may be suffering from neglect when their general well being or development is impaired, for example:

- Denial of educational, social and recreational needs
- Lack of adequate heating/lighting
- Lack of adequate food and fluids
- Lack of appropriate medical care - inappropriate use of medication or over medication
- Being allowed to take unwarranted/unreasonable risks
- Poor hygiene/cleanliness
- Lack of attention to toe and finger nails
- Lack of attention to teeth (natural or false)
- Denial of religious or cultural needs

This may present as:

- Loss of weight
- Persistent hunger
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores
- Clothing in a poor condition
- Failure to seek medical advice or summon assistance as required
- Failure to access appropriate health, educational services or social care
- Refusal to allow access to appropriate callers or visitors

## **Discriminatory Abuse**

This is inappropriate treatment of a vulnerable adult because of their age, gender, race, religion, cultural background, sexuality, disability etc. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. Discriminatory abuse links to all other forms of abuse. The principles limiting and preventing discriminatory abuse are embodied in UK legislation including the ratification of the European Convention on Human Rights and Fundamental Freedoms including the Race Relations Act 1976, the Race Relations (Amendment) Act 2000, the Disability Discrimination Act 1995, the Sex Discrimination Act 1975.

Discriminatory abuse may include:

- Unequal treatment
- Inappropriate use of language:- racist remarks, sexist remarks, derogatory remarks or verbal abuse
- Humiliating behaviour
- Comments about disability
- Bullying or other forms of harassment
- Slurs or similar treatment
- Deprivation of normal social contact and cultural identity
- Deliberate exclusion
- Inappropriate remarks or comments
- Lack of respect shown to people
- Poor quality care
- Person prefers not to be cared for by certain member(s) of staff/volunteers
- Staff member/volunteer may seem to avoid caring for certain groups of people

## **Institutional Abuse**

Institutional abuse is the mistreatment or abuse of a vulnerable adult by a regime or individuals within an institution. It can be through repeated acts of poor or inadequate care and neglect or poor professional practice. It is also the inappropriate care of a vulnerable adult in an institutional situation (hospital, residential home, nursing home or in the community). The following factors may be relevant:

- 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
- Pervasive abusive and disrespectful attitudes among staff
- Inappropriate use of physical interventions (control and restraint) by poorly trained staff
- Poor practice in the provision of intimate care
- Staff not taking account of individuals' needs, culture, religion or ethnicity
- Lack of flexibility or choice
- Inadequate staffing levels
- Inappropriate or poor care
- No opportunity for drinks or snacks
- Lack of choice or consultation over meals, bed times etc.
- Misuse of medication
- Inappropriate use of restraint
- Sensory deprivation e.g. denial of use of spectacles or hearing aids
- Absence of individual care plans
- Missing documents
- Inadequate or delayed response to medical requests
- Public discussion of private matter
- Lack of opportunity for social, educational or recreational activity
- Denial of visitors or phone calls

# Annexe C

## REFERRALS TO ADULT SOCIAL CARE

Once a referral is made to Adult Social Care they will check to see if the vulnerable adult or alleged abuser is known to them. If the vulnerable adult is known, details of the referral will be passed on to the worker involved. The worker and a team manager will then decide if an adult protection inquiry should proceed. If the individual isn't known to Adult Social Care, it is likely a duty worker and manager will make that decision.

If you are uncertain whether or not to refer a matter to the social services agency, a formal pre-referral consultation process is available, to assist in deciding whether an adult protection alert is necessary. This consultation may be anonymous with regard to the identity of the caller and any other people involved.

If it becomes clear during the consultation with the social service agency, that an identifiable vulnerable adult has been abused or is at significant risk of abuse, the social services agency has a duty of care to follow up this information by raising an adult protection alert.

### **Adult Protection Inquiry**

The initial action taken in an Adult Protection Inquiry is to convene a strategy meeting with all the appropriate agencies. There is now great emphasis on not working in isolation and the strategy meeting, by its very nature, facilitates communication and joint working between the various groups. If it is thought a crime may have been committed, the police will also be included in this process. The aim of the meeting is for the agencies involved to reach a consensus on planning and co-ordinating the investigation and ultimately produce an Adult Protection Plan. Information is shared on a 'need to know' basis only.

### **The Investigation Process**

The purpose of any investigation is to:

- Protect the vulnerable adult from serious harm
- Establish and record the facts about the circumstances giving rise to the concerns
- If appropriate, establish evidence for formal proceedings (e.g. criminal, registration or disciplinary)

- Establish with the vulnerable adult whether they feel that their personal safety is at risk, whether they want professional intervention to occur and what their views are on sharing information about the incident with other staff that need to know
- Decide if protective or other action is needed for the vulnerable adult or others
- Identify the sources and levels of risk
- Decide whether actual or suspected abuse has taken place and record the reasons for these conclusions
- Ensure that appropriate action is taken in respect of any perpetrator
- Consider the communication needs of the vulnerable adult and ensure that an appropriate service is offered (this includes people with dementia, those whose first language is not English, people with sensory impairment, or people who have learning difficulties)

The matters may be considered at a Case Conference that will include all the professionals and agencies involved in safeguarding the adult. Decisions will be taken and a plan of action formalized sometimes into an Adult Protection Plan which may include the following:

- The steps to be taken to assure their future safety. Putting in place any ongoing risk management strategy where appropriate
- Treatment or therapy
- Changes to services and possibly support through any legal action they may take and in seeking redress for things that have happened

### **Acting in the best interests of the Vulnerable Adult**

Where a vulnerable adult lacks the mental capacity to protect themselves or other vulnerable adults from abuse, it may be necessary to take action in their (and possibly others') best interests, on their behalf. Issues of capacity and consent are key elements in all aspects of adult protection work. Capacity refers to the ability to make and understand a decision, act, or transaction. However, there remains a fundamental duty to balance the person's right to autonomy with their need for protection. In law there is the assumption that if you're an adult, you are able to make your own decisions, unless it's proved otherwise. As long as you can understand the information relevant to the decision, retain the information relevant to the decision, have an ability to use the information in order to make a decision, and have an ability to communicate that decision, then the decision is yours to make. Any decision concerning **mental capacity** will follow an assessment carried out by doctors and/or Adult Social Care.

When making a decision the following factors are taken into consideration:

- Physical Health
- Mental Health
- Cognitive Functioning
- Communication Problems
- Suggestibility, Conformity, Compliance, Acquiescence
- Sensory Impairments
- Cultural and Religious Views
- Power and Status
- Gender

'The Kent and Medway Multi Agency Adult Protection Policy, Protocols and Guidance are commended for further reading and may be found at

<http://www.kent.gov.uk/NR/rdonlyres/14725527-7B69-4301-98E7-38934AD75FDF/18717/APPolicyandGuidance31Jan09v2.pdf>

# Annexe D

## WORKING IN THE COMMUNITY WITH VULNERABLE ADULTS

### Street work

Places of worship and organisations work often with those who live and work on the street or provide soup and support to homeless people or contact with sex workers (prostitutes). Safety at work is the responsibility of both employers and employees and The Suzie Lamplugh Trust has published a guide for people involved in this kind of work. Listed below are guidelines for the safety of all those working on the street:

- Ensure that your organisation liaises with relevant agencies including statutory agencies informing them of the work you are doing
- NEVER give money. It could be used for the purchase of drugs/ alcohol and in the case of sex workers may be construed as payment for illegal activity leading to a criminal prosecution
- Be aware of the geography where you are working e.g. is it known as a drug dealing or high crime area, are there isolated areas?
- Avoid wearing jewellery, taking handbags and any other unnecessary accoutrements. Keep wallets and purses in secure pockets
- Be sure any vehicle you are using has sufficient fuel and is in good working order
- For workers' personal safety, ensure that the leadership is aware where you are. Have a mobile phone and agree a time to 'clock-off' either by returning to the place of worship or by a phone call to a designated person
- Don't show people your mobile phone and never divulge personal details (address etc.). If you have to give a contact number then give the number for the place of worship
- Work in pairs where possible

Have a risk assessment policy covering:

- the threat or actual physical abuse
- psychological consequences of an interaction (e.g. actual or threatened violence)
- being in a compromising situation, in which there might be accusations of improper behaviour
- health and safety issues such as infectious illness and accidents

### **Preventing financial abuse and safeguarding the integrity of the worker**

People who work with vulnerable adults in the community can become involved in aspects of their personal finance. For example, they may be asked to collect their pension or benefits or do shopping or banking transactions on their behalf. When conducting a home visit, money may be lying about. It is therefore important to consider how to protect both the vulnerable adult and the worker from accusations of financial mismanagement or dishonesty.

- Ensure that receipts are always given for purchases
- Don't move any money which may be left around (e.g. when cleaning)
- Ideally two people should be involved when handling money
- Occasionally people may offer gifts including monetary gifts to those who help or care for them. We would advise that these gifts should be declined if at all possible. Where this is not possible without causing offence, all gifts and offers of gifts should be reported to the leader of the group and recorded. If specific guidelines are already in place these must obviously be followed.

# Annexe E

## WORKING WITH SURVIVORS

### Sexual Abuse

'Promoting a Safe Church' (*Church House Publishing, 2006*), the set of guidelines issued by the Archbishops' Council, reminds churches:

**Many survivors have problems with attending church and it can be that some of those on the fringes of church communities include survivors.**

#### **There are some specific things that can be difficult:**

- saying the Lord's Prayer (believing that they must forgive immediately or God will reject them).
- specific words can trigger unwanted feelings or images, such as 'Father', 'sin', 'let Jesus come into you', 'overshadow'.
- the Peace can frighten survivors because they often don't want to be touched, particularly hugged.
- the emphasis on sin can be so difficult that some survivors leave the Church altogether.
- anointing and touch is very difficult for someone whose body boundaries have been violated.
- Holy communion can be extremely problematic.
- words such as 'blood' and 'body' can trigger memories of the abuse.
- some can't cope with anyone behind them so queuing to get to the altar is difficult.
- having to get physically close to others might lead to unwelcome smells, such as deodorant, aftershave or the smell of alcohol.
- it can be hurtful to kneel with a man standing over them delivering wine at crotch level.

### Domestic Violence

The House of Bishops Document, Responding to Domestic Abuse, Church House Publishing 2006 reminds churches of the following facts:

- Domestic abuse affects 1 in 5 adults in this country at some point in their lives (1 in 4 women and 1 in 7 men)
- One-quarter of all assaults reported to the police are defined as domestic abuse
- An average of 2 women a week are killed by their male partner or ex-partner in England and Wales
- In 2004–2005 45 per cent of female homicide victims were killed by their present or former partner
- 1 in 3 suicide attempts is by a victim of domestic abuse

- Domestic abuse costs the UK approximately £23 billion a year in direct and indirect costs
- Every minute police receive a call about domestic abuse.
- On one day in 2000, of all the domestic abuse calls received by the police, 81 per cent were women attacked by men; 8 per cent were men attacked by women; 7 per cent were men attacked by men; 4 per cent were women attacked by women.
- On average there will have been 35 assaults before a victim calls the police.
- Up to 5 per cent of older people in the community suffer from verbal abuse and up to 25 per cent are the victims of physical or financial abuse.
- All domestic abuse is a fundamental violation of human rights, and much of it is criminal.
- Domestic abuse occurs in all types of households and amongst all professions, including clergy and those in positions of leadership.

#### **Facts about the effects on children**

- At least 750,000 children a year witness domestic abuse.
- 33 per cent of these had seen their mother beaten severely and 10 per cent had witnessed sexual abuse.
- The Department of Health states that 75 per cent of children on the Child Protection Register are living with domestic abuse in the home.
- 29 children were killed by a parent during parental contact disputes involving an abusive partner in the period from 1994 to 2004.

#### **Helping people exposed to domestic violence**

- Respectful listening, talking and reassurance form the basis of appropriate pastoral care. In many ways it is a multiple and complex loss or bereavement with many of the same emotions attached and the same exhaustion and loss of confidence.
- Survivors are in control of their decisions and options. They need to lead rather than be told what to do and need to choose the person they talk to.
- Considerations such as gender and age need to be taken into account.
- People begin to move from victim to survivor when they are believed and not blamed, when they begin not to take responsibility for the abuser's behaviour.
- Trust takes time to build. Survivors may disclose little by little.
- Survivors might need support in telling the children's school, family members such as grandparents, and the church about what is happening.

## Annexe F

### MINISTERING TO KNOWN OFFENDERS

Where a sex offender is known, befriended and helped by a group of volunteers to lead a fulfilled life without direct contact with children or the vulnerable, the chances of re-offending are diminished and the church has thus an important role contributing to the prevention of abuse.

As well as those with convictions against children, there may be others whose position in the congregation needs to be sensitively assessed in order to determine whether they pose a risk to children or the vulnerable. This might include people convicted of violent offences against adults, fraud or dishonesty. Some people with severe drug or alcohol addiction or people with a significant mental disorder may require more detailed assessment and the advice of the Diocesan Safeguarding Adults Advisor should be sought.

- When it is known that a member of the congregation has sexually abused children or vulnerable people the Diocesan Safeguarding Adults Protection Adviser must be consulted, so that a safe course of action can be agreed in conjunction with the relevant statutory agencies. Because of the compulsive nature of sexual abuse it is expected that an agreement will be entered into with the offender
- If the person's victim attends the church the offender should be introduced to another congregation. Consideration must also be given to other people who have been abused in the past
- The person should not accept any official role or office in the church which gives them status or authority as children or vulnerable people may deem that person to be trustworthy
- A frank discussion should be held with the offender, explaining that a small group from the congregation will need to know the facts in order to create a safe environment for him or her. If possible the membership of the group should be agreed. Those needing to know are likely to include the clergy, church wardens, Safeguarding Adults Coordinator and any befriending volunteers. Anyone coordinating groups for the vulnerable will need to be informed so that they do not inadvertently ask the person to volunteer
- It must be made clear that no one else will be informed of the facts without the offender's knowledge. The highest levels of confidentiality should be maintained
- The group should offer pastoral care, support and friendship as well as supervision. They should endeavour to keep channels of communication open
- Alongside the setting up of a support group, consideration should be given to whether, **with the offender's agreement**, the congregation should be told. The advantages and disadvantages of this course of action should be carefully considered.

- It will be necessary to establish clear boundaries, both for the protection of the young or vulnerable and to lessen the possibility of the adult being wrongly accused of abuse. Prepare an agreement which might include the following elements:
  - attend designated services/meetings only
  - sit apart from children and those defined as vulnerable people
  - stay away from areas of the building where defined vulnerable groups meet
  - attend a house group where there are no children or clearly vulnerable groups
  - decline hospitality where there are children or vulnerable people
  - never be alone or working with children or individuals who are clearly vulnerable
- The offender should be asked to sign the agreement
- The agreement should be enforced, and no manipulation allowed
- Review the agreement at regular intervals with the Diocesan Safeguarding Adults Adviser. An agreement must remain in place so long as the person is part of the congregation, whether or not their name appears on the Sex Offenders Register
- If the agreement is broken, as a final resort consider banning the offender from church, telling other churches, the police or the probation service. If the person cannot be banned because they live in the parish, the advice of the diocesan registrar should be sought and a high level of supervision maintained
- In some cases offences only come to light after many years. In such situations great sensitivity will be required. It must, however, be remembered that there may still be a substantial risk to children and vulnerable people

### **Situations where there is no conviction**

There are many reasons why a particular case may not come to court, but this does not necessarily mean there is no remaining concern, and indeed it may mean that the person is innocent. Even following an acquittal there may remain evidence of inappropriate or misguided behaviour which needs to be addressed. The advice of the statutory agencies should be sought about any continuing risk to vulnerable people. It may still be appropriate in some circumstances and in accordance with legal advice to continue disciplinary action. If there remain unresolved matters of concern, either untested complaints or serious harm to a child or evidence of inappropriate behaviour by the adult, a professional risk assessment should be carried out to try to ascertain whether it is safe for the person to continue work that brings them into contact with vulnerable people. Depending on the outcome of the assessment it may be necessary to introduce a regime of training and supervision or to redeploy the person in another post.

# Annexe G

## SAFEGUARDING ADULTS POLICY STATEMENT

(to be displayed in a prominent place.)

Parish \_\_\_\_\_

The following statement was adopted by the Parochial Church Council on:

\_\_\_\_\_

1. We recognise that everyone has different levels of vulnerability and that each of us may be regarded a vulnerable at some times in our lives.
2. As members of this parish we commit ourselves to respectful pastoral care for all adults to whom we minister..
3. We commit ourselves to the safeguarding of people who may be vulnerable, ensuring their wellbeing in the life of this church.
4. We commit ourselves to promoting safe practice by those in positions of trust.
5. This parish commits itself to promoting the inclusion and empowerment of people who may be vulnerable.
6. We recognise that we all have a responsibility to help prevent the physical, emotional, sexual, financial and spiritual abuse of vulnerable people and to report any such abuse that we discover or suspect.
7. We undertake to exercise proper care in the appointment and selection of those who will work with people who may be vulnerable.
8. This parish is committed to supporting, resourcing, training and regularly reviewing those who undertake work amongst people who may be vulnerable
9. The parish adopts the guidelines of the Church of England and the Diocese.
10. Each person who works with vulnerable people will agree to abide by these recommendations and the guidelines established by this church.

**We will review this statement annually.**

The following have been appointed as Safeguarding Adults Coordinators for this church:

### **Safeguarding Adults Coordinator**

Name: \_\_\_\_\_ Contact No: \_\_\_\_\_

### **Assistant Safeguarding Adults Coordinator**

Name: \_\_\_\_\_ Contact No: \_\_\_\_\_

Signed:

Incumbent: \_\_\_\_\_ Churchwarden: \_\_\_\_\_

Date: \_\_\_\_\_

**If you have any concerns about a vulnerable adult, please speak to one of  
above named people or the parish priest**

# Annexe H

## APPLICATION FORM

For Voluntary Workers with  
Vulnerable Adults



*CONFIDENTIAL*  
**The Diocese of  
Canterbury**  
**THE CHURCH  
OF ENGLAND**

When you have completed this form, please return it to:  
*(to be filled in by the parish before giving the form to the applicant).*

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The position you are applying for may be subject to a Criminal Records Bureau  
Enhanced Disclosure

Position for  
which you  
are volunteering

### PERSONAL DETAILS

Surname

Title

First names

Date of Birth

Address

  

Post code

Home telephone

mobile

Email

Any other name(s)  
by which you have  
been known

Length of time at above address

If less than five years, please give previous address and previous church attended


Previous experience of caring for, or working with vulnerable adults

Any relevant qualifications or training

### REFERENCES

Please give the names and addresses of two people you have known for at least two years who would be willing to provide a personal reference. At least one of them should have experience of your ability to work with the vulnerable.

*Referee 1*

*Referee 2*

Name:

Address:

Email:

Tel:

I confirm that the above information is accurate and complete to the best of my knowledge. I agree to complete a Confidential Declaration and to obtain a disclosure from the Criminal Records Bureau (if required).

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

# Annexe I

## CONFIDENTIAL DECLARATION



The Diocese of  
**Canterbury**  
**THE CHURCH  
OF ENGLAND**

This form applies to beneficed clergy, those who hold the bishop's licence or permission to officiate, employees, ordinands and volunteers who are likely to be in regular and direct contact with children or vulnerable people.

This form is strictly confidential and, except under compulsion of law, will be seen only by those responsible for the appointment and, when appropriate, the bishop's adviser for children and vulnerable people. All forms will be kept securely under the terms of the Data Protection Act 1998. If you answer yes to any question, please give details, on a separate sheet if necessary, giving the number of the question you are answering.

- 1a Have you ever been convicted of a criminal offence (including any spent convictions under the Rehabilitation of Offenders Act 1974)?\*
- YES  NO  (please tick)
- 1b Have you ever been cautioned, given a reprimand or warning or bound over to keep the peace by the police?
- YES  NO  (please tick)
- 1c Are you at present under investigation?
- YES  NO  (please tick)
- 1d Have you ever been found by a court exercising civil jurisdiction (including matrimonial or family jurisdiction) to have caused significant harm\*\* to a child or vulnerable person, or has any such court made an order against you on the basis of any finding or allegation that any child or vulnerable person was at risk of significant harm from you?
- YES  NO  (please tick)
- 2a Has your conduct ever caused or been likely to cause significant harm\*\* to a child or vulnerable person, or put a child or vulnerable person at risk of significant harm?
- YES  NO  (please tick)

### NOTES

**Questions 1a and 1b:** Declare all convictions, cautions, warnings or reprimands except technical motoring offences dealt with by fine.

Posts where the person is working or coming into contact with children or vulnerable adults are exempt from the Rehabilitation of Offenders Act 1974 so that all spent convictions must be declared.

**Question 1c:** Declare if you are at present under investigation by the police, social services or an employer.

**Question 1d:** You must declare any finding of fact by a civil court that your actions have significantly harmed a child or vulnerable adult. Declare any court orders made on this basis.

**Question 2a:** Make any statement you wish regarding any incident you wish to declare.

**Question 2b:** Declare any allegations made against you, however long ago, that you have significantly harmed a child, young person or vulnerable adult. Any allegation must be declared which has been investigated by the police, social services, employer or voluntary body. Checks will be made with the relevant authorities.

**Question 3:** All these matters will be checked with the relevant authorities.

**Question 4:** Please declare in confidence any health problems that may affect your ability to work with children or adults. This question is primarily intended to help you if you subsequently need to withdraw from work, for example because of a recurring health problem.

Some of the information requested on the form will be checked with the Criminal Records Bureau. All information received will be carefully assessed to decide whether it is relevant to the post applied for and will only be used for the purpose of protecting children or vulnerable adults.

2b To your knowledge, has it ever been alleged that your conduct has resulted in any of those things?

YES  NO  (please tick)

If yes, please give details, including the date(s) and nature of the conduct, or alleged conduct, and whether you were dismissed, disciplined, moved to other work or resigned from any paid or voluntary work as a result.

.....  
.....  
.....  
.....  
.....

(Please continue on a separate sheet if necessary)

3 Has a child in your care or for whom you have or had parental responsibility ever been removed from your care, been placed on the Child Protection Register or been the subject of a care order, a supervision order, a child assessment order or an emergency protection order under the Children Act 1989, or a similar order under other legislation?

YES  NO  (please tick)

4 Have you any health problems which might affect your work with children or vulnerable adults?

YES  NO  (please tick)

5 Have you, since the age of eighteen, ever been known by any name other than that given ?

YES  NO  (please tick)

6 Have you, during the past five years, had any home address other than that given ?

YES  NO  (please tick)

\* All previous convictions, with the exception of the technical motoring offences leading only to a fine, should be disclosed.

\*\* Significant harm involves serious ill-treatment of any kind including neglect, physical, emotional or sexual abuse, or impairment of physical or mental health development

**Declaration**

I declare that the above information (and that on the attached sheets\*\*\*) is accurate and complete to the best of my knowledge.

Signed: .....

Date .....

Date of Birth .....

Full Name

.....

Address

.....  
.....  
.....  
.....  
.....

\*\*\* Please delete if not applicable.

Please return completed form to:

.....  
.....  
.....  
.....

Before an appointment can be confirmed applicants must provide a Disclosure from the Criminal Records Bureau.

# Annexe J

## SAMPLE REQUEST FOR A REFERENCE

(Paid/Volunteer Worker with Vulnerable Adults)

Name of Worker: \_\_\_\_\_

Dear

The above named person has applied to be a worker with vulnerable adults

for (name of parish) \_\_\_\_\_.

As I am sure you are aware, before we can accept anyone to work with vulnerable adults, whether on a voluntary or paid basis, we must be sure that they are suitable. This applicant has given your name as a referee.

I would be grateful if you could give your opinion of the person's suitability for the post by completing the enclosed form and return it in the pre-paid envelope as soon as possible.

A copy of the job description/person specification/volunteer role profile is enclosed.

Please note that this position is exempt from Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exemptions Order as applicable in the UK). It is not, therefore, in any way contrary to the Act to reveal any information you may have concerning convictions which would otherwise be considered "spent".

Any information you are able to give will be kept in strictest confidence and used only in consideration of the suitability of the applicant for this position.

Should you require any further information do not hesitate to contact

Name: \_\_\_\_\_ Phone number: \_\_\_\_\_.

May I take this opportunity for thanking you for your help in this matter.

Yours sincerely,

## Annexe K

# CLAUSES TO CONSIDER IN A CONTRACT FOR A SEX OFFENDER

N.B. this list is NOT definitive. They are only examples, which will need to be **personalised to take into account the particular circumstances of the individual and the church involved.**

- I will never allow myself to be in a situation where I am alone with children/young or vulnerable people
- I will attend meetings/house groups as directed by the church leadership.
- I will sit where directed in the church and will not place myself in the vicinity of children or vulnerable people.
- I will not enter certain parts of the building designated by the leadership, nor any area where vulnerable groups meet
- I will decline invitations of hospitality where there are children or vulnerable people in the home.
- I accept that "x" and "y" will sit with me during church activities, accompanying me when I need to use other facilities. They will know I am a Schedule 1 offender /registered with the police under the terms of the Sex Offenders Act.
- I accept that there are certain people who will need to be told of my circumstances in order for them to protect the children/young or vulnerable people for whom they care.
- I accept that contact will need to be made with my probation officer, who will meet with church leaders as and when necessary (where appropriate).
- I accept that "z" will provide me with pastoral care.
- I understand that if I do not keep to these conditions, then I may be barred from attending the church, and in such circumstances the leadership may choose to inform the statutory agencies (e.g. police, probation and social services) and any other relevant organisation, and the church congregation.
- I understand that any concerns will be taken seriously and reported.
- I understand that this contract will be reviewed regularly every ----- months and will remain for an indefinite period.

*This outline contract was first published by The Churches' Child Protection Advisory Service in 1996 and has since become the basis for procedures adopted by various denominations and used by many local churches throughout the UK. This document could be adapted for use with offenders other than sex offenders. Please discuss with the Diocesan Safeguarding Adults Adviser in such circumstances.*

# Annexe L

## Useful Addresses and Telephone Numbers

### **Action on Elder Abuse**

Astral House, 1268 London Road  
London SW16 4ER  
Tel: 020 8765 7000  
Helpline 0808 808 8141  
Email: [aea@ace.org.uk](mailto:aea@ace.org.uk)  
Help The Aged/  
Action on Elder Abuse Web site:  
[www.i.will.co.uk](http://www.i.will.co.uk)

### **Ann Craft Trust (ACT)**

Training, Research and Information on the  
abuse of people with learning disabilities.  
Centre for Social Work,  
University of Nottingham,  
University Park, Nottingham NG7 3RD  
Tel: 0115 951 5400

### **CCPAS**

P O Box 133, Swanley, Kent, BR8 7UQ  
Tel: 0845 120 4550  
Helpline: 0845 120 4551  
Fax: 0845 120 4552  
Web: <http://www.ccpas.co.uk>  
Email: [info@ccpas.co.uk](mailto:info@ccpas.co.uk)  
We provide support and training and can  
advise and support in policy formulation and  
help in individual cases of abuse.

### **Commission for Social Care Inspection**

33 Greycoat Street,  
London Sw1P 2QF  
Tel: 020 7979 2000  
Fax: 020 7979 2111  
Web: <http://www.csci.org.uk>  
Email: [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)  
Enquiry line: call 0845 015 0120

### **Voice UK**

P O Box 238, Derby DE1 9JN  
Tel: 01332 519 872  
Fax: 01332 521 392

### **Disability Discrimination Act Help Line**

DDA Help, Freepost MIDO2164  
Stratford upon Avon CV37 9BR  
Tel: 0345 622 633  
Web: <http://www.disability.gov.uk>  
**Disability Rights Commission (DRC)**  
Tel: 0845 7622 6333

### **Healthcare Commission**

Finsbury Tower, 103-105 Bunhill Row,  
London, EC1Y 8TG.  
Tel: 020 7448 9200  
Helpline: 0845 601 3012  
Web: <http://www.healthcarecommission.org.uk>

### **Public Concern at Work**

Suite 307, Baldwin Gardens,  
London, EC1N 7RJ.  
Tel: 0207 404 6609  
Email: [whistle@pcaw.co.uk](mailto:whistle@pcaw.co.uk)  
Web: <http://www.pcaw.co.uk>

### **Respond**

Sexual Abuse Project for People with  
Learning Disabilities, 3rd Floor 24-32  
Stephenson Way, Euston, London NW1  
2HD  
Tel: 020 7383 0700  
Fax: 020 73 1222  
Helpline: 0808 808 0700  
Web: <http://www.respond.org.uk>  
Email: [admin@respond.org.uk](mailto:admin@respond.org.uk)

### **Through the Roof**

P O Box 353, Epsom, Surrey KT18 5WS  
Through the Roof  
Paul Dicken - Director  
Phone: 01372 749955  
Fax: 01372 737040  
Web [www.throughtheroof.org](http://www.throughtheroof.org)

**The National Appropriate Adult Network  
(NAAN)**

26 Ellora Road  
London SW16 6JF  
Tel: 0208 378 2736  
Email: admin@appropriateadult.org.uk  
Web: www.appropriateadult.org.uk

**Kent County Council**

**Headquarters**

General Enquiries  
County Hall  
Maidstone  
Kent ME14 1XQ

**East Kent Local Offices**

**Canterbury**

Brook House, Reeves Way  
John Wilson Business Park  
Whitstable CT5 3SS  
Tel: 01227 451741  
Fax: 01227 762218

**West Kent Area Office**

17 Kings Hill Avenue  
Kings Hill  
West Malling ME19 4UL  
Tel: 01732 525000  
Fax: 01732 525309  
Tel: 08458 247247  
Fax: 01622 696492  
Minicom: 01622 694883  
Out of hours: 08457 626777

**24 hour Contact Centre**

08458 247247

**Dover**

3-4 Cambridge Terrace  
Dover  
Kent CT16 1JT  
Tel: 01304 204915  
Minicom: 01304 201447  
Fax: 01304 242783

**West Kent Local Offices**

**Dartford**

St Lawrence House  
48a West Hill  
Dartford  
Kent DA1 2HG  
Tel: 01322 277744  
Fax: 01322 289343

**Medway**

**Medway Council Headquarters**

Civic Centre  
Strood  
Rochester ME2 4AU  
Tel: 01634 306000  
Out of hours: 08457 626777

**Swale**

Avenue of Remembrance  
Sittingbourne  
Kent ME10 4DD  
Tel: 01795 473333  
Minicom: 01795 437145  
Fax: 01795 420016

**Maidstone**

Bishops Terrace  
Bishops Way  
Maidstone ME14 1LA  
Tel: 01622 691640  
Fax: 01622 691135  
No Minicom available

**Blackburn Lodge**

The Broadway  
Sheerness ME12 1RA  
Tel: 01795 660542  
Fax: 01795 668141  
Minicom: 01795 667035

**Ashford**  
Civic Centre  
Tannery Lane  
Ashford TN23 1PL  
Tel: 0845 330 2967  
Fax: 01233 205700  
Minicom: 01233 205777

**Tonbridge**  
Croft House  
East Street  
Tonbridge TN9 1HP  
Tel: 01732 362442  
Fax: 01732 770319  
Minicom: 01732 773371

**East Kent Area Office**  
**Thanet**  
St Peters House  
Dane Valley Road  
St Peters  
Broadstairs  
Kent CT10 3JJ  
Tel: 01843 860000  
Fax: 01843 864874  
Minicom: 01843 604832

**Shepway**  
Queens House  
Guildhall Street  
Folkestone CT20 1DX  
Tel: 01303 253476  
Fax: 01303 220751  
Minicom: 01303 224317

**Mental Health Teams**  
Ashford 01233 204150  
Canterbury 01227 594888  
Dartford 01322 277744  
Dover 01843 855200  
Maidstone (North) 01622 724200  
Maidstone (South) 01622 766900  
South West Kent 01732 823545  
Shepway 01303 222424

**Thanet**  
Older People 01843 855200  
Younger People 01843 854200

**Care Quality Commission**  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne NE1 4PA  
Tel: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Health Care Commission**  
Finsbury Tower  
103 -105 Bunn Hill Row  
London EA1 Y8TG  
Tel: 0207 4489200

**Trading Standards**  
Maidstone (County Hall)  
Tel: 01622 671411  
Ashford (Kroner House)  
Tel: 01233 639677  
West Malling (Kings Hill)  
Tel: 01732 525288

**Deaf Services Headquarters**  
Tel: 01622 221830  
Minicom: 01622 221826

**East Kent**  
Tel: 01304 828506  
Minicom: 01304 827862

**Mid Kent**  
Tel: 01233 898515  
Minicom: 01233 898513

**West Kent**  
Tel: 01732 525393  
Minicom: 01732 525394

**Hi Kent**  
Tel: 01622 691151  
Minicom: 01622 687187

**RNID**  
Tel: 0207 2968000  
Minicom: 0207 2968001

**Kent Police**  
**Ask for the Public Protection Unit**  
County wide contact number:  
01622 690690