

GUIDANCE FOR THOSE WORKING WITH VULNERABLE ADULTS



St Andrew's & All Saints
*Partnering with God in the flourishing of our
communities*



1. INTRODUCTION

Thank you for volunteering to be involved in the pastoral care of vulnerable adults at St Andrew's and All Saints.

The term "vulnerable adult" refers to a person aged 18 or over whose ability to protect himself or herself from violence, abuse, neglect or exploitation is significantly impaired through physical or mental disability, illness, old age, emotional fragility, distress, or otherwise; and for that purpose, the reference to being impaired is to being temporarily or indefinitely impaired. This includes financial exploitation or abuse. Please note that some adults may not consider themselves vulnerable but may be vulnerable to being abused by individuals in positions of leadership and responsibility.

You will be working with a team of people and will have a team leader. Your team leader is there to support you. You can also get support and advice from the Pastoral Coordinators and the St Andrew's and All Saints Safeguarding Team. All their contact details are towards the back of this booklet.

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INTRODUCTION

If you are 18 or over you will be expected to attend mandatory Safeguarding Training every 3 years where you can find out more about safeguarding and discuss practical scenarios with other team members. Key leaders will undergo DBS checks in accordance with Diocesan guidelines.

Whistleblowing: Safeguarding involves the whole of church life. If you have any concerns about anything don't keep quiet. Talk to someone in leadership.

Neither silence nor gossiping are acceptable alternatives.

The welfare of the vulnerable adult is at all times paramount. Safeguarding is part of our core faith and an integral feature of Christian life in our parish churches.

Church workers as referenced in this document are people working with vulnerable adults, either paid or as volunteers.



2. ABUSE AND DISCLOSURE

Responsibility

If you are concerned or suspect abuse, speak up.

The church and all its appointed workers with vulnerable adults are committed to the protection of adults from any form of abuse.

Remember:

Recognise

Respond

Record

Report

**ABUSE AND
DISCLOSURE**



ABUSE AND DISCLOSURE

Forms of Abuse:

- ◆ Physical abuse
- ◆ Emotional abuse
- ◆ Sexual abuse
- ◆ Neglect
- ◆ Domestic Abuse
- ◆ Sexual Exploitation
- ◆ Bullying and Cyberbullying
- ◆ Online Abuse
- ◆ Electronic Images
- ◆ Spiritual abuse
- ◆ Financial abuse

What is abuse?

The abuse of adults can take many forms. They have the same right to protection regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation. Vulnerable adults from minority ethnic groups and those with disabilities (physical, sensory and/or learning difficulties) are especially vulnerable and need special care and protection.





WORKING SAFELY

Team working is an important part of working with vulnerable adults. It is important for all volunteers and paid staff to meet together regularly in their groups to review their work and pray about the people in their care. All groups will have a leader or co-ordinator.

3. WORKING SAFELY

- ◆ 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 in the wider community.
- ◆ We will carefully select and train all those with any pastoral responsibility within the Church, including the use of Disclosure and Barring Service (DBS) 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, co-operating with police, the Diocesan Safeguarding Team and the local authority in any investigation.
- ◆ We will seek to offer informed pastoral care to anyone who has suffered abuse.
- ◆ We will challenge any abuse of power by anyone in a position of trust.
- ◆ Wherever practical, pastoral care should be provided by someone of the same sex.
- Wherever practical, do not be on your own with a vulnerable adult

We will care for and supervise any member of our church community known to have offended against a vulnerable person.



INTEGRITY

Exercising any kind of ministry involves workers developing an understanding of themselves and how they relate to others, how they increase the well-being of others and how they ensure their own wellbeing and safety.

4. INTEGRITY

People in positions of trust have power, although this may not be apparent to them. Therefore respecting professional boundaries is particularly important. Many pastoral relationships can become intertwined with friendships and social contacts, making this guidance even more necessary.

Behaviour

- Church workers should treat those with whom they minister or visit with respect, encouraging self-determination, independence and choice where appropriate
- Church workers should not undertake any pastoral ministry while they are under the influence of alcohol or non-prescribed drugs.

Training and referral

- Church workers who exercise a healing ministry should be trained in the theology and non-intrusive practice of that work. However, all church members are encouraged to pray simply for and with those they are alongside, as appropriate. See also the section on 'acceptable touch'.
- Church workers should recognize their limits and not undertake any ministry that is beyond their competence or role (e.g. therapeutic counselling, deliverance ministry, counselling victims of abuse and domestic violence, or their perpetrators, or giving legal advice). In such instances the person should be referred to another person or agency with appropriate expertise.



INTEGRITY

Church workers should exercise particular care when ministering to persons with whom they have a close personal friendship or family relationship.

Relationships

- ◆ Church workers should be aware of the dangers of dependency in pastoral and professional relationships and seek advice or supervision when these concerns arise.
- ◆ Pastoral relationships may develop into romantic attachments and such situations should be handled sensitively. Workers need to recognise such a development and make it clear to both the person concerned and a supervisor or colleague. Alternative arrangements should be made for the ongoing pastoral care of the person concerned.
- ◆ Church workers should avoid behaviour that could give the impression of inappropriate favouritism or the encouragement of inappropriate special relationships.





GOOD PRACTICE

5. GOOD PRACTICE

Set clear expectations, for example:

- ◆ Be clear about what support you can offer and the purpose and limitations of any pastoral care/support that is available.
- ◆ Do not accept any gifts from adults other than token items, to avoid misunderstandings or subsequent accusations from the person or their family.

Referrals

- ◆ Referrals to any agency that could provide help should only be made with the adult's permission, and ideally encourage them to set up the contact. The exception is where there are safeguarding concerns.

Acceptable Touch

Sympathetic attention, humour, encouragement and appropriate physical contact are needed by everyone.

These guidelines regarding touching are suggested:

- ◆ Always ask permission.
- ◆ Be mindful of your body position.
- ◆ Do not invade someone's personal space
- ◆ Avoid any physical contact that is or could be construed as sexual and/or abusive/offensive

As a team take responsibility for monitoring one another in the area of physical contact. Challenge one another if necessary.



GOOD PRACTICE

Communication

Always have regard to your communications with vulnerable adults. Remember that non-face-to-face communication can easily be misunderstood.

Check how people prefer to receive communications eg landline, mobile, text, email, social media.

If you have any concerns, make a written record of verbal conversations and/or save electronic conversations and notify the Safeguarding Officer.





HOME VISITS

Visiting vulnerable adults in their homes is an essential element of many church workers' roles. However, unexpected circumstances can be encountered, some of which may place a church worker at risk.

To assure the person you are visiting of their safety, and for your own as a church worker:

- Reduce risk
- Make records

6. HOME VISITS

Reduce Risk

- Before an initial visit, especially if you do not know the person, consider any concerns or risks that might be present. In complex situations consider a formal risk assessment.
- Visiting in pairs may be advisable, especially if the adult is perceived to be vulnerable.
- Do not call unannounced; call by appointment. If appropriate, telephone the person just before visiting.
- Carry a phone if possible and tell someone where you will be.
- Never offer “over the counter” remedies to people on visits or administer prescribed medicines, even if asked to do so.
- Avoid handling money or doing shopping on a regular basis unless agreed with your team leader.
- If someone wants to make a donation to the church, put it in an envelope, mark it on the outside as a donation and obtain a receipt from the Treasurer.

Make Records

- Make a note of the date when you visit people and appropriate details about the visit. Agree with your team leader how often these are handed in to the church office for safekeeping.
- Discuss safeguarding concerns with your team leader or the Parish Safeguarding Officer.

Concerns about possible abuse or inappropriate behaviour should always be reported.

More detail is available in the Pastoral Visiting Policy.



7. SAFETY

Potential Dangers

- Leaders should be familiar with the Building Premises Health & Safety Guidelines concerning safe use and security of the buildings and the site-specific or event-specific risk assessments.
- Leaders need to be aware of potential dangers (e.g. poor storage, loose carpets) and take appropriate action.
- Faulty equipment should be taken out of use, labelled as faulty and reported to the office.
- Accidents, incidents or near misses should be reported using accident report forms.
- Leaders must make themselves aware of fire exits, fire equipment and fire exiting procedures.

First Aid

- Leaders should know where First Aid kits are.
- If possible first aid should only be administered by approved first aiders and in a visible place.
- A record of first aid administrations should be kept using the accident report forms

Transport

- As far as possible have more than one other person in the vehicle.
- Those transporting vulnerable adults must have a clean licence. Paid staff must have car insurance for Business use and be over 21.

SAFETY



Safeguarding Contacts

Church Contacts

Team Rector: Revd. Dave Bruce	Tel: 01684 565490
Curate: Revd Peter Myres	Tel. 01684 891630
Parish Safeguarding Officer: Val Fane	Tel: 01684 566601

Worcester Diocese

Diocesan Safeguarding Adviser: Hilary Higton	Tel: 07495 060869
Assistant DSA: Delia Stokes	Tel: 07376 374380

In emergency

Worcestershire Social Care – Adults:	Tel: 01905 768053
Out of Hours:	Tel: 01905 768020



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