



**LET'S TALK
ABOUT...**

**SAFEGUARDING
ADULTS AT RISK**

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'GOD IS OUR STRENGTH AND REFUGE, OUR VERY PRESENT HELP IN TIME OF TROUBLE' PSALM 46

As a church we recognise the importance of our work with Adults at Risk and our responsibility to protect everyone entrusted to our care. Everyone involved in leading or helping has received PVG Scheme Membership from Disclosure Scotland, the agency that regulates and oversees protection issues. We would encourage you to read these guidelines carefully and seek to observe them at all times. If you have any queries please speak immediately to Gillian Allan who has been appointed by the leadership as our Safeguarding Coordinator.

CODE OF CONDUCT

- Treat everyone with respect
- Acknowledge and respect the individuality and dignity of each individual
- Provide a positive example and Christian witness to others
- Respect each person's right to personal privacy
- Care for each person's physical, emotional, social and spiritual welfare
- Avoid situations of isolation by trying always to remain within earshot or sight of others
- Remember that someone else might misinterpret your actions no matter how well intentioned
- Be aware that even caring physical contact may be misinterpreted
- Encourage a caring, open atmosphere where people may feel comfortable to express views or concerns that they may have
- Be aware that special caution needs to be exercised when you are discussing sensitive issues
- Never agree to keep any secrets between you and another
- Never have any inappropriate physical contact
- Never permit any bullying or peer-abuse behaviour
- Never make any remarks, or be involved in any conversations, which may be interpreted as being either explicitly or implicitly inappropriate (e.g. of a sexual nature)
- Never show, or be seen to show, favouritism to any individual
- Never make any demeaning, suggestive or derogatory remark or gesture to or about anyone, including shouting which can be open to misinterpretation
- Never believe that it could 'never happen to me'
- Never take a chance when common sense and good practice suggest a more prudent approach
- Never jump to conclusions without checking facts
- Never exaggerate or trivialise child protection issues

SIGNS OF POSSIBLE ABUSE

Abuse comes under different categories – physical, sexual, emotional, financial, neglect, discrimination etc. What follows are some signs of these The following signs could be indicators that abuse has taken place but should be considered in context of the adults whole life.

- A history of unexplained falls, fractures, bruises, burns, minor injuries, finger marks
- Signs of under or over use of medication and/or medical problems unattended
- Pregnancy in a woman who is unable to consent to sexual intercourse
- Full or partial disclosure or hints of sexual abuse
- Self-harming
- Fearful, flinching or frightened of making choices or expressing wishes
- Noticeable power differentials in relationships e.g. between husband and wife
- Unexplained paranoia
- Concealment of bank cards / books
- Sudden inability to pay bills
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Malnutrition, weight loss and /or persistent hunger
- Poor physical condition, poor hygiene
- Failure to access appropriate health, educational services or social care
- No callers or visitors



TAKING CARE - SAFE TOUCH

Concerns about abuse should always be reported.

What we mean here is the use of 'Touch' to enable staff/volunteers to demonstrate affection, acceptance and reassurance. It is acknowledged that touch raises particular issues. Staff/carers may be anxious about allegations of inappropriate physical contact. However, touch is acceptable; but staff/volunteers should consider the following.

- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be related to the vulnerable adult's needs, not the worker's.
- Touch should be age-appropriate and generally initiated by the vulnerable adult rather than the worker.
- Avoid any physical activity that may be sexually stimulating.
- All vulnerable adults are entitled to personal privacy and the right to decide how much physical contact they have with others, except in circumstances such as a medical emergency.
- When giving first aid (or applying sun cream etc), encourage the vulnerable adult to do what they can themselves but, in their best interests giving appropriate help where necessary.
- Team members should monitor one another in the area of physical contact. They should be free to help each other by constructively challenging anything which could be misunderstood or misconstrued.
- Always consider whether a second team member should be present.



GUIDELINES FOR LEADERS

- Do not make comparisons between members in the group; rather encourage and affirm and, if possible, give them responsibility for appropriate tasks.
- Build healthy relationships and be a good role model by setting an example. You can't expect others to observe the ground rules if you break them yourself.
- Take care to give the quieter and/or less forward individuals attention and resist allowing the more demanding individuals to take all your time and energy.
- Be consistent in what you say and ensure that other team members know what you have said. This avoids misunderstanding.
- Lay down ground rules e.g. no swearing, racism or calling each other names, respect for property, and make sure everyone understands what action will be taken if not adhered to.
- If people are bored it can affect their behaviour, so review your programme regularly.
- Physical violence is never acceptable: don't shout, change tone of voice if necessary.
- Call on support from other leaders if you feel so angry you may deal with the situation unwisely.
- Every person is unique and will respond in different ways to different approaches. It follows therefore each person should be dealt with on an individual basis.
- For those who are continuously disruptive:
- Encourage helpers to be pro-active rather than waiting to be told to deal with a situation.
- Challenge them to change their behaviour whilst encouraging their strengths.



RESPONDING TO ALLEGATIONS

- If there is a concern that a person may have been abused or a direct allegation of abuse has been made it is important that the person receiving the information observes the following guidelines.
- Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse. They should always follow the procedures outlined.
- Make notes as soon as possible (preferably within one hour of the person talking) of what has been disclosed.
- Write down dates and times of events and when the record was made (a Workers Action Sheet is available from the group leader).
- Write down any action and keep all handwritten notes even if subsequently typed up.
- All documents should be signed and dated;
- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible in person or by phone to the group leader who should inform Gillian Allan 07964 324 611 asap.
- Please remember: In the event of a Protection Disclosure:
- Do not ask leading questions or probe for information.
- Listen very carefully and check that your understanding of the situation is correct.
- Do not mention what you have been told to anyone other than the designated person.
- Write down your notes as soon as practically possible.



EFFECTIVE LISTENING SKILLS

EFFECTIVE LISTENING

Ensure the physical environment is welcoming, giving opportunity for vulnerable adults to talk in private but making sure others are aware the conversation is taking place. There is need to explain from the outset that you may have to share some aspects of the conversation with someone else.

- It is especially important to allow time and space for the person to talk
- Above everything else listen without interrupting
- Be attentive and look at them whilst they are speaking
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used
- Try to remain calm, even if on the inside you are feeling something different
- Be careful not to start 'investigating', encourage the child to do the talking
- Be honest and don't make promises you can't keep regarding confidentiality
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.
- Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, Braille etc.

HELPFUL RESPONSES

- You have done the right thing in telling me
- I am glad you have told me
- I will try to help you

DON'T SAY

- Why didn't you tell anyone before?
- I am shocked, don't tell anyone else
- I can't believe it!
- Are you sure this is true?
- Why? Now? When? Who? Where?



Social Media Guidance

'A staff member or volunteer's online presence and interactions may become a reflection on the church, whether or not the church is specifically mentioned.'



Guidelines:

- Don't rush in - take advice if unsure.
- Consider the long-term consequences of every post, assume all you say is permanent and public.
- Remember you are an ambassador of KBC.
- Don't hide behind anonymity.
- Don't blur your public/private life boundaries - take personal conversations offline.
- Remember medium effects the message - without visual cues it's sometimes difficult to understand.
- Be respectful to others - be honest with one another face to face and loyal to the church in public.

Under 18 Specifics:

- Do not accept "friend requests" from young people without due consideration. E.g. Do not accept friend requests from anyone under the recommended age for the social media platform.
- If it is appropriate in your own setting that your youth work includes an element of social media, where possible keep communications public and send messages to groups, rather than to individuals.
- Do not share any personal information with young people, or request or respond to any personal information from a child other than that which might be appropriate as part of your role.
- When using email/internet for communication with young people, it is advised that it should take place between the hours of 8am-9pm for 1st-3rd years, 8am-10pm for 4th-6th years.
- Gain parental permission before using video-based platforms such as Zoom or FaceTime. These should only be used where a public face to face meeting isn't a viable option.
- Any private messages connected to KBC activity should be recorded for safeguarding purposes.
- All users of social media must be above the minimum age limit i.e. 13 for Facebook, unless specific permission has been granted from parents/cares, an example of this would be for a Whatsapp Youth Housegroup chat.
- Staff members should ensure their social media accounts do not display any sensitive information or inappropriate comments or images.



Photo Consent - Any photos posted online with KBC as the editor should:

- Endeavour to prevent children from being easily identified
- Do not include a child's full name.
- Best practice is to make people aware that photos or video might be taken and used on our social media via our consent form.
- Make sure live streaming is clearly advertised.

Staff and Volunteers do not have permission to post photos or videos that include children taking part in KBC activities on their personal social media profiles.



Have any questions or concerns?

- Any safeguarding concerns/allegations arising from social media should be referred onto the safeguarding co-ordinator, contactable via our church office.



Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone.

Colossians 4:6

Safeguarding is a priority here

We are committed to creating
safer places by following statutory
guidelines on good working practice.



We are your safeguarding team:

Children's safeguarding lead(s):
(for anyone under 18 years)

Gillian Allan (Children), Matt Holden (Youth)

Contact details

Church Office: 0141 578 6006



Adult's safeguarding lead(s):
(for anyone 18 years or over)

Gillian Allan

Contact details

Church Office: 0141 578 6006



With safeguarding support from:

A copy of our safeguarding
policy is available upon request.



thirtyone:eight
Creating safer places. Together.

NOTES

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