

SAFEGUARDING POLICY

THE FRIENDS OF TEWKESBURY ABBEY

Registered *Charity Number 211236*

INTRODUCTION

The trustees of The Friends of Tewkesbury Abbey (**FoTA**), are committed to providing a safe and welcoming environment and to protecting from harm all those who come into contact with our charity.

We are aware that the Charity Commission for England & Wales (the “Charity Commission”) will hold trustees to account if things go wrong and that trustees are expected to take responsibility for putting things right. We are mindful of trustees’ reporting obligations to the Charity Commission in the event of a serious incident.

This policy follows the Charity Commission’s safeguarding guidance for trustees and links which they provide, for example to the Fundraising Regulator’s “Code of Fundraising Practice”. The policy will be amended promptly to reflect any relevant new guidance and will be reviewed after any incident and annually, within a month after our Annual General Meeting.

PURPOSE OF THIS POLICY

We wish to ensure that all trustees and Friends/their guests who volunteer at events (i) have a clear understanding of the principles and practices involved in safeguarding and (ii) understand how to identify and respond to safeguarding concerns.

To this end, a copy of this policy will be posted on FoTA’s webpage. All trustees and FoTA volunteers will be asked to read it.

A copy of this Safeguarding Policy will be provided to each new Trustee and a copy will be sent to all Trustees annually and after any modification.

SCOPE OF THIS POLICY

FoTA has a “Young Friends” section and so we include the safeguarding of children in this policy.

A “child” is defined under The Children Act 1989 as “a person under the age of 18 years”.

FoTA does not work with or organise events specifically for adults at risk (see definition below), although vulnerable adults are able to attend our events. Nevertheless, we believe that adults of all ages can be vulnerable (even if not technically an “adult at risk”)

at certain times of their lives, due to health issues or other circumstances. Thus, we include safeguarding of vulnerable adults in this policy.

An “**adult at risk**” is defined under the Care Act 2014 as:


“any person aged 18 years or over who


- (a) has needs for care and support (whether or not those needs are being met);*
- (b) is experiencing, or is at risk of, abuse or neglect; and*
- (c) as a result of those needs is unable to protect him/herself against the abuse or neglect or the risk of it.”*


Through this policy, we also wish to assure all who come into contact with FoTA that:

- All trustees are appointed carefully - see below under “Safe Recruitment”
- We exercise particular care when asking for membership subscriptions and accepting donations - see below under “Safe Fundraising”

SAFEGUARDING PROCEDURES

 Any concern indicating that a child or adult is at imminent risk must be reported to the police using 999.

 Any concern about a child or vulnerable adult must be reported in accordance with this policy (including a concern already reported to the police).
Any concern should not be discussed with anyone except with a FoTA Safeguarding Officer - see “Report” below and also Appendix 3.

 No approach should be made or any concern discussed with an alleged or suspected abuser.

Trustees and FoTA volunteers must follow the guidelines below if they become aware of abuse or possible abuse. We would encourage all Friends to do likewise.

RECOGNISE - RESPOND - RECORD - REPORT

1: RECOGNISE

Recognising or becoming aware of abuse or possible abuse can arise in a number of ways, including:

- Disclosure by an individual or someone who knows them
- Witnessing an incident
- Unease about someone’s behaviour

Where we say “**concern**” in this policy, it can mean any one or a combination of the above and the subject of concern can be any person.

Appendix 1 to this policy provides a list of types of abuse and Appendix 2 provides a list of possible signs for each type of abuse. Many signs of abuse will not be apparent or visible except to medical or care professionals and/or people who know the vulnerable person well. They may be mentioned during a disclosure.

2: RESPOND

In the event of a disclosure, which could be by a child/vulnerable adult or someone who knows them, the nature of the response is key to helping the person give a full account and key to any subsequent investigation.

DO:

- Stay calm.
- Listen carefully to what is being said.
- Be aware of non-verbal messages and body language.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared. Do not promise to keep secrets.
- If an adult is making the disclosure, it is important to discuss what they would like to happen next.
- Allow them to continue at their own pace.
- Assure them that they are not to blame for what has happened.
- Ask questions for clarification only and at all times avoid asking questions which suggest a particular answer.
- Reassure them that they have done the right thing by telling you.
- Tell them what you will do next and with whom the information will be shared.

DON'T:

- Dismiss the matters disclosed
- Panic
- Allow your shock or distaste to show
- Probe for more information than is offered
- Make promises you cannot keep such as agreeing not to tell anyone else
- Speculate or make assumptions
- Approach the alleged abuser
- Make negative comments about the accused person
- Attempt to investigate the matters disclosed
- Discuss the disclosure with anyone else (except as set out under “Report” below).

If a concern of any kind arises, always remember that if a child or adult is at imminent risk, the matter should be referred immediately to the police on 999. Otherwise, a mental note should be made of what has been witnessed and any dialogue held with the child or vulnerable adult.

Confidentiality

In any conversation with an adult, consent should be sought to share their information. It is good practice also to seek a child's consent where the child is of the age or understanding to give informed consent. However, where the concern indicates that any person is at serious risk, where it is in the public interest (e.g. the prevention of a serious offence) or where there is a Court order to share the information, consent must be overridden. The withholding of consent should be discussed with a FoTA Safeguarding Officer.

A child's parent or carer should be informed of any intention to refer a concern to the police or Local Authority Social Services. However, this should only be done by a FoTA Safeguarding Officer, unless the child is at imminent risk in which case call 999.

Importantly, a child's parents or carers should not be informed if doing so:

- would increase the risk to the child or others
- would undermine the prevention, detection or prosecution of a serious crime
- would contravene a court order

There are no barriers to reporting any concerns to a FoTA Safeguarding Officer, even if without consent. The individual's name should remain anonymous unless or until the FoTA Safeguarding Officer advises that he/she needs it to take the case forward.



3: RECORD

Immediately after the disclosure or incident witnessed or after unease has been expressed about someone, a *written record* should be made which should include:

- What was said, using the person's exact words as far as possible
- Any names, contact details that have been ascertained
- The date and time of the disclosure or incident or when unease became evident
- Any observations of the person making the record

Ensure that the record (see Appendix 4 for a proforma) is signed and dated.



4: REPORT

Even if already reported to the Police, all concerns must be reported immediately to a FoTA Safeguarding Officer.

If the concern arises at a FoTA event held on Tewkesbury Abbey premises, the FoTA Safeguarding Officer to whom it is reported should follow up the case. However, he/she should also immediately inform the Tewkesbury Abbey Safeguarding Officer (ASO), subject to the consent provisions set out under "Confidentiality" above. In the absence of consent, the individual's name should be kept anonymous unless or until the ASO advises that he needs it to take the case forward.

A FoTA Safeguarding Officer may contact the ASO, the Diocesan Safeguarding Adviser (DS)) and/or Local Authority Social Services, on a no names basis for advice on how to proceed.

If any of the above advises, or a FoTA Safeguarding Officer decides, that the concern should be reported formally to the Local Authority Social Services, the FoTA Safeguarding Officer should report as appropriate using the contact details in Appendix 3, within the same working day of becoming aware of the concern.

A FoTA Safeguarding Officer should always stand by his/her own conviction to report formally as above even if others disagree.

The relevant FoTA Safeguarding Officer should inform our Chair and Vice-Chair, without delay and on a no names basis, of any concern and the action being taken.

If more than one then the FoTA Safeguarding Officers may confer with one another providing that any discussion is recorded in writing and can be justified.

Concerns will be logged by the relevant FoTA Safeguarding Officer, who will add any other information gathered about the concern so that it is all stored in one place.

SAFE RECRUITMENT

Trustees

Trustees, who are almost always Friends, join our Council after offering themselves (sometimes at the suggestion of an existing trustee) for election at our AGM. We do not advertise for trustees. We aim to attract trustees from a variety of backgrounds and disciplines, thereby ensuring a balance of viewpoints and skills; we welcome trustees from all faiths and none.

All trustees are required to sign a declaration to confirm whether, to the best of their knowledge and belief, they are subject to any of the disqualification criteria for charity trustees. The Charity Commission's Trustee Eligibility Declaration Form is used for this purpose.

All trustees act in a voluntary capacity.

Trustees who work closely with, and organise events for, our Young Friends, are eligible for Standard or Enhanced Disclosure and Barring Service ("**DBS**") checks and require the Basic DBS check. Other than this trustees are not required to have a DBS check.

We ensure that all Charity Commission newsletters are forwarded to all trustees so that they are kept abreast of charity legislation and guidance.

Employees

FoTA has no employees

FoTA volunteers

Friends are invited to volunteer at certain of our events. The work undertaken includes:

- setting up events and clearing away afterwards
- serving refreshments

We do not provide specific training for FoTA volunteers but we manage rotas so that people work in pairs (or a larger group). As explained above for trustees, FoTA volunteers are not eligible for Standard or Enhanced DBS checks and we do not require the Basic DBS check.

Safeguarding Officers

FoTA's Safeguarding Officer(s) undertake(s) appropriate safeguarding training.

SAFE FUNDRAISING

Asking for membership donations and other donations

FoTA offers life or annual membership and, in each case, asks for a "minimum recommended donation" by way of subscription. Friends who choose annual membership, unless they have set up a standing order, are invited to renew their membership ahead of its annual expiry date.

Otherwise, we never ask for donations from any Friend or other person on an individual/targeted basis.

Friends pay a set amount for some of our events such as coach outings and lectures. The price for these events is intended to include a small profit element.

FoTA runs fundraising campaigns, when necessary, to support specific objectives, such as essential repairs to, or improvements of, the fabric of the Abbey. These take the form of a general appeal to the members of the FoTA. In exceptional circumstances a direct appeal may be made to a known supporter.

Whether following a fundraising campaign or as an isolated donation, any unexpectedly large donation must always be examined by the officers of FoTA and followed up by an exploratory contact with the donor, where this is possible.

FoTA does produce a leaflet, in conjunction with the Abbey Foundation, encouraging readers to consider leaving a legacy to these charities, however FoTA does not offer advice or guidance in the drawing up wills.

Receiving money from vulnerable people

Particularly in the light of the age profile of our membership, we take into account the needs of any donor who may be in vulnerable circumstances or needs extra care and support to make an informed decision.

We do not exploit the trust, lack of knowledge, apparent need for care and support or vulnerable circumstance of any donor at any time.

We do not ask for membership renewal or take a donation if we know, or have good reason to believe, that a person lacks capacity to make a decision to donate, or is in vulnerable circumstances which mean they may not be able to make an informed decision. Among other things, we consider:

- Any physical or mental-health condition the person may have
- Any disability the person may have
- Whether the person is facing times of stress or anxiety
- Whether a donation is likely to affect the person's ability to sufficiently care for themselves or leave them in financial hardship
- How well the person can communicate and understand what they are being told;
- Whether the person is under the influence of alcohol or drugs
- The person's age

If a donor makes a donation while they do not have the capacity to make an informed decision, we will return the money to them.

We are alert to any donations which seem unusually large (£10,000 or more) or frequent or simply "out of character", and always make enquiries when thanking the donor to assess whether the donation was knowingly made and intended for us.

Receiving money from people previously unknown to us

Whilst it is unusual for a criminal to use a charity account such as ours for money laundering purposes, we are nevertheless alert to activity of this nature. Anything arousing suspicion is referred to our trustees who decide what action to take and, if the donation remains inexplicable, it is referred to the Charity Commission and Action Fraud.

SAFEGUARDING AND GRANT-MAKING CHARITIES

FoTA is a grant-making charity with a sole beneficiary, Tewkesbury Abbey PCC. All grant-making charities have a legal responsibility to ensure that their beneficiaries are doing all they can to keep people safe. The Charity Commission requires us to:

- Carry out due diligence checks on our beneficiary to make sure it is suitable
- Check it has appropriate safeguarding procedures in place
- Make sure there are clear lines of responsibility and reporting between all bodies involved

We are satisfied on the above. We enjoy a close and transparent relationship with Tewkesbury Abbey PCC. We have full access to Tewkesbury Abbey's safeguarding policies and procedures.

APPENDIX 1 - TYPES OF ABUSE

Physical abuse including assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions.

Domestic violence and abuse including psychological, physical, sexual, financial, emotional, so-called “honour” based violence.

Sexual abuse including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, bullying (physical, verbal or online), isolation, unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.

Modern slavery including slavery, human trafficking, forced labour and domestic servitude, traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability sexual orientation, religion.

Organisational abuse including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect including neglecting to care for one's personal hygiene, health or surroundings and behaviour such as hoarding.

Source: The Care & Support Statutory Guidance

APPENDIX 2 - POTENTIAL SIGNS OF ABUSE

Physical abuse: signs may include bruises, burns, cuts, bites, other injuries; no explanation for injuries or inconsistency with the account of what happened; unexplained falls; subdued or changed behaviour in presence of a particular person; signs of malnutrition and/or dehydration.

Domestic violence and abuse: signs may include low self-esteem; physical evidence of violence such as bruising, cuts; verbal abuse and humiliation in front of others; fear of outside intervention; damage to home or property; isolation - not seeing family or friends; limited access to money.

Sexual abuse: signs may include sexual knowledge/behaviour inappropriate to age or development stage; bruising; unusual difficulty in walking or sitting; poor concentration; sleep disturbance; excessive fear/apprehension of relationships; becoming withdrawn; self-harming; fear of receiving help with personal care; reluctance to be alone with a particular person.

Psychological abuse: signs may include an air of silence when a particular person is present; withdrawal or change in psychological state; insomnia; low self-esteem; uncooperative and aggressive behaviour; change of appetite, weight loss/gain; signs of distress such as tearfulness, anger; apparent false claims, by someone involved with the person, to attract unnecessary treatment.

Financial or material abuse: signs may include unexplained disappearance of funds or valuables; sudden changes in bank accounts or wills; lack of money for essentials; change in pattern of expenditure; fraud, scamming; rogue trading e.g. unnecessary or overpriced property repairs; someone moving into a person's home and living rent-free without agreement or under duress.

Modern slavery: signs may include physical or emotional abuse; appearing to be malnourished, unkempt or withdrawn; isolation from community, seeming under the control or influence of others; lack of personal effects or ID documents; always wearing the same clothes; frightened or hesitant to talk to strangers; fear of law enforcers.

Discriminatory abuse: signs may include appearing withdrawn or isolated; expressions of anger, frustration, fear or anxiety; support on offer does not take account of the person's individual needs in terms of a protected characteristic.

Organisational abuse: signs may include inadequate staffing levels; people being hungry or dehydrated; poor standards of care; lack of personal clothing and possessions; absence of visitors; few social/recreational/educational activities; public discussion of personal matters.

Neglect and acts of omission: signs may include dirty or unhygienic environment; pressure sores or ulcers; malnutrition or unexplained weight loss; untreated injuries and medical problems; inconsistent or reluctant contact with medical and social care organisations; uncharacteristic failure to engage in social interaction; inappropriate or inadequate clothing.

Self-neglect: signs may include poor personal hygiene; unkempt appearance; lack of essential food, clothing or shelter; malnutrition and/or dehydration; living in squalid or unsanitary conditions; neglecting household maintenance; hoarding; non-compliance with health or care services; inability or unwillingness to take medication or treat illness or injury.

Source: Social Care Institute for Excellence website

APPENDIX 3 - SAFEGUARDING CONTACTS

CONTACT NAME	ROLE	TELEPHONE NUMBER	EMAIL ADDRESS/ WEBSITE
Nancy Oakes	FoTA Safeguarding Officer/Trustee	07814 433837	nancy.ngloakes@gmail.com
Sue Coulton	FoTA Safeguarding Officer/Trustee	01684 293523	suecoulton@btinternet.com
Ian White	FoTA Chair	01684 773283	drijw@btinternet.com
Julie Northcott	Tewkesbury Abbey Safeguarding Officer (ASO)		Safeguardingofficer@tewkesburyabbey.org.uk
	Police	101 or 999 in an emergency	
	Local Authority Safeguarding Officer	Adult Help Desk 01452 426868 out of Hours 01452 614194 Children at Risk 01452 426565 out of Hours 01452 614194	

APPENDIX 4 - Pro forma for recoding disclosures

The form on the following page may be used to record a Disclosure or Incident.

Once completed the form becomes a CONFIDENTIAL document and must be treated as such.

Please ensure the form is signed and dated after completion.

CONFIDENTIAL

To be completed by person receiving disclosure or witnessing signs of abuse

Name of person disclosing or displaying signs of abuse	
Date and time disclosure received or signs of abuse witnessed	
Date of birth (if known)	
Address (if known)	
Please detail what the person said to you, or what you witnessed	
Other observations or comments	
Name of person completing this form	
Signature	
Date	
For office use only below	
Further notes	Incident number