

# Safeguarding policy

## Contents

1. Introduction
2. Personnel
3. Definition of adult at risk
4. Principles of adult safeguarding
5. Types of abuse
6. Procedures if abuse suspected or reported
7. Responding to a disclosure
8. Procedures for safe employment – recruitment,
9. Procedures for safe employment – training
10. Note on the safeguarding of children
11. Publication, revision and circulation of policy
12. Approval

## Appendices

Appendix A	Reporting form
Appendix B	Reporting form example
Appendix C	Cathedral Safeguarding Policy
Appendix D	Church of England Safeguarding Documents and information

## 1. Introduction

Safeguarding is everyone's responsibility. At St Oswald's this includes trustees, staff, volunteers, visitors, and residents and their families. We all have a responsibility to each other to ensure that St Oswald's is a safe environment for all. This safety includes protection from all forms of abuse including physical, sexual, emotional, and financial; and neglect.

Safeguarding concerns the particular care which needs to be taken for those who are less able to protect themselves namely adults at risk (otherwise known as vulnerable adults or adults in need of protection), and children under the age of 18.

The following guidelines outline St Oswald's procedures to minimize the risk of abuse or exploitation and to provide guidance in the event of a concern or alleged incident. They should be read in conjunction with the Cathedral's Safeguarding policy, and the other supporting documents found in the Appendix. Copies of these documents are held by the safeguarding lead, the safeguarding officer, and are available in the St Oswald's office.

Because of the close relationship between The Cathedral Church of St Mary the Virgin of Worcester (Worcester Cathedral) and St Oswald's, the Cathedral's Safeguarding policy is the overarching safeguarding policy for St Oswald's. The Cathedral policy falls within the safeguarding regulations of the Diocese of Worcester and the Church of England.

This policy is a supporting document that focuses on the particular needs of St Oswald's Hospital.

## 2. Personnel and contacts

### 2.1. St Oswald's Chaplain and St Oswald's Safeguarding Lead (Trustee)

The Revd Canon Kimberly Bohan  
13 College Green  
Worcester WR1 2LR  
[kimberlybohan@worcestercathedral.org.uk](mailto:kimberlybohan@worcestercathedral.org.uk)  
01905 723906 or 07545 777432

### 2.2. St Oswald's Steward

Matthew Hall  
Chapter Office, 8 College Yard  
Worcester WR1 2LA  
[matthewhall@worcestercathedral.org.uk](mailto:matthewhall@worcestercathedral.org.uk)  
07391 557802 / 01905 732607

### 2.3. St Oswald's Master and Interim Dean of Worcester (Trustee)

The Revd Canon Dr Stephen Edwards  
Chapter Office, 8 College Yard  
Worcester WR1 2LA

#### 2.4. Diocesan Safeguarding Officer

Hilary Higton

[hhigton@cofe-worcester.org.uk](mailto:hhigton@cofe-worcester.org.uk)

07495 060869

#### 2.5. Worcestershire County Council Safeguarding

(External Body)

for safeguarding advice: 01905 843189

to report a safeguarding concern: 01905 768053

<https://www.worcestershire.gov.uk/safeguarding-and-concerns-about-adult>

**If there is concern that a child or adult is at imminent risk of serious harm the police should be called on the emergency number 999 immediately.**

A note on the relationship between roles at St Oswald's and the Cathedral: The Dean of Worcester is *ex officio* the Master of St Oswald's. The COO and Steward of the Cathedral is *ex officio* the Steward of St Oswald's. The Chaplain of St Oswald's is a Residentiary Canon at the Cathedral. The Chapter of the Cathedral are *ex officio* the Trustees of St Oswald's Hospital.

### **3. Definition of an adult at risk** (otherwise known as a vulnerable adult or an adult in need of protection)

According to The Care Act 2014 an adult at risk is any person who is aged 18 years or over who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or is at risk of, abuse or neglect
- And as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

This may include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

### **4. Principles of adult safeguarding**

It is the policy of the Trustees, in accordance with the intentions of the Care Act 2014, that the following principles of safeguarding adults are followed:

- empowerment - presumption of person led decisions and informed consent
- prevention - it is better to take action before harm occurs
- proportionality - proportionate and least intrusive response appropriate to the risk presented
- protection - support and representation for those in greatest need
- partnerships - local solutions through services working with their communities
- accountability - accountability and transparency in delivering safeguarding.

Allegations of abuse (current or historic) will be viewed seriously and appropriate action will be taken. The Trustees will collaborate fully with the statutory and voluntary agencies concerned with child or adult abuse. The charity will not conduct investigations on its own.

## 5. Types of abuse

The Department of Health in its 'No Secrets' 2000 report suggests the following as the main types of abuse:

- **Physical abuse** - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse** - including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, could not consent 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, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse** - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission** - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Discriminatory abuse** - including race, sex, culture, religion, politics, that is based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment and hate crime.
- **Domestic abuse** - Home Office Definition 2004 - 'Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been intimate partners or family members, regardless of gender or sexuality.'

Churches in the UK are now also beginning to recognize:

- **Spiritual abuse** – a form of emotional or psychological abuse characterized by coercive and controlling behaviour in a religious context
- **Self-neglect** - the 2014 Care Act further identifies self-neglect as a possible safeguarding issue. However this is a complex area bound up as it is with the capacity and wishes of the individual. In the first instance concerns around self-neglect should be referred to the Manager to assess and take action as is necessary.

## **6. Procedures to be followed in the case of suspected abuse**

**Any resident who feels that they are being abused in any manner should immediately contact the Chaplain, the Designated Safeguarding Officer, or the Steward.**

The charity will then implement its policy and procedures, in conjunction with other agencies, to resolve matters.

Any allegation of abuse will be taken seriously and handled sensitively. Insofar as possible, it is important to ensure that the complainant is not in direct contact with the alleged abuser.

The following actions will be taken by the charity in all cases of reported or suspected abuse:

**6.1.** Ensure that the individual is safe, immediately calling the emergency services (999) for assistance if necessary.

**6.2.** Ascertain the basic facts:

- Name of individual
- Date, time and place of the alleged abuse
- Whether the individual is aware that you will be sharing this information with others
- Details of the disclosure (use the individual's own words as far as possible)  
The physical/emotional state of the individual
- Any physical injuries
- Record all the information above as soon as possible. Be specific and factual in your records. There is a sample reporting form in Appendix A.

**6.3.** Inform the Designated Safeguarding Officer as soon as possible. It is their responsibility to investigate the allegation and assist with reporting to the relevant authorities, usually Social Services, and to keep the board of Trustees fully informed at all times.

If the Designated Safeguarding Officer is not available the Cathedral Safeguarding Lead or the Diocesan Safeguarding Lead should be contacted.

**6.4.** Give a copy of your written record to the Safeguarding Officer and keep a copy for yourself.

**6.5.** Maintain confidentiality at all times. Both the alleged abuser and the person who is thought to have been abused have the right to confidentiality. Any possible criminal investigation could be compromised through unauthorised information being released.

When a report is made, the Designated Safeguarding Officer will gather information and

arrange a meeting to include the Master, the Steward, the Chaplain, and the Manager, as appropriate, to establish the facts. A full record of the meeting will be made.

After considering all the facts the Designated Safeguarding Officer will decide whether the incident should be reported to the Local Authority Safeguarding Department. If the police or other emergency services were called, the incident must be reported to the Authority. Any serious incidents of this nature, which are reported to the Local Authority, must also be notified to the Charity Commission.

The Board of Trustees will be updated on all safeguarding incidents (with as much detail as is appropriate) at each Trustees' meeting.

## **7. How to respond to a disclosure**

The person who first receives the information about a disclosure should:

- 7.1.** Remain calm and in control, but do not delay in taking action.  
If a child or adult at risk discloses abuse there is a requirement to share the information with statutory authorities. Do not promise confidentiality or to 'keep it a secret'.
- 7.2.** Use the first opportunity you have to say that you will need to share the information with others. Make it clear you will only tell the people who need to know and should be able to help. If on hearing this the individual chooses not to continue, accept this and, if appropriate, give them details of an agency such as Age UK, Action on Elder Abuse or Samaritans where they can talk confidentially to someone.
- 7.3.** If an adult, not defined as an adult at risk, discloses abuse you should obtain their consent before sharing information with other agencies unless there is a risk to other adults or children.
- 7.4.** Listen carefully to what is being said. Allow the person to tell you at their own pace and only ask questions for clarification. Do not ask leading questions. 'What happened?' is acceptable but not 'Were you hit?'
- 7.5.** Reassure the individual that they did the right thing in telling someone.
- 7.6.** Tell the individual what you are going to do next. Reassure them that they will receive continued support.
- 7.7.** Record and report the disclosure following procedures above (Section 6).

## **8. Procedures for safe employment – Recruitment**

Staff or volunteers who work in a capacity which involves unsupervised contact with children or regulated activities with adults (as detailed in the Care Act 2014) will require DBS checks.

Regulated activities under the Care Act 2014 are activities which involve:

- Providing Personal Care
- Transporting people to appointments for health care
- Giving financial advice
- Handling money

No one who has a conviction for, or caution about, an offence against a child or vulnerable adult will be able to hold a post or be a volunteer in a position that will bring them into contact with either.

### **Clear roles**

All paid staff and volunteers should have clear roles established in the form of job descriptions explaining to whom an individual is accountable, those whose work they supervise and a description of that work.

All staff should be aware of the St Oswald's Safeguarding Policy and Guidelines and of their own responsibilities in maintaining a safe and secure environment for residents, staff and visitors.



## 9. Procedures for safer employment – Training

Regular training (every 3 years) will be undertaken and provided by the St Oswald's Hospital Safeguarding Officer, a member of the Diocesan Safeguarding Team, a member of the National Safeguarding Team, or online. Training must be undertaken as follows and proof of training provided.

- |                                                                                                                            |                                                                 |
|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <b>9.1.</b> Basic Awareness (online)                                                                                       | All staff and volunteers                                        |
| <b>9.2.</b> Foundation (online or in person)                                                                               | All staff and volunteers                                        |
| <b>9.3.</b> Leadership (in person)                                                                                         | Clergy, Safeguarding Officers & Safeguarding Leads<br>Trustees  |
| <b>9.4.</b> Raising awareness of domestic abuse (online)                                                                   | All in pastoral roles<br>Trustees                               |
| <b>9.5.</b> Safer Recruitment and Managing People (online)                                                                 | Those with responsibility<br>for line management or recruitment |
| <b>9.6.</b> Other training may be required as part of the Church of England's safeguarding policies or to meet local need. |                                                                 |

### Notes:

The Dean/ Master, The Residentiary Canons of the Cathedral/ Chaplain, the Cathedral COO/ Steward, Executive Members of Chapter/ St Oswald's Trustees, and the Cathedral HR & Safeguarding Officer/ St Oswald's Designated Safeguarding Lead are also required to have the Church of England's Senior Leadership Safeguarding Training, in their various roles.

The Chaplain, the Manager, and all other staff and trustees will be given safeguarding training and the Cathedral and St Oswald's safeguarding policies as part of their induction, and then as needed and in line with Church of England guidance.

Records of staff training will be held and updated by the HR department who will also inform individuals and their line manager when further training or updating is required.

## 10. Note on Child Safeguarding

This policy deals primarily with the safeguarding of adults. Further guidance on safeguarding children can be found in the Cathedral's Safeguarding Policy (which is also St Oswald's primary safeguarding policy) and on the Diocesan Safeguarding Page:

Cathedral Policy: <https://www.worcestercathedral.org.uk/safeguarding>

Diocesan Safeguarding Page: <https://www.cofe-worcester.org.uk/safeguarding>

## **11. Publication, Revision and Circulation of Policy**

A copy of this policy will be held in the office at St Oswald's, with a further copy available for residents to read at all times in the chapel.

This policy will be available on St Oswald's page of the Cathedral website.

Copies of this policy will be held by the Manager, and all Trustees (including the Chaplain, Master, and Steward).

This policy will be reviewed and approved annually, and revised as necessary in conjunction with the Cathedral's Safeguarding Policy.

## **12. Approval**

**This policy has been approved by the Trustees of St Oswald's Hospital on 27<sup>th</sup> July 2023.**

## **Appendices and Annexes**

**Appendix A: Reporting Template**

**Appendix B: Sample Reporting Form**

**Appendix C: Cathedral Safeguarding Policy**

**Appendix D: Church of England Safeguarding Policies and Guidance**

Appendix A: Reporting Form

RECORDING CONCERNS or REPORTS OF ABUSE

<b>Date:</b>	<b>Time:</b>	<b>Where the incident occurred:</b>
<b>Name:</b>	<b>D.O.B</b> <b>Age:</b>	<b>Address:</b>
<b>What has happened? What was the context?</b> <b>What did the individual say? (Use their own words where possible).</b> <b>When and where the incident occurred</b>		
<b>What action did I take?</b>		
<b>Signed</b>	<b>Position/Role</b>	<b>Date</b>

## Appendix B: Sample Report

<b>Date:</b> 23.6.18	<b>Time:</b> 10.02am	<b>Where the incident occurred:</b> Flat 457 St Mary's Hospital
<b>Name:</b>  Ann Smith	<b>D.O.B 18.04.1929</b> <b>Age:</b> 89 years	<b>Address:</b> Flat 457 St Mary's Hospital Chichester PO...
<p><b>What has happened? What was the context? What did the individual say? (Use their own words where possible). When and where the incident occurred?</b></p> <p>AS has been a resident at SMH for 7 years. She is physically frail and her short-term memory is poor, however she is able to look after herself physically without support.</p> <p>At 10.00 am today (23.06.2018) I called on AS in her flat for her daily check. She appeared anxious and distressed and she immediately told me that she is worried about her grandson because he is 'always hard up' and she thinks he may be gambling. She told me that he repeatedly asks her for money and has recently borrowed her bankcard 'for safe keeping'. When she asked for her card back last night he became angry and she said he 'pushed me out of the way' as he left. AS became tearful saying that she does not want her grandson to get into trouble but she does not know how to sort this out.</p> <p>AS has a bruise on her right forearm. Without her bankcard she has no access to her bank account; she has a small amount of cash in her flat. AS is aware that other services may need to become involved and she agrees to this.</p>		
<p><b>What action did I take?</b></p> <p>I reassured AS that she was right to tell me about this difficulty. I told her that I would discuss this with our Safeguarding Officer to decide what needs to happen next. I encouraged AS to call us at any time if she needs to and to let us know if her grandson is planning to visit again.</p> <p>At 11.30am I rang the Safeguarding Officer and emailed her a copy of this report.</p>		
<b>Signed</b>	<b>Position/Role</b>	<b>Date</b>

## Appendix C: Cathedral Safeguarding Policy

**The Cathedral's Safeguarding Policy can be found here:**

<https://www.worcestercathedral.org.uk/safeguarding>

**Church of England – Safeguarding information**

<https://www.churchofengland.org/safeguarding>

**House of Bishop’s Policy: Promoting a Safer Church (2017)**

<https://www.churchofengland.org/sites/default/files/2019-05/PromotingSaferChurchWeb.pdf>

**House of Bishop’s Policy: Promoting a Safe Church (2006)**

<https://www.churchofengland.org/sites/default/files/2017-11/promotingasafechurch.pdf>

**Church of England Safeguarding E-Manual**

<https://www.churchofengland.org/safeguarding/safeguarding-e-manual>