

New Wine
Practice Guide and Training Resources
July 2020

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Workers Code of Conduct

When working with children and young people or adults at risk of harm, you are acting in a position of trust for New Wine. You will be seen as a role model and must act appropriately.

Good practice

- Treat everyone with dignity, respect and fairness, and have proper regard for individuals' interests, rights, safety and welfare
- Work in a responsible, transparent and accountable way
- Be prepared to challenge unacceptable behaviour or to be challenged
- Listen carefully to those you are supporting
- Avoid any behaviour that could be perceived as bullying, emotional abuse, harassment, physical abuse, spiritual abuse or sexual abuse (including inappropriate physical contact such as rough play and inappropriate language or gestures)
- Seek advice from someone with greater experience when necessary
- Work in an open environment – no private or unobserved situations
- Follow policies, procedures and guidelines and report all disclosures, concerns, allegations, and suspicions to the safeguarding co-ordinator for venue
- Don't make inappropriate promises particularly in relation to confidentiality
- Do explain to the individual what you intend to do and don't delay taking action

Unacceptable behaviour

- Not reporting concerns or delaying reporting concerns
- Taking unnecessary risks
- Any behaviour that is or may be perceived as threatening or abusive in any way
- Passing on your personal and/or social media contact details and any contact that breaches New Wine's social media policy
- Developing inappropriate relationships
- Smoking and consuming alcohol or illegal substances
- Favouritism/exclusion – all people should be equally supported and encouraged

Breaching the Code of Conduct

If you have behaved inappropriately you will be subject to disciplinary procedures (particularly in the case of paid staff where the line manager will consult the safeguarding coordinator as appropriate). Depending on the seriousness of the situation, you may be asked to leave New Wine. We may also make a referral to statutory agencies such as the police and/or the local authority children's or adult's social care departments or DBS. If you become aware of a breach of this code, you should escalate your concerns to the safeguarding coordinator or line manager (in the case of a paid staff member).

Working with children and adults in need of protection – an overview

- Team should treat all children, young people or adults with dignity and respect in attitude, language and actions. They should treat parents and carers similarly.
- No Team should be on their own with a child at any time, unless with the knowledge and permission of a Team Leader and only in exceptional or emergency situations.
- Consideration should be given to how many Team should be involved with the group and whether they should be male or female workers or both.
- The level of personal care provided (e.g. toileting) must be appropriate and related to the age of the child, where applicable, and accepting that some children and adults may have special needs.
- The privacy of children and adults should be respected, avoiding questionable activities such as rough or sexually provocative games and comments or any actions that could be misunderstood by others.
- No person under 17 years of age should be left in charge of any children of any age. Children or young people attending a group should not be left alone at any time.
- No Team should agree or attempt to make contact outside of the NW event with children met through the conference. It does not prevent contact continuing where the child is known before contact at the NW event, where they are related or where the Team Leader is aware of and has given permission for the contact.
- Adult members of Team must not make contact with young helpers or other Team (who are still legally children) without the prior agreement of the Team Leader, unless there is an on-going contact prior to the NW event or the adult is related to the child or young helper. This includes writing, text messaging, twitter Face Book or another social media.
- Where two members of Team are known to be in an established relationship, the Team Leader or above will need to consider, with them, whether it is appropriate for them to work in the same venue. Advice may be obtained from the Head of Children's Ministry, the Children's and Adult Safeguarding Leads, New Wine Safeguarding Officer or Conference Host, as applicable.
- The only people allowed to participate in children or adult's activity are the Team members assigned to that group. Other adults should not be allowed free access
- Children's venues will put in place a procedure to ensure the safe delivery and collection of children from groups appropriate to the age of the child.
- Occasionally the choice of an adult may override the concern where the adult is deemed to have capacity to make appropriate choices. However, as with child protection, there is a duty to report all allegations of the abuse of adults to the Local Authority for investigation.

Keeping Records

Please note - Regular record keeping is distinctly different from recording a safeguarding concern, noting an event in a logbook is not reporting a safeguarding concern, which should be done separately.

NW requires each venue to use a Logbook system for all activities designed for children and adults in need of protection.

- A register of children or vulnerable adults attending the Activity Programme must be maintained.
- A general consent form should be signed and submitted, giving details of parents/carers.
- Visitors to activity programme sessions must be recorded and identified as such.
- Incident forms should be completed to record all incidents of a concerning nature.
- Where an incident has also involved an accident the Accident Book and First Aid Book (provided by the medical team) should also be completed.
- In the event of an accident, the child (subject to their age), their parents / carer should be asked to read and sign the accident/incident form.
- Adults in need of protection or their carers should be asked to read and sign the accident/incident form as appropriate. It may be better to read out the form to the adult but this should only be done with their agreement.

Young Persons' Peer Group Activities

All youth activities should be overseen by named adults who have been selected in accordance with agreed recruitment procedures. Whilst there may be a valid argument for groups of age 16+ being led and run by their peers, adult leaders should always be in the vicinity and should contribute to any programme reviews and planning. Regardless of who is leading the particular activity the named adult remains responsible for the overall safety of the young people attending and should be in a position to monitor what is happening. The following points should also be taken into consideration:

- If there are children/young people under 16yrs at an activity, a named adult should be present or within earshot.
- No person under the age of 17 years should be left with the sole responsibility of caring for or supervising other children.
- Young people who assist with caring for other children/young people should be subjected to the same recruitment process as adults, with the exception of the DBS checks which will not usually be undertaken on young people under the age of 17 and cannot be undertaken for anyone under 16 years.

Working with Extreme Disruptive Behaviour

Sometimes children or adults in need of protection can become angry, upset and/or disruptive. Occasionally their behaviour may endanger themselves or others.

If a person is being disruptive there are a number of actions that can be taken to de-escalate the situation. Where the following suggestions can be taken before an incident arises it will often prevent injury, distress or upset to others:

- Ask them to stop. Be polite but also be clear about your request.
- Speak to the child or adult and try to establish the cause(s) or reasons for their upset.
- Explain what behaviours are unacceptable and why. Inform them that if the behaviour continues their responsible adult will be contacted and they may be asked to leave the session.
- Warn the child or adult that if they continue to be disruptive, this might result in longer-term exclusion from the group.
- Make a record of the behaviour and what actions were taken to aid other Team members who might experience similar situations with that delegate at a later point.

If a child or adult is harming themselves, another person or property, then any other children or adults present who are not on Team should be escorted away from the area where the disruption is occurring. At the same time, and with a second worker present, request the child or vulnerable adult to STOP.

If your request is ignored, you might need to warn the individual that you will consider calling for additional help. In exceptional circumstances and with assistance, you might need to restrain the child or vulnerable adult to prevent them harming themselves, others or property while you wait for assistance.

Restraint can only be undertaken by those specially trained in doing so and **you should never attempt to restrain another person unless you are absolutely sure that you can do so safely**. This guidance does not prevent any individual taking action on their own where they are genuinely fearful that by doing nothing would result in loss of life.

All incidents should always be recorded as soon as possible after the incident using the incident form. This should include the following information:

- What activity was taking place?
- What might have caused the disruptive behaviour?
- The concerning behaviour.
- What measures to de-escalate the situation were tried and what the outcome was.
- What you said and how you and others responded.
- How the incident was resolved.
- A list of others present who witnessed the incident.

A copy should be kept in the Incident folder.

Guidelines for discipline

Discipline is the education of a person's character. It includes nurturing, training, instruction, chastisement, verbal rebuke, teaching and encouragement. It brings security, produces character,

prepares for life and is an expression of God's love for an individual. (Hebrews 12:5-12 & Proverbs 22:6)

- Ask God for wisdom, discernment and understanding for the children in your care.
- Work on each individual child's positives, do not compare a child with another, but encourage and affirm them, giving them responsibility for simple tasks.
- Build healthy relationships with children and be a good role model by setting an example. You can't expect children to observe the ground rules if you break them yourself.
- Take care to give quieter and well behaved children attention and resist allowing demanding children 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 manipulation.
- If children are bored they often misbehave, so review your programme regularly.
- NEVER smack or hit a child and don't shout. Change voice tone if necessary.
- Discipline out of love, NEVER in anger. (Call on support from other team if you feel so angry you may deal with the situation unwisely.)
- Lay down ground rules e.g. no swearing, racism or calling each other names, respect for property, and make sure the children understand what action will be taken if not kept.
- Every child is unique and will respond in different ways to different forms of discipline. It follows therefore that each child should be dealt with on an individual basis.

Some children may become disruptive in a group setting. Give them a chance, warn them and only separate as a last resort.

- Have a disruptive child sit right in front of you or sit them next to another team member
- Be pro-active and encourage team to be pro-active rather than waiting to be told to deal with a situation.
- Take a disruptive child to one side and engage with them, challenging them to change, while encouraging their strengths.
- Remedial action can be taken against a constantly disruptive child. Inform the child that if the behaviour continues their responsible adult will be contacted and they may be asked to leave the session.
- Warn the child that if they continue to be disruptive, this might result in longer-term exclusion from the group.
- Pray with the other workers before the session in Team time and afterwards in the debrief.

Prayer Ministry

General Ministry

When Ministry has already been commenced from the platform.

Often God operates sovereignly – and we need to stand back and allow God to be God. Do not intrude on God's private time with the delegate, but focus on the Lord and encourage the delegate to go on receiving. 'The Holy Spirit is on you...' 'Go on receiving...' 'Don't open your eyes...' 'I bless what God is doing...'

This approach to ministry applies following a general invitation, from the leadership, for delegates to be open and receive the Holy Spirit. As far as possible, please try to minister to people of the same gender as yourself, although occasionally you may be asked to minister to either gender. In most cases, you will be ministering on your own, just blessing what God is doing.

Individual Ministry

When staying with someone for longer-a slightly different ministry may develop.

If an individual comes up for specific prayer, or during general ministry when a person may start to manifest more powerfully, please remember that NW has a general policy of same-gender ministry, so please only minister to delegates who are the same gender as yourself.

The ministry should be Christ centred and Holy Spirit led, but your part may be more active. In this more intimate ministry, you should try to minister in two's, one of whom should be the same gender as the delegate. The suggestions below may be useful:

- Ask what the person is seeking from the Lord.
- Listen to the recipient and to the Holy Spirit.
- Invite the Holy Spirit to come, to lead, to guide and encourage.
- Remember the place of repentance – forgiving and being forgiven.
- Remember there is a place for expressing feelings.
- Wait – it is God's work, not yours.
- You can ask the person questions: e.g. 'What do you feel God is doing?'
- If you feel it is right, speak to the condition in Jesus' name.
- If you have a prophetic word or picture, pray in to it or offer the word in such a way that it gives the person the freedom to weigh it. Never insist that it is a word from God: remember that you could be wrong.
- Do not be shocked by anyone's disclosure – be loving and remember our values – confidentiality etc.
- Offer any words or thoughts sensitively, recognizing that you may be wrong.

If at any time you recognise that you should not be ministering to someone, especially if they are of a different gender to yourself, it is your responsibility to stop. Do not continue ministering alone: please ensure that you ask a fellow Ministry Team member who is of the same gender as the delegate that you are ministering to, to partner you.

We are there to make things safe – so be watchful because the person could fall! Never push anyone, but watch for their safety as, and after, they have gone down. Encourage them to stay in the Lord's presence and to go on receiving (Some people have 'fear of falling' issues. Allow them to be prayed with in a sitting position).

The laying on of hands is biblical – for blessing, healing, healing touch. However, be sensitive as to where you place your hands, and only touch in a restrained and appropriate manner. Help allay a person's fears – of what God is doing: 'Don't be afraid...' 'It's OK to receive...' 'It's OK to express your feelings...' 'You can stop at any time but try to go with it...' 'God loves you...'

Each individual has a responsibility for his/her own life – even Jesus asked 'What do you want me to do?' (Mark10: 51). It is often important for the individual to pray aloud to the Lord if he/she wants healing, guidance, feels stuck or does not know what to do next. Stay with them in their confusion but do not accept responsibility for their life.

Be aware of your own issues – avoid projecting on to someone else what God is doing with you. Let each individual find out what God is doing in their life.

Do not let people become dependent on you – Do not make appointments to pray with individuals outside the meeting, nor allow people to ask for ministry from certain people. If they request further prayer ministry refer them to the Prayer Ministry Leader responsible for this. This is the Holy Spirit's ministry: the person who ministers is not important. The only exception to this rule is if/when we realise we are out of our depth, or beyond our experience, and need to refer to someone else with higher authority and more experience.

Never tell a person that they have an evil spirit – assume that the person is manifesting his/her pain or hurt. If an evil spirit is suspected refer to the Ministry Team Leader. Be aware that people may show unusual manifestations – Some people show unusual reactions when they are being ministered to such as shaking, falling in the spirit, crying, shouting or laughing. This is often the work of the Holy Spirit's activity and we do not wish to stop His work. Bless what God is doing and endeavour to keep them safe. If the person becomes too distressed or noisy speak God's peace to them in Jesus' name and calm them down. Consult the Holy Spirit about alarming manifestations; let Him show you what to do – if anything.

Anyone reporting physical or sexual abuse needs sensitive support – please ensure that you ask an experienced Ministry Team member to partner you. If it is a past experience, you may be able to deal with it as a deep hurt that needs safe expression of feeling, and recognition of where the true responsibility lies (with the abuser), which hopefully will lead on into forgiveness, and asking God for healing. However, it will still need to be past to the Children's and Adult Safeguarding Leads as the alleged perpetrator may still be in contact with other victims. It is important to remember that most healing is a process and takes time. Do not force people to go faster than they are able, especially in terms of forgiving the abuser. Report all forms of abuse to the Children's and Adult Safeguarding Leads or the Ministry Team Leader.

You are working under authority – so please recognise your limits.

Do not intrude when others are ministering, unless invited. Be open to correction and guidance. Report to your Ministry Team Leader any individuals who you believe to be mentally ill, needing deliverance, or victims of any form of abuse, or any incident where someone has been hurt. Be aware of confidentiality and, if in any doubt, please ask an experienced Ministry Team member to assist you.

Praying with Children, Young People and Adults in need of Protection

Children and adults in need of protection are easily frightened and are very susceptible to suggestion. They may also be upset by shouting and may easily believe they are bad, wicked or corrupt. A child or adult in need of protection should NEVER be shouted at or be told that they are

demonized, possessed or oppressed by the devil, evil spirits and such like. Such comments could constitute Spiritual Abuse.

- Those praying should always be authorised and trained for prayer ministry with children in accordance with NW policy.
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- It is very important not to miss problems arising from behavioural issues, learning difficulties, mental health problems, copied or unconventional behaviours which will usually be the cause of the person's additional needs.
- Those praying should never pray with, or be on their own with, a child or adult in need of protection in an unsupervised situation.
- All prayer ministry with children and adults in need of protection should take place under proper leadership supervision and not after 10.30pm.
- Team should never pray with, or meet with, a child or adult in need of protection outside the organised activity other than detached youth team.
- Words and actions may be open to misinterpretation, and therefore great care should be taken to avoid situations in which actions could be misunderstood.
- All steps must be taken to ensure that the venue is safe for children and adults in need of protection. Any concerns should be reported to the team Leader.
- NW does not offer a ministry of deliverance for children or adults in need of protection.

Special Exception – Prayer Shacks

- Prayer Shacks are used as a special place for the children to pray within the larger children's venue. They are used during main sessions as a place where children can pray alone or be prayed for.
- They are also used as a place for ministry after instruction from the front which some of the children wish to respond to.
- Prayer Shacks will always be in the larger venue and in public view. If using a gazebo type structure, up to three sides may be closed off for privacy. One side must be left open.
- In these circumstances only, those who have been trained to pray at Prayer Shacks may pray one to one with children and young people.
- All other guidelines regarding prayer ministry and touching must be adhered to.

Taking Care of Touch

- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors. Putting your arm around a child or adult in need of protection is very different to a face to face hug or embrace.
- Always ask the child or adult each time you consider the use of physical touch, before assuming they want or need physical contact.

- If at any time the child or adult shows any sign or hint of discomfort or embarrassment
STOP!
- Touch should be related to the child or adult in need of protection's needs, not the worker's.
- Touch should be age-appropriate and generally initiated by the child or adult in need of protection, rather than the worker.
- Do not engage in any physical activity that is, or may be thought to be, sexually stimulating to the adult or the child.
- Children and adults in need of protection are entitled to privacy to ensure personal dignity.
- Everyone has the right to decide how much physical contact they have with others, except in exceptional circumstances when they need medical attention.
- When toileting or giving first aid to others, encourage the child or adult to do what they can manage themselves, but consider their best interests and give appropriate help where necessary, always explaining why you are going to do before you do it. Check that they understand what is going to happen and that they are happy before you start.
- 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.
- Concerns about abuse must always be reported to the Children's and Adult Safeguarding Leads.

Awareness and response to concerns of abuse

Please refer to the safeguarding policy for detailed procedures.

There are four ways in which you may become aware of a safeguarding concern.

1. Physical marks
2. Observation of physical appearance
3. Behaviours that indicate abuse
4. Disclosures by the person or a third party

Adults are more at risk when

- They are isolated and don't have much contact with friends, family or neighbours
- They have memory problems or have difficulty communicating
- They become dependent on someone as a carer
- They don't get on with their main carer
- Their carer is addicted to drugs or alcohol
- Their carer relies on them for a home, or financial and emotional support

The Care Act 2014 states that adults have a right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

Six key principles underpin all adult safeguarding work

- Empowerment – People being supported and encouraged to make their own decisions and informed consent.
- Prevention – It is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.
- Protection – Support and representation for those in greatest need.
- Partnership – Local solutions through services working with their communities.
- Accountability – Accountability and transparency in delivering safeguarding.

Responding to a child or adult who wants to talk about abuse

Please refer to the safeguarding policy for detailed procedures.

- Above everything else listen, listen, listen and keep listening!
- Show acceptance of what the child or adult says (however unlikely the story may sound)
- Keep calm
- Maintain eye contact, it help to show you are interested
- Be honest
- Tell the child or adult that you will need to let someone else know - don't promise confidentiality
- Even when a child or adult has broken a rule, they are not to blame for abuse
- Be aware that they may have been threatened or bribed not to tell
- Never push for information. If the child or adult decides not to tell you after all, then accept that and let them know that you are always ready to listen.

- As soon as possible write down what has been shared (using the language they used to describe what happened), sign and date the record and pass it to the correct person.

Helpful responses

- You have done the right thing in telling.
- That must have been really hard.
- I am glad you have told me.
- It's not your fault.
- You have a right to feel safe.
- I will help you.

Don't Say

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- Never make false promises.
- Never make statements such as "I am shocked, don't tell anyone else".
- I'll keep in touch.

Reassure the child or adult that they were right to tell you and show acceptance. Let the child or adult know what you are going to do next and that you will let them know what happens i.e. contacting the Children's or Adult Safeguarding Lead.

If the Children's or Adult Safeguarding Lead is not available contact your Team Leader or the Children's or Youth Support Work. Consider your own feelings and seek pastoral support if needed. Dealing with abuse disclosures can be upsetting so you may need some time and space before you return to your usual duties.

Appendix A: Statutory Definitions of Abuse (Children)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

The definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children: a guide to inter-agency working to safeguard and promote the welfare of children' (H M Government July 2018).

Abuse: A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

Physical Abuse: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse: The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may also involve seeing or hearing the ill-treatment of another individual. It could involve serious bullying (including cyber bullying), frequently causing children to feel frightened or in danger, as well as the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse: whether or not the child is aware of what is happening or not involves forcing or enticing a child or young person to take part in sexual activities. It does not necessarily involve a high level of violence. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males, women can also commit acts of sexual abuse, as can other children.

Neglect: The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during

pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers)
- ensure access to appropriate medical care or treatment
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Child Sexual Exploitation: Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Extremism: Extremism goes beyond terrorism and includes people who target the vulnerable, including the young, by seeking to sow division between communities on the basis of race, faith or denomination. Justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.

Appendix B: Signs and Symptoms of Abuse (Children)

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

Physical

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, or usual children's activities
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures which do not have an accidental explanation
- Cuts/scratches/substance abuse

Sexual

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders, such as anorexia and bulimia

Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging
- Depression, aggression or extreme anxiety
- Nervousness or frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away, stealing or lying

Neglect

- Under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses
- Inadequate care

Appendix C: Statutory Definitions of Abuse (Adults)

Safeguarding Adults is defined in the Care Act 2014 - Chapter 14 Safeguarding and the Care and Support Statutory Guidance Issued under the Care Act 2014 (June 2014).

The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.

The Safeguarding duties apply to an adult who:

- has need for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

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

Domestic violence: including psychological, physical, sexual, financial, emotional abuse; 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 and sexual assault or 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, cyber bullying, isolation or 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, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery: encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use 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 or religion.

Organisational abuse: including neglect and poor care practice within an institution or specific care setting such as a hospital or care home 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: this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple and affect one person or more.

Appendix D: Signs of Possible Abuse (Adults)

Physical abuse

- History of unexplained falls, fractures, bruises, burns or minor injuries
- Signs of under or over use of medication and/or medical problems left unattended
- Any injuries not consistent with the explanation given for them
- Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
- Recurring injuries without plausible explanation
- Loss of hair, loss of weight and change of appetite
- Person flinches at physical contact and/or keeps fully covered, even in hot weather
- Person appears frightened or subdued in the presence of a particular person or people

Domestic violence

- Unexplained injuries or 'excuses' for marks or scars
- Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence and Female Genital Mutilation.
- Sexual abuse
- Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosures or hints of sexual abuse
- Self-harming
- Emotional distress
- Mood changes
- Disturbed sleep patterns

Psychological abuse

- Alteration in psychological state e.g. withdrawn, agitated, anxious or tearful
- Intimidated or subdued in the presence of a carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia
- Changes in mood, attitude and behaviour, excessive fear or anxiety
- Changes in sleep pattern or persistent tiredness
- Loss of appetite
- Helplessness or passivity
- Confusion or disorientation
- Implausible stories and attention seeking behaviour
- Low self-esteem

Financial or material abuse

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents or loss of money
- Sudden inability to pay bills or getting into debt
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property
- Missing personal belongings
- Inappropriate granting and/or use of Power of Attorney

Modern slavery

- Physical appearance; unkempt, inappropriate clothing, malnourished

- Movement monitored, rarely alone, travel early or late at night to facilitate working hours
- Few personal possessions or identity documents
- Fear of seeking help or trusting people

Discriminatory abuse

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance of care
- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves

Institutional Abuse

- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves
- No confidence in complaints procedures for staff or service users
- Neglectful or poor professional practice

Neglect and acts of omission

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support
- Lack of medication or medical intervention

Self-neglect

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs
- Person looking unkempt or dirty and has poor personal hygiene
- Person is malnourished, has sudden or continuous weight loss, is dehydrated, is constantly hungry, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- Home environment does not meet basic needs (for example, no heating or lighting)
- Depression