



MATTHEW'S HOUSE

SAFEGUARDING

Safeguarding means enabling people to live their lives free from harm, abuse and neglect, and to have their health, well-being and human rights protected. This is all of our responsibility.

Recognise

Recognise what is abuse and different types of abuse.

1. **Physical abuse** – Hitting, slapping, pushing, kicking, misuse of medication, inappropriate restraint or physical interventions
2. **Sexual abuse** – Rape, sexual assault, sex trafficking, made to watch pornography where person lacks the capacity to consent or is pressured to engage in any form of sexual activity where the person is unable to consent to or is pressured to do so, disclosure of sexual abuse as a child

3. **Psychological abuse** – Bullying, teasing, harassment, hurtful behaviour repeated over time, threats of harm or abandonment, humiliation, verbal or racial abuse
4. **Verbal Abuse** - Any language or behaviour that seeks to pressure its victim to doubt themselves and crush themselves to the abuser; Blatantly offensive language designed to humiliate and gain power over another person; Verbal abuse may also be silent and discriminatory language
5. **Financial or material abuse** – Fraud, theft, undue pressure to change a will, property or inheritance; Misuse or misappropriation of benefits; “Forcing” people to beg for money for the perpetrator
6. **Neglect or acts of omission** - Failure to access medical care or services; Negligence in the face of risk taking; Failure to give prescribed medication; Poor nutrition or lack of heating

Respond

If a disclosure is made by a vulnerable adult you must:

1. Remove any immediate risk of harm and make sure the individual is safe.
2. Let the person know you are concerned for him or her and that you need to speak to someone about this if you can do so.
3. Need to accept what the person says and believe them – it’s not our place to decide on whether abuse has taken place.
4. Contact your lead person immediately for advice. Don’t promise to keep information secret. You must pass it on.
5. Listen carefully and sympathetically.
6. Avoid asking leading questions. Open questions for clarification are acceptable.

Record

Record carefully what you see, hear and do and keep any notes that you take in case they might be needed at a later stage. Need to write it down, sign it and date it. Then give copy to safeguarding team.

Report

Report - it's not our place to decide on whether abuse has taken place. We need to report it on.

All incidents or matters of concern will be considered diligently. If you are concerned that someone you know is being abused or neglected, then be assured that our safeguarding team will address the matter thoroughly. We also seek expert advice, if necessary, from the organisation "Thirty-one eight" or social services.

First point of contact

Thom or Ellie unless they are not available, or it involves them in any way, or if you feel uncomfortable about talking to them about the matter.

Preferred further reporting option

In relation to any safeguarding issues for the activities we are involved in then please contact us via email (safeguarding@the-hill.co). If you would rather speak to someone please simply ask us to contact you regarding a safeguarding matter and a member of our safeguarding team will call you as soon as possible. **Hannah Lynch leads our Safeguarding team** and can be contacted on 07986273547.

Alternative reporting options

Should you not wish to report a concern or matter to us directly for any reason then you can use these approaches

1. **Adult Safeguarding** -
Tel: 01792 636854 Email: adult.safeguarding@swansea.gov.uk
2. **Child Safeguarding** -
Tel: 01792 635700 Email: access.information@swansea.gov.uk
3. **Emergency Duty Team** -
Tel: 01792 775501 Email: EDT@swansea.gov.uk

We also have a reciprocal arrangement with an independent charity to us, **Reading Family Church**. Their own safeguarding team will review any matter raised to them that relates to The Hill Church. They can be contacted on **01189876278** and ask for their Safeguarding Team.

Receiving disclosures

How you should respond

- Stay calm
- Don't show shock
- Listen carefully, gently and patiently rather than asking questions
- If you do ask for more information, use TED (open questions)
T – Tell me
E – Explain to me
D – Describe
- Encourage the person to talk and listen to them
- Be non-judgmental
- Start with an open mind and tell the individual that you are taking what they say seriously
- Allow them to recall events and describe what has happened in their own time
- Reassure them that they are doing the right thing by telling you and reassure them they are not to blame
- Be clear about your own position and what action you must take, such as not promising to keep it confidential and who you will need to share this with
- Write down what you have been told, using their exact words, including the date, time and place and people present which you sign and date. It's good to confirm with the individual that what you have documented is an accurate reflection of what they have said
- Make sure you preserve any evidence, keeping it safe (e.g. no washing of clothes) and uncontaminated
- Report the concern
- Ensure the individual has contact details so they can ask any question
- Need to ensure that they stay in control of the process and aware of what happens at each stage as far as possible

How not to respond

- Don't show shock, disgust or disbelief
- Don't judge
- Don't prompt them or ask detailed or leading questions
- Don't make assumptions or put words in their mouth
- Don't promise them it will never happen again
- Don't interrupt them or stop them from freely recalling events
- Don't make them repeat their account unnecessarily
- Don't pressure them for more details
- Don't ignore what you have been told
- Don't promise to keep secrets, or make promises you can't keep
- Don't contact or confront the alleged abuser
- Don't contaminate or remove any evidence
- Don't dismiss your concerns or worry that you may be mistaken
- Don't discuss the case with anyone apart from those who need to know.
- Don't investigate the concerns