

*That They May Have Life To The Full*

The Sisters of the Sacred Hearts of Jesus and Mary

# Congregational Safeguarding Policy and Procedures

**AUGUST 2017 (UPDATED FROM AUGUST 2015)**

## **FOREWORD FROM THE CONGREGATIONAL LEADER OF THE SISTERS OF THE SACRED HEARTS OF JESUS AND MARY**

The safety of the children and vulnerable young people and adults in our care is a priority for us. We are fully committed to protecting all those in our care. Indeed, care, compassion and the preservation of the well-being and dignity of the individual lies at the very heart of our Mission Statement:

***“We, Sisters of the Sacred Hearts of Jesus and Mary, urged by the compassion of Christ and responsive to the anguish of people and planet, are called to help shape communities of gentleness, justice and peace that witness to the healing, liberating and empowering love of God”.***

Our commitment to justice entails a duty to protect the dignity and the rights of all God’s people. The creation of a safe environment which protects and respects the dignity of each person is, therefore, a responsibility which we take seriously. Those entrusted to our care in our schools, care services and overseas missions are among the most vulnerable of all people. We embrace the measures taken to protect them from all forms of harm and mistreatment. Furthermore, we commit ourselves to promoting and achieving standards of excellence in this key area of safeguarding, as well as in all other aspects of the education and care we provide.

If anyone wishes to contact us about any aspect of this document, please get in touch with our Safeguarding Co-ordinator, Sister Angelo Roncalli at:  
[angelo.leadership@sacredheartsjm.org](mailto:angelo.leadership@sacredheartsjm.org).

*Sister Mary Mangan*

Sister Mary Mangan  
Congregational Leader  
August 2015

## **POLICY AND PROCEDURES STATEMENT**

The Congregation of the Sisters of the Sacred Hearts of Jesus and Mary provides a variety of services to children and adults with differing needs throughout the world. All members of the Congregation, staff, associates and volunteers who have appreciable contact with any of the individuals entrusted to our care in our schools, services and missions throughout the world, are expected to work with the relevant statutory and local authorities to ensure that the well-being of each individual is safeguarded and respected at all times and in all places. It is important that all involved are committed to raising awareness at local level of what is appropriate and inappropriate behaviour towards children and adults. This will lead to the creation of a safe and nurturing environment which recognises the sanctity of God's gift of life while at the same time enriching the daily living out of such a gift.

### **ONGOING TRAINING**

Ongoing training and support arrangements are two of the elements which help to create a safe environment for each individual entrusted to our care. The sharing of experience and of good practice also contribute to such an environment.

The Congregational Safeguarding Coordinator through the Link Coordinators will ensure that the personnel in each place are offered ongoing training in child protection and the safeguarding of vulnerable adults to ensure their skills and knowledge are maintained at a high level

### **WORKING WITH STATUTORY AND LOCAL AUTHORITIES IN THE UK AND OVERSEAS**

Each school and service in the UK is to obtain from the statutory authorities up-to-date Child and Adult Protection Procedures. Overseas services must also be fully aware of the regulations to be followed within the country of the service. Links are to be established and maintained with the appropriate personnel within these agencies so as to develop good practice and avail of opportunities for joint training and development, and where appropriate to contribute to their local and national development of good practices and policies

### **DEFINITION OF ABUSE**

The physical, emotional, sexual, psychological, institutional, financial abuse or neglect of a child/adult by a person or persons who have responsibility for that person's well-being and which they have either knowingly caused or failed to prevent. The abuse of children/adults can take place in a variety of settings both within their homes, in a day centre or residential home, school or childcare service; especially where some form of relationship has been established. In order to prevent or minimise, as far as possible, abusive behaviour in any form, it is most important that our policies and practices are carefully, implemented and that any allegations of

abuse are dealt with promptly and effectively. **It is therefore so important to ensure that the Congregation's policies and procedures relate positively to the laws and regulations of each country in which we provide services.** A widely understood definition of child sexual abuse which will be understood in all parts of the world is “*child sexual abuse occurs when a child is used by another person for his or her gratification or sexual arousal or that of others*”<sup>1</sup>. Definitions of specific types of abuse can be found at Appendix II.

It must be recognised that one child could be abused by another child within a school/setting. If this is reported then the procedures below should be followed although any sanction applied, if an allegation is proven, would not involve the disciplinary processes but may involve removing the abusive child from the school. Each circumstance will be different and would be decided at a case review with the relevant authorities. This same principle will be applied to a vulnerable adult whose condition and circumstances make them abusive towards another vulnerable adult in the same setting. In this case measures would have to be put in place to remove this possibility within the home/setting.

## **UNACCEPTABLE BEHAVIOUR**

Policies will be made available in each place to inform what behaviours are unacceptable and for children these will be written in a manner suitable for them to understand.

Each place will attach their local specific policies on:

- Child protection,
- Behaviour,
- Code of Conduct,
- Staff Conduct Rules Associated with Pupil Contact,
- Internet safety/e-safety,
- Policy on school trips and holidays.

Policies specific to each place will be attached to their copy of this document – Appendix VIII refers.

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<sup>1</sup> This definition was originally proposed by the Western Australia Task Force on Child Sexual Abuse, 1987.

## **AIMS OF POLICY**

The aims of this policy are:

1. To protect from harm or abuse to the fullest possible extent, all children and vulnerable adults entrusted to our care.
2. To ensure that the following guidelines are adhered to:
  - Early recognition of situations where abuse may occur so that preventative measures can be taken.
  - Early identification of abuse where there is evidence or merely suspicion or concerns within any of the Congregation's services, either internally or externally, in all parts of the world where we are working.
  - Awareness raising among all who work with the children and adults entrusted to our care of the symptoms of abuse and identification of particular children and adults who might be vulnerable.
  - Taking appropriate action at the right time.
  - Cooperation with the statutory and local authorities to ensure the safety and well-being of every child and adult in our care.

The abuse of children and vulnerable adults can take place in a variety of settings - within their homes, in a church building, a residential home, school or childcare service, especially where some form of relationship has been established. In order to prevent or minimise, as far as possible, abusive behaviour in any form, it is most important that our policies and practices are carefully implemented and that any allegations of abuse are dealt with promptly and effectively. It is therefore so important to ensure that the Congregation's policies relate positively to the laws and regulations of each country in which we provide services.

## **RECORDS: STAFF & VOLUNTEERS**

It is essential that appropriate records of staff and volunteers are maintained in all establishments for which the Congregation is responsible. These must include Disclosure and Barring Service (DBS) check information or police clearance if outside of the UK, references, application forms and proof of identity. Such records may be reviewed by the appropriate statutory agencies, as necessary, within the country/location in which the service is operating.

It is not appropriate for individuals or other Congregations or agencies to have reference to these confidential documents, unless consent has been given by the individual to whom they relate.

All countries outside the UK must also adhere to the above and their own local protocol.

At the time of interview, it must be established that the candidate is fully committed to the safeguarding of vulnerable children and adults and this must be established through appropriate questioning at the interview.

## **TO WHOM THIS POLICY APPLIES**

This policy and set of procedures applies to every person, without exception, who has an appreciable contact with children and vulnerable adults in our care. This includes:

- All members of the Congregation\*
- All candidates in formation
- All those working in our schools, services, communities and projects in the UK\*, El Salvador, The Philippines, Uganda and Zambia
- All associates and volunteers

(\*Our communities in Ireland, including Northern Ireland, are governed by our Child Safeguarding Policy Statement for Ireland.)

## **PREVENTING UNSUITABLE PEOPLE WORKING WITH CHILDREN AND VULNERABLE ADULTS**

### CRIMINAL RECORD CHECKS.

Criminal record disclosures and checks against the lists of those barred from working with children and vulnerable adults are made on all persons working with children and vulnerable adults in a regulated activity in the UK before they take up their appointment – this is a legal requirement in the UK. In England and Wales, the barred lists are held by the Disclosure and Barring Service (DBS) which also provides the criminal record checks service for England and Wales.

In Scotland, a Protection of Vulnerable Groups (PVG) certificate is required from Disclosure Scotland for regulated work with children or protected adults.

In other countries, checks will be obtained by employers in line with that country's safeguarding policy.

Anybody working in our projects in El Salvador, The Philippines, Uganda and Zambia will need to undergo appropriate checks. The agency sending the person is responsible for obtaining those checks.

If an individual is applying either to work or volunteer in a school/home and has not previously lived in the UK, they should be asked to apply to their home police force

for a certificate of good conduct. Extra care must be taken when a person has applied to work with children or vulnerable adults in our care if he/she comes from any country where criminal checks cannot be made.

An annual review of the barring/vetting/police clearance status of all sisters/staff/volunteers will be carried out.

## **VISITORS**

Each site will have in place a system to make sure they know and control which visitors are on the premises. This will differ for each place but should include a register which will record who has visited the site and be archived each day.

## **STANDARDS OF BEHAVIOUR**

The Congregation expects standards of behaviour from everyone associated with us which promote our charism and values, including our commitment to safeguard and protect children and adults who are vulnerable.

Each place will have a code of conduct in place for employees and volunteers which will form part of the employee handbook. The central personnel handbook for all places in the UK is held in Chigwell and copies of the code of conduct from this handbook should be held in all locations to inform any local code. The local code of conduct should be attached to the locally held copy of this policy and procedures document.

### **PREVENTION**

All those involved in the care of children and vulnerable adults should be trained to recognise situations where there is potential for abuse.

All new personnel will be inducted into the policies and procedures associated with safeguarding and will be given training in safeguarding, specific and appropriate to their place of work and their role. The training provided will link back to recognised/accredited training bodies in the country concerned.

### **TRIPS & HOLIDAYS**

Although we have procedures for carrying out checks on those who work with us, there are occasions when the children and vulnerable people in our care will be exposed to people we do not know, for example, on trips or holidays. During the planning of trips etc. the headteacher or senior person will assess the potential risks for harm to those for whom they are responsible and ensure that there are sufficient, appropriately trained and vetted people accompanying those on the trip to provide adequate care. Likewise, they will also assess the people accompanying those on the trip to ensure they have the required training and understanding of the risk

attached to either their actions or inactions/neglect. The Local Safeguarding Officer will input into this planning.

Each place will have procedures specific to their situations which will detail how adequate care will be provided to prevent abuse during any trips away. Each place will attach these procedures to their local policy at Appendix VIII.

The nature of the children and vulnerable adults for whom we care may cause strain and emotional demand on those providing the care which could spill over into abuse. Appropriate and timely interventions should be made to prevent any abuse - e.g. challenging colleagues where necessary, referral to support groups, respite care, instruction in practical and coping skills. Where help is not accepted, or other agencies are not able to offer support, the situation is to be monitored closely and further action taken if it deteriorates or any abuse becomes apparent.

For the prevention of abuse to children in schools, each school has specific policies on behaviour, discriminatory behaviour, bullying, intimate care, supervision both in school and on trips away from home, and e-safety (the appropriate use of IT). Each place will attach these specific policies to this document locally at annex 1.

## **CONFIDENTIALITY**

Where a child/vulnerable adult, who is either a victim or an observer, makes a disclosure and asks that the information is not passed on, the child/adult should be appropriately advised that the person receiving the disclosure has a responsibility to inform the responsible person within the school, or care service. In our Mission countries, they notify the senior designated person responsible for child and adult protection within the service/location.

All cases should be reported to the local, civil or government authority who has responsibility for Safeguarding and child protection e.g. in the UK this will be the child/adult protection teams within the Local Authority.

All agencies receiving information during an investigation should treat it sensitively, although priority must always be given to the protection of the child/adult. They should not disclose information for any other purpose without consulting with the person who provided it.

## RECOGNITION

**This Congregational Safeguarding Policy and Procedures document regarding Child and Adult protection will be given:**

- to all members of the Congregation who have an appreciable contact with children and adults
- to candidates in initial formation
- to all employees who are working with children/adults in our services and to all senior staff in our worldwide services
- to associates and volunteers who must sign to say that they have read and understood the document.
- it will also be made available for anyone using our services to read.

The local policy in each place should be brought to the notice of all new members of staff and volunteers during their induction period.

In worldwide services, senior staff are to receive both the Congregation's Policy and Procedures and the local protocol.

All the above-mentioned persons should be given training in the recognition and prevention of child and adult abuse.

They should be aware of the procedures within their country that must be followed in relation to actual or suspected abuse. They should be given specific training on how to identify abuse and how to record their findings.

It is the responsibility of the Local Safeguarding Officer in each place to provide training and regular refresher courses on how to respond to challenging behaviour in children/vulnerable adults.

In all cases, worldwide services should follow local procedures and if they do not have any, these will be created by the Local Safeguarding Officer, in line with this Congregational policy, but respecting the culture of the country in which the service is operating. It is important to involve the local people and it is advisable to set up a working party to look at the local and the Congregational Policy and to include local and senior staff in the working party. It is important to involve the local people by asking the opinion of service users, their families and the local community

It is recognised that everyone using our services should be able to feed into improving the safeguarding arrangements. To this end we will make this Policy and Procedures document available in all our locations and invite feedback by asking our service users to complete the 'Feedback on our Safeguarding Arrangements form' which can be found at appendix VI.

## **RESPONSIBILITY**

A designated member of the Congregation (hereafter referred to as the Congregational Safeguarding Coordinator), or person appointed by the Congregational Leader and her Council, will be responsible for overseeing the training of the Trustees in the UK and the Link Coordinator in each country where the Congregation is based. Head teachers, managers and Link Coordinators must keep the Congregational Safeguarding Coordinator updated on the safeguarding training of staff in their area. They are also responsible for reviewing the Congregational Safeguarding Policy and Procedures (i.e. this document) and their own local safeguarding policy addendums and ensuring that these are consistent with each other.

In the event of an allegation of abuse, the Congregational Safeguarding Coordinator shall be immediately informed, verbally and in writing, by the person responsible for safeguarding in our schools/services in the UK and in our mission countries by our Link Coordinator. Regular reports will be sent to the Congregational Safeguarding Coordinator in accordance with the instruction contained in the policy.

Each school, adult service and all our worldwide services shall appoint, where possible, a Safeguarding Officer. This person will be responsible for receiving initial reports of actual or suspected child/vulnerable adult abuse. This nominated person assists in the completion of report notifications to the appropriate regulatory authority who will decide what further action should be taken and who will lead on that investigation. Where it is not possible to appoint a Safeguarding Officer, the role should be carried out by the responsible individual i.e. the head teacher, manager or local mission leader.

We would expect that 80 percent of cases will be dealt with within 1 month, 90 percent within 3 months and all but the most exceptional cases to be dealt with in 12 months. For those cases where it is clear immediately that the allegation is unfounded or malicious then it is expected that they should be resolved within one week.

The Congregational Safeguarding Coordinator will ensure these timescales are adhered to and will issue reminders should they start to slip.

If it is decided that the allegation does not involve a possible criminal offence it will be for the head teacher, manager, or local mission leader to deal with it, although if there are concerns about child protection, they should discuss this with the Safeguarding Officer or Link Coordinator or their local civil or government authority who has responsibility for child protection. In such cases, if the nature of the allegation does not require formal disciplinary action, the head teacher, manager, or local mission leader should institute appropriate action within 3 working days. If a disciplinary hearing is required and can be held without further investigation, the hearing should be held within 15 working days.

The headteacher/manager/Link Coordinator should ensure that the appointed Safeguarding Officers in all countries receive regular support (professional supervision) with an appropriate qualified person/mentor while in post.

Head teachers/managers should make contact with other agencies within their location which may have an interest in this policy. In mission countries, this should be carried out by the Local Safeguarding Officer.

## **RESPONDING TO ALLEGATIONS**

In each place, the contact name and number of the person to whom someone who has a concern may talk in confidence will be displayed prominently. These displays will be made suitable for their audience. For example, in schools, this will be in child friendly language, and where appropriate the information will be presented through drawings in poster format.

### **INITIAL ACTION**

When a disclosure is made by anyone working in our services or a member of the Congregation, that he/she or someone else has been abused, the person hearing the disclosure should:

- **Listen** carefully and not make any comment other than to offer support and reassurance to the adult/child, then
- **Record** the disclosure, completing the Notification Form for Reporting Allegations of Abuse at Appendix IV so it becomes a matter of record, then
- **Report** the disclosure to the Local Safeguarding Officer within the service/ministry. A copy of the report is to be sent to the Congregational Safeguarding Coordinator at Chigwell Convent via the Link Coordinator who will be monitoring the response locally. There should be no delay in advising the appropriate authority and seeking their advice on how they wish to proceed.

There will not be evidence of abuse in all cases. If there is any concern about the safety of the child/vulnerable adult, the Cause for Concern Notification Form at Appendix V should be completed by the person who wishes to raise the concern, a copy of which is then given to the Local Safeguarding Officer in line with local practices and legislation and also sent to the Link Coordinator.

The Safeguarding Officer or Link Coordinator will take the lead role and refer alleged cases of abuse to their local civil or government authority which has responsibility for child protection. Each place will maintain a list of the contact details of the local child

protection services e.g. in England, the Local Authority Designated Officer and the Care Quality Commission. In the UK, the nominated officer will lead on any suspected abuse cases as part of the safeguarding team within that location. It will be the responsibility of the Link Coordinator or head teacher/manager to keep the Congregational Safeguarding Coordinator at Chigwell informed.

Schools and services in the UK must refer alleged cases of abuse to their Local Authority Designated Officer and, if appropriate, the Care Quality Commission (CQC), prior to the commencement of their own internal investigation, which should only be undertaken when given authority to do so by the local authority leading the enquiry. Representatives of the Congregation in other countries must comply with their local protocol.

## **ENSURING IMMEDIATE SAFETY**

If a child/vulnerable adult is in immediate danger or in need of urgent medical attention, action should be taken to ensure their safety and wellbeing.

Action should also be taken to ensure the safety and wellbeing of other potentially vulnerable people in the same location as the person alleged to have been abused.

It is usual for the person who has been accused of abusing someone to be suspended from their job and place of work. This is done as a neutral act to not only remove any potential risk to the accuser or other service users, but also to protect the accused person when they may be innocent.

If there is reason to believe that a crime has been committed then the police should be called immediately. In situations that involve physical and sexual abuse, care must be taken to conserve evidence.

If it is likely that the police will be involved the alleged abuser should not be questioned about their involvement in the incident of abuse. If they have to be informed about the nature of the allegation, any response should be recorded. If the alleged abuser is another service user/pupil or child, then appropriate supervision should be given to ensure that they do not intimidate the person who has allegedly been abused or pose a risk to other service users.

It is the responsibility of all staff that work within the services to ensure that service users are protected from possible abuse caused by other service users. Risk assessments must be undertaken and procedures introduced to minimise and eliminate such incidents occurring.

## **ANONYMOUS ALLEGATIONS**

Anonymous allegations must be dealt in accordance with this Congregational Policy and the policies in our places worldwide. An internal investigation should take place in line with local protocol.

## **MEDIA**

All media enquiries in the UK, regarding an allegation of abuse, must be referred to the Congregational Safeguarding Coordinator. In the worldwide services, the Link Coordinator will inform the Congregational Safeguarding Coordinator of any media interest.

## **FIRST AID/MEDICAL ATTENTION/COUNSELLING AND EMOTIONAL SUPPORT.**

It is the responsibility of the individual receiving the disclosure to ensure that first aid is given where required. It is the responsibility of the nominated Safeguarding Officer, when advised of the disclosure, to decide whether medical attention beyond that given as first aid is required and, if so, to contact either the GP or emergency services.

Any allegation is a traumatic experience for all involved. The Local Safeguarding Officer or headteacher/manager/local mission leader will offer support and counselling to the person making the allegation, their parents, relatives or guardians and anyone who needs it, including the alleged abuser. This support may be done personally or offered through a local agency qualified to do this work. A list of relevant contacts is attached to this document at appendix VII and this should be given to those involved in the allegation (this to be formulated locally). The nature of the allegation and any response should be recorded.

## **REFERRALS (Responding to a disclosure of abuse)**

Those working in our services should always take seriously any disclosure concerning an allegation of abuse. They should stay calm and try not to show shock.

They should listen carefully and not interrupt or stop someone telling them their story or directly question them on the detail.

They should be sympathetic and reassure the person that they did the right thing in telling them what had happened and that they are not to blame.

The individual should be asked what action they would like to be taken.

They should inform the individual that this information cannot be kept secret and they have a duty to report it. In the UK, this will be to their line manager, in worldwide missions it will be reported to the Local Safeguarding Officer of the project and the Link Coordinator will be kept informed.

They should tell the individual if there is any other action that they intend to take including any steps to protect and support them.

They should be aware of the possibility that medical and other forensic evidence may be required.

Information should be recorded as soon as possible.

They should not pass on the information to anyone other than those with legitimate need to know such as their line manager.

If there is any doubt about whether to refer a case because the allegation appears trivial or it is uncertain whether the situation indicates abuse or if previous allegations have been made and have been disproved, then the safest option is to refer it to the local regulatory authorities in the UK for them to review, or if outside the UK, to the appropriate authority for advice and review.

## **REFERRALS PROCEDURES**

1. All referrals will be treated sensitively, with full management support given to the person making the referral.
2. The Local Safeguarding Officer or Link Coordinator will take the lead role and refer alleged cases of abuse to their local civil or government authority who has responsibility for child protection.
3. Each place will maintain a list of the contact details of the local child protection services. e.g. in England, the Local Authority Designated Officer and the Care Quality Commission. See appendix VII for contact details.
4. The nominated officer will lead on any suspected abuse cases as part of the Safeguarding team within that location.
5. It will be the responsibility of the Link Coordinator or head teacher/manager to keep the Congregational Safeguarding Coordinator at Chigwell informed. Schools and services in the UK must refer alleged cases of abuse to their Local Authority Designated Officer and, if appropriate, the Care Quality Commission (CQC), prior to the commencement of their own internal investigation, which should only be undertaken when given authority to do so by the local authority leading the enquiry. Representatives of the Congregation in other countries must comply with their local protocol.
6. After an initial risk assessment, if the decision is made to refer to the appropriate statutory agency, such referrals must be prompt and proper.

Initially, full details will be given verbally but a written report will follow within 24 hours from the nominated officer, together with notification to the Congregational Safeguarding Coordinator at Chigwell. In other countries, this notification will be to the Link Safeguarding Coordinator, if that person has not been involved so far. It is important to document all evidence and keep full, up-to-date records of all events and actions taken.

7. If the concerns arise outside working hours and require urgent action to be taken, then referral should be made to the Social Services emergency duty team within the UK or appropriate statutory bodies worldwide. These should be listed in the local protocol of this policy.

When a matter is referred to the statutory agency, this body will then take the lead in the investigation and assessment of the situation. They will follow their own procedures. Full co-operation should be given to the agency and steps taken to ensure that the service is kept informed of progress and eventual outcome, especially when the child/adult involved remains in our service.

Following the reporting of an alleged abuse situation to the local authority and, if appropriate, the Care Quality Commission (or other statutory body) or the appropriate agencies worldwide, a strategy meeting would be convened by the appropriate authority and it would be determined at this meeting what further involvement, if any, the nominated person will have during the investigation.

## **CARE HOMES/SCHOOLS/MISSIONS**

Referrals do not require GP approval, but where a GP has been involved, the GP should be kept informed, if appropriate.

## **RECORDS (RECORDING)**

Any allegations or suspicions of the abuse of a child/vulnerable adult must be recorded as soon as possible within the services recording system or electronic record, whichever is the primary recording system in operation. Records should also be placed within the individual's personal file which should be kept in locked and secure cabinets.

The recording should include an accurate detailed record of what was said to the member of staff/volunteer by the individual.

Records should be made at the time of the disclosure or other event because it is at that time that the memory is accurate and clear.

It is important that the confidentiality of records is maintained with the utmost care. Information should be released only to those in positions of responsibility who have good reason to need it for the protection of children/adults. Individuals are, of course, entitled to access information about themselves, subject in the UK to certain statutory exclusions.

Records should be retained for a minimum of 75 years. However, no records are to be destroyed without consultation with the Congregational Safeguarding Coordinator.

## **PREVENTION**

All those involved in the care of children/vulnerable adults should be trained to recognise situations where there is potential for abuse. Appropriate and timely interventions should be made to prevent it - e.g. challenging colleagues where necessary, referral to support groups, respite care, instruction in practical and coping skills. Where help is not accepted, or other agencies are not able to offer support, the situation is to be monitored closely and further action taken if it deteriorates or any abuse becomes apparent.

## **RISK ASSESSMENT**

All disclosures/incidents must be followed up by the nominated Safeguarding Officer as soon after the event as is practically possible. The nominated Safeguarding Officer will undertake an initial risk assessment or may delegate this responsibility.

The purpose of the assessment is:

1. To establish all the relevant facts of the event - immediately before, during and after the disclosure of occurrence.
2. To decide which statutory/regulatory agencies should be informed.
3. To establish what action needs to be taken, if any, to prevent a recurrence.

## **INTERNAL PROCESS**

Internal reviews of any alleged abuse should only take place when the statutory/appropriate authorities have indicated that such reviews would not interfere with their investigations. The nominated Safeguarding Officer within the services will then interview all parties involved in the incident, including witnesses, and safely store away any material evidence relating to it.

Where possible, the nominated Safeguarding Officer will ask for a written statement from all parties involved in the incident, including witnesses. Alternatively, the nominated Safeguarding Officer will take verbal statements which are then typewritten. All statements, handwritten or typed, should be signed and dated by the person making the statement and by the person witnessing that statement. All relevant information should then be collected and passed on to the investigating agency.

Once the nominated Safeguarding Officer refers the incident to the relevant statutory agency, no further interviewing should take place, to avoid any process of dissemination.

## **HISTORICAL ALLEGATIONS**

It is the policy of the Congregation that, wherever possible, where there is an allegation of abuse that took place some years ago, such allegations are referred to our appropriate insurers through the Congregational Safeguarding Coordinator.

It is therefore the responsibility of the nominated Safeguarding Officer or Link Coordinator who receives the historical allegation that he/she refers it immediately to the Congregational Safeguarding Coordinator.

In 2014, our Congregation came under the Diocese of Brentwood Safeguarding Commission. The Congregational Safeguarding Coordinator in Chigwell must inform the diocese of any allegations and work in close collaboration with the diocese.

## **WHISTLE BLOWING**

A 'whistle blower' is a person who has concerns about another person in the services and reports this because they fear that such concerns will not be acted upon or that their own situation in the services will be put at risk. We recommend that if such a person does not feel able to approach the nominated officer or if the concern relates to the nominated officer, then they should contact the most senior officer in the home/service or mission location, or if that is not appropriate, then the Congregational Safeguarding Coordinator in Chigwell. The Congregation has a policy and procedure on whistle blowing applicable to the UK and recognises that being a 'whistle blower' is an acceptable course of action as the protection of children/vulnerable adults entrusted to our care is of paramount importance.

## **DISCIPLINARY IMPLICATIONS**

The principal aim of this policy is to protect the position of children and vulnerable adults in our care. However, accused individuals also have rights and are entitled to be assumed innocent until the contrary is proved.

Where a member of the Congregation, or anybody working in our services, is accused of abuse, the Local Safeguarding Officer, head teacher/manager or person acting in their absence needs to consult the local authority safeguarding team and, if appropriate, the Care Quality Commission and/or Ofsted within the UK. If this occurs outside the UK, the relevant authorities in the country of origin should be contacted before the head of the service decides on one of the following for the individual concerned:

- to remain in post, with or without additional supervision
- to be re-assigned to alternative duties which do not entail contact with children/vulnerable adult who may be subjected to further abuse
- to be suspended from all duties.

Note that none of the above steps amounts to a finding of guilt, but is aimed at protecting the children/vulnerable adults entrusted to our care whilst the allegations are investigated. It is also a protection for the accused.

The head teacher/manager should inform the individual concerned of this decision verbally but it should be confirmed in writing as soon as possible. The period for which additional supervision or re-assignment to alternative duties or the suspension is likely to last, should also be confirmed in writing.

Any suspension or re-assignment should be on full pay.

If a decision is taken that suspension is not appropriate at the outset, the decision should be kept under review; suspension may be implemented at a subsequent date.

An internal investigation to enable decisions as to whether disciplinary proceedings against the accused should proceed may be dependent on progress with the statutory agency. A decision by the police or local child/adult protection team not to take the matter further, may still give rise to a need to conduct an internal investigation followed by disciplinary steps.

As soon as it becomes reasonably clear that allegations made against the accused do not amount to grounds for disciplinary action, steps must be taken to re-instate the person if there has been re-assignment or suspension.

If the allegations do give rise to the need for a disciplinary hearing, or are continuing to be inconclusive, the head teacher, manager or head of service worldwide will fix a date for a disciplinary hearing as soon as is practicable. This should in any event

take place before the expiry of the initial suspension period or period of re-assignment. At that hearing:

either

- the disciplinary process will proceed under the Disciplinary Procedure due to sufficient information having been obtained, whether by external or internal investigation, with the affected person having been provided in advance of the hearing with full details of the case against him/her

or

- the hearing will take the form of a review of the suspension/re-assignment and whether it remains appropriate.

If the suspension or re-assignment is to continue, a further fixed period with a review date at the end should be preferred to an indefinite further period.

If the allegation is proven at the hearing and the decision is taken to remove the person from the service the Head teacher/Manager/Link Coordinator will make sure a referral is made to the statutory body as required by the national law e.g. the DBS in the UK.

In the UK referral should be made:

“when an employer has dismissed or removed a person from working with children or vulnerable adults (or would or may have if the person had not left or resigned etc.) because the person has:

- Been cautioned or convicted for a relevant offence; or
- Engaged in relevant conduct in relation to children and/or vulnerable adults [i.e. an action or inaction (neglect) that has harmed a child or vulnerable adult or put them at risk of harm]; or
- Satisfied the Harm Test in relation to children and/or vulnerable adults. [i.e. there has been no relevant conduct (i.e. no action or inaction) but a risk of harm to a child or vulnerable adult still exists]

Relevant conduct, harm and categories of abuse are in Appendix II

## **REVIEWING THE SAFEGUARDING POLICY.**

It is important to consult and involve all children, service users, their families and the local community in the annual review of our policies and practices for keeping children and vulnerable adults safe.

Each year the Congregational Safeguarding Coordinator will review this Congregational Safeguarding Policy and Procedures document to ensure it is fit for purpose and she will be responsible for ensuring any changes are communicated to each place through the Link Coordinators. The local officers will ensure their policies locally are consistent with the Congregational Policy.

The Link Coordinators will feed back to the Congregational Safeguarding Coordinator any national changes to the laws or protocols around safeguarding to inform the Congregational Safeguarding Policy and Procedures.

The completed Feedback on our Safeguarding Arrangements forms which have been handed in will be reviewed by the Link Coordinators to inform the review process. Anyone who has identified themselves on the form will be thanked for their input by the Congregational Safeguarding Coordinator or the Link Coordinator to encourage participation.

A month before the review takes place, each place will be asked to solicit the views of everyone in the service and those who use the service and any feedback received will be used to improve the Congregational Safeguarding Policy and Procedures. We will make this policy and procedures document available in all our places to help the feedback process.

## **Congregation of The Sisters of the Sacred Hearts of Jesus and Mary**

### **Summary Description of the duties of the Congregational Safeguarding Coordinator**

The Congregation of the Sisters of the Sacred Hearts of Jesus and Mary (Chigwell) (referred to hereafter as "the Congregation") has a commitment in the delivery of all its services and its activities to good practice in the field of child and vulnerable adult protection, evidenced by its adoption of policies on the issue and by the appointment of a member of the Congregation as its Congregational Safeguarding Coordinator.

To facilitate the work of the Congregational Safeguarding Coordinator, this summary of the duties of the holder of this post has been prepared and approved by the Congregational Leader and her Council. This description is intended as a summary of the duties, and may be changed from time to time by the Congregational Leader and her Council.

It is intended that the Congregational Safeguarding Coordinator shall be, for the foreseeable future, a member of the Congregation's Council. She will have a deputy, who will normally be a member of the Congregation. The Congregational Leader and her Council may at any time appoint another person to work under the guidance of the Congregational Safeguarding Coordinator.

1. The Congregational Safeguarding Coordinator will advise and report verbally and in writing to the Congregational Leader on matters relating to the protection of children and vulnerable adults from abuse and neglect (whether physical, psychological, sexual, financial, institutional or emotional) where these matters concern the services delivered by, and other activities of, the Congregation. This will include all allegations of abuse of children and vulnerable adults, both current and in the past. She will also ensure that appropriate policies on such matters are prepared and submitted to the Council and, when adopted, reviewed and kept in line with current good practice and legislation.
2. She will also make reports on such matters as are appropriate to the Council and any Trustees of the Congregation who are not members of the Council.
3. She will work in collaboration with her deputy and manage and supervise her deputy's work. The deputy will undertake the Congregational Safeguarding Coordinator's duties in her absence. They will jointly be responsible for ensuring that they have the training necessary to maintain their knowledge and expertise up to a good standard.
4. In all her work, she will have due regard for the Congregation's practice concerning confidentiality and any policies it may adopt concerning this. She will also set up and maintain at Chigwell appropriate systems for the secure storage of records received by her and notes of her activities.
5. She will receive and record reports concerning allegations of abuse of children and vulnerable adults who use our services from different parts of the world and of any breaches of good practice in this area of our work. In doing so she will liaise with the Link Coordinator in each area where the Congregation is based, the local Safeguarding Officer as well as with other appropriate individuals and bodies. The Congregational Safeguarding Coordinator will ensure that allegations of abuse are properly resolved without delay and will monitor this. She will issue reminders should the timescales start to slip.

6. All contact with the Congregation's lawyers and insurers concerning such shall be either made through her or with her permission. The Congregational Safeguarding Coordinator shall have responsibility for informing the Treasurer General of such action as soon as possible. Similarly, all statements to and other contact with the media on such matters shall be undertaken by her, or with her prior approval. She shall be entitled to take appropriate professional advice at all times.
7. She is responsible for assessing and meeting the safeguarding training needs of the Congregational Leader and her council, the Congregation's trustees and the Link Coordinators in each country where the Congregation is based. The Link Coordinators will be responsible for the training needs of the Local Safeguarding Officers. Head teachers, managers and local leaders retain responsibility for their own in-depth training and that of their staff for which provision should be made in local budgets.
8. She will be available to give advice to all the senior staff in our services.
9. She will have responsibility for the delivery of pastoral care and/or counselling involving any allegation of abuse. This may be undertaken directly or through appropriate referrals. For this purpose, she will develop and maintain a list of persons and agencies.
10. She is not directly responsible for the management of operational and day to day matters (including appropriate local training) in the schools, homes and services of the Congregation.
11. The Congregational Safeguarding Coordinator shall, working with the Treasurer General of the Congregation, formulate a budget for this work and shall be responsible for managing this budget.
12. She will ensure that the Congregation applies nationally agreed recruitment and selection procedures, including DBS checks for all appropriate posts in the UK, whether paid or voluntary, which involve contact with children and vulnerable adults. This will include persons from other countries outside the UK where criminal record checks or alternative are available.

# **Congregation of The Sisters of the Sacred Hearts of Jesus and Mary**

## **Summary Description of the duties of the Link Coordinators and Local Safeguarding Officers**

The Congregation of the Sisters of the Sacred Hearts of Jesus and Mary (Chigwell) (referred to hereafter as "the Congregation") has a commitment to safeguarding all children and vulnerable people in its care during the delivery of all its services and its activities, evidenced by its adoption of policies on this and by the appointment of a member of the Congregation as its Congregational Safeguarding Coordinator and appointing Link Coordinators in each country and a designated Local Safeguarding Coordinator in each place in which we work.

To facilitate the work of the Link Coordinators and Local Safeguarding Coordinators, this summary of the duties of the holder of these posts has been prepared and approved by the Congregational Safeguarding Coordinator. This description is intended as a summary of the duties, and may be changed from time to time by the Congregational Safeguarding Coordinator. Where it is not possible to appoint a Safeguarding Officer, the role should be carried out by the responsible individual i.e. head teacher, manager, or local mission leader.

### Link Coordinators

1. The Link Coordinators are responsible for providing a link between the Congregational Safeguarding Coordinator and all day to day matters regarding safeguarding (including appropriate local training) in the schools, homes and services of the Congregation in the locality in which they work. This must include keeping the Congregational Safeguarding Coordinator informed of any changes to local laws/protocols relating to safeguarding.
2. The Link Coordinator will:
  - Hear all safeguarding concerns, record and report
  - Manage all cases and all associated documents and policies
  - Conduct internal inquiries – ensuring confidentiality
  - Pass on safeguarding issues/concerns to the civil authorities and the Congregational Safeguarding Coordinator
  - Ensure that an annual review of the status of all Sisters, staff, volunteers and all with access to children or vulnerable people in the Congregation's care in the Link Coordinator's country is carried out.

- Be informed of all agencies concerned with safeguarding\* in our Missions and comply with National /Church Legislation:
    - \*In England, this would be: Disclosure and Barring Service (DBS)
    - \*In Scotland: Disclosure Scotland
  - Be responsible for all notes and records. Ensure that they are stored in a secure place and access limited only to those who have a right to the information.
3. They will also make reports on such matters as are appropriate to the Council and any Trustees of the Congregation when requested.
  4. All statements to, and other contact with, the media on such matters shall be undertaken by the Link Coordinator in consultation with the Congregational Safeguarding Coordinators and the Local Safeguarding Officer, manager or head teacher. They will take appropriate professional advice where necessary.
  5. The Link Coordinators will be responsible for the training needs of the Local Safeguarding Officers. Head teachers, managers and local leaders retain responsibility for their own in-depth training and that of their staff for which provision should be made in local budgets.
  6. The Link Coordinators will have responsibility for delivering pastoral care and/or counselling to all people involved when any allegation of abuse is made. This may be undertaken directly or through appropriate referrals. For this purpose, they will develop and maintain a list of local persons and agencies.

### **Local Safeguarding Officers**

1. The Local Safeguarding Officers are in each location in which the Congregation works to ensure the safety of all service users; to act as a designated officer for receiving initial reports of actual or suspected child/vulnerable adult abuse; to act on any allegations; to provide knowledge and support; and to provide a link between their location and the Link Coordinator on all matters regarding safeguarding.
2. The Local Safeguarding Officer's role is:
  - Raising awareness of what safeguarding is.
  - Disseminating and circulating all relevant material and information.
  - Ensuring that all Church/school/mission activities are provided in a way that ensures the safety and well-being of all users.

- Ensuring that the contact details of the Designated Coordinator and all civil authorities and organisations are widely publicised in an appropriate age and ability format.
3. The Local Safeguarding Officers will be available to provide advice to all the senior staff in our services in their locality.
  4. Local Safeguarding Officers will have responsibility for delivering pastoral care and/or counselling to all people involved locally when any allegation of abuse is made. This may be undertaken directly or through appropriate referrals. For this purpose, they will develop and maintain a list of local, appropriate persons and agencies.

## DEFINITION OF VULNERABLE ADULTS

Any adult can be 'vulnerable' at some time in their life through circumstance. The following is taken from guidance issued by the Disclosure and Barring Service (the DBS).

The term 'vulnerable adult' has been amended as it was felt to be inappropriate to label an adult as vulnerable solely due to their circumstances, age or disability. In general terms, an adult (a person aged 18 or over) is classed as vulnerable when they are receiving one of the following services:

- Health care;
- Relevant personal care;
- Social care work;
- Assistance in relation to general household matters due to age, illness or disability;
- Relevant assistance in the conduct of their own affairs; or
- Conveying (due to age, illness or disability in prescribed circumstances)

Providing health care - (any health care professional providing health care to an adult or any person providing health care under the direction or supervision of a health care professional)

Providing personal care - anyone who:

Provides physical assistance with eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails because of the adult's age, illness or disability

Prompts and then supervises an adult who, because of their age, illness or disability, cannot make the decision to eat or drink, go to the toilet, wash or bathe, get dressed or care for their mouth, skin, hair or nails; without that prompting or supervision

Trains, instructs or offers advice or guidance which related to eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails to adults who need it because of their age, illness or disability.

Providing social work - (the provision by a social care worker of social work):  
Assistance with cash, bills and/or shopping.

Assistance in the conduct of a person's own affairs.

Conveying an adult because of their age, illness or disability either to or from their place of residence and a place where they have received, or will be receiving, health,

personal care or social care; or between places where they have received or will be receiving health care, personal care or social care. This does not include family, friends or taxi drivers.

The Definition of Vulnerable Adults in other parts of the world may vary and must be adhered to but in the absence of common sense definitions locally the above definition can be used.

## CATEGORIES OF ABUSE

Be aware that refusal to discuss injuries and fear of medical intervention are common indicators. Any change in behaviour, bodily function or habits, without a reasonable explanation, may be cause for concern.

In the UK, the DBS has published information to help us understand harm in relation to DBS child protection and vulnerable adult safeguarding and this is reproduced below to help the congregation understand 'relevant conduct' or harm in the context of safeguarding.

In simple terms, relevant conduct is conduct (i.e. an action or inaction / neglect) that has harmed a child or vulnerable adult or put them at risk of harm. In other words, it is something a person has done that has caused harm or posed a risk of harm to a child or vulnerable adult.

Relevant conduct is conduct which:

- endangers a child or vulnerable adult or is likely to endanger a child or vulnerable adult
- If repeated against or in relation to a child or vulnerable adult, would endanger a child or adult or would be likely to endanger them
- Involves sexual material relating to children (including possession of such material)
- Involves sexually explicit images depicting violence against human beings (including possession of such images), if it appears to DBS that the conduct is inappropriate
- Is of a sexual nature involving a child or vulnerable adult, if it appears to DBS that the conduct is inappropriate.

A person's conduct *endangers* a child or vulnerable adult if they (or they may):

- Harm a child or vulnerable adult,
- Cause a child or vulnerable adult to be harmed,
- Put a child or vulnerable adult at risk of harm,
- Attempt to harm a child or vulnerable adult, or
- Incite another to harm a child or vulnerable adult.

### The Harm Test

There are occasions where a person may not have engaged in relevant conduct but there are still serious concerns which satisfy the harm test.

To satisfy the harm test there needs to be credible evidence of a risk of harm to children or vulnerable adults such as statements made by an individual regarding conduct/behaviour, etc.

For a case to be considered as a risk of harm, relevant conduct would not have occurred but there must be tangible evidence rather than a “feeling” that a person represents a risk to children and / or vulnerable adults. For example, a teacher who confides in their head teacher that they are sexually attracted to children (but who had not engaged in ‘relevant conduct’) would satisfy the harm test.

### PHYSICAL ABUSE

Resulting from known or suspected acts on the part of others, or from the individual himself/herself or any physical injury which cannot be satisfactorily explained. This will result in the victim's body or bodily functions suffering some level of pain stemming from:

- a) Bodily assaults: Resulting in injuries such as burns, bruises, abrasions, fractures, dislocations, welts, wounds, rashes, pressure sores, or marks of physical restraint, or any other injury not easily explained by a simple accident.
- b) Bodily impairment: Manifested in malnutrition, dehydration, emaciation, poor hygiene, drug or alcohol addiction, sleep deprivation, failure to thrive, unexplained fatigue, hypo-hyperthermia or improper ventilation.
- c) Medical/Health care maltreatment: Inappropriate medication, over/under medication, inappropriate administration of medication (method). Provision of health care may be unavailable to an excessive degree or irregular, improper, inadequate or duplicated in some way.

### EMOTIONAL ABUSE

Resulting from acts on the part of others and producing mental anguish in the victim from the following:

- a) Humiliation: Making the person feel ashamed of his/her involuntary behaviour, blaming the older person for attitudes, actions, or events beyond their control or ridiculing the person for his/her conduct.
- b) Harassment: Episodes of bullying involving being called names, being intimidated, being threatened, being criticised, being made to fear for life, health or well-being, or being shouted at in episodes of rage.

### SEXUAL ABUSE

The involvement of the person in sexual activities they do not truly comprehend, to which they are unable to give informed consent that violate the sexual taboos of family roles.

### ENVIRONMENTAL ABUSE

Where a person chooses or is required to live in such poor environmental conditions that they are placed at risk and/or in discomfort, e.g.; no light, no ventilation, inadequate space. Where this is the choice of the individual then an assessment will take place under these procedures even if action cannot be taken.

### DEPRIVATION OF SOCIAL CONTACT

Through acts of deprivation on the part of others, including involuntary withdrawal of a person from valued activity.

### INSTITUTIONAL ABUSE

Can occur in a number of different settings, e.g. residential homes, schools and missions. It describes the practice of an abusive regime or culture by a head of service/manager/volunteer or member of staff in a residential setting, e.g. denial of rights, lack of privacy, how a person is spoken to.

### PHYSICAL NEGLECT

The physical neglect of a person to such an extent that health, development and well-being are being impaired.

### SELF NEGLECT

Includes self-inflicted physical harm and the failure to take care of one's personal needs. This is likely to result in serious impairment to health.

### PROFESSIONAL ABUSE

Abuse by a person trained, qualified or employed in a caring position, in relation to an adult.

### INTERNET AND WEBSITES

Care should be taken at all times to ensure the safety of children and adults as they access the internet. Activities undertaken by certain individuals on the internet can result in abuse. It is recommended that the Congregation's Safe Use of the Internet Policy is adapted at each location and sent to the Congregational Safeguarding Coordinator at Chigwell Convent.

### FINANCIAL ABUSE/LEGAL ABUSE

Results from acts on the part of others involving:

- a) Material exploitation: Misuse of the person's money, property, possessions, pension book or insurance, or blocking access to these material goods.

- b) Theft: Through stealing the person's money, property, possessions, pension book or insurance or extortion of such, through threats or coercion.
- c) Personal exploitation: Denying the rights of a vulnerable/competent person or forcing them to perform tasks that are against their will.

## **MEDICAL & SOCIAL FACTORS WHICH MAY PROMOTE ABUSE**

1. When the person has a physical illness, especially one which may affect performance of intellect or memory, control of bladder and bowels and impose severe limitations on mobility.
2. Where the person or their carer has difficulty in communication, e.g. through deafness, blindness, speech problems, limited mental capacity, or poor memory and concentration.
3. When there are behavioural disturbances, e.g. repetitive behaviour, wandering, questioning, lack of insight into own disability, lack of insight into the problem of the carer.
4. When the family is under extra stress because of low income and/or poor housing.
5. When the person will only accept care from one particular carer.
6. When family relationships are poor.
7. When violent behaviour within the family is common.
8. Any previous family history of abuse.

## **FAMILIES WHO MAY BE AT RISK**

Certain family members who find themselves abusing a vulnerable relative may have one or more of the following factors which would help identify risk situations:

1. Have suffered an enforced, unplanned change of life-style which has changed personal aspirations.
2. Are or feel they are exploited by other family members.
3. Have found difficulty in making other family members understand their stress.
4. Are physically or mentally ill, show depression or gross anxiety.
5. Are exhausted through heavy physical demands and/or disturbed sleep.

6. Have to live with a person who demonstrates major behavioural disturbances.
7. Are isolated and lack other adult relationships which give social, physical and emotional satisfaction.
8. Have financial difficulties including fears for the future, e.g.; loss of pension rights or future earning capacity.
9. Are becoming dependent on alcohol or drugs.
10. Make frequent contact with health, social services or other agencies or workers, without any resolution of problems.
11. Have other dependants and responsibilities that are making demands, e.g.; children, spouse, their own home or work.
12. Have no personal or private space and are in continuous close proximity to the person being cared for.
13. Are subject themselves to abuse or have a history of abuse.
14. If there has always been a poor relationship between the cared for and the carer.
15. If the roles of carer and cared for are reversed, e.g.; if a domineering parent has to be cared for by the vulnerable adult.

## **INDICATORS OF ABUSE**

### PHYSICAL

A history of unexplained falls or minor injuries.

1. "Pepper pot" injuries on chest.
2. Bruising in well protected areas.
3. Finger marks.
4. Burns in unusual places.
5. Excessive repeat prescriptions, or under use of medicines.
6. Excessive consumption of alcohol by carer or cared for.

### SOCIAL AND EMOTIONAL

1. Person appears to be withdrawn or agitated and anxious.
2. Person may be isolated in one room in the house.
3. Person is inappropriately and improperly dressed.
4. Person is unkempt and unwashed.

5. Person is overly subservient and anxious to please.
6. Professional and other visitors may have difficulty getting access to the person and family.
7. The carer/parent always wishes to be present at interviews.
8. Person denied access to recommended equipment or services.

#### SOCIAL AND EMOTIONAL IN CARERS

Carers under stress express a range of feelings common to everyone; it is the frequency and intensity of the feelings which are important. Such feelings may include:

1. An unremitting sense of anger, frustration or despair.
2. A sense of unfairness, of being victimised and/or resentment.
3. Grieving for lost personal ambitions and plans.
4. Anxiety and worry.
5. A sense of not being cared for themselves. Also feeling isolated, lonely and/or not respected.
6. Loss of self-esteem.

## DEFINITION OF ACTIVE MINISTRY

This is the agreed definition of “Active Ministry” as it relates to Clergy (Deacons, Priests and Bishops) Religious (men and women) and Seminarians in the Roman Catholic Church in England and Wales.

It is to be used for the purposes of identifying those who are required to be checked under the DBS Disclosure procedures in UK and alternative checks worldwide.

**“Active ministry” is to be understood to apply to any Clergy, Religious or Seminarian who has a pastoral role or who can reasonably be perceived to have such a role by others.**

**A pastoral role is one where any Clergy, Religious or seminarian in the Roman Catholic Church in England and Wales has any direct contact with anyone which involves the provision of care, support, instruction or a service (including the administration of the Sacraments).**

Examples (but not an exhaustive list) of where an individual is engaged in “active ministry” and it would be necessary to have a DBS Disclosure in the UK

1. where “retired” clergy or Religious take communion to a person in their home or do any home visiting
2. where “retired” clergy or Religious visit residents in care homes, whether to distribute communion or simply to offer friendship and support
3. where “retired” clergy may occasionally celebrate a public Mass
4. the “extern” sister of a contemplative convent

Examples (but not an exhaustive list) of where an individual is not engaged in “active ministry” and where no DBS disclosure is necessary in the UK.

1. Religious sisters attending a public Mass but not engaging in any pastoral work
2. Religious who visit or minister to members of their own Religious Congregation (but not to any others) in hospital or a care home
3. Diocesan priests celebrating “private” Masses or Religious priests celebrating Masses in their Religious community exclusively for members of their own Religious Congregation (ie: not where any members of the public are present)

The Sisters of the Sacred Hearts of Jesus and Mary

**NOTIFICATION FORM FOR  
REPORTING ALLEGATIONS OF ABUSE**

DATE OF INCIDENT		
WITNESSED BY		
NAME OF INDIVIDUAL INVOLVED		
D.O.B.		
NEXT OF KIN		
COMMISSIONING / PLACING		
BRIEF DETAILS OF INCIDENT LEADING TO ALLEGATION		
ACTION TAKEN		
INFORMATION PASSED TO:	NAME	DATE PASSED
LOCAL AUTHORITY		
PARENTS/NEXT OF KIN		
CQC		
SAFEGUARDING COORDINATOR CHIGWELL		
SIGNED		



The Sisters of the Sacred Hearts of Jesus and Mary

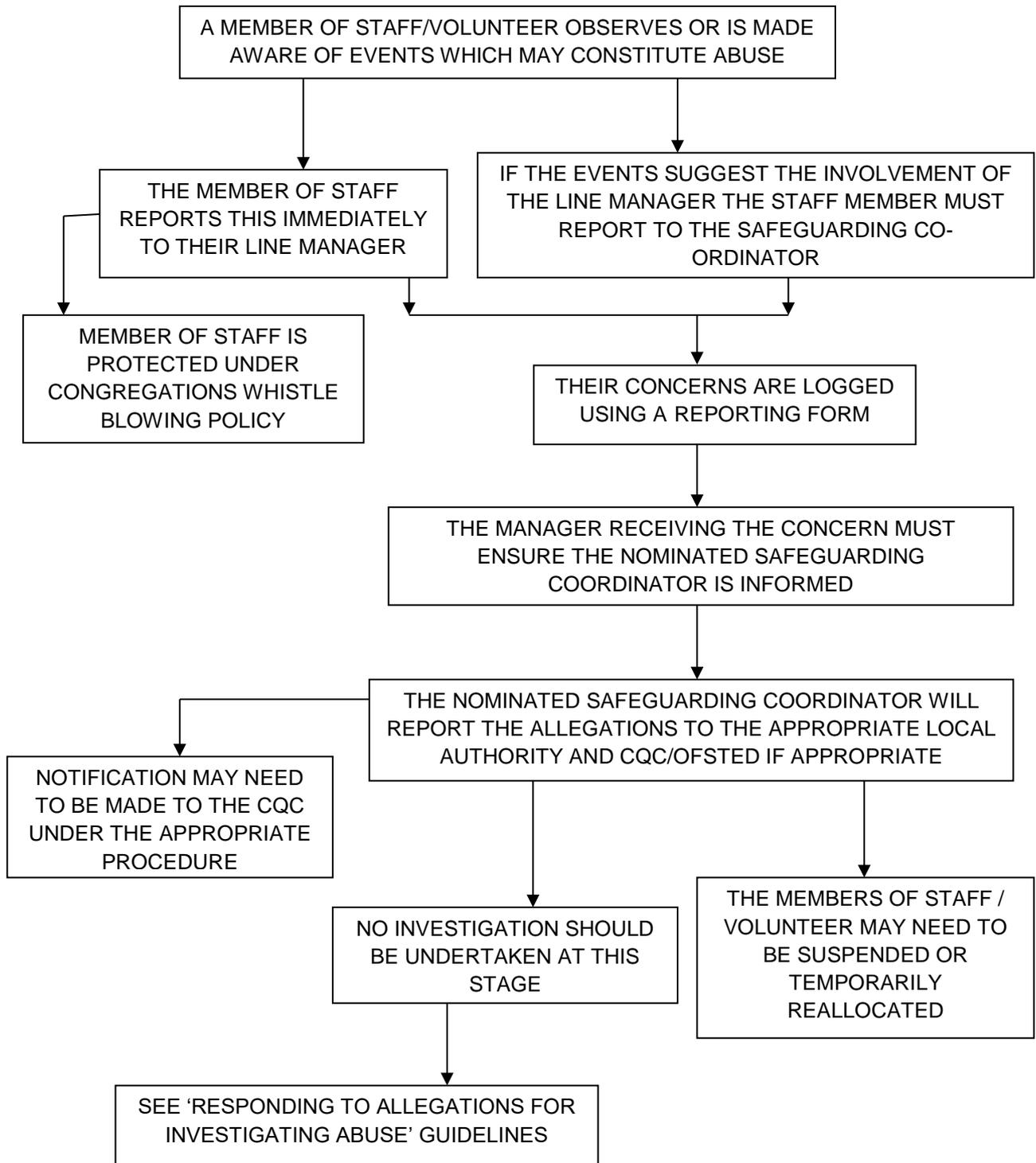
Feedback on our Safeguarding Arrangements form for Families with vulnerable children or adults.

<b>Details of person giving feedback</b>			
Name (leave blank if you wish) _____			
Relationship to vulnerable child/adult. _____			
_____			
<b>Details of Feedback</b>			
Please give brief details of how you think we could improve our safeguarding arrangements.			
Signed: _____ Date _____			
(For the Link coordinator to complete.)			
What action has been taken?			
Signed: _____ Date _____			
Passed onto:	Safeguarding officer	Link coordinator	Congregational Safeguarding Coordinator
Date:			

# The Sisters of the Sacred Hearts of Jesus and Mary

## SERVICE USER PROTECTION

### STAGE 1 - Responding to allegations of abuse (reporting)

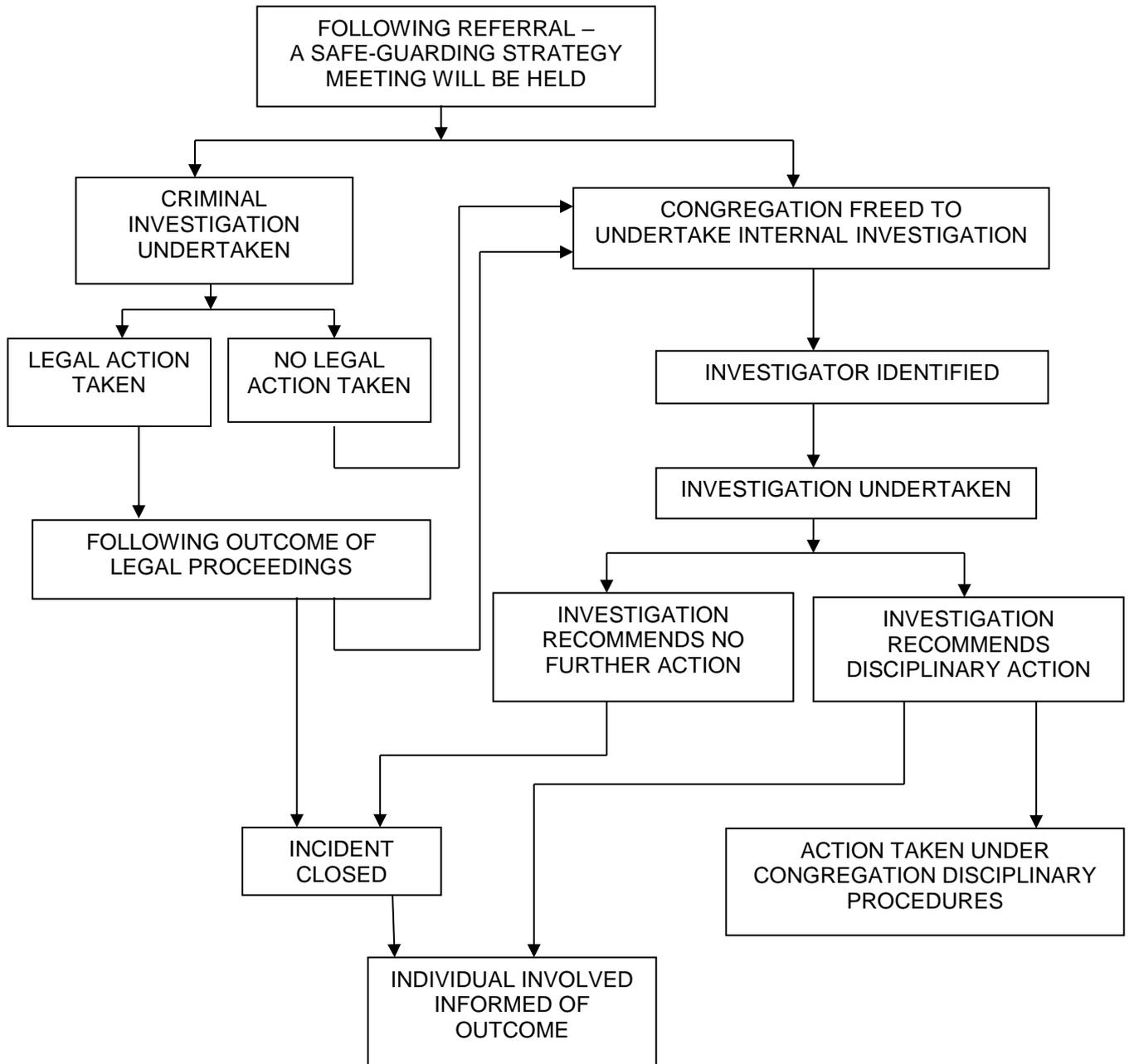


# The Sisters of the Sacred Hearts of Jesus and Mary

## INDIVIDUAL PROTECTION

### STAGE 2 - Responding to allegations of abuse (Investigation)

An internal investigation should only be undertaken where the Congregation has been freed to do so by the Local Authority who is leading the investigation or appropriate regulatory body outside of the UK.



List of useful contacts

**UK Generally**

Child line

0800 1111

<https://www.childline.org.uk>

NSPCC

Helpline 0808 800 5000

<http://www.nspcc.org.uk/>

Nation association for people abused in childhood (NAPAC)

0808 801 0331

<http://napac.org.uk/>.

**England:**

The Disclosure and Barring Service (DBS).

Telephone No: 03000 200 190. E-mail: [customerservices@dbs.gsi.gov.uk](mailto:customerservices@dbs.gsi.gov.uk)

Web: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Care Quality Commission (CQC).

Telephone No: 03000 616161. E-mail: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Web: <http://www.cqc.org.uk/>

CSAS – Catholic Safeguarding Advisory Services

Telephone No. 020 7901 1920 E-mail: [admin@csas.uk.net](mailto:admin@csas.uk.net)

**Scotland:**

Disclosure Scotland

Telephone No: 0870 609 600; E-mail: [info@disclosurescotland.co.uk](mailto:info@disclosurescotland.co.uk)

Web: <https://www.disclosurescotland.co.uk/>

Scottish Catholic Safeguarding Service.

Telephone No. 0141 3327177.

Web : [www.scottishcatholicsafeguarding.org.uk](http://www.scottishcatholicsafeguarding.org.uk)

**Safeguarding Policies in line with Congregational Safeguarding Policies.**

Each country outside of the UK will put their specific Safeguarding Statements as an appendix to this Congregational Safeguarding Policy & Procedures document.

The safeguarding policies in all countries where the Sisters of the Sacred Hearts of Jesus and Mary work must be consistent with the Congregational Safeguarding Policy. Therefore, the policies will be reviewed by the Congregational Safeguarding Coordinator to ensure that there is no difference in core policies, bearing in mind the different requirements of the various countries in which the Sisters are working.

**Policies specific to each local place and to each country.**

The following policies which are specific to each place/country must be attached to this document.

If you are missing one them please contact your Link Coordinator who can provide a template from another place for you to adapt to your conditions/circumstances.

Local Child Protection Policy

Code of Conduct.

Staff Conduct Rules Associated with Pupil Contact.

Policy on school trips and holidays

Policy on discriminatory behaviour

Internet safety or e-safety policy.

Local Child Protection Policy.

Behaviour policy.

Anti-bullying policy.

Acceptance of Safeguarding Policy and Associated Documents.

Please sign below to acknowledge that you have been given a copy of the policy and associated documents and confirm that you will read these and bring to the attention of your manager or the local safeguarding officer if you have any questions or queries.

Document.	I acknowledge receipt of the document Signed:	Date:
Congregational Safeguarding Policy and Procedures 2015	.....	.....
Code of Conduct including Dress Code	.....	.....
Safe Use of the Internet Policy	.....	.....

