



Bishops' Conference of Scotland  
**SCOTTISH CATHOLIC  
SAFEGUARDING SERVICE**

**AWARENESS AND SAFETY  
IN OUR CATHOLIC COMMUNITIES**

# **Safeguarding Welcome Guide**



April 2012

**Information Line: 0141 353 1177**  
**[www.scottishcatholicsafeguarding.org.uk](http://www.scottishcatholicsafeguarding.org.uk)**

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## **Welcome**

Welcome to the *'Awareness and Safety in our Catholic Communities'* Safeguarding Welcome Guide.

This booklet is for you if you work with children or adults at risk. It explains what to do and whom to contact if you have concerns about a child/adult.

**"Your work ... has made a vital contribution to the promotion of safe environments for young people. It helps to ensure that the preventative measures put in place are effective, that they are maintained with vigilance, and that any allegations of abuse are dealt with swiftly and justly ... It is deplorable that, in such marked contrast to the Church's long tradition of care for them, children have suffered abuse and mistreatment at the hands of some Priests and Religious. We have all become much more aware of the need to safeguard children, and you are an important part of the Church's broad-ranging response to the problem."**

[Holy Father's address to safeguarding professionals 18th September 2010]

These words used by The Holy Father during his visit to the UK lie at the heart of the Church's safeguarding approach.

The Church's Policy Statement is:

**"The Catholic Church in Scotland is concerned with the lives, safety, wholeness and well-being of each individual person within God's purpose for everyone.**

**It seeks to safeguard the welfare of people of all ages who are involved in whatever capacity with the Church and its organisations.**

**As a Church community, we accept that it is the responsibility of all of us, ordained, professed, paid and voluntary members, to work together to prevent the physical, sexual, emotional abuse or neglect of children, young people and adults at risk."**

The Gospel proclaims that it is the responsibility of everyone in the Church to prevent harm, be it physical, sexual or emotional and we will always seek to reduce risk. The Church's commitment to safeguarding reminds us that God cares passionately about the welfare and well-being of all people.

Many aspects of safeguarding are identical, whether for children or adults at risk; however, as there are some issues specific to one or other group, volunteers are urged to read the section appropriate to them with care. The first section of this guidance covers child protection, the second adult protection.

CHILD  
PROTECTION

## 1. Introduction

Without people like you, the Church's work among children and young people would not be possible.

The purpose of this booklet is to give you basic information to help you:

- *keep the children and young people you work with and yourselves safe from harm, and*
- *know what to do if you have concerns about a child or young person.*

Please speak to your Parish Safeguarding Co-ordinator for further information.

The Bishops' Conference of Scotland has appointed:

- **Jackie McCaig**  
National Co-ordinator  
Scottish Catholic Safeguarding Service  
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to co-ordinate the development of safeguarding policies.

## 2. Useful Telephone Numbers

This page is for you to record telephone numbers that you might need in the future.

### Contact Names/Numbers

The Leader of my Group is: .....

.....

Parish Safeguarding Co-ordinator:  
in my Church .....

.....

Members of Clergy: .....

.....

.....

Diocesan Safeguarding Adviser: .....

**National Information Line: 0141 353 1177**

National Co-ordinator: 0141 332 7177

PA to National Co-ordinator: 0141 332 7177

Police: .....

.....

Social Work Services: .....

.....

SCSWIS – Care Inspectorate: .....

### **3. Induction**

To demonstrate that the work of volunteers with children is valued highly, the Catholic Church operates a robust recruitment and selection procedure.

The following checklist shows what should be covered during that period:

- *an interview has taken place with details of the role description agreed;*
- *a role description has been signed and there is a clear understanding of the role and whom to report to;*
- *an application/personal details form has been completed and references taken up;*
- *a self-declaration form has been completed and the applicant has applied for PVG Scheme membership.*

A probationary period will follow during which people will be guided and supported in their work with children:

- *People know where they will be working and where the resources are.*
- *Everyone has been made aware of the Church's safeguarding policies and procedures (available at [www.scottishcatholicsafeguarding.org.uk](http://www.scottishcatholicsafeguarding.org.uk)).*
- *Everyone has received a 'Summary of Good Practice for Paid and Voluntary Workers' card.*
- *Everyone has been introduced to children, parents, carers and colleagues as appropriate.*
- *There are regular meetings offering support and supervision to enable people to discuss work and roles.*
- *Everyone will have received relevant training before taking up post.*

**Good safeguarding practice.**

**'ENSURE SAFE RECRUITMENT AND SELECTION'**



## **4. What is Safeguarding About?**

### **4.1 The Code of Good Practice**

#### ***Mission Statement***

"The Catholic Church in Scotland is concerned with the lives, safety, wholeness and well-being of each individual person within God's purpose for everyone.

It seeks to safeguard the welfare of people of all ages who are involved in whatever capacity with the Church and its organisations.

As a Church community, we accept that it is the responsibility of all of us, ordained, professed, paid and voluntary members, to work together to prevent the physical, sexual, emotional abuse or neglect of children, young people and adults at risk."

The Poster containing the Mission Statement should be displayed in all Parishes.

#### ***Why Do We Need a Code of Good Practice?***

The Catholic Church has a special regard for and mission to children and young people. Everyone has a responsibility to put the needs of children/young people first and every Parish needs to set an example by safeguarding the children/young people with whom it comes into contact. Legislation concerning safeguarding requires that the Church must show that all reasonable steps have been taken to create a safe environment for children, young people and Church workers.

#### ***What Does the Code Aim to Achieve?***

The Code of Good Practice helps to ensure:

- *all our Parishes work to develop safe and nurturing environments for all;*
- *safe recruitment procedures allow only those people suitable to work with children and young people to be appointed;*
- *leaders and volunteers know what to do if they see or hear something that makes them concerned about the safety of a child or young person;*
- *the Church has a clear referral process and everyone feels supported and valued in their work.*

## **4.2 Building Good Relationships**

The expectation of all who provide and receive care in our Church today should be to feel loved and safe.

Our aim should be to build easy, open and trusting relationships, i.e.:

- *Do we listen to children/young people, get to know them and act as good 'role models'?*
- *Do we put them in touch with the right people if they have difficulties or problems?*
- *Do we respect and value others, and how does this show itself in our behaviour?*
- *Do we feel respected and valued by others while working within the Church?*

Creating a safe and nurturing environment for everyone is our duty.

### 4.3 Health and Safety

Keeping children and young people safe is about being aware of and minimising risk. It is everyone's job to make sure that health and safety is a priority. You may want to consider the following:

- (1) *Do you know where the fire exits and extinguishers are; have you been involved in any fire drills?*
- (2) *Do you have easy access to a telephone for emergencies?*
- (3) *Do you know where the First Aid Box is and who the First Aiders are; is there an accident report book?*
- (4) *If a child/young person is injured during a Church activity, who is responsible for informing the parents and what procedures are in place for doing this?*
- (5) *Do you know if any children/young people in your group have special medical needs? (e.g. insulin)*
- (6) *Do you obtain the written permission of parents for activities?*
- (7) *Are parents well informed about drop-off and collection arrangements – do you ask them not to leave their children/young people until they are sure the leaders have arrived?*
- (8) *Do you check the premises and equipment regularly to ensure they are safe? Are there areas of the Church and buildings out of bounds to children/young people that require a higher level of supervision?*
- (9) *Do you monitor who enters and leaves the hall?*
- (10) *Are cleaning materials child-proof and safely stored away?*
- (11) *Are the toilets well lit and is the water at a reasonable temperature, so as not to scald?*

**If you have any concerns about health and safety issues, report them to your Parish Safeguarding Co-ordinator.**

#### 4.4 Hugging and Touching

We are often led to believe that physical contact between an adult and a child is unacceptable and must be avoided; this is not the case.

- *Touch should be related to the child's/young person's needs and not the adult's.*
- *Keep everything public – a hug in the context of a group is very different from a hug behind closed doors.*
- *If a child/young person is upset, you may comfort them.*
- *How you comfort a child/young person depends on how old the child is and the context.*
- *Touch can demonstrate love and care, providing reassurance when needed.*
- *It is inappropriate and unwanted physical contact that must be avoided.*
- *Children/young people are entitled to privacy to ensure personal dignity.*
- *When giving first aid or, for example, applying sun cream, encourage the child/young person to do what they can manage themselves but consider the child's/young person's best interests and give appropriate help where necessary.*

#### 4.5 Supporting a Worried Child/Young Person

Children and young people sometimes need to talk about things that are bothering them. When they do, they need a safe place and a safe person to share their worries with.

To ensure confidentiality without compromising your own or the child's safety, tell another adult where you are going and why.

#### 4.6 Unforeseen Circumstances

Although it may occasionally be necessary and helpful for you to speak with a child alone, it is good practice, as far as possible, not to be regularly left alone in charge of a group. This is to ensure that your care and safety needs, and those of the children and young people, are met appropriately.

When considering adult/child ratios, you should consider:

- *the nature and location of activities;*
- *the age range of the children/young people;*
- *the behavioural and emotional needs of the children/young people;*
- *what would happen in the event of a child/young person or worker becoming ill or having an accident.*

Check the manual '**Awareness and Safety in our Catholic Communities**' (Section 4) for guidance on adult : child ratios.

#### 4.7 Transport Arrangements

Parents may be able to make their own arrangements for transporting their children/young people to events.

If it is necessary to provide transport, make sure that:

- *there is a minimum of two adults in the vehicle;*
- *parental consent has been given and collection arrangements are agreed;*
- *children/young people must sit in the rear seats of the vehicle and wear seatbelts;*
- *car seat legislation is complied with.*

There is a transport permission form in the '**Awareness and Safety in our Catholic Communities**' manual (Section 8).

#### **4.8 Intimate Care Needs**

The management of all children and young people with intimate care needs must be carefully planned.

Intimate care that involves helping with toileting, nappy changing, washing or the administration of medicine must always be discussed with the parents/carers of the child/young person. No child/young person should be attended to in a way that causes distress or embarrassment. A child's/young person's right to privacy should be respected.

You must endeavour to undertake only those tasks that the child/young person is clearly unable to do him/herself.

#### **4.9 Guidance and Support**

*During your probationary period you will be supported by your Parish Priest/Parish Safeguarding Co-ordinator and offered opportunities to discuss your work and your feelings about it.*

Regular get-togethers for all those volunteering will provide supervision, support and the opportunity to air ideas and views.

## **5. When Things Are Not As They Should Be – Children and Young People Can Suffer Abuse in Many Ways**

### **5.1 Definitions of Abuse**

(i) **Physical**

Actual or attempted physical injury to a child.

(ii) **Sexual**

Any child may be deemed to have been sexually abused when any person(s) by design or neglect exploits a child directly or indirectly in any activity intended to lead to the sexual arousal or other forms of gratification of that person(s).

(iii) **Emotional**

Failure to provide for the child's basic emotional needs so as to have a severe effect on the behaviour and development of the child. Includes taunting, shouting, ridiculing, negative criticism, threats or verbal attacks.

(iv) **Neglect**

Failing to provide for the child's basic needs for food, warmth, clothing, emotional security, physical safety and well-being.

(v) **Non-organic failure to thrive**

Children who significantly fail to reach normal growth and developmental milestones where physical and genetic reasons have been medically eliminated. This may result from inadequate diet, lack of emotional support or lack of physical care.

In addition, children can also find themselves in abusive situations caused by, for example:

- **drug/alcohol abuse;**
- **domestic abuse;**
- **bullying;**
- **verbal abuse.**

## 5.2 Bullying

Bullying is a big fear for many children and young people and can destroy their happiness, well-being and self-esteem.

Bullying hurts – no-one deserves to be a victim of bullying.

These are ways in which children and young people have described bullying:

- *being called names or teased;*
- *being pushed or pulled about;*
- *being hit or attacked;*
- *having your possessions taken and thrown around;*
- *having rumours spread about you;*
- *being ignored and left out;*
- *being forced to hand over money or possessions;*
- *being attacked because of your religion or colour.*

Cyber bullying is when a child is tormented, humiliated, threatened, harassed or otherwise targeted by another child using the internet or mobile telephones. We need to teach children not to stand silently by while others are being sent hurtful e-mails or text messages.

If bullying does occur, children/young people should be encouraged to tell and be confident that incidents will be dealt with promptly and effectively.

If a child/young person tells you that he/she is being bullied:

- *take time to listen;*
- *take what has been said seriously;*
- *reassure that he or she is right to tell;*
- *let the child/young person know what you are going to do next;*
- *address any concerns about the child's/young person's safety;*
- *contact the person to whom you are responsible to discuss the matter fully.*

Eliminating bullying is the responsibility of all of us working together. In all our activities children and young people will be encouraged to be polite, helpful and considerate to others.

## 5.3 Who is a Child?

The Law in Scotland defines a 'child' as anyone under 16 years of age at the time when an offence or alleged offence took place. In certain circumstances, such as children with additional needs or children subject to supervision requirements, the upper age limit for protecting from abuse may be extended to 18 years. However, in the Church we are concerned about the safety and well-being of all people, regardless of age.



#### **5.4 Who Causes Harm?**

There is no stereotype. In many cases, the person who causes harm is known to and often trusted by the child or young person.

#### **5.5 Where Does It Happen?**

In the home, at school, in Church or anywhere where children and young people spend their time.

#### **5.6 To Whom Does It Happen?**

To children and young people of any age, sex, ethnicity, sexual orientation or disability.

#### **5.7 Effects of Harming a Child or Young Person**

It is important to recognise the extremely damaging and often lasting effect on children/young people of serious abuse. This is true irrespective of the nature of the abuse, as child abuse is not limited to sexual acts but includes physical injury, emotional abuse and neglect. The effects can be short or long term and can include:

- *behavioural problems;*
- *relationship difficulties;*
- *educational problems;*
- *mental health problems;*
- *drug and alcohol problems;*
- *suicide and other self-harm;*
- *in extreme cases, death.*

Children/young people can be helped – it's the job of everyone who works with children/young people to recognise the possible signs of abuse so that any child/young person who has been badly treated is given help to recover.

## 5.8 Signs and Indicators

*You must never attempt to decide whether a child/young person has been subjected to abuse; leave it to the professionals.*

You may find yourself in a position to notice changes in a child/young person. These changes might be physical injuries or symptoms of abuse such as unusual behaviour or signs of distress.

Considering the following may prove to be helpful:

- *Is the injury minor, superficial, treated and easily explained?*
- *Is the child/young person constantly hungry, tired or with poor personal hygiene?*
- *Is the child/young person often late, absent or frequently not collected from activities?*
- *Does the child/young person play out sexual acts in too knowledgeable a way with other children/young people?*
- *Does the child/young person hint about secrets they cannot tell?*
- *Has the child/young person started lying, stealing, blatantly cheating, or having unexplained sources of money?*

A knowledge of indicators of abuse can help to alert you to the possibility that a child/young person could have experiences of abuse.

However, whilst you must remain vigilant, it is important to keep an open mind. You have to consider that child abuse could be one of several explanations for behaviour that causes concern.

**If you have any concerns about a child, you must seek help and advice. See the Church's Referral System on page 19.**

## 6. Responding to Allegations/Concerns of Abuse

### 6.1 Listen, Record, Refer

When a child/young person is disclosing details of abuse it is important that you know how to respond.

***If a child or young person wants to talk about abuse:***

- listen with care and let the child or young person talk;
- take what is said by the child or young person seriously;
- reassure that he or she is right to tell;
- affirm the feelings as expressed by the child/young person;
- do not give a guarantee of confidentiality or secrecy;
- do not ask leading questions and/or push for information;
- ask open-ended questions that seek to clarify information;
- do not prejudge, dismiss, minimise or express opinion;
- remain neutral;
- avoid displaying emotions as this may hinder the child/young person from giving further information;
- do not introduce personal or third-party experiences of abuse;
- let the child/young person know what you are going to do next, and that you need to tell someone else;
- explain that you will only tell people whose job it is to keep children/young people safe.

#### **DO NOT INVESTIGATE.**

**6.1.1 Record** as soon as possible. Write down everything the child/young person has said to you using the child's/young person's own words. (A recording form for this purpose is in the *'Awareness and Safety in our Catholic Communities'* manual (Section 5). The key features of your record are that it should be **accurate, objective, concise, immediate, dated, signed and confidential.**

### 6.1.2 Refer

Report what you have heard or seen to the Diocesan Safeguarding Adviser (or, if unavailable, to the person to whom you are responsible, i.e. Parish Priest/Parish Safeguarding Co-ordinator). In an emergency situation, where you have immediate concerns for the safety of the child/young person, you **must** contact the Police/Social Work Services/Medical Services direct (see the Church's Referral System on page 19).

Keep what you have heard or seen confidential between yourself, the child/young person and the person to whom you have reported your concerns.

Seek support for yourself. It is recognised that dealing with concerns or allegations relating to child abuse can be stressful. Speak to your Group Leader/Parish Priest or Diocesan Safeguarding Adviser.

Parish (Tel. No.) .....

Diocesan Office (Tel. No.) .....

Diocesan Safeguarding Adviser's Name .....

National Office (Tel. No.) **0141 353 1177**

### 6.2 Helpful Responses

- You were right to tell.
- Thank you for telling me.
- You were brave to tell.
- Do you want to tell me anything else?
- It is not your fault.
- I will talk to ..... who will know what to do.
- It is okay to feel .....

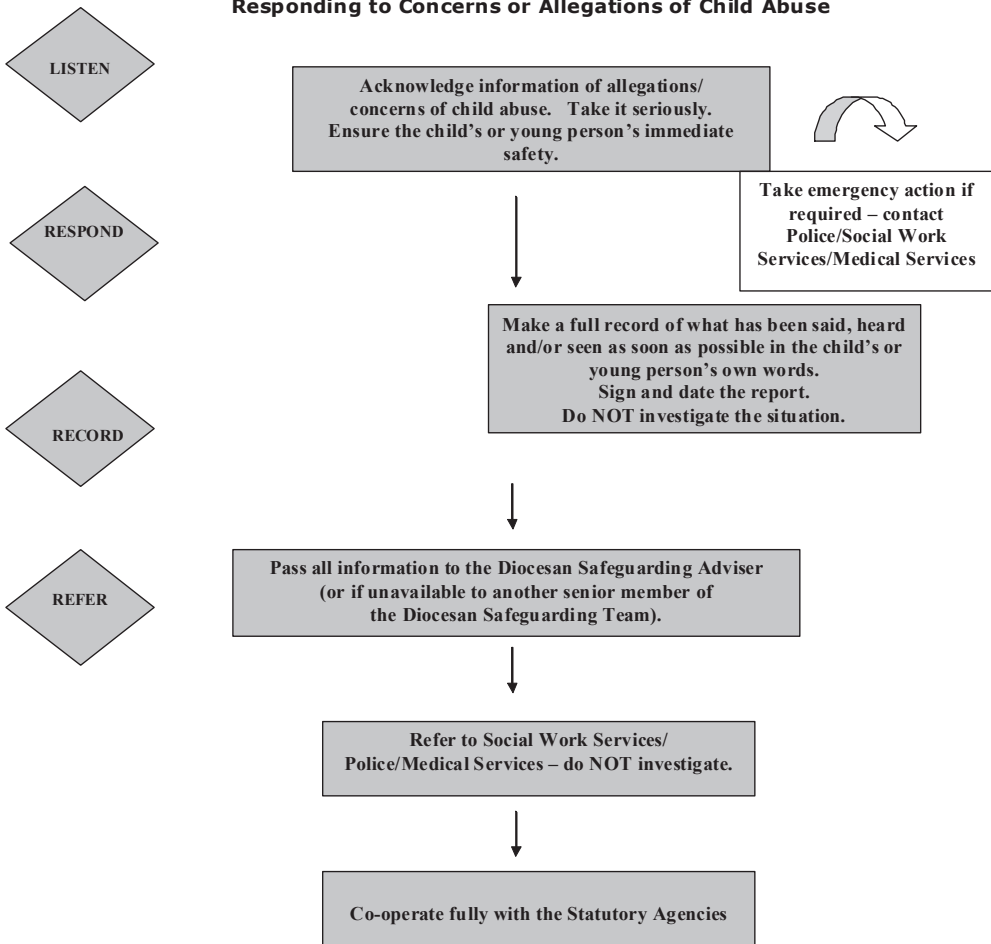
### 6.3 What to Avoid Saying

- That is shocking!
- That can't be true!
- Did he touch .....?
- Did it happen in .....?
- Why didn't you say before?
- Don't tell anyone.
- This is really serious.
- Are you sure?
- Did your Dad do this?
- I won't tell anyone.
- Why did you let him do that?
- What did you do/say?
- What were you wearing?

#### 6.4 Why You Must Not Investigate

- Social Work Services and the Police have the statutory responsibility to undertake investigation of child protection enquiries.
- Referral to the Police and Social Work Services must be made immediately.
- Failure to do so leaves the potential for subsequent abuse of children/young people.
- You are not trained/authorised in your role as a volunteer in the Church. You must remember that in Church situations you must follow the Church's policy, which is to refer, **not** to investigate.
- Knowing the individuals involved can sometimes hinder the helper and prevent constructive support being given.
- Confronting an alleged abuser can provoke him/her to further action.
- The person causing harm may have the opportunity to construct a false alibi or could 'disappear'.
- The child/young person may become confused or distressed if asked to retell and review their disclosure. A child/young person who presents confusing information will not be thought capable of presenting well in court.
- Physical evidence may be lost.

## 6.5 The Catholic Church's Referral System



## **7. What Next?**

- (1) Check what you have understood from this booklet – there are some questions on the following pages to help you.
- (2) Read the Summary Card again.
- (3) Attend Safeguarding Training. Speak to your Parish Safeguarding Co-ordinator for details of an event near you.

### ***Finally ...***

- Enjoy your ministry with children/young people in the Church.
- If you have any questions, worries or concerns, speak to your Group Leader/Parish Priest/Parish Safeguarding Co-ordinator/Diocesan Safeguarding Adviser.
- Use and follow the procedures.



## 8. Question and Answer Explanations

**Now check what you have understood.** Put a cross/tick next to the answer that you think is correct. To check your answers and find out why an answer is correct, refer to the explanations in the next section.

**1. The Church has a Safeguarding Policy because:**

- (a) It distrusts everyone who wants to work with children.
- (b) Everyone has one these days.
- (c) It values children's ministries.

**2. Safeguarding in the Church is about:**

- (a) Catching child abusers.
- (b) Creating safe and nurturing environments for children, young people and adults.
- (c) Having a written policy.

**3. Health and Safety is the responsibility of:**

- (a) Everyone.
- (b) The person in charge of the group.
- (c) The Parish Safeguarding Co-ordinator.

**4. It is okay to cuddle a child/young person:**

- (a) When you need cheering up.
- (b) If they are hurt/upset and you ask if they would like a hug
- (c) Because you particularly like this child.

**5. If a one-to-one situation with a child is unavoidable, you:**

- (a) Refuse to talk to the child without another adult present.
- (b) Ask another child to witness the discussion.
- (c) Ensure another adult knows where you are and why.

**6. If a child has a toilet “accident”, you:**

- (a) Wait for the child’s parents to arrive.
- (b) Call across the room to your colleague to let them know what has happened and where you are taking the child to change their clothes.
- (c) Discreetly let another adult know that you are taking the child to the toilet to change their clothes.

**7. A child tells you that his best friend in the group is calling him names. He says this is the first time it has happened. You:**

- (a) Reassure him that he has done the right thing by telling you and, at the appropriate time, have a quiet word with the culprit.
- (b) Tell him not to be a tell-tale.
- (c) Report the incident to the Parish Safeguarding Co-ordinator.

**8. A 17 year old in your youth group tells you she has been hit by another girl in the group, you:**

- (a) Reassure her that she had done the right thing by telling you, but regret you are unable to do anything because she is no longer legally a child.
- (b) Reassure her and ask her what help and support she needs.
- (c) Record the incident in a confidential log-book, but do nothing.

9. **Who is more likely to harm a child?**

- (a) Someone the child knows well and trusts.
- (b) A stranger.
- (c) An acquaintance.

10. **People who harm children come from a wide variety of social and intellectual backgrounds.**

- (a) True.
- (b) False.
- (c) Only people from “poor” areas abuse children.

11. **A normally outgoing child has become withdrawn and moody and appears at the group with a large bruise on his leg. You:**

- (a) Tell his parents he is being abused when they come to collect him.
- (b) Do nothing but go to bed that night worrying about the child.
- (c) Record your observations and report them to your Group Leader/Parish Priest/Parish Safeguarding Co-ordinator/Diocesan Safeguarding Adviser.

12. **A 13 year old in your group tells you her father has been hitting her every night for the last week. How do you respond?**

- (a) That’s dreadful! We’ll have to go to the police.
- (b) Thank you for telling me; you’ve done the right thing. I will have to speak to the people whose job it is to protect children; they will know what to do.
- (c) I know your Dad; he is a nice man. I’m sure he wouldn’t do something like that unless he was provoked.

**13. If you observe a colleague behaving inappropriately towards a child, you must:**

- (a) Do nothing; nobody in the Church would deliberately harm a child.
- (b) Follow the Church's referral procedure.
- (c) Try to reason with the person concerned.

**14. If you receive an allegation about an adult, or about yourself, you must:**

- (a) Leave it for a while to see if it blows over.
- (b) Record the facts and follow the Church's referral procedure.
- (c) Try to reason with the person concerned.

**15. In urgent cases, where you are worried about the immediate safety of a child, you should first:**

- (a) Report to the person to whom you are responsible.
- (b) Ask a colleague for advice.
- (c) Contact your local Social Work Services/Police.

**16. When should you NOT share your concerns with parents?**

- (a) If the child is upset.
- (b) If you think it could put the child at greater risk.
- (c) You must always share your concerns with parents.

17. **Why should you NOT investigate any concerns you have about a child?**

- (a) What other people do is none of your business.
- (b) You could be wrong and upset the family.
- (c) You are not trained/authorised in your role as a children's worker in the Church.

## ***Answer Explanations***

1. (c) **The Church has a Safeguarding Policy because it values children and those who work with them.** *The Code of Good Practice* was not introduced to undermine trust or create suspicion, but to help ensure that the trust is honoured.
2. (b) **Safeguarding in the Church is about creating safe and nurturing environments for children, young people and adults.** We want to create an environment where the risks of accident and harm are minimised and a place where those who have been harmed will be listened to and believed.
3. (a) **Health and Safety is the responsibility of everyone.**
4. (b) **It is okay to cuddle a child/young person if they are hurt/upset and you ask if they would like hug.** Even a baby who can't yet speak can give an indication through non-verbal communication whether a cuddle is welcome.
5. (c) **If a one-to-one situation with a child is unavoidable, you ensure another adult knows where you are and why.**
6. (c) **You must respect a young person's right to privacy.**
7. (a) **You reassure him that he has done the right thing by telling you and, at the appropriate time, have a quiet word with the culprit.** Calling people names is not acceptable behaviour and this has to be made clear. You will want to keep an eye on the situation and make sure that this is only a 'one-off' and not evidence of bullying. If the situation develops, you would want to discuss with your colleagues how to address the issue within the group and let the Parish Safeguarding Co-ordinator know what has happened and what you propose to do about it.
8. (b) **You are in a position of trust and the young person obviously feels the need to confide in you.** She may only want someone to listen to her, but she may want you to help her and take action. You should record the incident and report to the Parish Safeguarding Co-ordinator in case the situation worsens.
9. (a) **In almost all cases, the person who causes harm is known to and often trusted by the child.**
10. (a) **People who harm children come from a wide variety of social and intellectual backgrounds; there is no stereotype.**
11. (c) **It is your responsibility to record your observations and pass your concerns to the person to whom you are responsible.** It is not your responsibility to diagnose or investigate.

12. (b) **You say, 'Thank you for telling me; you've done the right thing. I will have to speak to the people whose job it is to protect children; they will know what to do'.** You may be shocked by what you hear, but you must try not to show it to the child and you must not allow your personal knowledge of someone to cloud the issue.
13. (b) **If you observe a colleague behaving inappropriately towards a child, you must follow the Church's referral procedure.** Although it may be difficult, your first responsibility is to protect the child.
14. (b) **If you receive an allegation about an adult, or about yourself, you must record the facts and follow the Church's referral procedure.** Even if you don't believe what you hear, you must still follow the referral procedure.
15. (c) **In urgent cases, where you are worried about the immediate safety of a child, you should first contact your local Police and ask for the Public Protection Unit.** This department will consist of both Social Workers and Police Officers.
16. (b) **You should NOT share your concerns with parents if you think it could put the child at greater risk.** It is the responsibility of the child protection authority to inform the parents.
17. (c) **You should NOT investigate any concerns you have about a child because you are not trained/authorised in your role as a children's worker/volunteer in the Church.** Your responsibility is to refer any concerns you may have to someone who is trained and authorised to investigate. Do not ask for more information – if you question the child, it could jeopardise any future enquiry.

## **9. Safeguarding in the Catholic Church**

The National Co-ordinator for the Bishops' Conference of Scotland:

- *continues the development of safeguarding policies and procedures to ensure best practice in preventing harm or abuse to children and adults at risk. The Church makes a timely and appropriate response when an allegation or a concern arises;*
- *works with the Diocesan Safeguarding Advisory groups to ensure that the Catholic Church's Policy is implemented;*
- *facilitates training in safeguarding of children's workers, co-ordinators and all those in ministry by offering training sessions;*
- *develops resources relating to safeguarding;*
- *provides support, advice and guidance;*
- *liaises with other Church denominations, statutory bodies and other voluntary organisations.*



ADULT  
PROTECTION

## 10. Introduction

Without people like you, the Church's work among adults at risk would not be possible.

The purpose of this booklet is to give you basic information to help you:

- *keep the adults you work with and yourselves safe from harm, and*
- *know what to do if you have concerns about an adult at risk.*

The specific objectives are to identify:

- *what harm is and how the different types of harm might be recognised;*
- *where harm might take place and who might harm;*
- *why harm might occur and to whom;*
- *how harm can be prevented;*

and to ensure that you know what procedures to follow if you have concerns about an adult at risk.

Please speak to your Parish Safeguarding Co-ordinator for further information.

The Bishops' Conference of Scotland has appointed:

- **Jackie McCaig**  
National Co-ordinator  
Scottish Catholic Safeguarding Service  
274 Bath Street  
Glasgow  
G2 4JR

Tel. No.       0141 332 7177  
Fax No.       0141 353 1177  
E-mail:       jmccaig@scottishcatholicsafeguarding.org.uk  
Web:           www.scottishcatholicsafeguarding.org.uk

with administrative support provided by:

- **Mary Stein**  
PA to National Co-ordinator  
Scottish Catholic Safeguarding Service  
274 Bath Street  
Glasgow  
G2 4JR

Tel. No.       0141 332 7177  
Fax No.       0141 353 1177  
E-mail:       mstein@scottishcatholicsafeguarding.org.uk  
Web:           www.scottishcatholicsafeguarding.org.uk

to co-ordinate the development of safeguarding policies.

## 11. Useful Telephone Numbers

This page is for you to record telephone numbers that you might need in the future.

### Contact Names/Numbers

The Leader of my Group is: .....

Parish Safeguarding Co-ordinator  
in my Church: .....

Members of Clergy: .....

Diocesan Safeguarding Adviser: .....

**National Information Line: 0141 353 1177**

National Co-ordinator: 0141 332 7177

PA to National Co-ordinator: 0141 332 7177

Police: .....

Social Work Services: .....

SCSWIS – Care Inspectorate: .....

## **12. Induction**

To demonstrate that the work of volunteers with adults at risk is valued highly, the Catholic Church operates a robust recruitment and selection procedure.

The following checklist shows what should be covered during that period:

- *an interview has taken place with details of the role description agreed;*
- *a role description has been signed and there is a clear understanding of role and whom to report to;*
- *an application/personal details form has been completed and references taken up;*
- *a self-declaration form has been completed and the applicant has applied for PVG Scheme membership.*

A probationary period will follow during which people will be guided and supported in their work with adults at risk:

- *People know where they will be working and where the resources are.*
- *Everyone has been made aware of the Church's safeguarding policies and procedures (available on [www.scottishcatholicsafeguarding.org.uk](http://www.scottishcatholicsafeguarding.org.uk)).*
- *Everyone has received a 'Summary of Good Practice for Paid and Voluntary Workers' card.*
- *Everyone has been introduced to adults at risk, carers and colleagues as appropriate.*
- *There are regular meetings offering support and supervision to enable people to discuss work and roles.*
- *Everyone will have received training before taking up post.*

**Good safeguarding practice.**

**'ENSURE SAFE RECRUITMENT AND SELECTION'**

## **13. Adult Protection**

### **13.1 The Code of Good Practice**

#### ***Mission Statement***

“The Catholic Church in Scotland is concerned with the lives, safety, wholeness and well-being of each individual person within God’s purpose for everyone.

It seeks to safeguard the welfare of people of all ages who are involved in whatever capacity with the Church and its organisations.

As a Church community, we accept that it is the responsibility of all of us, ordained, professed, paid and voluntary members, to work together to prevent the physical, sexual, emotional abuse or neglect of children, young people and adults at risk.”

The Poster containing the Mission Statement should be displayed in all Parishes.

#### ***Why Do We Need a Code of Good Practice?***

To ensure that all adults have the right to be safe, secure and protected from all forms of harm, neglect and exploitation.

The Church recognises the personal dignity and rights of those who are at risk of harm to whom the Church has a special duty of care.

It is vital for those involved in working with vulnerable groups in the Catholic Church to have an understanding of the nature and impact of harm in the lives of those who are vulnerable and knowledge about the extent of such harm.

We recognise that some adults may be at risk due to their age, disability, mental health problems or general poor health, and may need protection to ensure their rights are maintained.

No type or level of harm is acceptable.

### 13.2 Who is an Adult at Risk of Harm?

All adults may be at risk from time to time. You may come into contact with people who are at risk of harm. For example, people with limited or no verbal communication may be particularly vulnerable as they may have difficulty sharing their distress with people who could help them.

An individual who may be at risk:

- *is elderly and frail;*
- *has a mental health problem including dementia or a personality disorder;*
- *has a physical or sensory disability;*
- *has a severe physical illness;*
- *is a substance misuser;*
- *is an unpaid carer;*
- *is homeless, displaced or exploited;*
- *has a learning disability.*

The presence of a disability or age alone does not signify that adults are necessarily at risk, i.e. unable to protect themselves from harm and exploitation.

There are many definitions of adults who are at risk of harm. For the purposes of PVG Scheme application (criminal record check), everyone who is in receipt of a caring service could be at risk of harm.

People at risk of harm are a diverse group.

## 14. Harm

### 14.1 What is Harm?

Harm is the term used when speaking about adult protection.  
Harm is the violation of an individual's human and civil rights by any person or persons.

Definitions are varied. Harm means different things to different people.

Harm may:

- *consist of a single act or repeated acts;*
- *be physical, verbal or psychological;*
- *be an act of neglect or omission to act;*
- *occur when a person is persuaded to enter into a financial arrangement or sexual relationship to which they have not or could not have consented;*
- *occur within a relationship where there is an expectation of trust.*

Harm involves elements of power imbalance, exploitation and the absence of full consent.

Harm is often divided into different forms or types. Harm can be emotional, physical, financial, sexual and/or institutional. Neglect also constitutes harm. There can be overlap amongst the types of harm. People who suffer physical harm can also be neglected and/or sexually harmed. Different forms of harm are often accompanied by emotional harm. It can be difficult to separate the categories as some indicators (e.g. low self-esteem) are common to all forms of harm.

**Harm detracts from the dignity of the person.**

## 14.2 Types and Forms of Harm

These descriptions are the most common.

### 14.2.1 PHYSICAL HARM

The deliberate infliction of pain, physical harm or injury, for example:

- *hitting;*
- *slapping;*
- *punching;*
- *pushing;*
- *kicking;*
- *hair pulling.*

Indicators include:

- *bruising;*
- *a history of unexplained falls and/or minor injuries;*
- *fractures not consistent with falls or explanations of the injury.*

### 14.2.2 SEXUAL HARM

Sexual harm is the performance of any act with a sexual content to which an individual has not given consent, or could not consent, or was pressurised into consenting to, and may include:

- *rape or sexual assault, fondling or inappropriate touching;*
- 
- *sexual innuendos, offensive or suggestive language;*
- 
- *sexual activity or viewing sexually explicit materials.*

Indicators include:

- *unexplained behaviour change – becoming aggressive, withdrawn, moody;*
- *unwillingness to be with a particular person;*
- *signs that will be apparent only to medical or nursing staff, or someone entrusted with personal care.*



### 14.2.3 PSYCHOLOGICAL AND EMOTIONAL HARM

Psychological and emotional harm is any pattern of behaviour by another person that results in psychological harm to an individual, and may include:

- *threats of harm or abandonment, insults, ridicule, bullying, enforced isolation, deprivation of contact, lack of privacy or choice;*
- *denial of dignity;*
- *harassment, verbal abuse;*
- *abusive texting/hurtful e-mails;*
- *withdrawal from services or supportive networks.*

Indicators include:

- *strain within the relationship;*
- *signs that the abuser acts differently with another person present than when alone with the individual;*
- *an air of silence in the home when the alleged abuser is present;*
- *a general lack of consideration for the needs of the individual;*
- *refusal to allow the individual an opinion of their own.*

#### 14.2.4 FINANCIAL OR MATERIAL HARM

Financial or material harm is the misappropriation of the funds, theft or misuse of property of an adult at risk, and may include:

- *misuse of finances, property or possessions;*
- *theft or fraudulent use of money;*
- *pressure in connection with wills, property, inheritance or financial transactions;*
- *misappropriation of money or goods.*

Indicators include:

- *situations where, despite having a personal income/pension, the individual is without money soon after its receipt, particularly where that person is not able to spend money without assistance;*
- *unexplained shortage of money despite a seemingly adequate income.*

We need to be aware that an allegation of misuse of property or misuse of finances might be a symptom of a person's increasing confusion or dementia. Such allegations should not be dismissed, but should be investigated.

### 14.2.5 NEGLECT AND ACTS OF OMISSION

Neglect and acts of omission may be deliberate or by default where the perpetrator is not able to provide the care needed and may not recognise the need for that care to be given. The carer may also be neglecting her/himself.

Indicators include:

- *persistent hunger, loss of weight, poor hygiene, inappropriate dress;*
- *consistent lack of supervision for long periods, especially during activities that hold danger for the individual;*
- *denial of religious or cultural needs;*
- *constant fatigue or listlessness;*
- *physical problems and medical needs that are not addressed;*
- *failure to provide access to appropriate health, social care or educational services;*
- *withholding the necessities of life, such as medication, adequate nutrition and heating;*
- *lack of access to appropriate communication supports or physical aids.*

### 14.2.6 DISCRIMINATORY HARM

Discriminatory harm can occur in many ways and frequently includes a combination of forms of harm. What differentiates it from the other categories is that the harm is motivated by prejudice and/or discrimination against the individual because he or she is perceived to belong to a specific group or groups. These may be:

- *age;*
- *gender;*
- *sexual orientation;*
- *race;*
- *religion;*
- *cultural background;*
- *disability.*

Abuse may include bullying, humiliation, harassment, slurs or similar treatment.

#### **14.2.7 INSTITUTIONAL HARM/POOR PRACTICE**

Institutions may develop practices that may intentionally or unintentionally cause harm to adults at risk. Institutional harm is harm that has become commonplace in a setting and that restricts the freedom of individuals, harms them or denies them human rights. This includes:

- *ignoring people's beliefs;*
- *expecting them to conform to the majority;*
- *disregarding special diets;*
- *providing a minimum 'standard' service and disregarding the individual needs of a person.*

#### **14.2.8 SPIRITUAL HARM/NEGLECT**

Spiritual harm is forcing people to accept religious ideas or values. Some adults may be more susceptible to suggestion. We need to take care when interpreting their wishes on spiritual matters.

Spiritual neglect is not providing access to spiritual development/services, etc.

### 14.3 Who Might Be the Perpetrator?

There is a very straightforward answer to this question. The perpetrators could be anyone – individuals, groups or organisations.

Individuals may be harmed by a wide range of people including relatives and family members, neighbours, friends and associates, carers, other adults at risk, members of the public or complete strangers.

People may also be harmed by Church members, whether voluntary – undertaking tasks on behalf of the Church with an adult at risk – or professional – a member of the clergy or other paid Church worker.

In almost all cases, the person who causes harm is known and often trusted by the adult at risk. Harm will sometimes be deliberate, but it may also be an unintended consequence of ignorance or lack of awareness, or arise from frustration or lack of support.

Relatives who are main carers often experience stress, distress, frustration and lack of respite from the caring role. This may lead to the unintended harm of the person for whom they are providing care.

**Relatives who are main carers may be more at risk of harm from the person for whom they are providing care. This harm is often endured for long periods, is unreported and unnoticed.**

*The image of the unknown 'stranger' being the biggest risk is far from accurate. People are much more at risk of harm from people they know.*

Harmful behaviour can range from an individual shouting disrespectfully at an elderly person to the Church having restricted access to toilet facilities, thereby preventing someone from participating in events that are important to their social, emotional and spiritual well-being. It is important to note that poor practice can constitute harmful practice.

#### 14.4 Other Circumstances Where Harm May Occur

Relationships where there is domestic abuse:

- *domestic abuse covers a wide range of physical, sexual, emotional and financial abuse of people who are or have been intimate partners, whether or not they are married or cohabiting. Domestic abuse can occur in any relationship and in all social groups, regardless of race, religion, social class or age;*
- *situations of fear where the individual may be afraid of the perpetrator;*
- *misuse of alcohol, drugs or substances.*

#### 14.5 Where Does Harm Occur?

Harm can take place in any environment, e.g. an individual's own home, a care setting, whilst on holiday, whilst out and about in the street, a public place, or in a social or Church setting.

#### 14.6 The Effects Of Harm

The impact of harm will vary from person to person. The consequences can be both physical and emotional.

The impact can have both short- and long-term effects.

Understanding the effects of harm is helpful in supporting those who have been harmed and in providing insight into reasons why people behave in particular ways.

One of the very negative attitudes towards those who are at risk can cruelly minimise this by statements such as, 'Well, he won't understand what's happened, so that's a blessing.'

## 14.7 Why Does Harm Occur?

There are many reasons why those who are at risk are harmed, and there is rarely a full answer to this question. However, research studies indicate that the following risk factors should be considered:

- *social isolation;*
- *poor-quality long-term relationship between the perpetrator and the person at risk;*
- *a pattern of family violence;*
- *the perpetrator is dependent on the person at risk for accommodation, financial and/or emotional support;*
- *the person who causes harm has a history of mental health/drug/alcohol problems.*

The likelihood of harm increases when those caring for or offering support to individuals who require services are inadequately trained, poorly supervised, have little support or work in isolation.

People who live alone are arguably at the greatest risk of harm.

## 15. What Are We Doing to Protect Adults At Risk?

As the saying goes '**prevention is better than cure**'.

Minimising the risk of harm is the responsibility of everyone who works with adults at risk.

Adults at risk have the right to:

- *the protection of the Law;*
- *be treated with respect and dignity;*
- *privacy;*
- *be able to choose how they lead their lives;*
- *have their rights upheld regardless of their ethnic origin, gender, sexuality, impairment or disability, age, religious or cultural background;*
- *their chosen language or means of communication.*

You may wish to consider the following:

- *Do you treat the individuals you are working with, with respect, referring to them by name?*
- *Do you act respectfully, for instance knocking before entering their room/house, asking permission to join them, and respecting their privacy and possessions?*
- *When visiting, do you use cards or letters of authority?*
- *Do you respect differences, their likes and dislikes?*
- *Do you respect dignity and feelings; ask about personal preferences, forms of address and how much help might be required?*
- *Do you take care over the language you use? For instance, do you promote positivity by using language that describes the person as having a physical, mental or learning disability, not being the disability?*
- *Do you use appropriate language and provide for those who do not have spoken language, i.e. sign language? Do you include everyone in conversation or question-and-answer sessions?*
- *Do you actively promote empowerment and the well-being of the individuals with whom you are in ministry through appropriate opportunities?*



For all adults who have vulnerabilities our aim should be to:

- *make the whole Church premises and serving areas accessible and welcoming, not simply for people who use wheelchairs, or have difficulty walking, but also for those who cannot hear or see everything, and for those who cannot ask for or read anything;*
- *think about appropriate forms of worship, and provide them;*
- *ensure clear sight lines to anything being presented for all, and consider the use of hearing loops in halls and meeting rooms where the people meet;*
- *remember the needs of carers;*
- *be aware that harm does happen. Create an informed listening, watching and caring culture with this in mind;*
- *ensure that people working for or on behalf of the Church, whether paid or unpaid, are properly prepared for their role.*

## **16. Support and Supervision**

Where there is, for example, a team of pastoral visitors, there should initially be training for new members and then regular meetings where issues are discussed with the member of clergy or the person leading the team. This should be supportive and include the condition of health, emotional state, extent of support being given and required, and any concerns about the welfare of people visited.

If a group of adults with particular needs meets regularly as a Church group, those planning the activities and usually present should observe the behaviour of volunteers, and be able to discuss issues with them. It is best to have initial training, followed by 'get-togethers' for all those helping – about three times a year. This will give support and opportunity for airing ideas and views, and flag up the importance of the immediate reporting of any suspicion of harm to an adult at risk.

## **17. Guidelines on How to Deal with the Allegation, Suspicion or Discovery of Harm to Adults At Risk**

### **ACTION TO TAKE**

If you are a Church worker who becomes aware of an individual who is being or has been harmed, or you suspect is being or has been harmed, the following action should be taken:

- *If the person is in immediate danger or has sustained a serious injury, contact the emergency services, Police or Ambulance, by dialling 999. Anything that may be required by the Police or forensic team, such as physical evidence, clothing, blood, body tissue or other body fluid, should not be disturbed.*
- *Safeguard the person, if this is necessary. This may simply involve making the person comfortable or ensuring that a reliable person stays with them until the emergency services arrive. The individual may be distressed, in which case someone will be required to remain with her/him with the emergency services.*
- *If the individual makes the disclosure of harm directly to you, listen carefully to what is said. Be sensitive to the fact that the person may be from a different cultural, religious or language background, or gender, from yourself.*
- *Make a note of the words said, recording the details as fully as possible, including the time, date and location that the disclosure was made and the time, date, location and nature of the alleged harm. Do this as soon as possible after the disclosure has been made (see 'Awareness and Safety in our Catholic Communities' manual Section 8 for suggested pro forma).*
- *Only seek clarification about the details of what has occurred. Do not prompt the person or ask leading questions. Remember that you are only receiving information that the person feels it necessary to tell you. You are not the investigating officer.*

If there is no apparent *immediate* danger to the individual whom you know or suspect is being harmed (and in any situation), contact should be made with the following as soon as possible (*within an hour*) of the harm or the suspected harm being disclosed to you. Contact details for the personnel listed should be recorded on page 31 of this document.

- *Your Parish Priest (line manager, team leader).*
- *Parish Safeguarding Co-ordinator for Adult Protection in your Diocese/organisation.*
- *The Social Services Adult Protection Officer/Team.*

You may wish to seek advice from the Diocesan Safeguarding Adviser, National Co-ordinator, Parish Priest or Parish Safeguarding Co-ordinator.

If a Church worker or member of clergy/religious is suspected or alleged to have harmed an adult at risk, you should contact the Diocesan Safeguarding Adviser/Bishop/Congregational Leader/National Co-ordinator immediately.

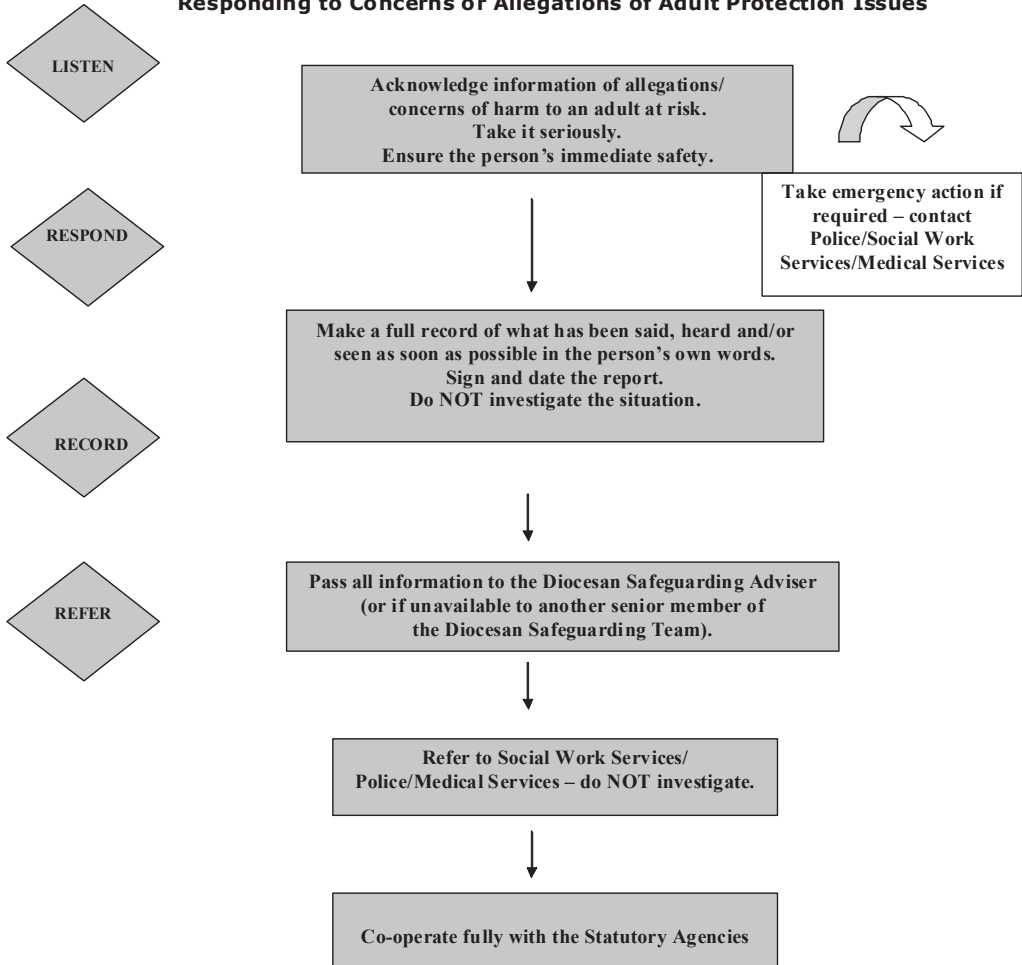
You may have reason to feel that an allegation is unfounded or exaggerated. However, it remains your responsibility to report the allegation or suspicion as outlined above. You should record your misgivings.

**Principles:**

- *Any information gained about an individual should be handled with sensitivity and should not be disclosed to others except on a 'need to know' basis. For example, it will be necessary to provide relevant information to the person to whom you are responsible for your work and, in particular, to give details of any concerns about an individual, especially if you think the person may be at risk of harm. The person giving the disclosure should be made aware of this.*
- *The wishes of the person who may be experiencing harm will be respected, unless there is a responsibility to override them. An individual's wishes cannot undermine an organisation's legal duty to act.*
- *Where an individual does not have the mental capacity to decide how to protect herself/himself from self-harm, an independent advocate should be sought to represent their interests during adult at risk protection procedures.*
- *Any intervention in a person's life, including that for immediate protection and its result, should match the wishes, where known, of that person as closely as possible.*
- *In achieving protection, the life of the person experiencing harm should be left as unchanged as possible, unless they request otherwise.*
- *Information shared between organisations for the purposes of protecting an adult at risk will be done according to an information-sharing protocol.*

## The Church's Referral System

### Responding to Concerns or Allegations of Adult Protection Issues



*USEFUL  
CONTACTS*

## **18. Useful Contacts**

The following groups and organisations can provide information and support.

**Scottish Catholic Safeguarding Service**  
**274 Bath Street**  
**GLASGOW**  
**G2 4JR**

**Tel. No. 0141 353 1177**

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

### **Action for Children Scotland**

City Park  
368 Alexandra Parade  
Glasgow  
G31 3AU  
Tel. No. 0141 550 9010  
E-mail [ask.us@actionforchildren.org.uk](mailto:ask.us@actionforchildren.org.uk)  
Web: [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

### **Child Exploitation & Online Protection Centre (CEOP)**

33 Vauxhall Bridge Road  
London  
SW1V 2WG  
Tel. No. 0870 000 3344  
Web: [www.ceop.police.uk](http://www.ceop.police.uk)

### **Barnados**

235 Corstorphine Road  
Edinburgh EH12 7AR  
Tel. No. 0131 334 9893  
Fax No. 0131 316 4008  
Web: [www.barnados.org.uk](http://www.barnados.org.uk)

### **ChildLine**

Web: [www.childline.org.uk](http://www.childline.org.uk)  
**Helpline: 0800 1111**

### **The Boys' Brigade**

Scottish Headquarters  
Carronvale House  
Carronvale Road  
Larbert FK5 3LH  
Tel. No. 01324 562 008  
Fax No. 01324 552 323  
E-mail: [scottishhq@boys-brigade.org.uk](mailto:scottishhq@boys-brigade.org.uk)  
Web: <http://scotland.boys-brigade.org.uk>

### **The Girls' Brigade**

11a Woodside Crescent  
Glasgow G3 7UL  
Tel. No. 0141 332 1765  
Web: [www.girls-brigade-scotland.org.uk](http://www.girls-brigade-scotland.org.uk)

### **Bullying Online**

Web: [www.bullying.co.uk](http://www.bullying.co.uk)  
**Helpline: 0808 800 2222**

### **The Guide Association**

Scottish Headquarters  
16 Coates Crescent  
Edinburgh EH3 7AH  
Tel. No. 0131 226 4511  
Fax No. 0131 220 4828  
E-mail: [administrator@girlguiding-scot.org.uk](mailto:administrator@girlguiding-scot.org.uk)  
Web: [www.girlguidingscotland.org.uk](http://www.girlguidingscotland.org.uk)

**Children 1st**

83 Whitehouse Loan  
Edinburgh EH9 1AT  
Tel. No. 0131 446 2300  
Fax No. 0131 446 2339  
E-mail: [info@children1st.org.uk](mailto:info@children1st.org.uk)  
Web: [www.children1st.org.uk](http://www.children1st.org.uk)

**Children in Scotland**

Princes House  
5 Shandwick Place  
Edinburgh EH2 4RG  
Tel. No. 0131 228 8484  
Fax No. 0131 228 8585  
E-mail: [macdonald@childreninscotland.org.uk](mailto:macdonald@childreninscotland.org.uk)  
Web: [www.childreninscotland.org.uk](http://www.childreninscotland.org.uk)

**Kidscape**

2 Grosvenor Gardens  
London SW1W 0DG  
Tel. No. 0207 730 3300  
Fax No. 0207 730 7081  
Web: [www.kidscape.org.uk](http://www.kidscape.org.uk)  
**Helpline: 0845 1205 204**

**Save the Children (Scotland)**

Prospect House, 2nd Floor  
5 Thistle Street  
Edinburgh EH2 1DF  
Tel. No. 0131 527 8200  
Fax No. 0131 527 8201  
E-mail: [infoscotland@savethechildren.org.uk](mailto:infoscotland@savethechildren.org.uk)  
Web: [www.savethechildren.org.uk](http://www.savethechildren.org.uk)

**The Scout Association**

Scottish Scout Headquarters  
Fordell Firs, Hillend  
Dunfermline  
Fife KY11 7HQ  
Tel. No. 01383 419073  
Fax No. 01383 414892  
E-mail: [shq@scouts-scotland.org.uk](mailto:shq@scouts-scotland.org.uk)  
Web: [www.scouts-scotland.org.uk](http://www.scouts-scotland.org.uk)

**Stop It Now! Scotland**

Tel. No. 0131 556 3535  
E-mail: [help@stopitnow.org.uk](mailto:help@stopitnow.org.uk)  
E-mail: [scotland@stopitnow.org](mailto:scotland@stopitnow.org)  
Web: [www.stopitnow.org.uk](http://www.stopitnow.org.uk)  
**Helpline: 0808 1000 900**



**Action for Blind People**

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

**RNIB Helpline: 0303 123 9999**

**Action on Hearing Loss**

**Information Line: 0808 808 0123**

**Textphone: 0808 808 9000**

E-mail: [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

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

**Age Scotland**

Causewayside House, 160 Causewayside

Edinburgh EH9 1PR

Tel. No. 0845 833 0200

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

**Helpline: 0845 125 9732**

**Alzheimer's Society**

E-mail: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)

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

**National Helpline: 0845 300 0336**

**Carers Scotland**

The Cottage

21 Pearce Street

Glasgow

G51 3UT

Tel. No. 0141 445 3070

Web: [www.carersuk.org/scotland](http://www.carersuk.org/scotland)

**CRUSE Bereavement Care Scotland**

Riverview House

Friarton Road

Perth

PH2 8DF

Tel. No. 01738 444 178

Fax No. 01738 444 807

E-mail: [info@crusescotland.org.uk](mailto:info@crusescotland.org.uk)

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

**National Phonenumber: 0845 600 2227**

**Debtline**

Web: [www.nationaldebtline.co.uk/scotland](http://www.nationaldebtline.co.uk/scotland)

**Freephone: 0808 808 4000**

**Mental Welfare Commission for Scotland**

Thistle House

91 Haymarket Terrace

Edinburgh

EH12 5HE

Tel. No. 0131 313 8777

Fax No. 0131 313 8778

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

**RNIB Scotland**

12-14 Hillside Crescent

Edinburgh

EH7 5EA

Tel. No. 0131 652 3140

E-mail: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

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

**Helpline: 0303 123 9999**

**Samaritans Scotland**

1st Floor, Spectrum House

2 Powderhall Road

Edinburgh

EH7 4GB

Tel. No. 0131 556 7058 and **08457 909090**

E-mail: [jo@samaritans.org](mailto:jo@samaritans.org) (for support)

Web: [www.samaritans.org](http://www.samaritans.org)

(for general enquiries)

**Scottish Domestic Abuse Helpline**  
44 Springvale Street  
Saltcoats KA21 5LP  
Tel. No. 01294 602079 (Helpline office)  
Textphone: 0800 027 1234  
E-mail: [sdahelpline@yahoo.co.uk](mailto:sdahelpline@yahoo.co.uk)  
Web: [www.domesticabusescotland.co.uk](http://www.domesticabusescotland.co.uk)  
**Helpline: 0800 027 1234**

**SENSE Scotland**  
43 Middlesex Street  
Kinning Park  
Glasgow G41 1EE  
Tel. No. 0141 429 0294  
Text: 0141 418 7170  
E-mail: [advisory@sensescotland.org.uk](mailto:advisory@sensescotland.org.uk)  
Web: [www.sensescotland.org.uk](http://www.sensescotland.org.uk)

**Society of St. Vincent De Paul**  
113 West Regent Street  
Glasgow G2 2RU  
Tel. No. 0141 226 8833  
E-mail: [admin@ssvpscotland.com](mailto:admin@ssvpscotland.com)  
Web: [www.ssvpscotland.com](http://www.ssvpscotland.com)

**Shelter Scotland**  
4th Floor, Scotiabank House  
6 South Charlotte Street  
Edinburgh EH2 4AW  
Web: <http://scotland.shelter.org.uk>  
**Freephone: 0808 800 4444**

**Victim Support Scotland**  
15/23 Hardwell Close  
Edinburgh EH8 9RX  
Tel. No. 0131 668 4486  
Fax No. 0131 662 5400  
E-mail: [info@victimssupportsco.org.uk](mailto:info@victimssupportsco.org.uk)  
Web: [www.victimssupportsco.org.uk](http://www.victimssupportsco.org.uk)  
**Helpline: 0845 603 9213**

**Women's Aid**  
E-mail: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)  
Web: [www.womensaid.org.uk](http://www.womensaid.org.uk)  
**Helpline: 0808 2000 247**

***Notes/Updates***

