

Information

Children with special and additional needs

Children and young people who have special needs may, through physical or learning disabilities, require more help with personal care, such as washing, dressing, toileting, feeding or mobility. They may behave in a non-age appropriate way. Others may experience difficulties in communication through sensory disability but have no learning disability. Yet others may have mild or moderate learning difficulties, some of which may be specific, which affect their ability to process information, communicate and socialise. Whatever the special needs, it is important to remember that every child is different and assumptions should not be made about them.

The church can have a pivotal role in empowering and including children and young people with special needs in all-age and all-ability activities, in ways which they may not encounter in other areas of their life. To help this process, the following may be of assistance:

- ask the child as well as their parents or carers about their specific needs and how they can be met in the church or activity context
- if you divide your activities by age, consult with the child and their parents or carers about which is the most appropriate group for them to join; churches usually have more flexibility than schools, for instance, but equally the child's self-esteem may be damaged if placed in a younger group
- ensure that all leaders involved with the child are aware of their specific needs; consider whether you need an extra leader in order to include the child or young person and whether they need, where possible, the same adult to work with them consistently
- if a child needs personal assistance, ensure that this is given by a leader of the same gender
- develop appropriate disability awareness with all leaders, including the use of appropriate language
- when planning programmes, take into account the special needs of children in the group
- be clear about what is acceptable behaviour and what is not – if a child's behaviour is known to be challenging, negotiate with the child and their parents or carers about the sanctions for unacceptable behaviour
- ensure your buildings are accessible (for instance, with ramp access, disabled toilets, hearing loop system).

Children and young people with special needs may be at greater risk of abuse and there is therefore a need for extra vigilance on the part of workers:

- children or young people with disabilities may have or seek more physical contact and may require higher levels of personal care
- the definition of what constitutes abuse is wider for children with disabilities, and can include force-feeding, financial abuse, over-medication and segregation
- children may not fully understand what is said to them, or may not be able to express themselves in ways that can be understood.

Section 9: Information

National Safeguarding Team definitions of different forms of abuse

This section is taken from the Church of England's fact sheet on types of abuse: <http://bit.ly/CoETypesOfAbuse>. It is a guide to best practice for those in the church who have a role with children, young people and adults. It contains information about the types of abuse which can occur and how to recognise them, including physical signs and symptoms as well as behavioural changes that you might observe. Bear in mind that children, young people and adults may be subject to one type of abuse or a combination of types of abuse. It is informed by the definitions available in *Working Together to Safeguard Children* 2018 (<http://bit.ly/CoEWorkingTogetherSafeguarding>) and the [Care Act 2014](#).

The lists of signs and symptoms over the following pages are not exhaustive – there may be other signs or symptoms not listed which could be indicators of abuse. Similarly, some of these signs and symptoms will not always be indicators of abuse. The lists under each category of abuse contain examples of possible indicators. The presence of one or more of these signs or symptoms does not necessarily confirm abuse. Please note that many types of abuse are also criminal offences and should be treated as such.

Signs of abuse in children

Working Together to Safeguard Children 2018 (<http://bit.ly/CoEWorkingTogetherSafeguarding>) defines abuse as: “a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (for example, via the internet). They may be abused by an adult or adults or another child or children.”

Abuse is defined as four categories:

- physical
- sexual
- neglect
- emotional.

Physical abuse

Physical abuse may or may not cause injury and includes physical ill treatment and causing unjustifiable physical discomfort, for example injury, pain or impairment.

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • hitting • slapping • pushing • kicking • shaking • inappropriate restraint • withholding or misuse of medication • squeezing • biting • suffocating • poisoning • drowning • killing • physical abuse may also be caused when a parent or carer fabricates symptoms of, or deliberately induces, illness in a child. This is called ‘fabricated’ or ‘induced illness’ • involuntary isolation or confinement • inappropriate application of techniques or treatments. 	<ul style="list-style-type: none"> • cuts, lacerations, puncture wounds, open wounds, bruising, welts, black eyes, burns, bite marks, broken bones and skull fractures • untreated injuries in various stages of healing or not properly treated • poor skin condition or poor skin hygiene • dehydration and/or malnourishment without an illness-related cause • loss of weight • soiled clothing or bedding • broken eyeglasses or frames • physical signs of being subjected to punishment or signs of being restrained • inappropriate use of medication, overdosing or under-dosing • cowering and flinching • emotional distress, low self-esteem, untypical self-harm • telling you they have been hit, slapped or mistreated • aggressive behaviour or severe temper outbursts • reluctance to get changed, for example in hot weather • depression • withdrawn behaviour.

Section 9: Information

Abusive actions:	Signs and symptoms:
	<p>Remember: most children will collect cuts and bruises as part of the rough-and-tumble of daily life. However, important indicators of physical abuse are bruises or injuries that are either unexplained or inconsistent with the explanation given, or visible on the ‘soft’ parts of the body where accidental injuries are unlikely, for example cheeks, abdomen, back and buttocks. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern.</p> <p>Children may also display:</p> <ul style="list-style-type: none"> • fear of parents being approached for an explanation • running away from home.

Sexual abuse

A sexual act carried out without the informed consent (see *Age of consent*, page 9-5) of the other individual is abuse. Such behaviour includes contact and non-contact abuse. Contact abuse may include rape, indecent assault, being forced to touch another person, sexual intercourse or being pressurised into consenting to sexual acts.

It is also important to remember that it is not just adult men who sexually abuse children – there are increasing numbers of allegations of sexual abuse of children against women and sexual abuse can also be perpetrated by other children or young people.

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • rape • sexual assault • kissing • fondling/caressing • involving children in looking at, or in the production of, sexual images or watching sexual activities • downloading child abuse images • encouraging children to behave in sexually inappropriate ways • sending sexualised texts and emails and transmitting sexually explicit images through social media • grooming. 	<ul style="list-style-type: none"> • bruises around the breasts or genital areas • unexplained STI or genital infections • unexplained vaginal or anal bleeding • vaginal discharge or infection • torn, stained or bloody underclothing • the child telling you they have been sexually assaulted or raped • pain or itching in the genital area • sexually transmitted disease • stomach pains or discomfort when walking or sitting down • pregnancy.

Abusive actions:	Signs and symptoms:
	<p>Changes in behaviour which can also indicate sexual abuse include:</p> <ul style="list-style-type: none"> • sudden or unexplained changes in behaviour, for example becoming aggressive or withdrawn • fear of being left with a specific person or group of people • having nightmares • running away from home • sexual knowledge which is beyond their age or developmental level • sexual drawings or language • bedwetting • eating problems such as overeating or anorexia • self-harm, suicidal thoughts, suicide attempts • substance abuse • suddenly having unexplained sources of money • not allowed to have friends (particularly in adolescence) • acting in a sexually explicit way, specifically children towards adults.

Age of consent

The age of consent (the legal age to have sex) in England is 16 years old. This applies to both heterosexual and homosexual sex. The laws are there to protect children from abuse or exploitation, rather than to prosecute under-16s who participate in mutually consenting sexual activity. Underage sexual activity may be a possible indicator of child sexual exploitation.

Statutory agencies have agreed that if 13- to 16-year-old sexual activity is discovered then an assessment of risk should be carried out. Risks to be considered include:

- whether the child is competent to understand, and consent to, the sexual activity they are involved in
- whether the sexual activity is with someone of a similar age, ability and aptitude
- whether there is a power imbalance
- whether coercion, bribery or overt aggression are taking place, or misuse of alcohol or other substances is acting as a disinhibitor
- whether the sexual partner is known by one of the statutory agencies.

To help protect younger children the law says that anyone under the age of 13 can never legally give consent. This means that anyone who engages in any sexual activity with a child who is 12 or younger is breaking the law. Sexual activity with a child who is under 13 should always result in a child protection referral. The law gives extra protection to young people who are over the age of consent but under 18.

Section 9: Information

It is illegal:

- to take, show or distribute indecent photographs of a child (this is often called sexting)
- to pay for or arrange the sexual services of a child
- for a person in a position of trust (for example teachers or care workers) to engage in sexual activity with anyone under the age of 18 who is in the care of their organisation.

The [Sexual Offences Act 2003](#) applies in England and Wales. It gives more information about specific offences and the related penalties.

Age of criminal responsibility for children

The age of criminal responsibility in England is 10 years old. This means that from that age a child is considered capable of committing a crime and old enough to stand trial for a criminal offence. Their case will be dealt with by a youth court and, if they are convicted, their sentence will take their age into account.

Grooming

Grooming is a form of sexual abuse. It is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation or trafficking. Grooming may also include threats or bribes, which persuade the person that it would be impossible to ask for help. It may appear as an unhealthy close friendship which stretches or breaks approved boundaries. Children and young people can be groomed online or face-to-face, by a stranger or by someone they know – for example a family member, friend or professional.

Methods of making contact online via social networking and chat-based applications (regularly used on mobile phones) are often used for this, although grooming can take place face-to-face. When grooming takes place online it is easy for potential abusers to disguise their identity, including their gender, location and age.

Signs of grooming

The signs of grooming are not always obvious, and groomers will often go to great lengths not to be identified. If a child is being groomed they may:

- be very secretive, including about what they are doing online
- have older boyfriends or girlfriends
- go to unusual places to meet friends
- have new things such as clothes or mobile phones that they cannot or will not explain
- have access to drugs and alcohol.

In older children, signs of grooming can easily be mistaken for ‘normal’ teenage behaviour, but you may notice unexplained changes in behaviour or personality, or inappropriate sexual behaviour for their age (<http://bit.ly/NSPCCSignsOfAbuse>).

How grooming happens

Grooming happens both online and in person. Groomers will hide their true intentions and may spend a long time gaining a child’s trust. Groomers may try to gain the trust of a whole family to allow them to be left alone with a child and if they work with children they may use similar tactics with their colleagues.

Groomers do this by:

- pretending to be someone they are not, for example by saying they are the same age as the child or young person with whom they are corresponding online
- offering advice or understanding
- buying gifts
- giving the child attention
- using their professional position or reputation
- taking the child on trips, outings or holidays.

Child sexual exploitation

Child sexual exploitation is a form of child sexual abuse (<http://bit.ly/CSEGuidance>). Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet).

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

Like all forms of child sexual abuse, child sexual exploitation:

- can affect any child or young person (male or female) under the age of 18 years, including 16- and 17-year-olds who can legally consent to have sex
- can still be abuse even if the sexual activity appears consensual
- can include both contact (penetrative and non-penetrative acts) and non-contact sexual activity
- can take place in person or via technology, or a combination of both
- can involve force and/or enticement-based methods of compliance and may, or may not, be accompanied by violence or threats of violence
- may occur without the child or young person’s immediate knowledge (through others copying videos or images they have created and posting on social media, for example)
- can be perpetrated by individuals or groups, males or females, and children or adults. The abuse can be a one-off occurrence or a series of incidents over time and range from opportunistic to complex organised abuse
- is typified by some form of power imbalance in favour of those perpetrating the abuse. Whilst age may be the most obvious, this power imbalance can also be due to a range of other factors including gender, sexual identity, cognitive ability, physical strength, status and access to economic or other resources.

Possible indicators of child sexual exploitation

The following list of indicators is not exhaustive or definitive, but it does highlight signs which can assist in identifying possible child sexual exploitation:

- keeping secrets

Section 9: Information

- inappropriate sexual or sexualised behaviour
- sexually risky behaviour
- repeat sexually transmitted infections
- repeat pregnancy, abortions or miscarriage
- receiving unexplained gifts or gifts from unknown sources
- having multiple mobile phones and worrying about losing contact via mobile
- having unaffordable new things (clothes, mobile phone) or expensive habits (alcohol, drugs)
- changes in the way the child dresses
- going to hotels or other unusual locations to meet friends
- contact with known perpetrators
- becoming involved in abusive relationships, intimidated and fearful of certain people or situations
- displaying unexplained changes in behaviour or personality, for example mood swings, volatile behaviour or emotional distress
- self-harming, suicidal thoughts, suicide attempts, overdosing, eating disorders
- drug or alcohol misuse
- getting involved in crime
- injuries from physical assault, physical restraint or sexual assault
- the adult may create special relationships with a particular person or have difficulties in keeping to boundaries. They may try to have secrets from others in the group.

Neglect

Neglectful behaviour is any pattern of activity by another person which seriously impairs an individual.

Abusive actions:	Signs and symptoms:
<p>Neglect involves persistently failing to provide necessities, for example:</p> <ul style="list-style-type: none"> • adequate food • clothing • shelter (including exclusion from home or abandonment) • personal care • failure to protect a child or vulnerable adult from physical or emotional harm or danger • failure to ensure adequate supervision including the use of inadequate care-givers • failure to ensure access to appropriate medical care or treatment • deliberately withholding essential aids, for example visual or hearing aids • denying social, religious or cultural contacts • denying contact with family • lack of appropriate supervision. 	<ul style="list-style-type: none"> • dirt, faecal or urine smell, or other health and safety hazards in the vulnerable person's living environment • rashes, sores or lice on the vulnerable person • inadequate clothing • untreated medical condition • poor personal hygiene • over- or under-medication • lack of assistance with eating or drinking • unsanitary and unclean conditions • constant hunger; this may sometimes lead to the person stealing food • loss of weight, or being constantly underweight or obese.

Section 9: Information

Abusive actions:	Signs and symptoms:
	<p>Changes in behaviour which can also indicate neglect may include:</p> <ul style="list-style-type: none"> • complaining of being tired all the time • not requesting medical assistance and/or failing to attend appointments • having few friends • mentioning being left alone or unsupervised.

Emotional abuse

Emotional abuse is the persistent emotional ill treatment of an individual causing severe and enduring effects on the person’s emotional and psychological well-being and, for children, impacting negatively on emotional development. Some level of emotional abuse is involved in most types of abuse although emotional abuse may occur alone.

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • threats and verbal abuse • humiliation • blaming • controlling • pressurising and coercion • intimidation and causing fear • ignoring the person • not giving the person a chance to express their views • lack of love or affection • making someone feel worthless • lack of privacy or choice • causing/forcing isolation/ withdrawal from family/friends and support networks • imposing developmentally inappropriate expectations, for example interactions beyond the child’s developmental capability, overprotection, limitation of exploration and learning or preventing the child from participation in normal social interaction • causing children to feel frightened or in danger, for example witnessing domestic abuse, or seeing or hearing the ill treatment of another. 	<ul style="list-style-type: none"> • feelings of helplessness • hesitation in talking openly • implausible stories • confusion or disorientation • anger without an apparent cause • sudden changes in behaviour • the person becoming emotionally upset or agitated • unusual behaviour (sucking, biting or rocking) • unexplained fear • denial of a situation • the person becoming extremely withdrawn and non-communicative or non-responsive • telling you they are being verbally or emotionally abused. <p>Changes in a child’s behaviour which can indicate emotional abuse include:</p> <ul style="list-style-type: none"> • being unable to play • fear of making mistakes • sudden speech disorders • self-harm • fear of a parent being approached regarding their behaviour • developmental delay in terms of emotional progress.

Section 9: Information

Domestic abuse

Included in the four categories of child abuse and neglect above are a number of factors relating to the behaviour of the parents and carers which have a significant impact on children, such as domestic violence. Research analysing Serious Case Reviews has demonstrated a significant prevalence of domestic abuse in the history of families with children who are the subject of Child Protection Plans. Children can be affected by seeing, hearing and living with domestic violence and abuse as well as being caught up in any incidents directly, whether to protect someone or as a target. It should also be noted that the age group of 16- and 17-year-olds have been found in recent studies to be increasingly affected by domestic violence in their peer relationships. See *adult domestic abuse*, page 9-15.

Bullying and cyberbullying

Bullying is behaviour that hurts someone else, such as name-calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It is usually repeated over a long period of time and can hurt a child both physically and emotionally. Bullying that happens online, using social networks, games and mobile phones, is often called cyberbullying. A child can feel like there is no escape because it can happen wherever they are, at any time of day or night.

Signs of abuse in adults

There are many different types of abuse and they all result in behaviour towards a person that deliberately or intentionally causes harm. It is a violation of an individual's human and civil rights, and in the worst cases can result in death.

The types of abuse are:

- physical
- sexual
- psychological or emotional
- financial or material
- modern slavery
- discriminatory
- domestic violence or abuse
- organisational or institutional
- neglect or acts of omission
- self-neglect.

Physical abuse

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • hitting • slapping • pushing • kicking • pinching • hair-pulling • physical sanction • incorrect moving or handling technique which causes distress • misuse of medication • inappropriate restraint • isolation • confinement. 	<ul style="list-style-type: none"> • cuts, lacerations, puncture wounds, open wounds, bruising, welts, black eyes, burns, bite marks, broken bones and skull fractures • untreated or improperly treated injuries in various stages of healing • poor skin condition or poor skin hygiene • dehydration and/or malnourishment without an illness-related cause • loss of weight • soiled clothing or bedding • broken eyeglasses or frames • physical signs of being subjected to punishment or signs of being restrained • inappropriate use of medication, overdosing or under-dosing • cowering and flinching • emotional distress, low self-esteem, untypical self-harm • telling you they have been hit, slapped or mistreated • aggressive behaviour or severe temper outbursts • reluctance to get changed, for example in hot weather • depression • withdrawn behaviour.

Section 9: Information

Sexual abuse

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • rape • sexual harassment • kissing • fondling/caressing • looking at/production of sexual images • sexual photography • sexual acts to which the adult has not consented or consent was forced • inappropriate or offensive language • inappropriate touching • indecent exposure. 	<ul style="list-style-type: none"> • bruises around the breasts or genital areas • unexplained sexually transmitted infections or genital infections • the vulnerable adult telling you they have been sexually assaulted or raped • pain or itching in the genital area • sexually transmitted disease • stomach pains or discomfort when walking or sitting down • pregnancy.

Psychological abuse

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • threats and verbal abuse • humiliation • blaming • controlling • pressurising and coercion • intimidation and causing fear • ignoring the person • not giving the person a chance to express their views • lack of love or affection • making someone feel worthless • lack of privacy or choice • causing/forcing isolation/withdrawal from family/friends and support networks. 	<ul style="list-style-type: none"> • feelings of helplessness • hesitation in talking openly • implausible stories • confusion or disorientation • anger without an apparent cause • sudden changes in behaviour • the person becoming emotionally upset or agitated • unusual behaviour (sucking, biting or rocking) • unexplained fear • denial of a situation • the person becoming extremely withdrawn and non-communicative or non-responsive • telling you they are being verbally or emotionally abused.

Financial/material abuse

The wilful extortion or manipulation of the vulnerable person’s legal or civil rights must be construed as abuse. Such activity may include misappropriation of monies or goods, the misuse of finances, property or possessions, or withholding money, the exploitation of a person’s resources or embezzlement. Such abuse may involve using a position of authority or friendship to persuade a person to make gifts, to leave legacies or change a will.

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • theft • fraud • financial exploitation • pressure to change financial arrangements • pressure to sell/change arrangements around the ownership of property • pressure in connection with wills, inheritance or other financial transactions • misuse of possessions • refusing/restricting the vulnerable adult’s access to cash, bank accounts or financial documentation. 	<ul style="list-style-type: none"> • signatures on cheques or other important documents that do not resemble the adult’s signature or which are signed when the adult cannot write • any sudden changes in bank accounts including unexplained withdrawals of large sums of money • the inclusion of additional names on an adult’s bank account • abrupt changes to, or creation of, wills • the sudden appearance of previously uninvolved relatives claiming their rights to a vulnerable person’s affairs or possessions • the unexplained sudden transfer of assets to a family member or someone outside the family • numerous unpaid bills or overdue rent when someone is supposed to be paying the bills for the vulnerable person • unusual concern from someone that an excessive amount of money is being expended on the care of the vulnerable person • lack of amenities, such as TV, personal grooming items and appropriate clothing, which the vulnerable person should be able to afford • the unexplained disappearance of funds or valuable possessions such as art, silverware or jewellery • deliberate isolation of a vulnerable person from friends and family resulting in the caregiver alone having total control.

Section 9: Information

Modern slavery

Modern slavery encompasses:

- human trafficking
- forced labour
- domestic servitude
- sexual exploitation, such as escort work, prostitution and pornography
- debt bondage – being forced to work to pay off debts that the person will realistically never be able to repay in full.

Possible indicators of modern slavery:

- signs of physical or emotional abuse
- appearing to be malnourished, unkempt or withdrawn
- isolation from the community, seeming under the control or influence of others
- living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- lack of personal effects or identification documents
- always wearing the same clothes
- avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- fear of law enforcers.

Further Home Office information on identifying and reporting modern slavery is available at:

<https://www.gov.uk/government/collections/modern-slavery>

Discriminatory abuse

Discriminatory abuse is: “unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation” (known as ‘protected characteristics’ under the Equality Act 2010:

<http://bit.ly/HRProtectedCharacteristics>). It may be persistent conduct or an isolated incident.

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • racism • sexism • harassment or deliberate exclusion on the grounds of a protected characteristic. 	<ul style="list-style-type: none"> • lack of choice • lack of privacy and dignity • lack of personal belongings • tendency for withdrawal and isolation • use of punishments, for example withholding food and drink • lack of disabled access • expression of anger/frustration/fear/anxiety • being refused access to services or being excluded inappropriately • lack of access to communication aids, not allowing access to an interpreter, signer or lip-reader • lack of access to healthcare, education, employment or criminal justice relating to a protected characteristic

Abusive actions:	Signs and symptoms:
	<ul style="list-style-type: none"> • substandard service provision relating to a protected characteristic.

The indicators of discriminatory abuse may take the form of any of the other types of abuse already mentioned. The difference lies in the abuse being motivated by discriminatory attitudes, feelings or behaviour towards an individual.

Domestic abuse

The cross-government definition of domestic violence and abuse is: any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse perpetrated by those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- **psychological/emotional.** For example, shouting; swearing; frightening; blaming; ignoring or humiliating someone; blackmailing them; threatening harm to children or pets if they misbehave; ridiculing every aspect of their appearance and skills; keeping them deliberately short of sleep; being obsessively and irrationally jealous; keeping them isolated from friends and family; threatening suicide or self-harm
- **physical.** For example, hitting; slapping; burning; pushing; restraining; giving too much medication or the wrong medication; assault with everyday implements such as kitchen knives; kicking; biting; punching; shoving; smashing someone’s possessions; imprisoning them; or forcing them to use illegal drugs as a way of blackmailing and controlling them
- **sexual.** For example, forcing someone to take part in any sexual activity without consent, such as rape or sexual assault; forcing them or blackmailing them into sexual acts with other people; forcing children to watch sexual acts; sexual name calling; imposition of dress codes upon a partner; involvement in the sex trade or pornography; knowingly passing on sexually transmitted infections; controlling access to contraception
- **neglect.** For example, a failure to provide necessary care, assistance, guidance or attention that causes, or is reasonably likely to cause, a person physical, mental or emotional harm or substantial damage to or loss of assets
- **financial.** For example, the illegal or unauthorised use of someone’s property, money, pension book or other valuables; forcing them to take out loans; keeping them in poverty; demanding to know every penny they spend; refusing to let them use transport or have the money to pay for it
- **spiritual.** For example, telling someone that God hates them; refusing to let them worship (such as by not allowing a partner to go to church) or compelling them to worship; using faith as a weapon to control and terrorise them for the abuser’s personal pleasure or gain; using religious teaching to justify abuse (such as ‘submit to your husband’), or to compel forgiveness
- **digital.** For example, the use of technology (such as texting and social networking) to bully, harass, stalk or intimidate a partner. Although it is perpetuated online, this type of abuse has a strong impact on a victim’s real life. One example is the ‘revenge porn’ offence – disclosing private sexual photographs via digital media with the intention of causing distress (see [Section 33 of the Criminal Justice and Courts Act 2015](#)).

Section 9: Information

Controlling behaviour

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten the victim¹.

Organisational or institutional abuse

Organisational or institutional abuse can be defined as abuse or mistreatment by a regime as well as by individuals within any setting where care is provided. The Care Act 2014 states: “including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation. Neglect and poor professional practice need to be taken into account. This may be in the form of isolated incidents of poor or unsatisfactory professional practice at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other. Repeated instances of poor care may be an indication of more serious problems.”

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • poor care standards • lack of response to specific needs • rigid routines • inadequate staffing • poorly trained staff. 	<ul style="list-style-type: none"> • lack of flexibility/choice/options • lack of opportunity for drinks or snacks • lack of choice or consultation over meals • lack of dignity • pressure sores; skin tears; dehydration • person is unkempt and smells • inappropriate use of communal items, for example clothing or toiletries • inappropriate restraint • lack of satisfactory procedures for financial management • staff member has a history of moving job • high staff turnover • lack of privacy, including intercepting mail, restricting visits, control of phone • derogatory remarks overheard • public discussion of personal matters

¹[Section 76 of the Serious Crime Act 2015](#) created a new offence of ‘controlling or coercive behaviour in an intimate family relationship’. The offence came into force in December 2015. It closes a gap in the law around psychological and emotional abuse that stops short of physical abuse. The offence carries a maximum sentence of five years’ imprisonment, a fine or both.

Section 9: Information

Abusive actions:	Signs and symptoms:
	<ul style="list-style-type: none"> • inadequate or delayed response to medical requests or requests for assistance or support • missing documentation • entering rooms without knocking/ seeking permission • staff have an overly controlling relationship with service users and service users' activities • staff not available • service users are abusive to staff and each other.

Neglect and acts of omission

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none"> • ignoring medical needs • failing to seek medical help • failing to ensure that basic needs are met • denying social, religious or cultural contacts • denying contact with family • lack of appropriate supervision • deliberately withholding essential aids • excluding the person from their home. 	<ul style="list-style-type: none"> • weight loss • hunger • thirst/dehydration • poor personal hygiene • rashes/pressure sores/lice • unsanitary conditions • inadequate clothing • poor environment – dirty or unhygienic • pressure sores or ulcers • untreated injuries and medical problems • inconsistent or reluctant contact with medical and social care organisations • accumulation of untaken medication • uncharacteristic failure to engage in social interaction.

Section 9: Information

Self-neglect

Types of self-neglect:	Indicators of self-neglect:
<ul style="list-style-type: none"> • lack of self-care to an extent that it threatens personal health and safety • neglecting to care for one’s personal hygiene, health or surroundings • inability to avoid self-harm • failure to seek help or access services to meet health and social care needs • inability or unwillingness to manage one’s personal affairs. 	<ul style="list-style-type: none"> • very poor personal hygiene • unkempt appearance • lack of essential food, clothing or shelter • malnutrition and/or dehydration • living in squalid or unsanitary conditions • neglecting household maintenance • hoarding • collecting a large number of animals in inappropriate conditions • non-compliance with health or care services • inability or unwillingness to take medication or treat illness or injury.

Additional vulnerabilities

There are certain factors that may place individuals at particular risk of being abused. The presence of one or more of these factors does not automatically imply that abuse will result but increases the likelihood:

- where there exists an imbalance of power and control
- where there is a dependency on other(s)
- the need for help with intimate personal care, for example managing incontinence, washing and dressing
- the strain of prolonged caring at the expense of caregiver's own needs/high stress levels.
- a difficult carer/service user relationship
- role reversal and the need for intimate personal assistance, for example a daughter or son providing personal assistance for a parent
- living in the same household as a known abuser
- where there is a history of family abuse
- people with a history of alcohol, drug or other substance abuse
- an unsuitable or dangerous environment, for example a lack of personal space
- people who have independent support (i.e. support that is not being monitored by an outside body or anyone else)
- absence of support
- lack of awareness of the rights of a service user or of what constitutes abuse or dignity.
- staff shortages, or a lack of staff awareness, training and supervision
- lack of privacy
- financial problems
- where there is a change in the lifestyle of a member of the household, for example employment, unemployment or illness
- cultural differences and language barriers
- emotional or social isolation
- communication difficulties
- where the individual's behaviour is challenging, unpredictable or difficult to manage
- revenge and/or anger
- a reduction in physical, mental or emotional capacity caused by external events, such as bereavement, previous abuse or other traumatic incidents.

Additional signs and symptoms of abuse

Other indications that abuse may be occurring:

- the vulnerable adult or child may not be allowed to speak for themselves, or see others, without the parents or caregivers being present
- attitudes of indifference or anger towards the child or vulnerable adult
- a family member or caregiver blames the child or vulnerable adult (for example, the accusation that incontinence is a deliberate act)
- aggressive behaviour (threats, insults, harassment) by the parent or caregiver towards the child or vulnerable adult
- a previous history of abuse of others on the part of the caregiver
- inappropriate displays of affection by the caregiver
- flirtations, coyness and so on which might be possible indicators of an inappropriate sexual relationship

Section 9: Information

- social isolation of the family or restriction of activity on the part of the child or vulnerable adult by the caregiver
- conflicting accounts of incidents by the family, caregivers and the child or vulnerable adult
- inappropriate or unwarranted defensiveness by the caregiver
- indications of unusual confinement (closed off in a room, tied to furniture, a change in routine or activity)
- obvious absence of assistance or attendance.

Additional specialist guidance

Complex abuse

Complex abuse, sometimes also known as ‘organised’ or ‘multiple’ abuse, is abuse involving one or more abusers and a number of related or non-related children or vulnerable adults. The abusers may be acting in networks to abuse or may operate in isolation. They may use an institutional framework or position of authority or trust to abuse children or vulnerable adults. They may use the children or vulnerable adults themselves to recruit others.

Such abuse occurs both as part of a network of abuse across a family or community and within institutions such as residential settings, in day care and in other provisions such as voluntary groups. There may also be cases of people being abused via the internet.

Honour-based violence or abuse

The Forced Marriage Unit at the Home Office defines this as: “so-called honour-based violence is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community”.

Honour-based violence can manifest in many different ways and often presents with accompanying criminal offences, domestic abuse or the civil offence of forced marriage. If incidents include domestic abuse, child abuse or other serious crime then it should be read in conjunction with the relevant policies and procedures on these subjects.

Honour-based violence can include:

- physical abuse
- sexual abuse
- emotional and psychological abuse
- financial abuse
- forced marriage
- female genital mutilation.

‘Honour’ is normally associated with cultures and communities from Asia, the Middle East and Africa as well as the Travelling community. However, it is important to note that in reality it cuts across all cultures, nationalities, faith groups and communities and transcends national and international boundaries. The ‘honour code’ means that females generally, but sometimes males, must follow rules that are set at the discretion of the male relations and which are interpreted according to what each male family or community member considers acceptable.

Any suspicion or disclosure of violence or abuse against a vulnerable adult in the name of honour should be treated as seriously as any other suspicion or disclosure of significant harm against a vulnerable adult. However, there are differences in the immediate response. A child at risk of abuse in the name of honour is at significant risk of physical harm (including being murdered) and/or neglect and may also suffer significant emotional harm through the threat of violence. It must be noted that, in most cases, the police will take the lead for any honour-based abuse incidents.

It is important that you do not turn the individual away. Try to ensure their immediate safety and support them to make urgent and safe contact with the police. It is important to remember the

Section 9: Information

‘one chance’ rule – that is, that there may only be one chance to speak to the potential victim and thus only one chance to intervene.

Please see The Halo Project (www.haloproject.org.uk/honour-based-violence-W21page-3) for more information on honour-based violence and abuse.

Forced marriage

The Home Office definition of forced marriage is: “a marriage without the consent of one or both parties and where duress is a factor”. The Court of Appeal has clarified that duress is: “[when] the mind of the applicant has been overborne, howsoever that was caused”.

An arranged marriage is very different from a forced marriage. An arranged marriage is entered into freely by both people, although their families take a leading role in the choice of partner. A forced marriage is where one or both people do not (or in some cases of people with learning or physical disabilities, cannot) consent to the marriage and pressure or abuse is used.

Marriage without consent is not valid in UK law and a child under 16 years old is not considered to be competent to consent to marriage.

The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel as though they are bringing shame on their family). Financial abuse (taking wages or withholding money) can also be a factor.

Marriage within communities that believe in protecting the ‘honour’ of their family is a significant event. Marriage contracts will often be drawn up when children are young and are seen as a binding arrangement between the two families. If one or both parties then seek to disengage from the contract it is seen as bringing great shame on the family and very contentious.

Involving family members in cases of forced marriage is dangerous as it may increase the risk of serious harm to the victim because the victim may also then be punished for seeking help.

Forced marriages can occur in this country or abroad, often in the family’s country of origin. Further information regarding forced marriage is available on the government web pages at: <https://www.gov.uk/guidance/forced-marriage>.

Female genital mutilation

Female genital mutilation (FGM) is a collective term for illegal procedures which include the removal of part of or all external female genitalia for cultural or other non-therapeutic reasons. The practice is not required by any religion and is medically unnecessary, painful and has serious health consequences at the time it is carried out and in later life.

The procedure is typically performed on girls of any age but is also performed on newborn infants and on young women before marriage/pregnancy. A number of girls die as a direct result of the procedure, from blood loss or infection.

FGM may be practised illegally by doctors or traditional health workers in the UK, or girls may be sent abroad for the operation. FGM is illegal in this country under the [Female Genital Mutilation Act 2003](#), except on specific physical and mental health grounds².

The victim may be seriously at risk if any knowledge of the disclosure is mishandled.

Further information is available on the government web pages at: <https://www.gov.uk/female-genital-mutilation-help-advice>

Spiritual abuse

Spiritual abuse is not covered by the standard statutory definitions of abuse but is of concern both within and outside faith communities including the Church of England.

Churches need to be sensitive so that they do not, in their pastoral care, attempt to ‘force’ religious values or ideas onto people, particularly those who may be vulnerable to such practices. Within faith communities harm can be caused by the inappropriate use of religious belief or practice; this can include the misuse of the authority of leadership or penitential discipline, oppressive teaching, or intrusive healing and deliverance ministries, which may result in vulnerable people experiencing physical, emotional or sexual harm. If such inappropriate behaviour becomes harmful it should be referred for investigation in the usual way. Careful supervision and mentoring of those entrusted with the pastoral care of adults should help to prevent harm occurring in this way. Other forms of spiritual abuse include the denial to vulnerable people of the right to faith or the opportunity to grow in the knowledge and love of God.

A particular aspect of spiritual abuse relating to children has been addressed in the government’s 2007 report *Safeguarding Children from Abuse Linked to a Belief in Spirit Possession*: <http://bit.ly/SpiritPossession>

The term ‘belief in spirit possession’ is defined as the belief that an evil force has entered a child and is controlling him or her. Sometimes the term ‘witch’ is used and is defined as the belief that a child is able to use an evil force to harm others. A range of other terms are also connected to such abuse. These include black magic, kindoki, ndoki, the evil eye, djinns, voodoo, obeah, demons and child sorcerers. In all these cases, genuine beliefs can be held by families, carers, religious leaders, congregations and the children themselves that evil forces are at work. Families and children can be deeply worried by the evil that they believe is threatening them, and abuse often occurs when an attempt is made to ‘exorcise’, or ‘deliver’, the child. Exorcism is defined as attempting to expel evil spirits from a child.

Whilst the number of identified cases is small, the nature of the child abuse can be particularly disturbing and the impact on the child is substantial and serious.

²[Section 74 of the Serious Crime Act 2015](#) introduces a mandatory reporting duty which requires regulated health and social care professionals and teachers in England and Wales to report ‘known’ cases of FGM in under-18s which they identify in the course of their professional work to the police. ‘Known’ cases are those where either a girl informs the person that an act of FGM has been carried out on her, or where the person observes physical signs on a girl appearing to show that an act of FGM has been carried out and the person has no reason to believe that the act was, or was part of, a surgical operation.

Section 9: Information

Abusive actions:	Signs and symptoms:
<ul style="list-style-type: none">• mistreating a person in the name of God, faith or religion – the exact nature of the mistreatment may fall within the definition of one of the other abuse types.	<ul style="list-style-type: none">• special relationships, especially where there is an imbalance of power• inappropriate or untrained exercise of exorcism and/or deliverance ministry• misuse of authority, for example by dictating exactly what a person should believe• extreme pastoral interference in personal issues including how someone should express their faith• telling someone that if they pray harder/ believe more they will be healed• making someone feel inferior in their faith.

Other resources

Towards a Safer Church: Liturgical Resources

Safeguarding resources including Bible readings, prayers and suggested hymns.

<http://bit.ly/SaferLiturgicalResources>

A Place to Belong

Perspectives of people with disabilities on how churches can make sure everyone can participate in church life.

<http://bit.ly/CofEPlaceToBelong>

Through the Roof

Offers advice and resources on disability inclusion in churches.

<https://www.throughtheroof.org/>

Survivor Support Services

The Church of England National Safeguarding Team has produced a list of organisations offering support to survivors.

<http://bit.ly/CoESurvivorSupport>

Faith and Order Commission publications

Publications on the Gospel, sexual abuse and the Church (<http://bit.ly/GospelAbuse>), and forgiveness and reconciliation in the aftermath of abuse (<http://bit.ly/CofEReconciliation>).

Section 9: Information

Diocesan contacts

Safeguarding	Human Resources				
<p>Diocesan Safeguarding Adviser and Safeguarding Adviser for Southwark Cathedral (Interim) Moira Murray Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9423; 07982 279713 020 3874 6743 (out of hours number) moira.murray@southwark.anglican.org</p> <p>Assistant Diocesan Safeguarding Advisers Louise Vernon Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9462 louise.vernon@southwark.anglican.org</p> <p>Marie Daly Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9441 marie.daly@southwark.anglican.org</p> <p>Safeguarding Administrator Uzma Osinibi Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9476 uzma.osinibi@southwark.anglican.org</p> <p>Safeguarding Training Administrator Carol Rimmer Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9478 carol.rimmer@southwark.anglican.org</p> <p>Chair of Diocesan Safeguarding Advisory Panel Chris Smart Contactable via Uzma Osinibi</p> <p>Bishop's Lead for Safeguarding Ruth Martin Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400 ruth.martin@southwark.anglican.org</p>	<p>Director of HR David Loft Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9470 david.loft@southwark.anglican.org</p> <tr> <th style="background-color: #808080; color: white;">Communications</th> <td> <p>Director of Communications: Sophia Jones Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9436 07831 694021 (out of hours) sophia.jones@southwark.anglican.org</p> </td> </tr> <tr> <th style="background-color: #808080; color: white;">Secretariat/Bishops' offices</th> <td> <p>Diocesan Secretary Ruth Martin Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400 ruth.martin@southwark.anglican.org</p> <p>Bishop of Southwark's Office Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400</p> <p>Croydon Episcopal Area Office The Vicarage, 6 St Peter's Road, Croydon CR0 1HD 020 8256 9630 <i>Area: the Boroughs of Croydon, Sutton, parts of Bromley and the County of Surrey</i></p> <p>Kingston Episcopal Area Office 620 Kingston Road, Raynes Park, SW20 8DN 020 8545 2440 <i>Area: the Boroughs of Richmond, Kingston, Merton, Wandsworth and Lambeth</i></p> <p>Woolwich Episcopal Area Office Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400 <i>Area: the Boroughs of Lewisham, Southwark, Greenwich and parts of Bexley and Bromley</i></p> </td> </tr>	Communications	<p>Director of Communications: Sophia Jones Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9436 07831 694021 (out of hours) sophia.jones@southwark.anglican.org</p>	Secretariat/Bishops' offices	<p>Diocesan Secretary Ruth Martin Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400 ruth.martin@southwark.anglican.org</p> <p>Bishop of Southwark's Office Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400</p> <p>Croydon Episcopal Area Office The Vicarage, 6 St Peter's Road, Croydon CR0 1HD 020 8256 9630 <i>Area: the Boroughs of Croydon, Sutton, parts of Bromley and the County of Surrey</i></p> <p>Kingston Episcopal Area Office 620 Kingston Road, Raynes Park, SW20 8DN 020 8545 2440 <i>Area: the Boroughs of Richmond, Kingston, Merton, Wandsworth and Lambeth</i></p> <p>Woolwich Episcopal Area Office Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400 <i>Area: the Boroughs of Lewisham, Southwark, Greenwich and parts of Bexley and Bromley</i></p>
Communications	<p>Director of Communications: Sophia Jones Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9436 07831 694021 (out of hours) sophia.jones@southwark.anglican.org</p>				
Secretariat/Bishops' offices	<p>Diocesan Secretary Ruth Martin Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400 ruth.martin@southwark.anglican.org</p> <p>Bishop of Southwark's Office Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400</p> <p>Croydon Episcopal Area Office The Vicarage, 6 St Peter's Road, Croydon CR0 1HD 020 8256 9630 <i>Area: the Boroughs of Croydon, Sutton, parts of Bromley and the County of Surrey</i></p> <p>Kingston Episcopal Area Office 620 Kingston Road, Raynes Park, SW20 8DN 020 8545 2440 <i>Area: the Boroughs of Richmond, Kingston, Merton, Wandsworth and Lambeth</i></p> <p>Woolwich Episcopal Area Office Trinity House, 4 Chapel Court, London SE1 1HW 020 7939 9400 <i>Area: the Boroughs of Lewisham, Southwark, Greenwich and parts of Bexley and Bromley</i></p>				

Organisations

<p>Relating to children and young people</p> <p>Helplines:</p> <p>ChildLine 0800 1111; www.childline.org.uk Weston House, 42 Curtain Road, London EC2A 3NH A free 24-hour helpline, provided by the NSPCC, for children and young people to phone or write to, free of charge, about problems of any kind.</p> <p>NSPCC Helpline 0808 800 5000; e-mail help@nspcc.org.uk A free 24-hour helpline for any adult concerned about a child.</p> <p>Stop It Now! 0808 100 0900; www.stopitnow.org.uk Freephone helpline for confidential advice if you suspect that someone you know is abusing a child, or if you are worried about your own thoughts or behaviour towards children.</p>	<p>Kidscape Parent Advice Line: 020 7823 5430; www.kidscape.org.uk 2 Grosvenor Gardens, London SW1W 0DH Provides individuals and organisations with the practical skills and resources necessary to keep children safe from harm.</p> <p>Coram Children’s Legal Centre www.childrenslegalcentre.com Wellington House, 4th Floor, 90-92 Butt Road, Colchester, Essex CO3 3DA A charity concerned with law and policy affecting children and young people, staffed by lawyers and professionals with experience in child law.</p> <p>Thirtyone:eight 0303 003 1111; info@thirtyoneeight.org PO Box 133, Swanley, Kent BR8 7UQ. Offers advice, training and resources, primarily to independent churches.</p>
<p>Bullying UK www.bullying.co.uk Online advice for children and young people about ‘Staying safe in Cyberspace’ and dealing with bullying via mobile phones.</p> <p>Organisations:</p> <p>NSPCC Adults’ helpline: 0808 800 5000; www.nspcc.org.uk HQ Weston House, 42 Curtain Road, London EC2A 3NH Specialises in child protection and the prevention of cruelty to children, and works with other organisations to improve practice.</p> <p>Action for Children (formerly Kids’ Club Network) 0300 123 2112; www.actionforchildren.org.uk Works with statutory agencies to ensure joined-up support for children and young people locally.</p>	<p>Relating to internet safety</p> <p>Child Exploitation and Online Protection Command (CEOP) www.ceop.gov.uk 33 Vauxhall Bridge Road, London SW1V 2WG Part of the UK police, dedicated to protecting children from sexual abuse. Provides advice for parents, young people and professionals; delivers ThinkuKnow educational programme.</p> <p>Childnet International www.childnet-int.org Works with others to help make the internet a safe place for children; provides guidance to parents.</p> <p>GetNetWise www.getnetwise.org A web-wide partnership to help ensure that internet users have safe, constructive, educational and entertaining online experiences.</p>

Section 9: Information

Relating specifically to sexual abuse	Relating to vulnerable adults
<p>Stop It Now! 0808 100 0900; www.stopitnow.org.uk 2 Birch House, Harris Business Park, Hanbury Road, Stoke Prior, Bromsgrove B60 4DJ A consortium of major child protection and statutory agencies working with people who may already or potentially harm children, to prevent child sexual abuse.</p> <p>Lucy Faithfull Foundation 01527 591922; www.lucyfaithfull.org 2 Birch House, Harris Business Park, Hanbury Road, Stoke Prior, Bromsgrove B60 4DJ Local contact: 01372 847160 Nightingale House, 46-48 East Street, Epsom KT17 1HB. Provides assessment and intervention for adult perpetrators of child sexual abuse and adolescent males and females engaged in inappropriate sexual behaviour.</p> <p>Circles of Support and Accountability 0118 950 0068; www.circles-uk.org.uk Abbey House, Abbey Square, Reading RG1 3BE Community contributions to reducing sexual offending, working closely with criminal justice agencies.</p> <p>National Association for People Abused in Childhood (NAPAC) 0808 801 0331; www.napac.org.uk Provides support and information, and some local groups.</p> <p>Survivors UK www.survivorsuk.org Support for male survivors, including an online helpline.</p> <p>MACSAS (Minister and Clergy Sexual Abuse Survivors) 0808 801 0340; www.macsas.org.uk BM MACSAS, London WC1N 3XX A group for women and men sexually abused by clergy or ministers as children or as adults.</p>	<p>Helpline: Action on Elder Abuse 0808 808 8141; www.elderabuse.org.uk Support, helpline and training materials.</p> <p>Older people: Age UK Helpline: 0800 678 1602; www.ageuk.org.uk Tavis House, 1-6 Tavistock Square, London WC1H 9NA Offers advice and information on issues concerning older people. Local groups offer support and advocacy services.</p> <p>Psalm – Project for Seniors and Lifelong Ministry 020 7388 1461; www.psalm.org.uk psalm@stp Pancraschurch.org St Pancras Church, Euston Road, London NW1 2BA Encourages the recognition and development of the spirituality, talents, expertise and commitment of older people in London.</p> <p>Mental health: Mental Health Foundation www.mentalhealth.org.uk Provides information, carries out research, campaigns and works to improve services for anyone affected by mental health issues.</p> <p>MIND (The National Association for Mental Health) Infoline: 0300 123 3393 0300 303 5999; www.mind.org.uk PO Box 75225, London E15 9FS Website and local groups offering support to families and sometimes direct services.</p> <p>Rethink 0300 500 0927; www.rethink.org Provides support groups and information on severe mental health issues.</p>

<p>Alzheimer’s Society 0300 222 1122; www.alzheimers.org.uk 43-44 Crutched Friars, London EC3N 2AE Provides advice, training and support for people who have dementia and their families, as well as local groups.</p> <p>Physical disability: Scope 0808 800 3333; www.scope.org.uk Here East Press Centre, 14 East Bay Lane, London E15 2GW The main national organisation for cerebral palsy sufferers, offering advice and information which can also be helpful for those with other physical disabilities.</p> <p>Livability (formerly Shaftesbury Society) 020 7452 2000; www.livability.org.uk 6 Mitre Passage, London SE10 0ER An interdenominational body working with disabled people to help achieve social inclusion, empowerment and justice.</p> <p>Through the Roof 01372 749955; www.throughtheroof.org Alpha House, Alpha Place, Garth Road, Morden, Surrey SM4 4TQ A Christian body which aims to help churches to become more inclusive by encouraging and equipping disabled people for leadership, as well as providing support and fellowship to disabled people. This is also the contact point for the Churches for All consortium – a campaign to encourage churches to provide greater access for disabled people.</p> <p>Learning disability: MENCAP (Royal Mencap Society) Helpline: 0808 808 1111 020 7454 0454; www.mencap.org.uk 123 Golden Lane, London EC1Y 0RT Provides services for people with learning disabilities, local groups and a website with support and social activities for families, adults and children.</p>	<p>Sensory disability: Royal National Institute for the Blind (RNIB) Helpline: 0303 123 9999; www.rnib.org.uk 105 Judd Street, London WC1H 9NE Focuses on the needs of blind and partially sighted people, offering advice, aids and equipment.</p> <p>Royal National Institute for Deaf People (RNID) 0808 808 0123; Textphone 0808 808 9000 www.rnid.org.uk 1-3 Highbury Station Road, London N1 1SE Raises awareness of deafness, hearing loss and tinnitus. They also train and provide interpreters.</p> <p>Information relating to domestic abuse</p> <p>Helpline: Women’s Aid www.womensaid.org.uk An online national domestic violence helpline, offering support, advice, accommodation and information on all aspects of domestic abuse. Also links to local services and the Domestic Violence Forum.</p> <p>Organisations: Against Violence and Abuse (AVA) https://avaproject.org.uk Brings together key agencies to raise awareness about domestic violence and increase effectiveness of multi-agency work.</p> <p>Consonant (formerly Asylum Aid) 020 7354 9631; https://consonant.org.uk One of the UK’s leading migrant-led charities providing legal advice, research and country-wide information to migrants and asylum-seekers.</p> <p>Broken Rainbow Helpline: 0300 999 5428 0845 260 5560; www.brokenrainbow.org.uk Provides information and support services to lesbian, gay, bisexual and transgender people experiencing domestic abuse.</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Section 9: Information

Broken Rites

www.brokenrites.org

An association of divorced and separated wives of clergy, ministers and Church Army Officers living in the UK.

Forced Marriage Unit

020 7008 0151; www.fco.gov.uk/forcedmarriage

The government unit providing confidential advice and assistance for those at risk of being forced into marriage overseas.

Foundation for Women's Health, Research and Development (FORWARD)

020 8960 4000; www.forwarduk.org.uk

An international organisation which in the UK provides information and advice in relation to female genital mutilation (FGM) and supports girls and women who have had or are at risk of FGM.

General

Samaritans

Helpline: 116 123;

<https://samaritans.org.uk>

A national helpline providing 24-hour confidential emotional support for anyone in a crisis.

Victim Support Helpline

0333 251 4926; www.victimsupport.org.uk

Offers information and support to victims of crime, whether or not they have reported the crime to the police.

British Association for Counselling and Psychotherapists

01455 883300

www.bacp.co.uk

15 St John's Business Park, Lutterworth, Leicestershire LE17 4HB

Provides a list of qualified counsellors.

Ecclesiastical Insurance Group

0345 777 3322; www.ecclesiastical.com

Beaufort House, Brunswick Road, Gloucester GL1 1JZ

Information relating to health and safety and insurance in churches.

Churches Together in South London

www.ctslondon.org.uk

Procedures for sharing agreements with independent churches.