

Grace Church: Safeguarding Policy

CHURCH DETAILS

Name: Grace Church (hereafter, "The Church")

Address: The Grace Centre, Somerset Road, Heaton,
Bolton, BL1 4NE

Tel No: 01204 465906

E-mail address: office@gracecentre.org.uk

Denomination/Organisation: Newfrontiers (Christ Central Churches)

MISSION STATEMENT

The Church Leadership [hereafter referred to as CL] recognises the importance of its ministry to children, young people and vulnerable adults, and its responsibility to protect and safeguard the welfare of children and young people entrusted to the church's care.

As part of its mission, the Church is committed to:

- Valuing, listening to and respecting children and young people as well as promoting their welfare and protection.
- Safe recruitment, supervision and training for all the children's/youth workers within the church.
- Adopting a procedure for dealing with concerns about possible abuse.
- Encouraging and supporting parents/carers.
- Supporting those affected by abuse in the church.
- Maintaining good links with the statutory childcare authorities and other organisations.

CHURCH POLICY

The CL recognises the need to provide a safe and caring environment for children and young people. It also acknowledges that children and young people can be the victims of physical, sexual and emotional abuse, and neglect. The CL has therefore adopted the procedures set out in this document (hereafter "the policy"). It also recognises the need to build constructive links with statutory and voluntary child protection agencies. The policy and attached practice guidelines are based on a model published by the Churches' Child Protection Advisory Service (CCPAS). The CL undertake to file a copy of the policy and practice guidelines with CCPAS, and any amendments subsequently published. The CL agrees not to allow the document to be copied by other organisations.

The CL is committed to on-going child protection training for all children/youth workers and will regularly review the operational guidelines attached.

The CL also undertakes to follow the principles found within the Abuse Of Trust guidance issued by the Home Office and it is therefore unacceptable for those in a position of trust to engage in any behaviour, which might allow a sexual relationship to develop for as long as the relationship of trust continues.

RESPONDING TO ALLEGATIONS OF ABUSE

Under no circumstances should a church worker carry out their own investigation into the allegation or suspicion of abuse. The person in receipt of allegations or suspicions of abuse will do the following:

- Concerns must be reported as soon as possible to Robert Coleman (hereafter the "Co-ordinator") Grace Church tel no: 01204 465906 who is nominated by the CL to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.
- In the absence of the Co-ordinator, or if the suspicions in any way involve the Co-ordinator then the report should be made to Beth Cameron (hereafter the "Deputy Co-ordinator") Grace Church tel no: 01204 465906. If the suspicions implicate both the Co-ordinator and the Deputy Co-ordinator, then the report should be made in the first instance to the Churches' Child Protection Advisory Service (CCPAS) PO Box 133, Swanley, Kent, BR8 7UQ, telephone 0845 120 4550 or alternatively contact Social Services. The local Social Services office telephone number between 9.00am and 5.00pm is 01204 331500. The out of hours emergency number is 01204 337777. The Police telephone number is: 101.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with church procedures and kept in a secure place.
- Whilst allegations or suspicions of abuse will normally be reported to the Co-ordinator, the absence of the Co-ordinator or Deputy Co-ordinator should not delay referral to the Social Services Department.
- The CL will support the Co-ordinator/Deputy Co-ordinator in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
- It is, of course, the right of any individual as a citizen to make a direct referral to the child protection agencies or seek advice from CCPAS, although the CL hope that members of the church will use this procedure. If, however, the individual with the concern feels that the Co-ordinator/Deputy Co-ordinator has not responded appropriately, or where they have a disagreement with the Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the CL demonstrate the commitment of the church to effective child protection.

The role of the Co-ordinator/ Deputy Co-ordinator is to collate and clarify the precise details of the allegation or suspicion and pass this information on to the Social Services Department. It is Social Services task to investigate the matter under Section 47 of the Children Act 1989.

ALLEGATIONS OF PHYSICAL INJURY OR NEGLECT

If a child has a physical injury or symptom of neglect, the Co-ordinator/Deputy Co-ordinator will:

- Contact Social Services (or CCPAS) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Will not tell the parents or carers unless advised to do so having contacted Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of injury.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Social Services direct for advice.
- Seek and follow advice given by CCPAS (who will confirm their advice in writing) if unsure whether or not to refer a case to Social Services.

ALLEGATIONS OF SEXUAL ABUSE

In the event of allegations or suspicions of sexual abuse, the Co-ordinator/Deputy Co-ordinator will:

- Contact the Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by CCPAS if, for any reason they are unsure whether or not to contact Social Services/Police. CCPAS will confirm its advice in writing for future reference.

APPOINTMENT, SUPPORT, SUPERVISION & TRAINING OF LEADERS & WORKERS

The CL will ensure all workers will be appointed, trained, supported and supervised in accordance with the principles set out in government guidelines "Safe from Harm" (HMSO 1993), the Disclosure and Barring System / Scottish Criminal Records Office / PECS Codes of Practice, CCPAS guidance and Church practice guidelines attached. The same principles will be applied to those appointed to work with vulnerable adults.

SUPERVISION OF GROUP/CHILDREN'S ACTIVITIES

The CL will provide details of the supervision for each specific activity in the church practice guidelines attached.

SUPPORT TO THOSE AFFECTED BY ABUSE

The CL is committed to offering pastoral care, working with statutory agencies as appropriate, and support to those attending the church who have been affected by abuse.

WORKING WITH OFFENDERS

When someone attending the church is known to have abused children, the CL will supervise the individual concerned and offer pastoral care, but in its commitment to the protection of children, set boundaries for that person which they will be expected to keep.

VULNERABLE ADULTS

All the same criteria and guidelines stated in this policy and in the following practice guidelines for working with children will be followed when working with 'Vulnerable Adults'. For definitions of a 'Vulnerable Adult' see Appendix C.

This policy will be reviewed every two years in **May**

Signed _____

Date _____

Print Name _____

Appointment _____

Signed _____

Date _____

Print Name _____

Appointment _____

PRACTICE GUIDELINES

Recruitment:

Any prospective voluntary or paid workers must be approved by the lead Recruiter (Beth Cameron) and/or the Deputy Recruiter (Catherine Mitton). Approval to take up any position will be based upon one or more formal or informal conversation/s as is appropriate to the role, along with under going a DBS check. Voluntary workers may be allowed to help out for a period time without having a DBS check, but should *never* be left alone with any children or vulnerable adults.

Handling of disclosure information (DBS checks)

- Disclosure information will only be requested with the applicants consent and only for the specific purpose for which it was requested.
- Disclosure information will be kept safe, separate from other personal information, and locked in a non-portable cabinet, with access limited to those entitled to see it, and in accordance with Section 124 of the Police Act 1997, Disclosure information will only passed to those who are authorised to receive it in the course of their duties, and a record will be kept of all those to whom Disclosures or Disclosure information has been revealed.
- Once a recruitment (or other relevant) decision has been made, Disclosure information will not be kept for any longer than six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, consultation will be made with CCPAS and/or the DBS.
- After six months the Disclosure information will be destroyed (shredded). No copies of the Disclosure information will be kept in any form. However, a record of the date of the issue of a disclosure, the name of the subject, the type of disclosure requested, the position for which the disclosure was requested, the unique reference number of the disclosure and the details of the recruitment decision taken, will all be stored in a secure place.

Our Equal Opportunities Policy can be found in Appendix A.

Training:

All volunteers and employees are expected to go through some training/teaching about our Safeguarding Policy and the associated practice guidelines appropriate to their role. The method of training will vary from bringing in experienced teachers of this subject, or in house training, to simply handing out a written document of our procedures – as is appropriate to the experience (e.g. previous training) of the recipient/s and the number of new workers at that given time.

Additionally, a credit card sized slip will be handed out (produced by CCPAS) to all workers to keep on them, in case they need a quick reminder about some of the basic principles.

Finally, along with each review of the Safeguarding Policy, will be a review of the training provided, and a check to see if any workers need to be updated about new procedures and/or laws.

Support for Workers:

It is initially the responsibility of team leaders to support the workers they work with. However, if they are unable to help, any worker (including team leaders) should go to the person with overall responsibility for those groups, from this point on referred to as the 'Overseers'. Failing that they should go to the Co-ordinator or Deputy Co-ordinator for advice and/or support.

Recognising possible signs of abuse:

The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered. (For definitions of different sorts of abuse see Appendix B)

PHYSICAL SIGNS OF ABUSE

- Any injuries not consistent with the explanation given for them
- Injuries that occur to the body in places which are not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Neglect - under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises, bites, burns, fractures etc which do not have an accidental explanation*
- Cuts/scratches/substance abuse*

INDICATORS OF POSSIBLE SEXUAL ABUSE

- Any allegations made by a child concerning sexual abuse
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia*

EMOTIONAL SIGNS OF ABUSE

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

RACE, CULTURE & RELIGION

Crucial to any assessment is a knowledge and sensitivity to racial, cultural and religious aspects. Remember also that differences exist not only between ethnic groups but also within the same ethnic group and between different neighbourhoods and social classes. While different practices must be taken into account, it is also important to remember that all children have basic human rights. Differences in child-rearing do not justify child abuse.

*These signs may indicate the possibility that a child or young person is self-harming, mostly by cutting, burning, self-poisoning.

How to respond to a child wanting to talk about abuse:

GENERAL POINTS

- Above everything else listen
- Show acceptance of what the child says (however unlikely the story may sound)
- Keep calm
- Look at the child directly
- Be honest
- Tell the child you will need to let someone else know - don't promise confidentiality
- Even when a child has broken a rule, they are not to blame for the abuse
- Be aware that the child may have been threatened or bribed not to tell
- Never push for information. If the child decides not to tell you after all, then accept that and let them know that you are always ready to listen.
- As soon as possible write down what has been shared

HELPFUL RESPONSES

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

DON'T SAY

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

AFTER A DISCLOSURE/ACCUSATION OF ABUSE/NEGLECT

- Reassure the child that they were right to tell you and show acceptance.
- Let the child know what you are going to do next and that you will let them know what happens (you might have to consider referring to Social Services or the Police to prevent a child or young person returning home if you consider them to be seriously at risk of further abuse).
- Contact the Co-ordinator or the Deputy Co-ordinator with concerns or contact an agency such as CCPAS for advice or go directly to Social Services/Police (The phone numbers can be found on page 2 of this policy).
- Consider your own feelings and seek pastoral support if needed.

MAKING NOTES

Make notes as soon as possible, preferably within one hour of the child talking to you. Write down exactly what the child said and when s/he said it, what you said in reply and what was happening immediately beforehand (e.g. a description of the activity). Record dates and times of these events and when you made the record. Keep all hand-written notes, even if subsequently typed. Such records should be kept for an indefinite period in a secure place.

Remember also, that if a child wants to talk to you in private, it's not automatically going to be about abuse. And when a child requests a private talk, when arranging a suitable time and place, remember both their and your safety. Finally, again – never ever promise confidentiality.

Guidelines for discipline

The CL recognises that discipline is an important part of the education of a person's character. It includes nurturing, training, instruction, chastisement, verbal rebuke, teaching and encouragement. It brings security, produces character, prepares for life and is an expression of God's love for an individual.

With this in mind all workers should:

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

Some children have a tendency to be disruptive in a group. Give them a chance, warn them and only separate if they are disruptive as a last resort.

- Have a disruptive child sit right in front of you or get a helper to sit next to them.
- Be pro-active and encourage helpers to be pro-active rather than waiting to be told to deal with a situation.
- Take a disruptive child to one side and engage with them, challenging them to change, whilst encouraging their strengths.
- Remedial action can be taken against a constantly disruptive child. They can be warned that you may speak to their parents/carers about their behaviour, they may be sent outside the room (under supervision), back into the church service or, after consultation with a church leader and advising the parent/carer, be banned from attending the group for a period of time.
- If a child's behaviour continues to be disruptive despite measures taken above, seek advice and guidance from a leader.
- Pray with the other workers before the session and take time to debrief before you leave when appropriate.

Children visiting from the street

If a child comes from the street who does not normally attend the Sunday morning kids group, you should welcome the child/children and try to establish their name, age, address and telephone number. Record their visit in a register.

- Ask the child/children if a parent/carer is aware where they are, and what time they are expected home. If this is before the session ends, the child should be encouraged to return home, unless permission to stay can be obtained from the parent/carer via a telephone call. In any event suggest the child seeks the parent/carer's permission to return the following week.
- Link the visiting child with a regular attendee who can introduce them to the group and show them the ropes.
- On leaving, give the child a leaflet about the group with contact telephone numbers etc and perhaps a standard letter to the parent/carer inviting them to make contact if they wish.

Without interrogating the child, you will need to find out as soon as possible whether they have any special needs, (e.g. medication), so that you can respond appropriately in an emergency.

Working with disruptive children

If a child/young person is being disruptive:

- Ask them to stop.
- Speak to the child to establish the cause(s) of upset.
- Inform the child that they will be asked to leave if the behaviour continues.
- Warn the child that if they continue to be disruptive, this might result in longer-term exclusion from the group.

If a child/young person is harming him/herself, another person or property then other children/young people present should be escorted away from the area where the disruption is occurring. At the same time, and with a second worker present if possible, request the child/young person to STOP. If your request is ignored, you might need to warn the individual that you will consider calling for additional help, (e.g. Police) if they do not stop. In exceptional circumstances and ideally with assistance, you can try to restrain the child/young person to prevent them harming themselves, others or property whilst you wait for the police. But this should only be attempted as a last resort if absolutely necessary.

Any workers involved should then record what happened as soon as possible after the incident. This should include the following:

- What activity was taking place.
- What might have caused the disruptive behaviour.
- The child's/young person's behaviour.
- What you said and how you and others responded.
- A list of others present who witnessed the incident.

A copy should then be given to the Overseer, a copy retained by the worker and a copy kept with the logbook.

Taking photographs/videos of children:

Prior to taking any pictures or videos of children, permission from the parents must be obtained (this must be written if it going to appear on a web site, otherwise it can be written or verbal). When asking for permission it must be made clear *why* the image is being taken, *what* it will be used for, and *who* might want to look at the image/s.

Permission is not necessary for images taken of large crowds at events. However if you intend to take a picture of the whole youth or kids group where individuals cannot be easily identified, you must still obtain permission from the parents for their child to be in the picture.

Additionally, when images are displayed of anyone less than 18 years old, no personal details should be attached except for their first name.

Transporting Children:

- Only those who have been through the recruitment procedures and are familiar with the Safeguarding Policy will be allowed transport children.
- Parental consent should be sought and given for all journeys. Additionally all transports should only be carried out with the knowledge of the CL.
- Where possible, consideration will be given to dropping of the least vulnerable child (if identifiable) last.
- No driver should spend unnecessary time with a child. If a child wants to talk to the driver and is the only/last child in the vehicle, the driver should say that it isn't an appropriate time to talk, but arrange another time where there are other adults around (remembering that they may want to talk about an abusive situation).

Young helpers:

Although increased responsibility will be encouraged as a good way of learning and developing, no one in a youth group and/or under the age of 18 will be left in sole responsibility of a group. At least one adult who has gone through the recruitment process stated above will remain present at all times.

Complaints about Social Services:

If anyone has had to contact Social Services, and they're not happy with what was (or wasn't) done, the issue should first be raised with the Social Worker themselves. If they are not able to answer or address the issue in a satisfactory way, then a formal complaint can be made. To do this you can ask the Social Worker for information about the complaints procedure, or contact the 'Complaints Receiving Officer for Social Services' by calling the main Social Services number.

The interests of the children are paramount in this policy and the work we do with children. However, we realise that life could throw up an unforeseen situation, which our policy does not take into account. In these situations, worker/s should only depart from the guidelines set out here if they have permission from their supervisor, or if its an emergency and time does not allow them to seek permission or guidance. In such an event a written account of the circumstances and the resulting action that was taken when departing from general policy will be required from all workers present. If possible that should be written the same day, or at the very least the proceeding day after the event. The CL and the Co-ordinator will then review the statements in order to assess the action taken, and to see if any changes or updates need to be made to the policy and the training of workers.

Appendix A:

Equal opportunities statement

EQUAL OPPORTUNITIES

1. This organisation is committed to providing a vital, practical response to the needs of those we serve, regardless of race, religion, lifestyle, sex, sexuality, physical/mental disability, offending background or any other factor.
2. As an organisation using the Disclosure and Barring System (DBS) Disclosure Service to assess applicants' suitability for positions of trust, Grace Church undertakes to comply fully with the DBS Code of Practice and to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of disclosure on the basis of conviction or other information revealed.
3. We actively promote equality of opportunity for all, with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values of the organisation.
4. A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered a position.
5. Where a Disclosure is to form part of a recruitment process, we encourage all applicants called for interview to provide details of any criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover to the recruiter within the organisation and we guarantee that this information will only be seen by those who need to see it as part of a recruitment process.
6. Unless the nature of the position allows Grace Church to ask questions about your entire criminal record, we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.
7. We ensure that all those in the organisation who are involved in the recruitment process have been suitably trained to identify and assess the relevance of circumstances of offences. We will also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders e.g. the Rehabilitation of Offenders Act 1974.
8. At interview, or in separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or voluntary work.
9. We make every subject of a DBS Disclosure aware of the existence of the Code of Practice and make a copy available on request.
10. We undertake to discuss any matter revealed in a disclosure with the person seeking a position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend upon the nature of the position and the circumstances and background of your offences.

Appendix B:

Definitions of abuse (England and Wales)

The following definitions of child abuse are recommended as criteria throughout England and Wales by the Department of Health, Department for Education and Skills and the Home Office in their joint document, Working Together to Safeguard Children (2010).

Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by a stranger.

PHYSICAL ABUSE

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

EMOTIONAL ABUSE

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

SEXUAL ABUSE

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

NEGLECT

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);

- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Appendix C:

Definitions of a vulnerable adult

For the purposes of the Disclosure and Barring Service, a vulnerable adult is a person aged 18 or over who has:

CONDITION:

- A learning or physical disability,
- A physical or mental illness, chronic or otherwise including an addiction to alcohol or drugs, or
- A reduction in physical or mental capacity.

DISABILITY:

- A dependency upon others in the performance of, or a requirement for assistance in the performance of, basic physical functions,
- Severe impairment in the ability to communicate with others, or
- Impairment in a person's ability to protect him or herself from assault, abuse or neglect.

AND BECAUSE OF THIS RECEIVES:

- Accommodation and nursing or personal care in a care home,
- Personal care or support to live independently in his or her home,
- Any services provided by an independent hospital, clinic, medical agency or National Health Service body,
- Social care services,
- Any services provided in an establishment catering for a person with learning difficulties.