**This guidance is intended to be a resource to all ministers and pastoral care coordinators across the Manchester and Stockport District.**



**Local Guidance: for good safeguardingpractice in pastoral care**

**Connexional Year 2021 - 22**

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Local Guidance: for good safeguarding practice in pastoral care

 **1 Introduction**

**1.1** This guidance is intended to be a resource to all ministers and pastoral care coordinators across the Manchester and Stockport District. It seeks to offer guidance to promote best practice in relation to Safeguarding within Pastoral Care, although it is recognised that there may need to be local adaptations due to the variations in pastoral activity across the District.

**1.2** This guidance recognises that a healthy Christian community is one in which people know that they are loved, visitors are welcome and young and old alike are valued and feel safe. The care that we offer, both at times of crisis and in everyday life, is an active declaration of God's love in Christ and for all the world.

**1.3** Pastoral care is at the centre of the church’s mission and ministry. We love because God first loved us (*1 John 4:19*) and pastoral care is our response to God’s unconditional love. Within this we are following Jesus’ command to ‘love one another as I have loved you’ and through his teachings we are called to recognise the unique value of each individual, to offer ourselves in service to others, to share in a mutual ministry of caring and to care for all.

**1.4** The Constitutional Practice and Discipline of the Methodist Church (CPD) indicates that the Church Council shall annually appoint pastoral visitors to share in the pastoral care of all those whose names are on the community roll of the local church. Thus, pastoral visitors are acting on behalf of the church, representing the church and are therefore accountable to the church. If any contact is being made as a friend rather than as pastoral visitor, then this should be made clear at the outset. Working on behalf of the church means the pastoral visitor has a responsibility to report any concerns on behalf of, and to, the church and to adhere to the guidance within the most current version of *Safeguarding Policy, Procedures and Guidance for the Methodist Church in Britain.*

[**https://www.methodist.org.uk/safeguarding/policies-procedure-and-information/policies-and-guidance/**](https://www.methodist.org.uk/safeguarding/policies-procedure-and-information/policies-and-guidance/)

***See also:***

Appendix 1 – Examples of Pastoral Care and Carer Characteristics

 **2 Key principles in ensuring safe pastoral visiting**

**2.1 Safer recruitment**

**2.1.1** All pastoral visitors should be recruited to their role using safer recruitment principles.

**2.1.2** Therefore, there should be clear role outlines and person qualities made available to enable the volunteers to select that which best suits their qualities, to understand the role and to whom they are accountable, and their duty to report safeguarding concerns as they arise.

**2.1.3** They should also be interviewed for the role, however informally, and have a minimum of two references taken up.

**2.1.4** If any young person below the age of 18 years is involved in any form of pastoral visiting, this should be done in full consultation with their parent or guardian and with close oversight by the pastoral team.

***See also:***

Practice Guidance on Carrying Out Disclosure and Barring (DBS) Checks as part of Safer Recruitment January 2018

Safeguarding Policy, Procedures and Guidance for the Methodist Church in Britain Section 6: Procedures Promoting Safer Practice

* 1. **DBS checks and role descriptions**

**2.2.1** As each Circuit develops their pastoral activity based on the needs of their local churches and communities, there will be different levels of pastoral visiting required. This, in turn, impacts on the level of DBS check required.

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| **2.2.2 Standard Support -** for those who offer occasional support, a DBS check is not required, although they would be warmly invited to attend Foundation Module Safeguarding Training. *However, it is essential that if the role develops into more involved work, as below, then the requirement for a DBS check must be reconsidered.*  | ***A role outline for a pastoral visitor at this level may include:*****\*** to contact at home, hospital, church or by telephone to engage with someone for social conversation and help reduce feelings of isolation**\*** to act as a listening ear for any matters of a personal or spiritual nature**\*** to share information and update those unable to attend church or activities, including the distribution of a newsletter**\*** to share any pastoral concerns with the pastoral care coordinator or Minister**\*** to share in prayer if requested |
| **2.2.3 Enhanced support -** for those who offer more involved support, an enhanced DBS check and attendance at Foundation Module Safeguarding Training is required. This role would involve more frequent contact to offer support, based on an individual’s circumstances and requests for help. However, personal care or support with personal affairs would not be appropriate activities. | ***A role outline for a pastoral visitor at this level may include:*****\*** to visit more substantially to support someone regarding a specific situation *(but not personal care or personal affairs)* such as talking through something that is worrying them, signposting them to appropriate social or community services and/or requesting spiritual support from the Minister **\*** to support others, including family members not on a pastoral list, as required **\*** to enquire about general health and well-being in more depth to establish that there is no vulnerability apparent**\*** to share in prayer if requested |
| **2.2.4 Personal Care -** for those who offer more regular contact in respect of children or undertake specific personal care tasks with a vulnerable adult, then a DBS and Barred List Check, and attendance at Foundation Module Safeguarding Training, would be required. *However, such a role should only be undertaken after discussion with, and the explicit approval of, the pastoral care coordinator and Minister.*  | ***A role outline for a pastoral visitor at this level may include:*****\*** to have contact at least once a week or 4 times a month and, if necessary, in the night in respect of children and their families**\*** to undertake personal care tasks with a vulnerable adult and see to personal life matters such as banking, bills, shopping **\*** to hold personal information regarding such personal matters**\*** to act as a representative as required and with permission |
| **2.2.5** It is vital that the pastoral care coordinator ensure that roles are not extended or changed without further discussion, nor that the pastoral visitor takes on a role which should be undertaken by professionals. *It is helpful for a local church to have someone coordinating pastoral activity.*  | ***A role outline for a pastoral care coordinator may include:*****\*** to be the main source of support for all pastoral visitors**\*** to coordinate the pastoral lists, including  who is being supported by which pastoral visitor  ensuring suitability of matching  maintaining accurate records of the lists **\*** ensuring the pastoral visitor list is approved annually by the Church Council**\*** to coordinate regular pastoral visitor meetings |

***Remember*** *to**remain aware of the risk of boundary drift, whereby someone starts to take on tasks and responsibilities beyond those in their role description, usually through enthusiasm or the desire to help.*

* 1. **Support and supervision**
		1. This can be offered via a regular meeting in order that:

**2.3.1.1** pastoral visitors come together to share concerns and ways of managing them or to discuss anonymously specific incidents

**2.3.1.2** it can be confirmed that pastoral visitors continue to work within

their role outlines, or roles reviewed in the light of changing need within the

community

**2.3.1.3** training and development needs can be identified, and updates provided, to support knowledge and development

**2.3.1.4** clear and accurate reports may be given to Church Council at least annually

***Remember:*** *the importance of caring for one another within pastoral ministry.*

**2.4 Confidentiality**

**3.4.1** In building trust within a pastoral relationship, it is important that what people choose to share is treated in confidence. However, it is equally important to ensure that they are aware of the parameters of confidentiality and when information may be shared, these being:

**3.4.1.1** if specific permission is given by the individual

**3.4.1.2** if information is disclosed that suggests that the individual or another person is at significant risk

**3.4.1.3** if there is indication of actual or likely involvement in serious criminal activity.

 3.4.2 It is good practice that those receiving any form of pastoral care are made aware from the outset of those circumstances under which information may have to be shared and reminded of this as required.

3.4.3 Advice can be sought without disclosing any of the individual’s personal details to enable an informed judgement to be made, especially if the pastoral visitor is not clear whether the criteria has been met to disclose information.

3.4.4 Where the pastoral visitor believes that other services may be able to help someone, they may only share personal details with the consent of the individual.

3.4.5 Where it is that information must be disclosed because one of the criteria above are reached, best practice is that the individual is either supported to do so themselves or made aware of why and with whom that information is to be shared. The only exception to this would be if in doing so, the risk of harm to the individual or someone else was increased.

***Remember:*** *there is a difference between confidentiality and secrecy or anonymity.*

*Anyone within a formal role* ***cannot*** *share information* ***anonymously****.*

***Also see:***

**\***Guidelines for Good Practice in Confidentiality and Pastoral Care -The Constitutional Practice and Discipline of the Methodist Church 2019, p812

[**https://www.methodist.org.uk/downloads/conf08\_confidentialityguidelines\_0808.pdf**](https://www.methodist.org.uk/downloads/conf08_confidentialityguidelines_0808.pdf)

**\*** With Integrity and Skill: Confidentiality in the Methodist Church

[**https://www.methodist.org.uk/downloads/Conf08\_18\_With\_Integrity\_and\_Skill.pdf**](https://www.methodist.org.uk/downloads/Conf08_18_With_Integrity_and_Skill.pdf)

**\*** Data Protection Act 2018

[**https://www.gov.uk/government/collections/data-protection-act-2018**](https://www.gov.uk/government/collections/data-protection-act-2018)

**\***Safeguarding Policy, Procedures and Guidance for the Methodist Church in Britain

 *Section 7.3*: Information Sharing Guidance

 *Section 7.3.5*: Confidentiality

 *Section 7.4*: Pastoral Conversations and Confidentiality

**3 Recording**

**3.1 For volunteer pastoral visitors**

**3.1.1** It is good practice that pastoral visitors make a simple note when they

have had contact with someone of the date and time of each visit and advise the individual of this. However, when offering only support, further detailed records need not be kept.

**3.1.2** These notes could be written in a notebook by the pastoral visitor or shared with the pastoral care coordinator when updates are given, as this is not confidential information.

***See also:***

*Appendix 2* - for an Example Brief Pastoral Contact Template that may be used.

**3.1.3** The pastoral care coordinator holds the master record for each member/adherent on the community roll which include name, address, and phone number for contact reasons plus the name of their pastoral visitor. Good practice is that the individual gives consent for this.

**3.1.4** Where more detailed information needs to be recorded, this must be kept securely and in consultation with the pastoral care coordinator. If a safeguarding concern arises, the process for recording safeguarding concerns should be followed.

* 1. **For Ministers and paid pastoral workers**

**3.2.1** It is good practice that those who deliver more regular or more involved

support record the following basic information:

**\*** name of person visited

**\*** date and time of visit

**\*** where contact took place

**\*** reason for the contact

**\*** any action to be taken and by whom

**\*** date of next visit

**3.2.2** It is also good practice that that the individual is aware of what will be recorded and why, and consents to this.

* + 1. An additional section of the record may include observations made about, for example, behaviour, condition of the individual, comments made, or information shared.
		2. The principles (below) regarding storage, archiving and more detailed recording apply.
		3. If safeguarding concerns are raised in connection to an individual, or if a criminal act is disclosed, then the guidelines on recording of safeguarding concerns will apply.
		4. Remember, all formal records set up must be stored securely, whether they are maintained manually or electronically.

***Also see:***

**\*** Safeguarding Policy, Procedures and Guidance for the Methodist Church in Britain

 *Section 4.2*: Recording

 *Section 5*: Procedures for the management of safeguarding information

 *Section 5.1.8:* Data storage

**\*** Appendix 3 - Example Pastoral Contact Template: where more substantial contact takes place or possible safeguarding issues exist

***NB***Safeguarding Records: Joint Practice Guidance for the Church of England and the Methodist Church 2015 has been incorporated into Safeguarding Policy, Procedures and Guidance for the Methodist Church in Britain since October 2019 as above

**4 Risk assessment**

**4.1** Pastoral visiting activity will require specific risk assessments to be undertaken to safeguard not only those being visited but also the pastoral visitors and the church itself.

**4.2** These should ensure that issues, including risks of lone working, visiting someone in their home and visiting elsewhere, are identified and actions taken to reduce such risks.

***See also:***

*Appendix 5* – Lone Visiting Guidelines

*Appendix 6* – Example of some elements of a Risk Assessment

Standing Order 237 - Assessment of Risk

Safeguarding Policy, Procedures and Guidance for the Methodist Church in Britain

 *Section 6.4.2* Visiting adults at home

**5 Managing Concerns**

**5.1** Should a pastoral visitor have any concern about any aspect of a pastoral contact, this should be discussed with the pastoral care coordinator or Minister.

**5.2** Should a pastoral visitor have a concern about the standard of care being

offered to someone in hospital or a care home, they should speak with the pastoral care coordinator, Minister and/or a Safeguarding Officer.

**5.3** If safeguarding concerns are raised in connection to an individual, or if a criminal act is disclosed, then the guidelines relating to managing concerns within the Connexional policy should be followed.

***See also:***

*Appendix 4* - Flowchart for management of a safeguarding concern

Standing Order 236 - Safeguarding Concerns and Procedures

Safeguarding Policy, Procedures and Guidance for the Methodist Church in Britain –

*Section 4*: Procedures for responding well to safeguarding incidents

1. **Further resources:**

**6.1** For further articles, links and resources relating to wider pastoral care issues, please see the pastoral care pages on the Methodist website:

[**https://www.methodist.org.uk/for-churches/guidance-for-churches/pastoral-care/**](https://www.methodist.org.uk/for-churches/guidance-for-churches/pastoral-care/)

  

**Pastoral care links and contacts**

**Healing Ministry**

**Confidentiality Guidelines**



**Do churches need a pastoral policy?**

**Mental Health**

**Dealing with trauma**

**Appendix 1**  **Examples of Pastoral Care and Carer Characteristics**

**Home**

**Elderly**

**Hospital**

**Carer Characteristics**

**Respectful Caring Discretion**

**Patience Prayerful Encouraging**

**Supportive Availablility Listening**

**Non-judgemental Aware Sensitive**

**Children/ Young People**

**Community**

**Congregation**

**Volunteers**

**Ministers**

**Care Facility**

**Vulnerable**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date and Time of Contact** | **Where contact took Place** | **Name of Pastoral Visitor undertaking Contact** | **Next Planned Contact** |
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**Appendix 2 Example Brief Pastoral Contact Template**

Appendix 3  Example Pastoral Contact Template: *where more substantial contact takes place or possible safeguarding issues exist*

**Demographic details:**

|  |  |  |
| --- | --- | --- |
| **Church:** | **Circuit:** | **Name of Pastoral Contact:** |
| **Name of Individual:** | **Next of Kin:** |
| **Age/Date of Birth:** |
| **Address:** | **Telephone Number:** |
| **Telephone number:** |
| **Reason for Commencement of Pastoral Support:** | **Date and Time of Initial Pastoral Contact:** |
| **Has the individual consented to records being kept, and is aware of why they are needed? Y** [ ]  **N** [ ]  |

|  |
| --- |
| ***When record keeping consider who, what, where, when, to whom referred, actions taken*** |
| **Date and Time** | **Notes relating to the contact** | **Name of Pastoral Visitor** **Date** |
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Appendix 4  Flowchart for management of a safeguarding concern

*Taken from Creating Safer Space Advanced Module 2019 Edition*

**No or Not sure**

Does the person have the **mental capacity** to make the decision to

pass the concern to the statutory services?

**Yes**

Does the adult give **consent** to refer the concern to Adult Social care services or the police?

**Yes**

**No**

Does the harm disclosed **relate to another person?** Or is the **perpetrator still in a position to harm** other people?

**Yes**

Tell the person you must share the concern they have raised in public interest/ to prevent a crime

**No**

**Concern**

**Consultation required**

**Risk of harm**

**Referral required**

**Risk of harm**

**Immediate response**

**Consult**

**District Safeguarding Officer or Circuit Safeguarding Officer Church Intervention**

> Liaison with police, Adult Social Care/Children’s Social Care/LADO**\***

> Church supervision/oversight

> Advice

> Support

> Complaints/discipline

> Risk assessment process – local/ Connexional

> Training

> Media/Communications

Support adult to refer to **Adult Social Care services (or Children’s services** if adult is disclosing childhood abuse)

> Information and advice

> Enquiry (Section 42)

> Social Care Needs Assessment (section 9(2))

> Mental Capacity Assessment (Mental Capacity Act 2005)

> Risk management measures to safeguard the person

> Services to enable independent living

EMERGENCY

**Call 999**

**Police**

> Immediate safeguarding intervention

> Criminal investigation

**ADULT SAFE/ FAMILY SUPPORTED**

\* Unless consent has not been given by adult with capacity about whom the concern is about.

Appendix 5  Lone Visiting Guidelines

***To be read in conjunction with section 6.4.3 Visiting adults at home: Safeguarding Policy, Procedures and Guidance for the Methodist Church***

* Where possible, all visits should be arranged in advance
* Ensure someone knows where you are going and when you intend to return
* Wherever possible, have a mobile telephone with you, preferably with a tracking app**\***
* Risk assess all visits and, where indicated, visit in two’s
* Dress sensibly, wear suitable footwear and, where possible, avoid carrying a large bag or displaying jewellery
* Park your car as close to the address as possible, in a well-lit area and facing the way you need to leave
* Before leaving the car check for any potential dangers e.g. dogs, and consider how easily you’d be able to leave in an emergency
* Before entering the property have a brief chat with the occupant at the door to gauge any potential risks e.g. change in mental health, aggressive posture or language
* If at any time during the visit you feel uneasy or vulnerable, then make an excuse and leave
* When in the property aim to ensure you sit somewhere where you can most easily get up and reach the door with no one between you and it.
* Do not go upstairs, into any bedrooms and avoid going into the kitchen due to the number of objects available which could be used as weapons
* If the person is confined to bed either regularly or temporarily, remember to knock and wait before entering the bedroom. Sit on a chair, not on the bed and leave the door ajar.
* Find out if anyone else is in the property and what their relationship is to the person you are visiting. If they intend to be present during the visit, ensure that the person you are visiting has given clear consent for this.

***\**** *such as**StreetSmart*

 *FamiSafe GPS Tracking*

 *My family GPS tracker*

For further information see:

[**https://www.suzylamplugh.org/Pages/Category/lone-worker-devices**](https://www.suzylamplugh.org/Pages/Category/lone-worker-devices)

Appendix 6 Example of some elements of a Risk Assessment

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Potential risk**  | **To whom** | **What is already in place?** | **How can the risk be further reduced/managed?** | **Date action taken** | **Completed by** |
| Abuse  | Individual being visited | Safeguarding policy which includes vulnerable adults.Safeguarding good practice guidance for vulnerable adults.Pastoral visitors have completed the relevant Connexional safeguarding training.Pastoral visitors are safely recruited and aware of policy and good practice. | Consider DBS Basic Disclosure check for those who are not eligible for an enhanced DBS check.Consider a register/policy for gifts received and/or donations to the church.Consider same sex visitor |  |  |
| Personal Safety | Pastoral carer | Full consideration given to lone visiting guidelines *(appendix 5).*Minister/Pastoral Lead has risk assessed and authorised either lone visits or visits by two people.Visitor is aware to report any deterioration in physical or mental health of the allocated individual, or any other concern, to nominated person at church.A register of all visits kept in line with Data Protection Act 2018.Minister or Pastoral Lead to ensure visitor is not overloaded by pastoral demands. Visits have clear time boundaries.Accurate contact details maintained for both Pastoral Visitors and allocated individuals | If deterioration in physical or mental health or there is any other concern, then further risk assessment(s) will be completed. Nominated person to contact local safeguarding officer/family/social services regarding deterioration or other concern. |  |  |