

## **Useful Safeguarding Information for Lincoln Diocese during Covid-19 Social Distancing Restrictions**

**It is really important at this time when we have to re-imagine our Christian Ministry because of the social distancing restrictions in place, that we consider some of the implications of COVID-19 from a safeguarding perspective.**

The below has been put together by the Diocesan Safeguarding Team drawing on resources from safeguarding leads across different voluntary organisations and faith groups. At this time, more than ever, those of us involved in outreach and pastoral care should ensure the protection of those at risk of abuse is at the forefront of our thinking. Our desire to offer support to our communities must be underpinned with an understanding of the increased safeguarding risks many vulnerable people are facing and hence we have put this information together.

When our news and social media streams are so full of the devastating impact of Covid 19 on the health and well-being of the nation, it can be really difficult for us to also consider that children and adults will continue to be abused and neglected throughout this time, and some may be at higher risk because of the measures taken to prevent the spread of disease. We have compiled the following because in order to continue to promote a safer church, we must consider the ways in which **vulnerability is increased at this time.**

**Children on child protection plans, looked-after children or those classed as a child in need, together with other children and adults who were already at risk of abuse before Covid-19** – This group of people are likely to be at more risk as they and their families/carers do not have their usual support systems to rely on. There is a very real risk of worsening abuse or neglect. Because self isolation is causing pressures in frontline services, professionals have less capacity to support and safeguard. Home visits are not happening in the same way and often the requirement to see children and the vulnerable alone away from potential sources of abuse is not possible because of the restrictions that everyone remain at home together.

**Families** will be under increased amounts of stress, due to new financial pressures, household isolation, school closures and lack of normal outlets for stress and frustrations. This leads to increased risk of domestic abuse and violence and abuse within families previously unknown to safeguarding professionals.

**Adults who are vulnerable and isolated** may be at increased risk of financial exploitation by some pretending to help under the guise of 'COVID kindness'.

**Children used to accessing support with their mental health via school-based counselling** may be struggling to cope without regular face-to-face contact.

**Those known to us who may be at increased risk might be:**

- Our own young people from our parishes and church schools
- Members of our parishes who are victims of domestic abuse
- Vulnerable adults in residential care who are not in the usual regular contact with their families and friends and who are missing the outreach from your parish church.
- Those who are elderly or unwell perhaps with dementia or other care needs who are being cared for at home.

### What we know is that:

- Self or household isolation could mean these and other groups are at additional risk of abuse, trapped in their homes with their abusers and isolated from the people and the resources that could help them
- Subtle signs of abuse and/or neglect may not be obvious during phone/video contact or when transporting or caring for friends and neighbours. Victims may also not be able to speak freely if at home or accompanied by a family member.

### Practical tips for safeguarding to consider when engaging with someone you think may be vulnerable when talking on the phone or in the virtual world.

- Ask who else is in the house or room with them
- Ask what support they have and how they are managing with isolation/schools closing/social distancing
- Ask if they feel safe
- Consider the use of 'closed questions' (with a yes or no answer) when asking about safety
- Encourage and promote ongoing social support with their friends and family through virtual means by phone and video chat

Below are links to some useful fact sheets and guidance documents about how to help people safely and how to work with children and young people using video and online messaging.

### Reporting concerns

**Normal reporting procedures apply. All House of Bishops Safeguarding Policies and Procedures remain in force.** Where variations are put in place to take account of social distancing restrictions, the National Safeguarding Team Webpages will provide the most up to date information (links below).

The Diocesan Safeguarding Advisers, Penny Turner and Debbie Johnson are working from their homes and are available as usual to offer advice and support.

Contact them at: [safeguarding@lincoln.anglican.org](mailto:safeguarding@lincoln.anglican.org) M: 07432522412

Up-to-date information regarding local authority contacts can be found at [www.lincoln.anglican.org/safeguarding](http://www.lincoln.anglican.org/safeguarding)

Through the national Church of England website the following updates are available  
Either click the links below or use the web address [www.churchofengalnd.org/safeguarding](http://www.churchofengalnd.org/safeguarding)

- An update from the National Safeguarding Team regarding Coronavirus (COVID-19)
- Government Safeguarding Factsheet: Community volunteers during COVID-19 outbreak
- Government Guidance: How to help safely
- Guidance for dioceses and churches for the safe use of video-calling with young people
- Domestic abuse and COVID-19

## Useful contact details for safeguarding organisations across the Diocese of Lincoln

**Police:** 999 or 101

### **Local Authority Key Contacts:**

**Lincolnshire:** 01522 782155 (Adults) 01522 78 21 11 (Children) 01522 78 23 33 (Out of Hours)

**North East Lincolnshire:** 01472 25 62 56 (Adults) 01472 32 62 92 (Children) (Both are 24 hour lines)

**North Lincolnshire:** 01724 297 979 (Adults) 01724 29 65 00 (Children) 01724 27 64 44 (Out of Hours)

**Sexual Assault Referral Centres** remain open nationally providing the same quality care and support to anyone who has experienced rape, sexual assault or other sexual abuse.

Local services are provided in **the North** of the Diocese through:

**Blue Door** <https://www.thebluedoor.org/> are a specialist service who provide support to anyone that has experienced domestic abuse and sexual violence in North and North East Lincolnshire

**Helpline:** 0800 197 47 87 **Office:** 01724 841 947 E: [info@thebluedoor.org](mailto:info@thebluedoor.org).

Local services in **Lincolnshire County Council** area are:

**Spring Lodge** <https://www.lpft.nhs.uk/spring-lodge/home> This is Lincoln's Rape and Sexual Abuse Centre (also known as a Sexual Referral Centre or SARC) dedicated to providing a comprehensive service to **men and women** who have been raped or sexually assaulted.

T:01522 524 402 (office hours) T: 01371 812 686 (all other times) e: [info@springlodge.org](mailto:info@springlodge.org)

### **Domestic Abuse**

- Freephone 24h National Helpline, run by **Refuge** T: **0808 247 2000** [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)
- In the **North of the Diocese** Domestic Abuse Support services are also provided through Blue Door as above.
- In **Lincolnshire** services are accessed through : **EDAN Lincs Domestic Abuse Service**  
Tel: 01522 510041 General Enquiry: [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk)
- National LGBT+ Domestic Abuse Helpline **0800 999 5428**
- Men's Advice Line **0808 801 0327**
- Respect helpline (for anyone worried about their own behaviour) **0808 802 0321**

### **Help with Mental Health**

<http://www.lincsshine.co.uk>

<https://www.lpft.nhs.uk/young-people/lincolnshire/young-people/i-need-more-help/healthy-minds-lincolnshire>

### **Support and Monitoring of those subject to Safer Church Agreements**

Those who are convicted of Sexual offences provoke a powerful response within our communities. It is a challenging ministry to be alongside those made subject to safer church agreements and sexual harm prevention orders. The successful rehabilitation and reintegration of an individual who has committed a sexual offence is key to preventing further victims. Social isolation and emotional loneliness are key factors increasing the risk of (re)offending. Please check out [www.stopitnow.org](http://www.stopitnow.org) or [www.saferlivingfoundation.org](http://www.saferlivingfoundation.org) for useful information and advice. As always you can make contact with Penny Turner the Diocesan Safeguarding Adviser for church specific advice and support.

**The Diocese of Lincoln safeguarding team** is striving to ensure that truth and justice are sought for all those whose lives have been impacted upon by past abuse or by the poor handling of past allegations. Any survivors, or those with information about Church-related abuse, are invited to come forward with confidence that the Diocese will treat them seriously and sensitively.

**Diocesan Safeguarding Adviser**, Penny Turner on 077432522412 or Debbie Johnson if Penny is not available. [Safeguarding@lincoln.anglican.org](mailto:Safeguarding@lincoln.anglican.org)

**The Diocese has a specialist independent domestic and sexual violence advocate**, her name is Gemma Marks-Good E: [gemma.marks-good@lincoln.anglican.org](mailto:gemma.marks-good@lincoln.anglican.org) T: 01522504079

**A specialist national helpline Tel 0800 80 20 20** has been set up to operate independently of the church. The Helpline is operated by the NSPCC although it is not only to report child abuse. The helpline has been specially commissioned so that anyone can use it to raise concerns regarding abuse within the Church of England context; whether they are reporting issues relating to children, adults or seeking to whistle blow about poor safeguarding practice.

### **Specialist Services**

The below specialist services are available for people who have experienced recent or historical rape, sexual violence or sexual abuse. Services are independent, confidential and free for anyone, including family members and supporters of people who have been affected by rape or sexual abuse. **Victim Lincs** deliver a service on behalf of the Lincolnshire Police and Crime Commissioner. They provide information, advice and support; including referral to specialist services as appropriate. **Tel: 01522 947 510** 08:00 – 16:00, Monday – Friday [victim@lincs.pnn.police.uk](mailto:victim@lincs.pnn.police.uk)

**National Association for People Abused in Childhood NAPAC helpline: 0808 801 0331** The National Association for People Abused in Childhood (NAPAC) is a national charity offering support to adult survivors of all types of childhood abuse, including physical, sexual and emotional abuse and neglect.

**SurvivorsUK:** Contact : 02035983898; [info@survivorsuk.org](mailto:info@survivorsuk.org); [www.survivorsuk.org](http://www.survivorsuk.org)  
SurvivorsUK is the longest established service providing support to adult males who have experienced any form of sexual violence. They provide a national web-chat and text-chat support service available seven days per week and counselling (individual and group) from their London premises. They also host a male victim focused independent sexual violence adviser (ISVA).

**Mind** InfoLine: 0300 123 3393

Mind - a national mental health charity providing advice and support to anyone with a mental health problem.

**Samaritans** Call Samaritans anytime on: 116 123 Or email: [jo@samaritans.org](mailto:jo@samaritans.org)  
Samaritans is available round the clock, every day of the year. Talk to us any time you like in your own way, about whatever's getting to you.

**The Survivors Trust** The Survivors Trust is a national umbrella agency for specialist rape and sexual abuse support organisations for women, men, young people and children. Contact details for local support organisations: [www.thesurvivorstrust.org/find-support](http://www.thesurvivorstrust.org/find-support) National Support Line offering advice, information and support **freephone: 0808 801 0818**

# There is No Excuse for Abuse...

## Where to get help during the Covid-19 Pandemic

Are you feeling stressed and worried, and concerned that you might take this out on the people you love? If the coronavirus epidemic is putting pressure on you, and you are worried about your behaviour and the impact it might have on others, get help by calling the Respect Phonenumber.

The law still applies, abuse, violence and coercive control are all crimes. You still have a choice. Choose not to abuse.

The Respect Phonenumber is available to help you manage your behaviour.

It may feel like you're out of control, but how you respond is within your control. Get confidential support to help you behave in non-abusive ways.

# 0808 802 4040

[www.respectphonenumber.org.uk](http://www.respectphonenumber.org.uk)

Email: [info@respectphonenumber.org.uk](mailto:info@respectphonenumber.org.uk)

Webchat: Wednesday, Thursday & Friday 10am-11am & 3pm-4pm

Opening times: Monday-Friday 9am-5pm

CALL YOUR  
LOCAL  
POLICE



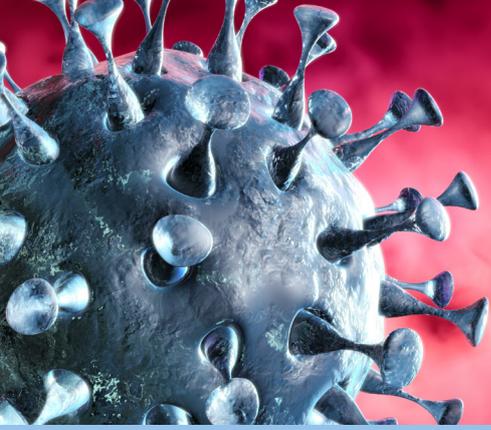
# 101

IN AN  
EMERGENCY  
ALWAYS  
CALL 999

FOR NON-URGENT INCIDENTS, REPORT ONLINE  
[www.lincs.police.uk/onlinereporting](http://www.lincs.police.uk/onlinereporting)



  
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# Are you safe?

## Where to get help during the Covid-19 Pandemic

**We know that COVID-19 (Coronavirus) will have a serious impact on the lives of women, children and men who are experiencing domestic abuse.**

Fears over jobs, financial pressure, school closures, working from home and all the other current changes to our day to day lives are likely to result in an increase in domestic abuse incidents.

If you're already living with domestic abuse, then the restrictions put in place while the government tries to slow the spread of the virus have probably left you fearful of being isolated in the house with your abuser and as if there is nowhere to go for help.

You may not be able to see the friends and family who usually support you, and some of the places where you go for help or treatment may be closed or offering a reduced service.

**Please remember that you can still call 999 if you or someone else is in danger.** While some domestic abuse support services are not able to offer face to face meetings at this time, there is still help and advice available online and over the phone. These local and national organisations are working hard to ensure they can still support you.

- EDAN Lincolnshire 01522 510041 [www.edanlincs.org.uk](http://www.edanlincs.org.uk)
- Worried about somebody else's safety? Report this to Lincolnshire County Council; call 01522 782111 if you are worried about a child, or 01522 782155 if you are worried about an adult. [www.lincolnshire.gov.uk/safeguarding/report-concern](http://www.lincolnshire.gov.uk/safeguarding/report-concern)
- National Domestic Abuse Helpline 0808 2000 247 [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)
- Men's Advice Line 0808 801 0327 [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)
- National LGBT+ Domestic Abuse Helpline 0800 999 5428 [www.galop.org.uk](http://www.galop.org.uk)
- If you are a child or young person and domestic abuse is happening in your home or relationship, then call Childline on 0800 1111 [www.childline.org.uk](http://www.childline.org.uk)

CALL YOUR  
LOCAL  
POLICE



**101**

IN AN  
EMERGENCY  
ALWAYS  
CALL **999**

FOR NON-URGENT INCIDENTS, REPORT ONLINE  
[www.lincs.police.uk/onlinereporting](http://www.lincs.police.uk/onlinereporting)



  
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## Promote fact checking

There are false stories designed to scare people or provoke panic. These include made up stories around the cause of the virus and articles about the virus being the end of the world. Although they can on the surface appear harmless they can increase anxiety, cause an upsurge in intolerance towards some minority groups, and lead to harassment or racist behaviour.

You can help counter this by suggesting that people use a fact checking website. There are many websites where you can check whether something you've seen online is real eg fullfact.org. You must never share medical advice, or offer medical opinions.

A short hint is to encourage people to 'THINK'. Is it True, Helpful, Inspiring, Necessary, and is it Kind?

Contact your local Victim Support:

## Raise concerns

If you're worried about someone you're helping, you might need to share their information, but you should only do that if you think they are in danger or pose a danger to other people. In this case, you can call your local council's adult services department, or children's department depending on the age of the person concerning you. They will talk through your concerns with you.

**The support you are offering to your community is inspiring, but remember to take care of your own wellbeing too. Be kind to yourself, connect with your own support network, and take time to recharge.**



# Coronavirus: Scammers and fraudsters

## Advice for community groups



**Supportline: 08 08 16 89 111**  
**FREE CONFIDENTIAL INDEPENDENT**



Registered office: Victim Support, 1 Bridge Street, Derby, DE1 3HZ  
T: 020 7268 0200 Next Generation Text: 18001 020 7268 0200 Registered charity no. 298028  
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[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

VictimSupport @VictimSupport victimsupport\_uk

## Coronavirus: Scammers and fraudsters

The unprecedented situation we've found ourselves in with the spread of coronavirus has seen amazing people, just like you, offering to support the most vulnerable people in your community.

However, not everyone is like you. Sadly, we've already seen some people use this uncertain and really difficult time to exploit others. It's likely that we will continue to see this over the next few months.

We've put some tips together to help keep you safe, and also to protect those you're helping.



## Tips to protect you and those you're helping

### Shopping for others

There are many people in our communities who aren't able to get out to the shops, or to get their medication, and it's really important that people like you are there to help them. Below are some tips that you will need to consider when shopping for others:

#### Agree a maximum budget

When you're agreeing to shop for someone please discuss their budget, and agree a maximum amount that you will spend. Ideally don't make purchases larger than £30 for any one person.

#### Purchase the items before asking for payment

It's best to purchase the items yourself, and then to show a receipt before asking for money from people in self-isolation.

#### Never accept their credit/debit cards

Please do not ever accept credit/debit cards from those asking for help. If the person you're helping can't get access to any cash, please consider helping them explore other options such as home delivery.

## Look after personal information

Be extremely careful with any personal information which is shared with you or which you encourage others to share about themselves. This includes:

#### Keeping information confidential

Through your support you may find out personal details, or a person's vulnerability might be shared with you when you're given tasks. It's vital that you keep that information confidential.

#### Not recommending methods that may highlight a person's vulnerability publicly

Some community groups are using methods such as red and green cards in windows. A red card signals that someone needs help or assistance. Although these are well intentioned they can advertise a person's vulnerability to anyone who passes. We therefore do not recommend that these are used.



## Be wary of any emails saying they are from official sources which ask for money

Scammers are getting in touch with people, and claiming to be from health organisations such as the Centre for Disease Control, World Health Organisation or public health bodies. Do not respond to these emails or do as they request. Remember:

### **Any requests for payment are a sign that this is a scam**

They might claim to have a list of people in the local area who are infected, at a cost. Public bodies such as this would never ask for money for information. Any information they make available to the public is free of charge.

### **Your personal information is valuable**

Remember, any data provided to scammers could be used at a later date to try and trick you out of money. Be careful with what you provide, and to whom.

### **Don't respond to offers of medication and health screening**

In some countries there has been an increase in scammers claiming they have access to a vaccine, treatment or cure for the virus – of course, at a cost.

There is currently no vaccine against coronavirus, and no specific treatment or medication available. Any offers of a treatment or vaccine available privately at a cost will likely be a scam.

## Be alert to scammers and fraudsters

The tips we've shared may seem frightening, but they're simply there to help you be aware of some of the tricks used by scammers and fraudsters.

We're all in this together and although it's important to stay alert to potential scams, it's also important to remind ourselves that most people are genuinely trying to help.

Contact your local Victim Support:

## Support is available

You aren't alone. Victim Support are here to support you, and we will continue to do so throughout this difficult time. You can call our free confidential Supportline on **08 08 16 89 111**, or visit [victimsupport.org.uk](http://victimsupport.org.uk)



# Coronavirus: Scammers and fraudsters

## Advice for individuals



[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

VictimSupport @VictimSupport victimsupport\_uk



**Supportline: 08 08 16 89 111**  
**FREE CONFIDENTIAL INDEPENDENT**



Registered office: Victim Support, 1 Bridge Street, Derby, DE1 3HZ  
T: 020 7268 0200 Next Generation Text: 18001 020 7268 0200 Registered charity no. 298028  
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## Coronavirus: Scammers and fraudsters

In neighbourhoods up and down the country people are pulling together and demonstrating a real sense of community, and that's something we should all be incredibly proud of.

Unfortunately, the coronavirus has also seen a rise in the exploitation of vulnerable people, and on the unease, uncertainty and anxiety that many of us are understandably feeling at this time.

These 'Bad Samaritans' con people into thinking they are helping them, or take advantage of people's good nature and their desire to help others.

Many of these scams are not new, but we may be more likely to fall victim to them given these uncertain times. With more time spent at home, scammers and fraudsters also have more chance to contact us – either on our doorstep, by phone, or online.

We've listed some tips to help prevent you becoming a victim of crime.



## Tips to prevent you becoming a victim of crime

### If someone offers to shop for you set some boundaries and stick to them

If you are unable to easily get to the shops, you may accept an offer from someone to do your shopping for you. Although most people may be honest and well-intentioned, sadly not everyone is. They may take money or your cash card, but not return with your shopping. Scammers may even claim to be from helpful or reputable organisations or charities, offering help, taking money and not coming back.

It's always best to ask someone who you know and trust to help you, such as a family member or close friend. However, when this isn't possible, set some boundaries and stick to them. You can:

#### Ask for ID

If someone claims to be from an official organisation like the British Red Cross, ask to see some employee identification such as an ID card. Do not let them into your home before seeing it. If you're at all suspicious, ask them to leave your doorstep. You can always call the organisation and ask them if they have helpers operating in your area before handing over any money.

#### Insist on payment upon their return

If someone offers to help with shopping or buying medication, request that you pay when they return. People who are genuinely trying to help will generally understand why this is a good idea.

#### Ask to see the receipt before paying

Ask to see a receipt showing how much your shopping cost before handing over money. If they are hesitant to do this, explain that you are just being cautious and want to make sure they are given the right amount.

#### Be wary about following suggestions that may put you at risk

Lots of local Facebook sites are being set up to help neighbours. Although this can be helpful, please be careful about the suggestions given on these groups.

For example, some community groups are asking people who need assistance to put a red card in their window. Although this initiative is well intentioned it can make you a target for fraudsters and scammers. We therefore do not recommend that these are used.



## If something seems too good to be true, it probably is

The outbreak of coronavirus has seen shops run out of lots of supplies such as hand sanitiser, face masks and toilet paper. As a result of shortages you might be shopping online, perhaps for the first time. To keep you as safe as possible follow the tips below, and remember if something seems too good to be true, it probably is.

#### Look for a name you know

You can generally trust the larger supermarket chains, but make sure you're on their real website. This will generally end in .co.uk or .com

#### Take a look at the reviews before buying

Before you buy on smaller websites, do some research. Check if they have positive reviews for their website, and how long they have been selling online. If they have only just started selling and they have no reviews there is a higher chance it could be a scam.

#### Check the price is about right

Look out for sellers offering prices at well below the normal retail price. If it's too good to be true, it probably is.

#### Seek advice from others

If you're not sure, ask a trusted family member or friend for advice before buying.

#### Use a credit card

If you do decide to purchase a product online, use a credit card as most credit cards provide protection under section 75 of the consumer credit act.

