



**SAFEGUARDING POLICY  
FOR  
VULNERABLE ADULTS**

**December 2013**

## **1. Introduction**

This Cathedral Policy is based on and seeks to establish best practice for Cathedral staff and volunteers. It is integrated with the Diocesan policy and follows the procedures and practices of the Diocese of Liverpool with regard to working with Vulnerable Adults and along with the Diocesan policy contains guidelines to protect Vulnerable Adults and those who work with them.

Chapter see the necessity for care in selection, of helpful support for, and a continued interest in, all the Cathedral workers who have contact with Vulnerable Adults.

To emphasise the importance of Safeguarding Vulnerable Adults, the House of Bishops has produced a strengthened policy for the entire Church.

Liverpool Cathedral is committed to safeguarding and promoting the welfare of Vulnerable Adults. All staff and volunteers share this commitment.

### **Policy Statement**

Chapter carry a duty of care for the safety of all Vulnerable Adults who attend or use of the Cathedral.

Chapter are committed to:

- Creating a safe environment for vulnerable adults by implementing the House of Bishops' Statement and the Diocesan Procedures (October 2011).
- Ensuring that all those who have access to vulnerable adults on a paid or voluntary basis are carefully selected and use the Criminal Records Bureau Enhanced Disclosure amongst other tools to check the background of each person as outlined in the Diocesan Procedures.
- Helping workers to respond appropriately to concerns/allegations.
- Preparing workers to encounter vulnerable adults who have been harmed.
- Promoting good practice by reducing the risk of someone harming a vulnerable adult in the course of their work within the Cathedral.

- Providing regular training which includes e-learning and guidance to those working with and having regular substantial access to vulnerable adults.
- Offering informed pastoral care to any vulnerable adult who has suffered abuse and provide them with details of local and national support agencies.
- Supporting and supervising any member of our cathedral community known to have offended against vulnerable adults in line with the Diocesan Procedures.

Where there is an allegation of abuse concerning a member of the Cathedral community Chapter undertake to involve and co-operate fully with the Liverpool Adult Care Line and statutory agencies informing them of any suspected criminal offences or concerns that we are made aware of in respect of our contact with children.

Chapter will appoint a Cathedral Vulnerable Adults coordinator

This policy will be reviewed annually by Chapter. However should there be issues arising that identify deficiencies in this Policy or its implementation these should be addressed as a matter of priority.

**The Director of Operations holds the appointment of the Cathedral Vulnerable Adults Coordinator whose responsibilities are:**

- To provide support, advice and expertise within the Cathedral including the monitoring of vulnerable adults procedures.
- To be the first point of contact for advice on safeguarding issues.
- On a case by case basis to decide whether to make a referral to local social services as required, following discussion with the Diocesan Safeguarding Advisor.
- To encourage a culture of informed vigilance.
- To attend relevant training.
- To ensure all staff have access to the Cathedrals' policy and procedures for safeguarding adults.
- To ensure compliance with the policy and bring to the notice of the Dean and Chapter any matters affecting safeguarding in the Cathedral.
- To be the nominated contact in the event of allegations against staff or volunteers concerning vulnerable adults and liaise with the Diocesan Safeguarding Advisor when referrals to the Local Authority Designated Officer (LADO) is required.

- To make an annual written report to Chapter on compliance with the policy. This should include
  - Matters of Policy requiring a decision of Chapter
  - Progress on the administration/implementation of the Policy and practice guidance.
  - Training needs and strategy.
  - Numbers, if any, of blemished disclosures.
  - Numbers, if any, of investigations.
  - Numbers, if any, of attendance and/or working agreements in place.

In addition the Safeguarding Coordinator appoints a Safeguarding Committee who will coordinate and report any protection matters within their departments to the committee.

## **2. Principles Underlying the Policy**

Christian communities should be places where all people feel welcomed, respected and safe from abuse. The Church is particularly called by God to support those at the margins, those less powerful and those without a voice in our society. The cathedral can work towards creating a safe and non-discriminatory environment by being aware of some of the particular situations that create vulnerability. Issues which need to be considered include both the physical environment and the attitude of works.

A person who might be considered vulnerable has the right to:

- be treated with respect and dignity;
- have their privacy respected;
- be able to lead as independent a life as possible;
- should be appropriately supported so that they are able to choose how to lead their life;
- have the protection of the law;
- have their rights upheld regardless of their ethnicity, gender, sexuality, impairment or disability, age, religion or cultural background;
- be able to use their chosen language or method of communication;
- be heard.

### **2.2 The House of Bishops Policy Statement on safeguarding adults in the Church of England**

The Church of England is committed to encouraging an environment where all people and especially those who may be vulnerable for any reason are able to worship and pursue their faith journey with encouragement and in safety.

Everyone, whether they see themselves as vulnerable or not, will receive respectful pastoral ministry recognising any power imbalance within such a relationship.

All church / cathedral workers involved in any pastoral ministry will be recruited with care including the use of the Disclosure & Barring Service (DBS) when legal or appropriate. Workers will receive training and continuing support.

Any allegation of mistreatment, abuse, harassment or bullying will be responded to without delay. Whether or not the matter involves the cathedral there will be cooperation with the police and local authority in any investigation.

Sensitive and informed pastoral care will be offered to anyone who has suffered abuse, including support to make a complaint if so desired: help to find appropriate specialist care either from the cathedral or secular agencies will be offered.

### **2.3 What does the term Vulnerable Adult mean?**

A person is a vulnerable adult if they are 18 or over who, by reason of mental or other disability, age, illness or other situation is permanently or for the time being unable to take care of him or herself, or to protect him or herself against significant harm or exploitation.

#### **Vulnerability**

Human beings are, by their very nature, subject to the chances and changes of this world. Each one has strengths and weaknesses, capacities and restrictions. At some time everyone will be vulnerable to a wide range of pressures, concerns or dangers. No one is 'invulnerable'; some people may consider themselves to be strong but, when circumstances change, strengths can quickly disappear. Some people by reason of their physical or social circumstances have higher levels of vulnerability than others. It is the Christian duty of everyone to recognize and support those who are identified as being more vulnerable. In supporting a vulnerable person we must do so with compassion and in a way that maintains dignity. Vulnerability is not an absolute; an individual cannot be labelled as 'vulnerable' in the same way as a child is regarded as such. Childhood is absolute: someone who is not yet eighteen years of age is, in the eyes of the law, to a child; this is not the case with vulnerability.

Some of the factors that increase vulnerability include:

- a sensory or physical disability or impairment;
- a learning disability;

- a physical illness;
- mental ill health (including dementia), chronic or acute;
- an addiction to alcohol or drugs;
- the failing faculties in old age;
- a permanent or temporary reduction in physical, mental or emotional capacity brought about by life events, for example bereavement or previous abuse or trauma.

## **2.4 What we mean by 'Abuse'**

Abuse is any behaviour towards a person that deliberately, or unknowingly, causes him or her harm, endangers their life, or violates their rights.

Abuse may be physical, sexual, psychological, and financial or may arise through neglect.

Abuse may be perpetrated by an individual, a group or an organisation.

Abuse concerns the misuse of power; control and/or authority and can manifest itself as:

- Domestic violence, sexual assault or sexual harassment
- Racially or religiously motivated assaults
- Discrimination and oppression
- Institutional abuse

Abuse can take place in the person's home, day centre, family home, place of employment, community setting and in public places (including cathedrals and ancillary buildings).

Any act of abuse, whether a single act or repeated, is a violation of the individual human and their civil rights.

## **2.5 Issues of Spirituality**

Within faith communities harm may be caused to vulnerable adults by the inappropriate use of religious belief or practice. This can include:

- The misuse of the authority of leadership or penitential discipline
- Oppressive teaching
- Obtrusive healing and deliverance ministries
- The denial of the rights to faith and religious practice

Any concerns in relation to these matters should be dealt with via the procedures outlined in guidelines in this Policy.

Spiritual growth and well being among vulnerable adults can be enhanced by:

- Making reasonable arrangements for them to attend acts of worship
- Providing for dietary, dress and other requirements of faith
- Enabling adequate and reasonable access to them by representatives of their faith community
- Accepting the integrity of the person's religious belief and spirituality.

## **2.6 Abuse can take various forms:**

### **Physical Abuse**

This is the ill treatment of an adult, which may or may not cause physical injury. It includes:

- Hitting; Slapping; Pushing; Kicking
- Forcing; Restraining; Biting
- With holding or misuse of medication.
- Squeezing; Suffocation;
- Drowning; Killing

### **Emotional Abuse**

This is the use of threats or fear to negate the vulnerable person's independent wishes, it includes:

- Lack of privacy/choice; Blaming
- Denial of dignity; Controlling
- Deprivation of social contact/deliberate isolation
- Made to feel worthless; Pressuring
- Lack of love or affection; Coercion
- Threats; Fear
- Humiliation; Ignoring the person
- Verbal attitude

### **Financial Abuse / Legal Abuse**

This is the wilful extortion or manipulation of vulnerable adults' legal or civil rights including misappropriation of monies or goods, it may include:

- Misuse of finances/lack of money

- Exploitation
- Theft or fraudulent use of money
- Embezzlement
- Misuse of property or possessions

## **Neglect**

This is any pattern or behaviour by another person, which seriously impairs the individual, this can include:

- Failure to intervene in situations where there is danger to the vulnerable person or to others, particularly when a person lacks the mental capacity to assess risk
- Not giving personal care
- Deliberate withholding of aids such as hearing
- Withholding food, drink, light and clothing
- Restricting access to medical services
- Limiting choice
- Denial of social, religious, cultural contacts,
- Denial of contact with family
- Left alone unsupervised

## **Misuse of Medication**

- Withholding medication
- Deliberate poisoning
- Inappropriate use of medication

## **Sexual Abuse**

Any sexual act carried out without the informed consent of a vulnerable adult is abuse. It includes contact and non-contact abuse.

### **Non-contact abuse may include:**

- Sexual remarks and suggestions
- Introduction to indecent material
- Indecent exposure
- Teasing

### **Contact Abuse may include:**

- Indecent assault



- Touch
- Sexual intercourse
- Being forced to touch another Person

**Perpetrators of abuse may be:**

- Neighbours; Visitors; Strangers
- Carers – informal/formal
- Professional staff; Volunteers
- Other service users; Care practitioners
- Clergy; Professional church workers; Cathedral members
- Member of a community group such as a place of worship or social club
- People who deliberately exploit vulnerable people
- Members of church visiting teams
- Relatives and other family members

From time to time Organisations can and do abuse and cause harm by the way they conduct their day to day practice – the cathedral needs to be aware and sensitive to this.

**Factors which may lead to abuse**

Abuse can occur in any setting no matter where a person lives or where they are being cared for. Abuse can occur in residential or day care settings, in hospitals, in other people’s homes churches and other places previously assumed safe, and in public places.

Abuse is more likely to occur if the vulnerable adult: -

- Rejects help
- Has a communication difficulty
- Has challenging behaviour
- Behaves in an unusual way
- Is not helpful or co-operative
- Is behaviourally disturbed or there are major changes in personality behaviour

Research has shown that mistreatment is more likely to occur if carers:

- Feel lonely or isolated and have no one to talk to
- Are under stress due to poor income or housing conditions
- Have other responsibilities i.e. work, family
- Are showing signs of physical or mental illness

- Are becoming dependant on alcohol or drugs
- Family relationships over the years have been poor
- Live where family violence is the norm

Other factors to look for include:

- Carer has their own problems
- Carers perceives the dependant adult as being deliberately awkward
- Vulnerable adult has few/no social contacts
- Vulnerable person cannot converse normally

## **Indicators of abuse**

The lists below are purely indicators. The presence of one or more does not necessarily confirm abuse.

Physical Abuse:

- A history of unexplained falls or minor injuries
- Bruising or burns of unusual location or type
- Finger marks
- Being excessively withdrawn and or compliant
- Appearing frightened of / avoiding physical contact

Emotional Abuse:

- Person in state of neglect
- Difficulty in making choices because they have never been allowed to make them for themselves
- Low self esteem
- Making derogatory statements about a person's ability when they are present

Individual features:

- Very eager to please and appear subservient
- Change in appetite
- Unusual weight gain / loss
- Tearfulness
- Inappropriately dressed
- Unkempt and unwashed

Financial Abuse:

- Unexplained or sudden withdrawal of money from accounts
- Extraordinary interest by family members and other people in the vulnerable person's assets
- Inability to budget and pay bills that is out of character with previous behaviour
- When a trustee of have the 'Power of attorney' not making appropriate arrangements for the use of that money or property. Refer them to the good practice guidance we have written.

#### Neglect:

- Excessively and inappropriately craving attention
- Marked change in relationship between vulnerable adult and others
- Poor physical state of person and / or their home

#### Sexual Abuse:

- A change in the person's usual behaviour
- Withdrawal, choosing to spend the majority of time alone
- Overt sexual behaviour / language by the vulnerable person
- Self inflicted injury
- Disturbed sleep pattern
- Torn, stained, or bloody underclothes

Abuse can be intentional or unintentional, passive (e.g.) neglect, or active (e.g.) hitting. It may be part of a significant pattern of behaviour or a one-off incident. It can take place in the person's home, day centre, family home, community settings - anywhere.

A single act of abuse or repeated acts of abuse is a violation of the individual's human and civil rights.

### **Survivors of previous abuse and the Church**

Many survivors have problems with attending church and it can be that some of those on the fringes of church communities include survivors.

These are some specific things that can be difficult:

- Saying the Lord's Prayer (believing that they must forgive immediately or God will reject them)
- Specific words can trigger unwanted feelings or images, such as 'Father', 'sin', 'let Jesus come into you', 'overshadow'.
- The Peace can frighten survivors because they often don't want to be touched, particularly hugged.

- The emphasis on sin can be so difficult that some survivors leave the Church altogether.
- Anointing and touch is very difficult for someone whose body boundaries have been violated.

Holy Communion can be extremely problematic.

- Words such as 'blood' and 'body' can trigger memories of the abuse.
- Some can't cope with anyone behind them so queuing to get to the altar is difficult.
- Having to get physically close to others might lead to unwelcome smells, such as deodorant, aftershave or the smell of alcohol.
- It can be hurtful to kneel with a man standing over them delivering wine at crotch level.

Those who have been ritually or spiritually abused face particular difficulties. Triggers may include ritual symbols and equipment such as the altar, candles, chalice, crosses and crucifixes, the sacrificial lamb, etc. People abused by those in ministry may have been told it was ordained by God, a special service to those who serve the Lord, a blessing from God, Spirit-led, etc. Sensitivity, care and ideally informed input are needed to help people work through these issues to discover the liberating truth of the Gospel.

The sense of pollution is frequently internalised. Some survivors even feel that if they go to church they will 'pollute' the service of others; such is their feeling of guilt and shame.

It is important to recognise the vulnerability and possible 'childlike' state of survivors, especially when they are in crisis or the early stages of healing. They can be over-compliant and easily manipulated. Power abuse within pastoral care is a real danger.

If anyone discloses incidents of previous abuse of any nature then please contact The Director of Operation (Mike Eastwood) who will in turn inform Diocesan Safeguarding Advisers

## **2.7 Guidelines for the cathedral staff, volunteers & clergy when working with vulnerable adults**

All volunteers who are official cathedral volunteers are to carry identification for their role and official records of their function is to be kept in the cathedral office.

Where clergy are visiting residential homes, etc, these homes should be given a copy of cathedral policy and a list of clergy expected to visit that institution.

Where clergy visit vulnerable people on their own, they should keep a detailed record of the visit.

The following is a list of people who are likely to need registration under the policy:

- Those who visit residential homes for the elderly
- Those who take Communion to the sick in their home, institution or hospital
- Volunteers of Food Bank
- Those who visit people living in sheltered accommodation
- Those who undertake pastoral visiting in the parish
- Those who offer transport services

## **2.8 Recruitment and Selection – Appointment of Volunteers**

### ***Step 1 – Describe the work***

If you are appointing someone to a role (Appointer) then you need to write a role description for the role. You must include the main activities in the role and state what involvement it has with vulnerable adults or children.

### ***Step 2 – What category does this fit into?***

Based on the task you (the Appointer) need to decide which category of activity the task being done covers.

This guidance covers four main groups of people.

These are individuals:

1. involved in regulated activity with children, young people and vulnerable adults
2. with substantial contact with children, young people and vulnerable adults
3. with limited contact with children, young people and vulnerable adults
4. with no contact with children, young people and vulnerable adults

The nature of our work means that there may be others in your congregation who could pose a risk to these groups. You need to apply vigilance and common sense to make sure you all know your policies and how to report anything that causes concern.

### ***Step 3 – If there is little or no contact with vulnerable groups (3 and 4)***

If there is little or no contact with the vulnerable groups you should be able to decide what you need to do to recruit the post. This will usually be a written application, interview, and the taking up of references. You should not ask

individuals to disclose spent convictions for these roles if you are requesting completion of a confidential declaration form.

#### ***Step 4 – If there is substantial contact or the job involves regulated activity (1 and 2)***

Roles in this area have a greater level of risk and you must carry out the recruitment alongside your Safeguarding Coordinator. For people undertaking Regulated Activity you must always follow a formal process with application, interview and references. You must always request a self declaration form and DBS criminal records check. If you are recruiting a volunteer in a role which has substantial contact with a vulnerable person then you need to decide what level of recruitment is needed. An interview and references will be a minimum requirement.

At all times – in adverts and documentation - you must make clear that the role is subject to an enhanced DBS check.

#### **Getting references**

Applicants will often put a church friend's name as a referee. It is important that every effort be made to support that reference from an objective source such as an employer.

#### ***Step 5 – Confidential self-declaration***

The successful applicant has to complete a Confidential Self Declaration Form for every role (paid or voluntary). This asks them to reveal convictions, cautions or other relevant information. It can be done by either the Appointer or Safeguarder and will lead to the DBS check. It can be a difficult process so you need to emphasise confidentiality.

#### ***Step 6 – Disclosure and Barring Service check***

All applicants working in regulated roles or those with substantial contact with vulnerable adults or children will need to have a DBS check before they start. The Diocese of Liverpool is the Registered Body for applying for the check. Your verifier will need to complete the relevant sections on the Disclosure and Barring Service form. The form needs to be completed carefully. (You can get advice from Safeguarding Department at St James House and help is available on the Diocesan website).

The DBS have launched a new Update Service which allows the checks of registered individuals to be portable. The Church of England will assess the performance of this service before we recommend its use but if you have an applicant who is already registered then they must

- show their most recent check (the original document NOT a photocopy)
- provide identity check documents
- give you their Update Service number

You will then need to use this to do a careful check with the DBS. We can advise you on how to do this.

### ***Step 7 – Following up the DBS check***

The DBS will only send a copy of the DBS check to the applicant who will then need to share this confidentially with the Safeguarder. If it is clear then you can approve the applicant for work. Your Safeguarder cannot approve any work for an applicant where the disclosure contains information. If this happens you must contact the Diocesan Safeguarding Team. Your Safeguarder must send to St James House as the Registered Body a copy of the DBS form by registered post.

Your Safeguarder needs to keep a record of all checks and any update approvals. The Diocese also requires this information so a central record can be maintained.

### ***Step 8 – Safeguarding Assessment for work***

If you are appointing someone to a role with substantial contact or Regulated Activity and the DBS criminal records check contains information you must make sure a risk assessment is carried out. The first thing you must do is contact the Diocesan Safeguarding adviser who will then work with you to do this properly, safely and responsibly. It is part of the role of the Diocesan Safeguarding adviser to undertake the risk assessment of DBS forms that contain information.

### ***Step 9 – Renewing DBS checks***

Anyone who works in the church has to make sure their check is renewed every five years. You need to make sure your church has a system in place to monitor this and make sure they are all carried out correctly. You will need to follow the procedure from Step 5 onwards. If the new DBS form contains information the Diocesan Safeguarding Advisor should be notified. If the deadline for renewing the DBS check is reached and it has not been done the person cannot work until it is completed.

### ***Step 10 – Safer working practice***

Safer recruitment is one part of making sure you are safeguarding vulnerable adults, children and those who work with them. However you need to create a culture of safety, embedding that culture in all parts of your church. A safer working culture protects all.

So as well as safer recruitment you need to make sure all appointees are

- given full induction

- ongoing support
- clear boundaries
- training in both the role and relevant safeguarding information
- clear boundaries, oversight, supervision and proper accountability
- periodic reviews.

### **3.0 Reporting Abuse**

The adult Protection Procedure identifies three distinct roles in the protection of vulnerable people. This comes from the Government's paper on Vulnerable Adults *Safe from Harm*:

- Alerters
- Investigators
- Managers

Lay people and Clergy act as Alerters. Their duty is:

- To report suspected acts of abuse
- To be alert to what abuse means and take seriously what they are told
- To think about what they see and ask if it is acceptable practice
- To work strictly in accordance with anti- racist, anti sexist, anti-ageist and anti disability practices
- To ensure the safety of the person you suspect is being mistreated as well as your own safety
- To contact the emergency services first, e.g. police, ambulance, if in a life-threatening situation.
- To be alert to hints, signals and non-verbal communication that could indicate abuse, which is being denied or deliberately hidden.

What to do if someone discloses abuse to you:

- Stay calm and try not to show shock
- Listen carefully rather than question directly
- Be sympathetic
- Be aware of the possibility that medical evidence might be needed

Tell the person that:

- They did right to tell you
- You are treating this information seriously
- It was not their fault



## **DO NOT:**

- Press the person for more details
- Stop someone who is freely recalling significant events as they may not tell you again
- Promise to keep secrets: explain that the information will be kept confidential, i.e. information will only be passed to those people who have "a need to know"
- Make promises that you cannot keep (such as "This will not happen to you again")
- Contact the alleged abuser
- Be judgemental (e.g. "Why didn't you run away?")
- Pass on information to anyone who doesn't have a "need to know" i.e. do not gossip

## **Recording**

**At the first opportunity make a note of the disclosure and date and time and sign your record.**

You should aim to:

- Note what the people actually said, using their own words and phrases.
- Describe the circumstances in which the disclosure came about.
- Note the setting and anyone else who was there at the time.
- Separate out factual information from your own opinions.
- Use a pen or biro with black ink, so that the report can be photocopied.
- Be aware that your report may be required later as part of a legal action or disciplinary procedure.

Clergy and Lay people should then inform **Director of Operations (Mike Eastwood)** who will then inform the appropriate Diocesan Safeguarding Adviser.

## **The Role of the Cathedral Safeguarding Adviser in the implementation of the policy:**

- The Director of Operation will inform the Diocesan Safeguarding Adviser
- The Dean will alert the Bishop of the inquiry.
- To create relationships with Vulnerable Adult Units, in each area; Police, Social Services etc.

- To provide advice to the Bishop in consultation with the Diocesan Registrar, of future volunteer/employment possibilities of anyone who is convicted of an offence against a vulnerable person.
- To provide advice to the Bishop in consultation with the Diocesan Registrar about the necessity of keeping records and any disciplinary and any other procedure invoked.
- To advise the Bishop about contact from any person making the allegation (whether this is the victim of the alleged abuse, their family, or a third party)
- Advising the Bishop about practical arrangements, which may be required for any person accused of abuse and his family.
- To advise the Bishop about arrangements to support congregations.
- To work alongside the Diocesan Registrar on employment, disciplinary matters and keeping of records and to advise the Bishop on these matters.
- Providing advice and professional support to clergy, paid staff and volunteers who may have concerns about pastoral situations in which they find themselves.
- To be aware of the links with vulnerable adult teams in Social Services in the local authorities within the diocese and report to them any cases of suspected abuse.
- To help with the implementation of training on this policy in the Diocese
- To set up a small team of experts to advise the Bishop and co ordinate responses when cases arise.
- In conjunction with the Diocesan Safeguarding Advisers to implement Safeguarding strategies and procedures.

## Action Flow Chart

If a disclosure about abuse is made to you by or concerning a vulnerable adult (whether about a member of staff, volunteer or about someone outside the Cathedral Community)

A vulnerable adult has disclosed a situation of possible abuse	Someone suspects a vulnerable adult may be being abused
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Refer what you have been told to:  
The Department Head  
Volunteers – Jenny Moran 702 7284  
Music – David Poulter 702 7291  
Education – Jackie Dean 702 7210  
Staff – Kay Tomkins 702 7212  
Events – Eryl Parry 702 7274  
who will contact the Cathedral or Diocesan Vulnerable Adult Advisor 705 2112  
or Canon in Residence 07792 773982



If the disclosure or allegation concerns any of the above or none is available, phone:  
Cathedral Safeguarding Protection Officer at the Cathedral Office at St James House  
0151 705 2112 (direct line) or mobile 07946 354851  
or Diocesan Vulnerable Adult Advisor 705 2161  
or Assistant to Cathedral Safeguarding coordinator 07812 089993



**If you believe a vulnerable adult is in immediate danger telephone  
The Police using 999 (emergencies) or 0151 709 6010 (non-emergencies)  
or Liverpool Social Services Careline using 0151 233 3800 immediately**

