

Glossary Reference Guide

House of Bishops

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Introduction

This Appendix provides guidance on the key terminology used in the House of Bishops' guidance (both in policy and associated practice guidance).

Abuse	May take many forms, including physical abuse, emotional abuse, sexual abuse or neglect or a combination of these, see "Adult Abuse" and "Child Abuse and Neglect" below for further details.
Adult	An adult is a person aged 18 or over.
Adult Abuse	Abuse and neglect can take many forms, and includes physical abuse, sexual abuse, psychological abuse, exploitation, financial or material abuse, neglect and acts of omission, discriminatory abuse and institutional abuse, or a combination of these. ¹
Adult Protection	A term used to describe all work involved to protect vulnerable adults from neglect and/or potential harm or abuse. Many local authorities have replaced this term with the term Safeguarding Adults.
Authorised Listener	Is a competent and trained person appointed by the diocese to listen to those who have or want to disclose abuse, in particular for those who disclose abuse from within the church community. They are there to support the individual who discloses abuse and help them to make decisions in relation to next steps.
Barring	The Disclosure and Barring Service (DBS) make decisions about who should be placed on the children and/or adults barred lists, (see "DBS Barred Lists"). If someone is placed on such a list, he/she is prevented by law from working with vulnerable groups. In broad terms, referrals can be made to DBS when an employer or organisation believes a person has caused harm or poses a future risk of harm to vulnerable groups.
	An employer or volunteer manager is breaking the law if they knowingly employ someone in a regulated activity with a group from which they are barred from working.
	A barred person is breaking the law if they seek, offer or engage in regulated activity with a group from which they are barred from working.
	The bar remains in force indefinitely unless the barred individual requests a review by the DBS after the minimum barring period has elapsed and shows good cause why the bar should be lifted after the minimum specified period ² .
Ecclesiastical Law	The law established to regulate the functions of the Church and the conduct of its members. The sources of ecclesiastical legislation

 $^{^{1}}$ Care and Support Statutory Guidance issued under the Care Act 2014, Department of Health June 2014. Explanations of types of abuse can also be found here.

The minimum barring periods are as follows:- Aged under 18 when barred – 1 year; aged 18 to 24 when barred

^{- 5} years and aged 25 or over when barred - 10 years.

	and quasi-legislation in the Church of England are: Measures, Canons of the Church of England, Instruments (such as Rules and Regulations), Codes of Practice and Acts of Synod.
Children	The term "child" is used to include all children and young people who have not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, in hospital, in prison or in a Young Offender's institution, does not change his or her status or entitlement to services or protection under the Children Act 1989.
	In direct work it will usually be more appropriate to use the term 'young person/people' for those aged between 14 and 17.
Child Abuse and Neglect	Any form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.
	Abuse may take the form of physical abuse, emotional abuse, sexual abuse or neglect, or a combination of these.
Child in Need	 Under Section 17 (10) of the Children Act 1989, a child is a Child in need if: He/she is unlikely to achieve or maintain, or have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for him/her of services by a local authority; His/her health or development is likely to be significantly impaired, or further impaired, without the provision for him/her of such services; or He/she is disabled.
Child Protection	This is a part of safeguarding and refers to the activities undertaken to protect specific children who have suffered, or are likely to suffer 'Significant Harm'.
Christian Community	Christian community is used as a generic term to include all Church of England bodies for whom House of Bishops' policies and practice guidance applies. This includes parish, diocesan and provincial level, and where relevant, other Church of England settings, for example cathedrals, religious communities and theological educational institutions. It also includes congregants in terms of managing risk.
Church Officer	Anyone appointed/elected by or on behalf of the Church to an office, post or role, whether they are ordained or lay, paid or unpaid.
Church Bodies	Include parishes, dioceses, cathedrals, religious communities, theological training/education institutions, National Church Institutions (NCIs) and other associated bodies.

Churchwarden	An elected lay representative in a parish, formally responsible for movable church property and for keeping order in church. Their admission to office and duties are governed by the Churchwardens Measure 2001 and the Church of England Canons.
Community Rehabilitation Company (CRC)	Is the term given to a private-sector supplier of Probation and Prison-based rehabilitative services for offenders in England and Wales. CRCs are responsible for the management of low to medium risk offenders.
Clergy	The general term used for all individuals ordained for religious duties.
The Clergy Discipline Measure 2003	The Clergy Discipline Measure 2003 (as amended), provides a structure for dealing efficiently and fairly with formal complaints of misconduct against members of the clergy, other than in relation to matters involving doctrine, ritual or ceremonial. All admitted to holy orders in the Church of England are covered by the Measure, whether or not in active ministry. Where the formal complaint concerns a priest or deacon, the disciplinary structure is centred on the bishop; where the complaint concerns a bishop, the structure is centred on the archbishop of the relevant province.
Community Rehabilitation Order	This is a court order, which was formerly known as a probation order. It places an offender under the supervision of a probation officer for a period of between six months and three years, imposed (only with the consent of the offender) instead of a sentence of imprisonment.
	Such orders may be imposed on any offenders over the age of 16 but is generally imposed on those who are aged 16-17 years old. They are also imposed on first offenders, young offenders, elderly offenders in need of support, and offenders whose crimes are not serious.
Domestic Abuse	There is no specific offence of domestic abuse. It is a term used to describe a range of violent and/or controlling or coercive behaviour. A useful but not statutory definition used by the Government is: any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to: psychological; physical; sexual; financial; emotional ³ .
	Controlling behaviour: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.
	Coercive behaviour: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

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 $^{^{\}rm 3}$ Guidance Domestic Violence and Abuse, Home Office, March 2015.

Diocesan Communicators (DCs)	A DC leads on all communication aspects within the diocese and advises the senior staff team. Some dioceses have a separate role of bishop's press officer. Please note the role does vary across dioceses.
	In addition communication leads in each diocese have a range of titles of e.g. communications director/manager/officer.
Diocesan Registrar	The diocesan registrar is the legal officer of the diocese. The registrar and his/her colleagues at the diocesan registry are responsible for a number of tasks, including giving general legal advice to bishops, clergy, parish officers, boards and councils.
Diocesan Safeguarding Adviser (DSA)	A DSA is a paid worker who is professionally qualified and experienced in safeguarding practice. They advise and support the diocese on all safeguarding matters in line with the law and guidance both statutory and that issued by the House of Bishops. Their appointment, function and support is governed by the Diocesan Safeguarding Advisors Regulations 2016. Please see Section 2 of Roles and Responsibilities of Church Office Holders and Bodies Practice Guidance for a full description of the role.
	In this policy the term may also apply to a Provincial Safeguarding Adviser (PSA) and members of the National Safeguarding Team (NST)
	In addition other Church bodies may have safeguarding officers, safeguarding leads or a designated/nominated safeguarding person. These roles may either be specialist paid roles, part of a wider paid role or unpaid, as required.
Diocesan Safeguarding Advisory Panel (DSAP)	The DSAP offers external expertise and advice to the diocesan bishop and their senior leadership team on the development and effectiveness of safeguarding arrangements to ensure these arrangements are consistent with statutory requirements and House of Bishops' safeguarding policies and practice guidance. The panel is chaired by an independent lay person.
Disclosure and Barring Service (DBS)	Combines what were formerly the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA).
	The DBS assists in the safer recruitment process and prevents those that are unsuitable from working with vulnerable groups.
	 In brief, the DBS is responsible for: processing requests for criminal records checks, (commonly referred to as DBS checks); and deciding whether it is appropriate for a person to be placed on or removed from a the child and/or adult barred list;
	Also see "barring".
DBS Barred Lists	The DBS Barred Lists contain information on whether the applicant is barred from working with either of children or vulnerable adults. An individual may only be checked against one or

	both barred lists if their job role is classified as a 'regulated activity' with children and/or adults under the Safeguarding Vulnerable Groups Act 2006, (see below). Also see "barring" and "DBS"
Early Help	Ofsted define "Early Help" as: "Those children and young people at risk of harm (but who have not yet reached the "significant harm" threshold and for whom a preventative service would reduce the likelihood of that risk or harm escalating) identified by local authorities youth offending teams, probation trusts, police, adult social care, schools, primary, mental and acute health services, children's centres and all Local safeguarding Children Board partners including the voluntary sector where services are provided or commissioned".
Eligibility	The term used to describe whether an individual is eligible for a criminal records check as administered by the Disclosure and Barring Service.
Incumbent	The general name given to the minister of a benefice, charged with the cure of souls in a parish. He/she may be entitled vicar, rector, parson or, in some circumstances, perpetual curate, (for the purposes of the guidance references to "incumbent", unless otherwise stated, will include a "priest-in-charge").
Independent Risk assessment	This type of assessment is used for anyone who is ordained, licensed, authorised, commissioned or holding permission to officiate whether paid or unpaid. An independent assessment will always be carried out by a person/organisation which is independent from the Church. Independence [1] for the purposes of this type of risk assessment means someone who has no professional association with any diocese in the Church. Should an assessor hold a position of office within their local Church community, which could be construed as a conflict of interest, the NST will make a judgement on their ability to remain independent prior to approving them for the nationally maintained list of assessors.
Lay Ministry	Is a term used for members of faiths and Christian denominations who are not full-time paid clergy, or not ordained clergy, but who perform the same or similar function. In the context of the Church of England it could include, for instance, licensed readers or lay workers.
Lay worker	A lay person authorised by the bishop to carry out certain duties, as set out in Canon E7 of the Church of England Canons, including leading public worship and exercising pastoral care.
Lead Professional	The lead professional contributes to the delivery of integrated frontline services to children, young people and families. They take the lead in co-ordinating provision when a range of services are involved in providing integrated support following a common assessment. The lead professional:
	acts as a single point of contact;

	 is an individual the child/young person and family trusts; supporting them to make choices, help navigate through services and effecting change; co-ordinates the actions agreed by the practitioners involved in the multi-agency team around the family to ensure that children, young people and families receive an effective integrated service that is regularly reviewed. These actions will be based on the outcome of the common assessment and recorded in the delivery plan; reduces overlap and inconsistency.
Link Person	Offered to all church officers subject to safeguarding concerns or allegations.
	In summary, the link person will:-
	Keep the church officer informed of the progress of the case;
	 Help direct the church officer to counselling and support; Record the dates and times that he/she has met or been in contact with church officer. He/she will report this to the DSA. Should any safeguarding concern(s) arise during the meetings the church officer has with the link person, the link person will report the issue(s) to the DSA.
Local Authority Designated Officer (LADO)	Local authorities should have designated a particular officer, or team of officers (either as part of multi-agency arrangements or otherwise), to be involved in the management and oversight of allegations against people that work with children and vulnerable adults.
	Local authorities should put in place arrangements to provide advice and guidance on how to deal with allegations against people who work with children and vulnerable adults to employers and voluntary organisations.
Management of Sex Offenders Violent Offenders (MOSOVO) (formally known as PPU):	Police officer staff in the MOSOVO unit are responsible for supervising offenders in the community who are subject to the Sex Offenders Register; their involvement formally ends when the offender is no longer on the SOR (see SOR below).
Multi Agency Public Protection Arrangements (MAPPA)	The name given to arrangements in England and Wales for the "responsible authorities" tasked with the management of registered sex offenders, violent and other types of sexual offenders, and offenders who pose a serious risk of harm to the public. The "responsible authorities" of the MAPPA include the National Offender Management Service (NOMS), HM Prison Service and England and Wales Police Forces.
Multi-Agency Safeguarding Hub (MASH)	The Multi-Agency Safeguarding Hub (MASH) is the single point of contact for all professionals to report safeguarding concerns. It brings together multi-disciplinary professionals from different agencies (e.g. the police, social services etc.) to deal with all safeguarding concerns, where someone is concerned about the

	safety or well-being of a child. Within MASH, information is collated to assess risk and decide what action to take. As a result, the agencies will be able to act quickly, in a coordinated and consistent way, ensuring that vulnerable children and families are kept safe from harm. The MASH was established in response to various high-profile cases involving the apparent inability to effectively share important safeguarding information.
Multi Agency Risk Assessment Conference (MARAC)	The MARAC is a monthly risk management meeting where professionals share information on high risk cases of domestic violence and abuse and put in place a risk management plan.
National Church Institutions (NCIs)	The Collective name for the following: The Archbishops' Council; the Archbishop of Canterbury (in his corporate capacity); the Archbishop of York (in his corporate capacity); The Church Commissioners for England; The Church of England Central Services; The Church of England Pensions Board; the National Society (Church of England) for Promoting Religious Education; Trustees of the Lambeth Palace Library.
National Offender Management Service (NOMS)	Accountable for how prisons are run in England and Wales. Through HM Prison Service, NOMS manage public sector prisons in England and Wales. NOMS also oversee probation delivery in England and Wales through the National Probation Service and community rehabilitation companies. NOMS is responsible for:- the running of prison and probation services the rehabilitation services for prisoners leaving prison making sure support is available to stop people offending again contract managing private sector prisons and services such as the Prisoner Escort Service and electronic tagging
National Probation Service (NPS)	The National Probation Service is a public sector organisation that supervises high risk offenders and other MAPPA offenders subject to the notification requirements, (see Sex Offender Register) or who have served a prison sentence of at least 12 months for a violent offence. NPS works with NOMS.
Non-current (or past or historical) abuse	 Such terminology refers to: abuse disclosed by an adult which happened to them in the past, either as a child or as a younger adult; and abuse disclosed by a child which happened to them in the past as a younger child.

Offender Manager (OM)	NPS/CRC officer responsible for supervision and rehabilitation of offenders in the community who are released on licence, and/or are subject to statutory orders according to the sentence of the Court, including the community element of custodial sentences (post-release licence). Their involvement formally ends when the order or licence expires.
Parish Safeguarding Officer (PSO)	A PSO works closely with the incumbent to advise within the parish on all safeguarding matters relating to children, young people and adults. These roles are often but not always voluntary.
	In rural parishes or in a group arrangement, a PSO may work across parishes.
Position(s) of Responsibility	A person working with children young people and/or vulnerable adults is in a Position of Responsibility if:
	 they are engaging in regulated activity; or they do not meet the frequency or intensity thresholds for regulated activity (e.g. because they are on a rota) but are nevertheless working regularly with vulnerable groups; or they are in a position of authority where they might form a relationship of trust, (e.g. a priest has a particular special closeness and is given privileged access and knowledge by people in his/her congregation and community normally only afforded to intimate friends).
Priest-in-charge	When a benefice is suspended, and there is therefore no intention of appointing an incumbent for the time being, the bishop must make some other provision for the cure of souls and he does this by appointing a Priest-in-Charge. A priest-in-charge although not an incumbent has the same powers, rights and duties as an incumbent, particularly in relation to the PCC. For the purpose of this guidance any reference to "incumbent" will include a "priest-incharge" unless otherwise stated.
Reader	A reader is a lay person authorised by the bishop to lead certain services of worship or lead certain parts of a service or carry out certain duties as specified in Canon E4 of the Church of England Canons. Sometimes referred to as a Licensed Lay Minister.
Regulated activity	A concept introduced by the Safeguarding Vulnerable Groups Act 2006 and is work which involves close and unsupervised contact with vulnerable groups, (i.e. children or vulnerable adults) on a frequent (once a week or more), intensive (4 times or more in any 30 day period) or overnight basis (between the hours of 2am and 6am), and which cannot be undertaken by a person who is on the Disclosure and Barring Service's Barred List Also see, Barring and DBS Barred Lists
Respondent	The person about whom a safeguarding concern or allegation has been made. Sometimes called the 'subject of concerns or

	allegations' or 'alleged perpetrator'. This should not be confused with the term 'respondent' that it used under the CDM to describe the person who is the subject of a complaint.
Risk assessment	There are two main forms of risk assessment. Those that assess the risk an individual may pose to others and those that assess the risk that may be encountered in an activity. They all aim to make Christian communities safer for all who participate in them. Risk assessments in relation to clergy are undertaken in accordance with Safeguarding (Clergy) Risk Assessment Regulations 2016.
Safeguarding Agreement	A written agreement used to establish clear boundaries for those who may pose a risk to others and want to attend church services and activities, both to protect the vulnerable and to lessen the chance of the subject being wrongly accused of abuse.
	The purpose of an Interim Safeguarding Agreement is primarily to safeguard children or vulnerable adults, and manage the risks identified as a result of a safeguarding concern or allegation during the period that a statutory investigation is taking place but it should also include support for the respondent.
	The purpose of an Ongoing Safeguarding Agreement is primarily to safeguard children or vulnerable adults, and manage the risks identified because of a safeguarding concern or allegation after the statutory investigations have ended when the Church is managing the respondent's case.
	The agreement will also include the arrangements for worship.
Safeguarding and	This means:
promoting the welfare of children	Protecting children from maltreatment;
	Preventing impairment of children's health and development;
	 Ensuring that children grow up in circumstances consistent with the provision of safe and effective care;
	Taking action to enable all children to have the best life chances.
Safeguarding	This means:
Adults	Protecting an adult's right to live in safety, free from abuse and neglect.
	People and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances
Section 47 Enquiry	Under Section 47 of the Children Act 1989, if a child is taken into Police Protection, is the subject of an Emergency Protection Order or there are reasonable grounds to suspect that a child is suffering or is likely to suffer Significant Harm, a Section 47 Enquiry is

Sexual Harm Prevention Orders and Sexual Risk Orders	initiated. This is to enable the Local Authority to decide whether they need to take any further action to safeguard and promote the child's welfare. This normally occurs after a Strategy Meeting. These are civil orders available under Part 2 Sexual Offences Act 2003 as amended by the Anti-Social Behaviour, Crime and Policing Act 2014. Sexual Harm Prevention Orders (SHPOs) replaced the Sexual
	Offences Prevention Order (SOPO). They are a measure available to the court to use to protect the general public or specific members of the public against serious sexual harm. They can be made by the at the point of sentencing for a sexual or <u>violent crime</u> , or following a complaint made about a person previously convicted of a <u>sexual offence</u> where their behaviour suggests that they may re-offend. A SHPO may prohibit a defendant from doing anything set out in the order, but these requirements will only be made due to necessity and for public protection.
	Sexual Risk Orders (SROs) made be made against any individual who has not been convicted or cautioned for an offence but is still thought to pose a risk of harm to the public.
Sex Offenders Register (SOR)	The "Sex Offenders Register" is not actually a physical document. Individuals who have been convicted of most sexual offences are required to notify the police of certain details, either for a period of time or for life. This is often referred to as the "Sex Offenders Register" but the official term is the "notification requirements".
	Anyone convicted of a sexual offence that is listed in Schedule 3 Sexual Offences Act 2003, (e.g. rape, sexual assault etc.) is subject to the notification requirements. With certain other offences, which are deemed to be less serious, it can depend on the length of the sentence received and/or the circumstances.
Significant Harm	The Children Act 1989 introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interests of children.
	Under Section 31(9) Children Act 1989, as amended by the Adoption and Children Act 2002:
	Harm means ill-treatment or impairment of health or development including for example impairment suffered from seeing or hearing the ill-treatment of another;
	Development means physical, intellectual, emotional, social or behavioural development;
	Health means physical or mental health;
	Ill-treatment includes sexual abuse and forms of ill-treatment which are not physical.
	Where the question of whether harm suffered by a child is significant turns on the child's health and development, the health or development shall be compared with that which could reasonably

	be expected of a similar child e.g. of similar age, gender, culture etcetera (S 31 (9) (10) of the Children Act 1989 as amended by the Adoption and Children Act 2002).
Social Care	The provision of social work, personal care, protection or social support services to children or adults in need or at risk, or adults with needs arising from illness, disability, old age or poverty.
Strategy Meeting	The purpose of the Strategy Discussion/Meeting is to decide if a Section 47 Enquiry ⁴ is required and, if so, to develop a plan of action for the enquiry. A Strategy Meeting, chaired by an appropriate manager from Children's Services, must be convened in the following circumstances:
	 where there has been an allegation made about a professional, carer or volunteer; where there are suspicions of organised or multiple abuse; where concerns relate to fabricated or induced illness;
	where concerns are considered to be complex, for example, forced marriage.
Supervision Officer (SO)	NOMS officer responsible for supervision and rehabilitation of offenders in the community who are released on licence, and/or are subject to statutory orders according to the sentence of the Court (see CRO and post-release licence below). Their involvement formally ends when the order expires.
Support Person	The support person is offered to the victim/survivor. The role the support person plays will depend on what is agreed with the victim/survivor but it could be:-
	liaising (which could include attending any meetings) with the statutory agencies to provide support to the victim/survivor;
	 listening to and representing the victim/survivor's pastoral needs;
	 identifying any therapeutic or other needs the victim/survivor may have, and suggesting how these may be best met;
	listening to and representing the victim/survivor's views during the safeguarding process;
	recording any meetings or contact they have and passing on relevant information to the DSA as appropriate.
Victims/Survivors	The term victim/survivor is used to describe those that have been subject to abuse. Please note this term is also used before there

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⁴ Under Section 47 of the Children Act 1989, if a child is taken into Police Protection, is the subject of an Emergency Protection Order or there are reasonable grounds to suspect that a child is suffering or is likely to suffer Significant Harm, a Section 47 Enquiry is initiated. This is to enable the Local Authority to decide whether they need to take any further action to safeguard and promote the child's welfare. This normally occurs after a Strategy Meeting.

have been any findings in criminal, civil or disciplinary proceedings, and the victim/survivor will at this stage be 'alleged'. All abuse is traumatic and effects of abuse may continue long after the event. The language employed to describe those who have suffered abuse is always a sensitive matter. Few would want to be defined by their experience or experiences of abuse. However, they have been victims and that fact must not be lost in concern about correct language. At the same time, many may have moved on as far as they are able and would prefer to be described as survivors of abuse or even thrivers beyond abuse. They do not want an episode or series of episodes to be regarded as the defining moment of their lives and of who they are, however much it has dramatically and tragically influenced and shaped their lives. It is acknowledged that the term victim or survivor may not reflect the individual's own view of their situation. However, for the purposes of this guidance, the term victim/survivor will be used to identify an individual who has or may have suffered abuse. For the purpose of Church policy and guidance the definition of Vulnerable Adult "vulnerable adult" is contained in the Safeguarding and Clergy Discipline Measure 2016 That defines a "vulnerable adult' as a person aged 18 or over whose ability to protect himself or herself from violence, abuse, neglect or exploitation is significantly impaired through physical or mental disability or illness, old age, emotional fragility or distress, or otherwise; and for that purpose, the reference to being impaired is to being temporarily or indefinitely impaired'. Please note that the Care and Support Statutory Guidance issued under the Care Act 2014 (14.2) by the Department of Health uses the term 'adults experiencing, or at risk of abuse or neglect' in order to assess eligibility to statutory social care services. However, the term 'vulnerable adult' is used in the Safeguarding Vulnerable Groups Act 2006 and other legislation in relation to eligibility for criminal record checks and as a result appears in DBS guidance... Youth offending teams work with young people (those under 18) Youth Offending that get into trouble with the law. Team (YOT) They look into the background of a young person and try to help them stay away from crime. They also: run local crime prevention programmes: help young people at the police station if they're arrested; help young people and their families at court; supervise young people serving a community sentence; stay in touch with a young person if they're sentenced to custody. The youth offending team gets involved if a young person: gets into trouble with the police or is arrested; is charged with a crime and has to go to court;

is convicted of a crime and given a sentence.

Usually, the police are the first people to contact the youth offending team. But family members and friends can also contact them if they're worried about a young person's behaviour.

Youth offending teams are part of your local council and are separate from the police and the courts. They work with:

- the police;
- probation officers;
- health, housing and children's services;
- schools and education authorities;
- charities and the local community.