

Schedule 1: Support Principles

1. Support shall be awarded with the aim of meeting an immediate (time limited) and substantial risk of harm. The Panel will take account of all the circumstances of an application but:
 - 1.1. The Scheme will not ordinarily approve payments in connection with debt relief or debt repayment. The Panel may exceptionally approve such payments but not unless the survivor has first obtained appropriate input from an independent source which input is shared with the Panel. The scheme will not cover debts or fines owed to HMRC or other government agencies whether they are owed personally or arising from any business activity carried on by a company or partnership; and
 - 1.2. The Scheme may only support basic living expenses (to include food, clothing, and payments in connection with housing and accommodation) where there is clear evidence of a substantial risk of harm or arise from the survivor's circumstances and where other options for relief are not available, for example where there is a risk of homelessness, or where the survivor is without secure accommodation.
2. Support will be individually given and fair. Each survivor's request for support shall be considered on an individual basis considering a survivor's particular circumstances but so far as possible the support offered under the Scheme shall be fair and consistent between applicants.
3. Support shall be based on evidence of urgent need. The Panel shall only approve support where there is sufficient evidence of an immediate impact on their wellbeing.
4. Support may be facilitative. The Panel may approve support which is likely to assist a survivor in accessing appropriate welfare or other provision. Taking that into account:
 - 4.1 Before it approves support the Panel shall consider all the available options for support, including non-financial options such as advice and counselling, considering any appropriate independent opinion (e.g., a Citizens Advice Bureau financial statement); and
 - 4.2 If the Panel has concerns about the suitability or capability of the survivor to manage any sums of money which the Scheme may make available, the Panel Secretary shall work with the survivor and their advocate to identify potential third-party management of the financial support.
5. Support shall ordinarily be locally provided. The Panel shall usually only approve support which is available locally to the survivor. Where, however, support is needed from a person or service provider who or which is not local to the survivor, the Panel may make provision for travel expenses to facilitate access to that support, so long as in the Panel's opinion there is sufficient evidence to justify the use of that specialist.
6. Support shall be consistent with the Church's values. The Panel shall not approve any support which is morally, ethically, or legally inconsistent with the values and beliefs of the Church of England. For example, the Scheme will not fund criminal fines, activity which may be unlawful, or the use of non-prescription classified drugs that are illegal. Nothing precludes support based on clinically recommended or tested therapies.

Schedule 2: Conflict of Interest and loyalty

1. A conflict of interest is any situation in which a Panel or AC Panel member's personal interests or loyalties could prevent, or could be seen to prevent, the panel member from making a decision in accordance with the requirements of charity law.
2. Such a situation may arise either:
 - (a) where there is a potential financial benefit to a Panel member, whether directly or indirectly through a connected person (which generally includes family, relatives, or business partners, as well as businesses in which a person has an interest through ownership or influence); or
 - (b) where a Panel member's duty under the Scheme may compete with a duty of loyalty he or she owes to another organisation or person (such a situation being known as a 'conflict of loyalty').
3. Conflicts of loyalty arise because, although the panel member concerned does not stand to gain any personal benefit, the Panel member's decision-making could be influenced by his or her other interests. Some conflicts of loyalty arise because a member has a competing legal obligation or duty to another organisation or person. Others result from conflicting loyalties which a member owes, or feels, towards family, friends or other people or organisations that are part of the member's network. For example, a member's obligations under the Scheme could conflict with his or her loyalty to:
 - (a) another organisation, such as his or her employer;
 - (b) another charity of which he or she is a trustee;
 - (c) a member of his or her family or friends;
 - (d) a current or former work colleague;
 - (e) a member of a survivor group; or
 - (f) another connected person or organisation.
4. The existence of a conflict of interest does not reflect on the integrity of the affected Panel member, so long as it is properly addressed. The early identification of conflicts of interest and loyalty is therefore key to ensuring that both individual members and the panel collectively do what is expected of them.
5. Each meeting agenda will include an item for declaration of interests and identification of any conflicts or potential conflicts of interest.
6. An oral declaration of a relevant interest must be made at the beginning of each meeting of any panel meeting and any committee or sub-committee if, in the context of the particular item of business under consideration, the interest could, or could reasonably be seen to, prevent the person concerned from taking a decision only in the best interests of the Scheme.
7. A person should err on the side of caution if he or she is in doubt about whether he or she is conflicted and should always declare the interest in question.
8. If a person is aware of an undeclared conflict of interest affecting another member, he or she should notify the Chair of the relevant meeting.
9. Where a conflict of interest arises in connection with a personal benefit, the person concerned must withdraw from the meeting and not take part in any discussions

relating to it. Where a conflict of loyalty arises, the decision-making panel will consider what level of participation, if any, is acceptable on the part of the conflicted person. However, the normal expectation will be that the conflicted person should withdraw from the meeting during discussion of the item of business in question.

10. A person need not withdraw from a meeting if his or her interest (whether financial or non-financial) is common to a class of persons and is neither (i) significant nor (ii) substantially greater than the interests of other members of that class. In other words, the fact that a person is a survivor of abuse does not of itself prevent them from acting on a panel, but other factors may do so.
11. Each decision-making panel must keep a written record (usually in the minutes of the relevant meeting) of the nature of any conflict of interest or loyalty declared and how it was dealt with. Because the records are disclosable to those whose personal data is recorded under Data Protection legislation, they should be written in a way that ensures that personally identifiable information is minimised.

Schedule 3: Conduct of the Scheme

Decisions

1. Panel members will take their decisions conscientiously. Following a meeting of a Panel, its members will take the steps which are required under the Scheme. Applicants to the Scheme should remember, therefore, that they may not receive an immediate response. The “Frequently asked Question document” offers an indication of the likely number of days which each step will take but the time required will depend on the circumstances of each case.

Confidentiality

3. Survivors and their advocates should bear in mind that no two decisions will be the same and each decision will be made on the circumstances of that case. While the actual decisions of the panel are not intended to be confidential, any reference to individuals must not be disclosed to unauthorised third parties.
4. Where possible, decisions should be written in such a way as to minimise the use of personally identifiable information.

Conduct

5. We will do our best to make sure that any application is dealt with as promptly as possible, and we ask that all those involved in the operation of the Scheme treat others with courtesy and respect.
6. We recognise, however, that sometimes things do go wrong and that we may fall short of expectations. The Scheme makes provision for a survivor to appeal if they think that a decision-making Panel’s decision is wrong. The Scheme will be overseen by the National Safeguarding Team of the Church of England and those involved in its delivery are subject to the external complaints procedure of the national Church [NCI Service Complaints Policy \(churchofengland.org\)](https://www.churchofengland.org/nci-service-complaints-policy). Any complaint should be addressed to the National Director of Safeguarding in the first instance.