



# ST ANDREW'S CHURCH BEDFORD

## SAFEGUARDING POLICY

(revised and adopted by PCC September 2018)

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**This policy has been prepared for:**

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Electoral Roll membership May 2017 = 269

Charity Number: 1130171

Regulator's details: Archdeacon of Bedford, Diocese of St. Albans

Insurance Company: Ecclesiastical Insurance Group

The St Andrew's Church Safeguarding Policy is based upon the model policy provided by Churches' Child Protection Advisory Service (CCPAS)

**Parish Safeguarding Officer (PSO)** (Children and Vulnerable Adults)

- Sheila Bissell: Telephone: 01234 273162
- Deputy Safeguarding Officers: (Children and Vulnerable Adults)  
Churchwardens

#### **External contacts-**

##### **Bedford Borough**

**Children's Social Care**, Multi Agency Support Hub (MASH)

- Telephone - office hours = 01234 718700.
- Emergency - out of hours = 0300 300 8123
- email: [multiagency@bedford.gov.uk](mailto:multiagency@bedford.gov.uk)

##### **The Local Authority Designated Officer (LADO)**

- Duty team = 01234 276693 or
- Email:= [LADO@bedford.gcsx.gov.uk](mailto:LADO@bedford.gcsx.gov.uk) if there is a concern about children.

##### **Adult Social Care**

- Adult Safeguarding team = 01234 276222
- Out of hours emergency = 0300 300 8123

##### **Bedfordshire Police**

**Child Protection Team:**

- Telephone = 01234 841212
- Text = 07786200011

**Diocese Safeguarding Advisor** - Jeremy Hurst

- Telephone = 01299 841269
- Mobile = 07811467511
- Email = [childprotection@stalbans.anglican.org](mailto:childprotection@stalbans.anglican.org)

**Insurance Company** – Ecclesiastical Insurance Group.

- Telephone = 0345 777 3322
- email:= [churches@ecclesiastical.com](mailto:churches@ecclesiastical.com)
- Policy No = 04/XPG/0259744

## 1) DETAILS OF ACTIVITIES IN THE CHURCH AND CHURCH CENTRE

### Services:

#### Sundays:

**8am:** Said Eucharist

**10am:** Sung Eucharist -

First Sunday – All Age Service with Worship Band

Other Sundays – Sung Service with choir

**6pm :** First Sunday – Sung or Choral Evensong

Other Sundays – other informal services e.g. Sacred Space, Healing Service, or said Evening Prayer with BCP.

**Wednesdays: 10.30am:** Eucharist in Holt Room, mainly for older people.

**Weekdays: 8.30am and 5pm:** Said Morning and Evening Prayer.

At the 10am service on the first Sunday of the month, the children and young people are encouraged to take part in the service. On the other Sundays there are three age-appropriate groups for children with activities in the church centre during the first half of the service.

The choir includes a number of choristers of school age, who currently rehearse both with and apart from the adults on one evening a week.

### Other activities

#### Weekly:

- Noah's Ark: for parents, carers and their children below school age. Parents/carers stay with their child(ren).
- Tower Bell ringing group: includes young people as well as adults, practise during the week and ring before services on Sundays, weddings and for special occasions.
- Scout and Guide Groups: The Guide sections meet weekly on the church premises, the Scouts groups meet elsewhere. All groups are invited to attend Church Parade two or three times in the year.
- Coffee & Company Community Coffee morning held monthly on a Friday, attendees may include vulnerable adults.

**Money Advice at St Andrew's:** a debt advice service for anyone from Bedford Borough. Clients may include vulnerable adults.

**Concerts at St Andrews (CASA)** holds regular concerts and workshops within the church and centre which are open to the general public. Both adults and children are invited to take part in CASA events e.g. Schools' Workshops and the annual Bring and Sing.

### Special activities for children and young people

Messy Church – at least three times a year

Youthcharist – once or twice a year in conjunction with other Deanery churches.

## **2) THE LEADERSHIP**

### **2.1) The leadership commitment**

The Vicar and Churchwardens (the Deputies) with the Parish Safeguarding Officer (PSO) are collectively known as the Leadership and oversee the implementation of this policy. The Leadership recognises the need to provide a safe and caring environment for children, young people and vulnerable adults. It recognises that children, young people and vulnerable adults can be the victims of physical, sexual and emotional abuse and neglect. The Leadership has therefore adopted the procedures set out in this policy in accordance with statutory guidance. The Policy is reviewed and re-adopted by the Parochial Church Council (PCC) annually.

The policy and attached practice guidelines are based on the ten Safe and Secure safeguarding standards published by the Churches' Child Protection Advisory Service (CCPAS) and prepared in consultation with the Church of England, Diocese of St Albans

### **2.2) The Leadership undertakes to:**

- endorse and follow all national and local safeguarding legislation and procedures as far as possible and is aware of international conventions of the rights of the child (see Appendix 6).
- ensure the Leadership members themselves receive initial training
- regularly review, at least annually, the operational guidelines attached
- ensure that the premises meet the requirements of the Disability Discrimination Act 1995
- support the PSO in her work and in any action she may need to take in order to protect children and vulnerable adults.

### **2.3) Safeguarding awareness**

The Leadership will develop a culture of awareness of safeguarding issues to help protect everyone.

All appropriate staff and volunteers will receive induction training and undertake recognised safeguarding training on a regular basis. This will be arranged and implemented by the PSO and the Churchwardens (acting as Deputies) using materials provided by CCPAS and other recognised organisations.

### **3) RECOGNISING AND RESPONDING TO ABUSE**

#### **3.1) Understanding abuse and neglect (see Appendix 2 and 3)**

A person may abuse by inflicting harm, or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or vulnerable adult.

Detailed definitions and signs and symptoms of abuse, as well as how to respond to a disclosure of abuse, are included in:

- Definitions of abuse - See Appendix 3
- Signs and symptoms of abuse - See Appendix 3
- How to respond to a child wishing to disclose abuse - See Appendix 4

#### **3.2) Responding to allegations of abuse**

The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to the PSO who is nominated by the Leadership to act on its behalf to deal with allegation or suspicion of neglect or abuse. This may include referring the matter on to the statutory authorities.

Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse, following procedures as below:

- Suspicions must not be discussed with anyone other than the PSO or Deputies. A written record of the concerns should be made and dated and kept in a secure place.
- If the suspicions in any way involve the PSO, then the report should be made to the Churchwardens (as Deputies).
- If the suspicions implicate both the PSO and Deputies, then the report should be made to DSO.
- In the absence of the PSO or Deputies there should not be a delay referring to Social Services, the Police or taking advice from DSO.

It is the right of any individual to make a direct referral to the safeguarding agencies. If an individual with the concern feels that PSO or Deputies have not responded appropriately, or where they have a disagreement with them as to the appropriateness of a referral, they can contact a safeguarding agency direct.

#### **3.3) Allegations of sexual abuse, physical injury, neglect or emotional abuse of a child**

If a child has a physical injury, symptoms of neglect or where there are concerns about emotional abuse, the PSO (or Deputies) should:

- contact Children's Social Services or police for advice in cases of deliberate injury, if concerned about a child's immediate safety or if a child says he/she is afraid to return home
- having contacted Children's Social Services, do not tell the parents or carers unless advised to do so. In extreme situation the child may need to be taken to A and E.

- for lesser concerns (e.g. poor parenting), encourage parent/carer to seek help. Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.
- follow advice of the DSO if unsure whether or not to refer a case to Children's Social Services.

In the event of allegations or suspicions of sexual abuse, the PSO (or Deputies) will:

- contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They should NOT speak to the parent/carer or anyone else.
- if for any reason it is unclear whether or not to contact Children's Social Services/Police, follow the advice given by the DSO.

### **3.4) Suspicions or allegations of physical, sexual or emotional abuse or neglect of a vulnerable adult**

If a vulnerable adult has a physical injury or symptom of sexual abuse the PSO (or Deputies) will:

- discuss any concerns with the individual themselves giving due regard to their autonomy, privacy and rights to lead an independent life.
- if the vulnerable adult is in immediate danger or has sustained a serious injury contact Adult Social Care Vulnerable Adults Team who have responsibility under Section 47 of the NHS and Community Care Act 1990 and government guidance, 'No Secrets', to investigate allegations of abuse. Alternatively the DSO for further advice.

### **3.5) Allegations of abuse against a person who works with children**

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Team, in accordance with Local Safeguarding Children Board (LSCB) procedures, will need to liaise with Children's Social Services in regards to the suspension of the worker and making a referral to a Safeguarding Adviser (SA) / Local Authority Designated Officer.

## **4) PREVENTION AND SAFE RECRUITMENT**

As a church working with children, young people and vulnerable adults, we will operate and promote good working practice. This will enable staff and volunteers to run activities safely, develop good relationships and minimise the risk of false accusation, whether done with malicious or mischievous intent.

As well as a general code of conduct for staff and volunteers we also have specific good practice guidelines for every activity

### **4.1) Working in Partnership.**

Good communication is essential in promoting safeguarding, both to those who need protection, to anyone involved in working with children and vulnerable adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

Any organisation using the church's premises, as part of the letting agreement will be expected have their own safeguarding policy.

#### **4.2) Managing Children's Groups**

In order to ensure the safety of children, the Leadership has agreed the following principles.

- Principal leaders of groups will be DBS cleared and have completed on-line Safeguarding training and attended a face-to-face training where practicable.
- Any group of children meeting, of whatever age, must have a minimum of two leaders (preferably one of each sex) in order that the children are never left unattended.
- The parent or guardian of each child attending a group will be asked to complete a form with the child's name, address, contact details, name of parent and emergency contact.
- A register will be maintained of children attending the group, with the date of the meeting and the name of the leaders.
- Groups of children of 11 years and over, may, in an emergency, be supervised by one adult, providing they are in hearing and sight of another group leader.
- In an emergency, there should be an arrangement for an additional leader/helper to be called in to help out.
- A child should not be expected to walk along dark paths to get to and from meetings.
- A child travelling in a car must be accompanied by two adults.
- No child should be left alone while waiting for an adult to pick her/him up after a meeting. He/she should wait where he/she can be seen by two adults.
- Written parent/guardian consent must be given for any activities that take place away from the normal venue.
- Written parent/guardian consent must be given for any photographs that are to be used for publicity or on a website, where the child can be identified. No child should be identified by name in any photographs or web material.

#### **4.3) Safe Recruitment**

The Leadership will ensure all staff and volunteers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form and a self declaration form
- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained and followed up where appropriate
- A Disclosure and Barring Service clearance has been completed
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns

**For further Information, see:**

<https://www.stalbans.anglican.org/wp-content/uploads/Promoting-a-Safer-Church-100217.pdf>

## **5) USE OF SOCIAL NETWORKING AND INTERNET – see also Appendix 5**

The church has WiFi facilities but these will only be used by children and young people in the presence of a leader to ensure internet safety.

Parental consent should be given for the use of email to children and young people by leaders.

Any cyber bullying (internet and texting) will be treated in the same way as any bullying. All bullying incidents should be properly recorded and investigated so that action can be taken.

## **6) PASTORAL CARE**

### **6.1) Supporting those affected by abuse**

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the place of worship / organisation.

- Childline 0800 1111
- NSPCC 0800 800 5000 or text 88858
- Bedford Open Door (counselling service for young people 13 -25) 01234 360388
- National Association of People Abused in Childhood (NAPAC) 0808 801 0331

### **6.2) Working with offenders**

When someone attending the church is known to have abused children, or is known to be a risk to vulnerable adults, the Leadership will supervise the individual concerned and offer pastoral care. In its safeguarding commitment to the protection of children and vulnerable adults, it will set boundaries for the person which they will be expected to keep, ideally by having a signed agreement detailing their involvement in the church.

Signed by: \_\_\_\_\_

Date: \_\_\_\_\_



## APPENDIX 1

### Leadership Safeguarding Statement

The Leadership, Vicar, Revd James Reveley, Churchwardens and the Parish Safeguarding Officer, with the Parochial Church Council recognise the importance of its ministry with children and young people and adults in need of protection and its responsibility to protect everyone entrusted to its care.

The following statement was agreed by the leadership on: \_\_\_\_\_

- This place of worship/organisation is committed to the safeguarding of children and vulnerable adults and ensuring their well-being.

Specifically:

- We recognise that we all have a responsibility to help prevent the physical, sexual, emotional abuse and neglect of children and young people (those under 18 years of age) and to report any such abuse that we discover or suspect.
- We believe every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are suffering harm.
- All children and young people have the right to be treated with respect, to be listened to and to be protected from all forms of abuse.
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of vulnerable adults and to report any such abuse that we discover or suspect.
- We recognise the personal dignity and rights of vulnerable adults and will ensure all our policies and procedures reflect this.
- We believe all adults should enjoy and have access to every aspect of the life of the church unless they pose a risk to the safety of those we serve.
- We undertake to exercise proper care in the appointment and selection of all those who will work with children and vulnerable adults.

We are committed to:

- Following the requirements for UK legislation in relation to safeguarding children and vulnerable adults and good practice recommendations.
- Respecting the rights of children as described in the UN Convention on the Rights of the Child.
- Implementing the requirements of legislation in regard to people with disabilities.
- Ensuring that staff and volunteers adhere to the agreed procedures of our safeguarding policy.
- Keeping up to date with national and local developments relating to safeguarding.
- Following any denominational or organisational guidelines in relation to safeguarding children and adults in need of protection.
- Supporting the safeguarding co-ordinator/s in their work and in any action they may need to take in order to protect children/vulnerable adults.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this Church.

- Supporting parents and families.
- Nurturing, protecting and safeguarding of children and young people.
- Supporting, resourcing, training, monitoring and providing supervision to all those who work with children or vulnerable adults.
- Supporting anyone affected by abuse in the place of worship.
- Adopting and following the 'Safe and Secure' safeguarding standards developed by the Churches' Child Protection Advisory Service.

We recognise:

- Children's Social Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child.
- Adult Social Care (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a vulnerable adult.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Where working outside of the UK, concerns will be reported to the appropriate agencies in the country in which we operate, and their procedures followed, and in addition we will report concerns to our agency's headquarters.
- Safeguarding is everyone's responsibility.

We will review this statement and our policy and procedures annually.

If you have any concerns for a child or vulnerable adult then speak to one of the following who have been approved as safeguarding co-ordinators:

- Sheila Bissell, Parish Safeguarding Officer (Children and Vulnerable Adults)
- James Reveley, Vicar
- The Churchwardens (Safeguarding Deputies)

A copy of the full policy and procedures is available from the Church Centre Office.

A copy of our safeguarding policy has been lodged with CCPAS / The Diocese of St Albans / Local Government Agency with Safeguarding Responsibility, Bedford LADO.

Signed by leadership and on behalf of the Parochial Church Council.

Signed \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Date \_\_\_\_\_

## APPENDIX 2

### Definition of a Child and a Vulnerable Adult

#### 1) Definition of a child

The legal definition of a child is someone under the age of 18. Some legislation in the UK allows young people from age 16 to make certain decisions for themselves (e.g. getting married), but safeguarding legislation applies to anyone under the age of 18 because this is the legal definition of a child. The Children Act 1989 and 2004 in England and Wales similarly define a child as someone under 18. Throughout this policy when we refer to a child our meaning (unless otherwise stated) is a person under the age of 18.

#### 2) Definition of vulnerable adult / adult in need of protection

An adult is someone over 18 (unless specific legislation states otherwise).

*'No secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse'* - Department of Health and Home Office (March 2000) states a vulnerable person is someone:

- 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'.

#### 3) Statutory Definitions of Abuse (Children)

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

The four definitions of abuse below operate in England based on the government guidance *'Working Together to Safeguard Children (2010)'*.

#### What is abuse and neglect?

Abuse and neglect are forms 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.

#### Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

#### Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

- It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person

- It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.
- It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.
- It may involve seeing or hearing the ill-treatment of another.
- It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### **Sexual abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

- The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.
- They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

### **Neglect**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

- Neglect may occur during pregnancy as a result of maternal substance abuse
- Once a child is born, neglect may involve a parent or carer failing:
- to provide adequate food, clothing and shelter (including exclusion from home or abandonment);
  - to protect a child from physical and emotional harm or danger;
  - to ensure adequate supervision (including the use of inadequate care-givers);
  - ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

### **Statutory Definitions of Abuse (Vulnerable Adults)**

The following definition of abuse is laid down in *'No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health 2000):*

- 'Abuse is a violation of an individual's human and civil rights by any other person or persons.
- Abuse may consist of a single act or repeated acts.
  - It may be physical, verbal or psychological.
  - it may be an act of neglect or an omission to act.

- it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent.
- Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it'.

**Physical Abuse** is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care.

**Sexual Abuse** is the involvement in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent, or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent.

**Psychological or Emotional Abuse** includes acts or behaviour, which cause mental distress or anguish or negates the wishes of the vulnerable adult. It is also behaviour that has a harmful effect on the vulnerable adult's emotional health and development or any other form of mental cruelty.

**Financial or Material Abuse** is the inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.

**Neglect or Act of Omission** is the repeated deprivation of assistance that the vulnerable adult needs for important activities of daily living, including the failure to intervene in behaviour which is dangerous to the vulnerable adult or to others. A vulnerable person may be suffering from neglect when their general well being or development is impaired

**Discriminatory Abuse** is the inappropriate treatment of a vulnerable adult because of their age, gender, race, religion, cultural background, sexuality, disability etc. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. Discriminatory abuse links to all other forms of abuse.

**Institutional Abuse** is the mistreatment or abuse of a vulnerable adult by a regime or individuals within an institution (e.g. hospital or care home) or in the community. It can be through repeated acts of poor or inadequate care and neglect or poor professional practice.

## APPENDIX 3

### Signs of Possible Abuse (children & young people)

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

#### i) **Physical Abuse**

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have a plausible, accidental explanation
- Cuts/scratches/substance abuse\*

#### ii) **Sexual Abuse**

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia

#### iii) **Emotional Abuse**

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
- Depression, aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

#### iv) **Neglect**

- Under nourishment, failure to grow, constant hunger, stealing or gorging food
- Untreated illnesses
- Inadequate care, etc

## **Signs of Possible Abuse (vulnerable adults)**

### **v) Physical Abuse**

- A history of unexplained falls, fractures, bruises, burns, minor injuries
- Signs of under or over use of medication and/or untreated medical problems

### **vi) Sexual Abuse**

- Pregnancy in a woman who is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually implicit/explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosure or hints of sexual abuse
- Self-harming

### **vii) Psychological Abuse**

- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of the carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia

### **viii) Financial or material Abuse**

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents
- Sudden inability to pay bills
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property

### **ix) Neglect or Omission**

- Malnutrition, weight loss and /or persistent hunger
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores
- Being left in wet clothing or bedding and/or clothing in a poor condition
- Failure to access appropriate health, educational services or social care
- No callers or visitors

### **x) Discriminatory Abuse**

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance of care

### **xi) Institutional Abuse**

- Lack of flexibility or choice over meals, bed times, visitors, phone calls etc
- Inadequate medical care and misuse of medication
- Inappropriate use of restraint
- Sensory deprivation e.g. denial of use of spectacles or hearing aids
- Missing documents and/or absence of individual care plans
- Public discussion of private matter
- Lack of opportunity for social, educational or recreational activity

## **APPENDIX 4**

### **Effective Listening**

- Ensure the physical environment is welcoming, giving opportunity for the child or vulnerable adult to talk in private but making sure others are aware the conversation is taking place.
- It is especially important to allow time and space for the person to talk
- Above everything else listen without interrupting
- Be attentive and look at the child/adult whilst they are speaking
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used
- Try to remain calm, even if on the inside you are feeling something different
- Be honest and don't make promises you can't keep regarding confidentiality
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.

Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, Braille etc.

### **Helpful Responses**

"You have done the right thing in telling."

"I am glad you have told me."

"I will try to help you."

### **Don't Say**

"Why didn't you tell anyone before? "

"I don't believe it! "

"Are you sure this is true? "

"Why? How? When? Who? Where? "

"I am shocked, don't tell anyone else."



## APPENDIX 5

### E-Safety Policy

(This policy is based on the CCPAS model policy for churches and to be read in conjunction with the main safeguarding policy)

**i) CCPAS e-safety definition:**

**e-safety** – or electronic safety is the collective term for safeguarding involving the use of mobile (cell) phones, computers (laptops, netbooks, tablets) and other electronic devices including games consoles, to communicate and access the Internet, emails, text messages (SMS), Instant Messaging (IM), social networking sites (SNS) and other social media; often referred to as Information and Communications Technology (ICT).

The technology is constantly advancing bringing with it additional safeguarding considerations. An e-safety policy should be adopted and adapted to reflect all communications between Church staff and volunteers and children (those under 18 years of age) recognising the merging between online and offline worlds and the distinctiveness and difficulties within faith based organisations of defining clear boundaries for everyone.

**ii) E-mail**

When using email to communicate with children and young people, staff and volunteers should:

- Obtain parental agreement before they use email services to communicate with a child or young person; and
- Use clear, unambiguous language to reduce the risk of misinterpretation (e.g. terms such as 'luv' to round things off should never be used).
- Children must not reveal details of themselves or others, such as address or telephone number or arrange to meet anyone in e-mail communication.
- The forwarding of chain letters is banned.

**iii) Use of Smart Phones**

Staff and Volunteers should:

- Where appropriate use group rather than individual texting.
- Take care with the language used, avoiding ambiguous abbreviations such as 'lol' which could mean 'laugh out loud' or 'lots of love' and always end with the name of the sender.
- Any texts or conversations that raise concerns should be saved and passed on/shown to the receiver's supervisor.
- Any images of children taken on a phone should be downloaded to the church / organisations' computer and kept securely.
- Staff or volunteers should not as a general rule give out their personal mobile number to children. The church / organisation recognises that this may be needed at times (with the agreement of the parents and leaders).
- As well as ensuring that calls / texts are not sent after 9 pm also ensure that calls and texts are not sent whilst the child is at school / college (e.g. 9am - 4pm), as this may be against the educational establishment's rules.
- Staff and volunteers should enable a password/lock on their phone for data protection and do not allow unauthorised access.

**iv) Chat & Messenger Services**

Staff and volunteers should ensure that all communications using Instant Messaging (IM) services adhere to the following:

- Communication will not take place between the hours of 9pm and 9am (to be decided by the church).
- Staff and volunteers should ensure that they enable settings when using IM services which allows for conversations to be saved as text files.
- Children should be made aware that conversations will be recorded and kept (via text files or similar).

**v) Taking and publishing photographs and videos or images, including on websites**

- Photographs that include children will be selected carefully and will not enable individual children to be clearly identified.
- Children's full names will not be used anywhere on the website in association with photographs
- Permission will be sought before any images are taken and/or displayed. Images should only be used for the specific purpose agreed by the person photographed.
- Written consent must specify what purposes the image will be used for, and how it will be stored if not destroyed.
- If the intention is to use an image on the internet, this must be clearly stated at the time that consent is sought.
- Further written consent is required if images are to be used in other ways than originally specified.
- When using photographs of children, use group pictures and never identify them by name or other personal details. These details include e-mail or postal addresses, telephone or fax numbers.
- Ensure that any use of images reflects the diversity of age, ethnicity and gender of the activity.

**vi) General Guidelines for e-safety Policy for staff and volunteers**

- Generally maintain good and open relationships with parents and carers regarding communication with them and their children.
- Use an appropriate tone: friendly, but not over-familiar or personal.
- Be warm and friendly, but do not suggest or offer a special relationship.
- Be clear and explicit about information that you need to share; don't abbreviate or short-cut your communications.
- Be circumspect in your communications with children to avoid any possible misinterpretation of your motives or any behaviour which could be construed as grooming.
- Do not share any personal information with children, or request or respond to any personal information from a child other than that which might be appropriate as part of your role.
- Only give personal contact details to children that are within the public domain of the church including your mobile telephone number.
- If children want you to have their mobile phone numbers, e-mail addresses or similar, and communicate with them this way, make sure that their parents know and have agreed.
- Only make contact with children for reasons related to the work of the church and maintain a log of all electronic contact with individuals or groups including messaging and texting.

- Where possible use only equipment provided by the church to communicate with children.
- Respect a child's right to confidentiality unless abuse/harm is suspected or disclosed.
- Ensure your church domain name logo appears with every Internet post made by a church computer user. Any user may thus be viewed as a representative of your church while conducting business on the Internet.
- Email should only be used to communicate specific information (e.g. times and dates of events). It should not be used as a relationship building tool.
- Email history should be kept and dated.
- When using email/internet for communication with children, it is advised that it should take place between the hours of 9am-5pm. Where working with children outside normal office hours, staff and volunteers should seek advice from their leader but there should be no email communication after 9pm.
- Use of Skype and any other web camera or visual communication via the internet is generally not permitted. Staff and volunteers should refrain from using such methods on a one to one basis as they cannot be recorded. (It can be used for conference call and is considered appropriate if a project or group uses a web camera/Skype in a group environment for project purposes, and has clear aims and objectives for its use).

**vii) Use of social networking sites**

- Staff and volunteers should not add children to their personal social networking page if they are involved with children's/youth work activity and are under the age of 18.
- Staff and volunteers should consider setting up a Facebook group / Fan page for the Church and invite children to be members. (If they are over the required minimum age limit, i.e. 13 for Facebook)
- Staff and volunteers should only use an agreed social networking account for contact with children with whom they are working. This should normally be an account set up specifically for this purpose on behalf of the church rather than an individual.
- Staff and volunteers should ensure that their personal profiles on any social networking sites are set to the highest form of security to avoid children accessing personal information or seeing any pictures of a personal nature.

**viii) Responding to e-safety concerns.**

- Any concerns that there may be an e-safety incident ensure should be reported to the PSO.. She/he can then determine if the matter should be reported to the statutory authorities or other appropriate agencies e.g. Child Exploitation and Online Protection Centre (CEOP).
- Filtering software should be installed on all computers used in the church.
- The details of where to find help online should be displayed on the website including having the CEOP button.

## APPENDIX 6

### Statements of International Rights

**The UN Universal Declaration of Human Rights** and the International Covenant of Human Rights states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

It states with particular reference to Article 5 with reference to adults:

*No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

**The Convention on the Rights of the Child** states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.”

It states as a definition of abuse in Article 19

*1. States /Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*

*2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

**APPENDIX 7: PROCESS FOR MANAGING A POTENTIAL SAFEGUARDING ISSUE**

