

Safeguarding Policy

Version: Final

Signed by Church Pastor:

Martin Pearson

PRINT NAME: Martin Pearson

DATE: 14/4/21

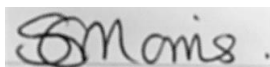
Signed by Trustee:



PRINT NAME: Richard Morris

DATE: 13/4/21

Signed by Safeguarding Officer:



PRINT NAME: Sally Morris

DATE: 1/3/21

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Document change history

Date	Change description	Author	Approval	Version
22/2/21	Updated addresses, use of Zoom online, title of Safeguarding Co-ordinator now Safeguarding Officer, Safeguarding Officer now Sally Morris, church Insurers, name of safeguarding advisory service (now 31:8)	RM		Draft 2
1/3/21	Signed off by the Safeguarding Officer	RM		Draft 3
13/4/21	Table of contents updated	RM		Draft 4
14/4/21	Trustee Approved version	RM	Yes	Final

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SECTION 1

Details of the place of worship / organisation

Name of Organisation: **Stroud Christian Fellowship**

Address:

**The Cross
Parliament Street
Stroud
GL5 2HL**

Tel No: **01453 751509** Email address: **office@stroudcf.org**

Members of: Churches Together in Stroud, The Evangelical Alliance, and part of the family of Salt & Light Ministries

Charity Number: **1142276** Company Number: **7599383**

Insurance Company: Aviva Insurance Limited/aQmen (Underwriter)/Kingdom Bank (Agent)

Stroud Christian Fellowship ('SCF') is a family which encompasses those of all ages, backgrounds, and needs. The following is a brief description of our church activities we undertake with children and adults who have care and support needs:

- Tiddlywinks – a parent and toddler drop-in café
- Tiddlywinks – Baby and Me – parent and baby support group
- Groups for children aged 0-18 during regular Sunday morning services
- A youth group meeting during the evenings / weekends
- Residential trips for young people
- 1:1 and small group discipleship and mentoring support for all (including 11-18)
- Family activities such as picnics, trips, etc.
- Pastoral care visits for individuals or families within their own home and in hospitals/hospices etc.
- Online worship meetings using the Zoom platform
- Online group youth sessions using the Zoom platform
- Online pastoral support sessions using the Zoom platform

The church has offices and meeting spaces for its exclusive use but meets for weekly corporate worship in the local Salvation Army Hall (The Citadel, Acre Street, Stroud) and utilises other community spaces for its work.

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Our commitment

The Trustees, Elders and Leadership Team [hereafter referred to as the Leadership] recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which 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”. We also concur with the Convention on the Rights of the Child which 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.” As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and attached practice guidelines are based on the ten Safe and Secure safeguarding standards published by the Churches' Child Protection Advisory Service (31:8).

The Leadership undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training for all its workers and will regularly review the operational guidelines attached.
- ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and adults with care and support needs.

The Leadership agrees not to allow the document to be copied by other organisations.

SECTION 2

Recognising and responding appropriately to an allegation or suspicion of abuse

Understanding abuse and neglect

Defining child abuse or abuse against an adult is a difficult and complex issue. 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 adult.

In order to safeguard those in our places of worship and organisations we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

- 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.*

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5 which states:

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

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, are included as Appendices to this Policy.

Safeguarding awareness

The Leadership is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis delivered in-house in conjunction with the Safeguarding Team at The Door Youth Project.

The Leadership will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

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Responding to allegations of abuse

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

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to **Sally Morris** (hereafter the "Safeguarding Officer") tel no: **01452 812614** who is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.
- In the absence of the Safeguarding Officer or, if the suspicions in any way involve the Safeguarding Officer, then the report should be made to **Martin Pearson** (hereafter the "Deputy ") tel no: **07976 357517**. If the suspicions implicate both the Safeguarding Officer and the Deputy, then the report should be made in the first instance to the fellowship's appointed safeguarding advisory service, Thirtyone:eight (31:8), PO Box 133, Swanley, Kent, BR8 7UQ. Telephone **0303 003 1111**. Alternatively contact Social Services or the Police.
- Where the concern is about a child, the Safeguarding Officer should contact Children's Social Services. Where the concern is regarding an adult in need of protection contact Adult Social Services or take advice from 31:8 as above.

Social services contact numbers:

09:00 – 17:00 Monday – Friday:

The Front Door (Children and Families Helpdesk): 01452 426565

WWW.GSCB.ORG.UK/SAFEGUARDING-CHILDREN-BOARD-CONTACTS-AND-SIGN-UP-TO-ALERTS/

Adult Helpdesk: 01452 426868

www.gloucestershire.gov.uk/gsab/useful-contacts/

Out of hours, emergencies only [children and adults]:

01452 614194 - leave message & wait for call back.

Gloucestershire Police - call 101

- The Safeguarding Officer may need to inform others depending on the circumstances and/or nature of the concern
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Officer, the absence of the Safeguarding Officer or Deputy should not delay referral to Social Services, the Police or taking advice from 31:8.
- The Leadership will support the Safeguarding Officer/Deputy in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from 31:8, although the Leadership hope that members of the place of worship / organisation will use the procedure above. If, however, the individual with the concern feels that the Safeguarding Officer/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Officer(s) as to the appropriateness of a referral they are free to contact an outside agency

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direct. We hope by making this statement that the Leadership demonstrates its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the Safeguarding Officer/ Deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed procedures where there is a concern about a child

Allegations of physical injury, neglect or emotional abuse.

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Officer/Deputy will:

- Contact Children's Social Services (or 31:8) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- 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.
- Seek and follow advice given by 31:8 (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Officer/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by 31:8 if, for any reason they are unsure whether or not to contact Children's Social Services/Police. 31:8 will confirm its advice in writing for future reference.

Detailed procedures where there is a concern that an adult is in need of protection

Suspicious or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse

- If there is concern about any of the above, Safeguarding Officer/Deputy will:
- contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively 31:8 can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, Safeguarding Officer will:

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- Identify support services for the victim i.e. counselling or other pastoral support
- Contact 31:8 and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person working with children/young people or adults with care and support needs.

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Officer, in accordance with Local Safeguarding Children Board (LSCB) procedures will need to liaise with Social Services in regards to the suspension of the worker, also making a referral to a designated officer formerly called a Local Authority Designated Officer (LADO).

In addition to this, whether or not there are such mechanisms in operation, consideration should be given to whether a referral should be made to the Disclosure and Barring Service which manages the list of those people deemed unsuitable for working with children or adults with care and support needs. Where you are liaising with a designated officer discuss with them about the need to refer to the DBS. If a designated officer is not involved, you need to contact the DBS if the situation is that the nature of concern leads you to end the employment of the worker or volunteer or would have made this decision in circumstances where they have left voluntarily.

Identified concerns without disclosure

Through observation or information received from third parties, workers may become concerned about a child or family member who has not made a disclosure. In these circumstances information or concerns should be discussed with the Safeguarding Officer or deputy as if a disclosure has been made.

SECTION 3

Prevention

Safer recruitment

The Leadership will ensure all workers (paid or voluntary) 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 check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- 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.

Management of Workers – General Guidelines

As a Leadership we are committed to supporting all workers and ensuring they receive support and supervision. All workers have been issued with general guidelines towards children, young people and adults with care and support needs (Appendix 3).

SECTION 4

Pastoral Care

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.

Support is offered by the leadership team, and by those members of the church who are recognised by the leadership team to be gifted in the area of pastoral care. This can be in the form of 1:1 support or within small “discipleship groups.” Those affected by abuse will also be encouraged to seek specialist support from local support and counselling organisations such as Listening Post, Teens in Crisis, and The Door Youth Project.

Working with offenders

When someone attending the church is known to have abused children, or is known to be a risk to adults with care and support needs the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep.

If someone who poses a risk to children, young people or adults with care and support needs wants to join in with activities or become part of an organisation, it is important the leadership manage the risk appropriately by creating clear policies and a code of behaviour the individual must follow. This will help protect the vulnerable and lessen the possibility of the person being wrongly suspected of abuse in the future. A “behaviour contract” may be used, agreed by both parties, in some circumstances.

SECTION 5

Practice Guidelines

As a church working with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

As well as general good practice guidelines (Appendix 3) we also have specific good practice guidelines for every activity we are involved in:

Children and Youthwork during Sunday Meetings

- In general groups should have two competent and trained workers present during the sessions. However for larger groups (primary and secondary aged children) it is acceptable if groups are split into 2 with one worker per group, as long as both groups are in the same building they can operate in adjacent rooms.
- Pre-school children can be accompanied to the toilet, or have nappies changed etc. with the permission of the parent or carer.
- In general primary-aged children should have a parent remaining within the meeting throughout the time the group is in session. Secondary school age children can attend church without parents.
- Each child should have a contact and medical form completed for them annually, including emergency contact details. Generally these are completed in September, but when new people join the church these should be completed as soon as possible.

Tiddlywinks

- Children should not be left alone at Tiddlywinks – a parent or carer should always be in the building and remains responsible for the care of their child during Tiddlywinks.

Mid-week Youthwork

- There should be a minimum of 2 workers during every session
- Consent and medical forms should be completed for every young person in regular attendance
- Workers should be clear which young people are allowed to leave the session alone, and for those being collected who is collecting them

Pastoral visiting

- Visits to people in their own homes are acceptable. However, on a first visit to someone unfamiliar, workers are advised to take a colleague along or inform a “safe-call” person (colleague, family member) when they are entering someone’s home, and when they exit again.
- Workers should be trained in dynamic risk assessing of unusual spaces to ensure they protect their own safety at all times

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Working in Partnership

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regards to our expectations of those with whom we work in partnership, whether in the UK or not. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding. It is also our expectation that any organisation using our premises will have their own policy that meets 31:8' safeguarding standards. Good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

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

Signed by Church Pastor:

Martin Pearson

PRINT NAME: Martin Pearson

DATE: 14/4/21

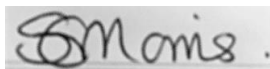
Signed by Trustee:



PRINT NAME: Richard Morris

DATE: 13/4/21

Signed by Safeguarding Officer:



PRINT NAME: Sally Morris

DATE: 1/3/21

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Leadership Safeguarding Statement

The Trustees, Elders and Leadership Team [hereafter referred to as Leadership] recognises the importance of its ministry /work with children and young people and adults in need of protection and its responsibility to protect everyone entrusted to our care.

We are committed to creating and enabling a healthy culture in order to minimise any coercion and control within our church.

The following statement was agreed by the leadership/organisation on: 14/4/21

This church is committed to the safeguarding of children and adults with care and support needs 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 adults who have care and support needs and to report any such abuse that we discover or suspect.
- We recognise the personal dignity and rights of adults who find themselves victims of forced marriage or modern slavery 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 place of worship/organisation 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 adults with care and support needs.
- We believe in the necessity of creating a healthy culture in our church where the value of all people is recognised and challenges are responded to appropriately.

We are committed to:

- Following the requirements for UK legislation in relation to safeguarding children and 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 workers adhere to the agreed procedures in 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 Officer/s in their work and in any action they may need to take in order to protect children/adults with care and support needs.

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- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this place of worship/organisation.
- Supporting parents and families
- Nurturing, protecting and safeguarding of children and young people
- Supporting, resourcing, training, monitoring and providing supervision to all those who undertake this work.
- Supporting all in the place of worship/organisation affected by abuse.
- 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 an adult with care and support needs.
- 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 adult with care and support needs then speak to one of the following who have been approved as safeguarding Officers for this place of worship/organisation.

Sally Morris **Safeguarding Coordinator**
Martin Pearson **Deputy Safeguarding Coordinator**

A copy of the full policy and procedures is available from The Church Offices

Signed by Church Pastor:

Martin Pearson

PRINT NAME: Martin Pearson

DATE: 14/4/21

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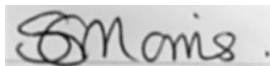
Signed by Trustee:



PRINT NAME: Richard Morris

DATE: 13/4/21

Signed by Safeguarding Officer:



PRINT NAME: Sally Morris

DATE: 1/3/21

APPENDIX 1: Definitions and recognition of abuse

Definition of a child

A **Child** is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).

Definition of an Adult with Care and Support Needs

A vulnerable **Adult with Care and Support Needs** is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

This may include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

Definition of abuse

Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.

It can take a number of forms, including the following:

- Physical abuse
- Sexual abuse
- Psychological or emotional abuse
- Neglect or omission to act
- Financial or material abuse
- Child sexual exploitation
- Modern slavery
- Self-neglect
- Domestic abuse
- Institutional abuse
- Discriminatory abuse
- Harassment
- Radicalisation

Recognition of abuse or neglect

Abuse and neglect are forms of maltreatment. Somebody may abuse or neglect by inflicting harm, or by failing to act to prevent harm. Young people and family members may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another young person or young people, or by their dependents.

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Types of abuse

Physical	Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm. Physical harm may also be caused when an abuser fabricates the symptoms of, or deliberately induces illness in, a young person.
Emotional	<p>Emotional abuse is the persistent emotional ill-treatment of a young person or family member, such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to them that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person.</p> <p>It may feature age or developmentally-inappropriate expectations being imposed on young people. These may include interactions that are beyond the young person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the young person or family member participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing young people or family members frequently to feel frightened or in danger, or the exploitation or corruption of young people. Some level of emotional abuse is involved in all types of ill treatment of a young person or family though it may occur alone.</p>
Sexual	Sexual abuse involves forcing or enticing a young person or family member to take part in sexual activities, whether or not the young person is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving young people or family members in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging young people or family members to behave in sexually inappropriate ways.
Neglect	<p>Neglect is the persistent failure to meet basic physical and/or psychological needs, likely to result in the serious impairment of health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a young person is born, neglect may involve a parent or carer failing to:</p> <ul style="list-style-type: none">○ provide adequate food, clothing and shelter (including exclusion from home or abandonment)○ protect a young person from physical and emotional harm or danger○ 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 young person's basic emotional needs.

Signs of abuse

The following may indicate abuse, but do not jump to conclusions - there could be other explanations.

Physical	Unexplained or hidden injuries, lack of medical attention
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Emotional	Reverting to younger behaviour, nervousness, sudden under-achievement, attention seeking, running away, stealing, lying
Sexual	Pre-occupation with sexual matters evident in words, play drawings; being sexually provocative with adults; disturbed sleep, nightmares, bedwetting, secretive relationships with adults or other young people, tummy pains with no apparent cause.
Neglect	Looking ill-cared for and unhappy, being withdrawn or aggressive, having lingering injuries or health problems.

Regulated activity can be defined as 'frequent contact' with a vulnerable person (once a month or more) or as 'intensive contact' (3 days or more within a 30 day period).

Controlled activity includes e.g. ancillary roles –such as caretakers where there may be contact with vulnerable groups. Also includes administrators or trustees who can access data on vulnerable people.

APPENDIX 2: Responding to disclosure

It is not possible to write down exactly what to do when someone tells you about abuse. The following points are offered as guidelines.

You may be asked to keep a secret, not tell anyone, or enquire if what they say is confidential. What do you say?

- Explain that you cannot promise not to speak to others about the information they have shared - do not offer false confidentiality.
- Listen carefully to them. DO NOT directly question them.
- Look at them directly.
- Try to keep your eye level equal to or lower than theirs.
- Give them time and attention.
- Allow them to give a spontaneous account; do not stop them if they are freely recalling significant events.
- Assume that they have been threatened.
- Try to find out what they are afraid of, so that you will know how best to help.
- Make an accurate record of the information you have been given, taking care to record the timing, setting and people present, their presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use their words where possible.
- Reassure them that:
 - they have done the right thing in telling you;
 - they have not done anything wrong;
- Tell them what you are going to do next and explain that you will need to get help to keep him/her safe.
- Tell the truth.
- DO NOT ask them to repeat his or her account of events to anyone

Helpful things to say...

- I believe you
- I am glad you told me
- I care, and I will help
- You were brave to tell
- Even if they have broken a rule, they are not to blame for the abuse
- I am sorry it happened
- It is not your fault
- You were right to tell, it is OK to tell
- The abuser was wrong (do not say bad)

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Try to avoid saying...

- Why? How? When? Where? Who?
- Why didn't you say before?
- Statements such as "This is really serious",
- "Don't tell anyone else" "I am shocked"
- Are you sure?
- I can't believe it
- False promises

To finish...

- Tell them again that you believe them.
- Let them know what you going to do, and as far as is possible what is going to happen next.
- Praise them for telling and surviving the abuse.
- Always finish on a positive note.

You should give young people and families a chance to talk with an independent person.

This is achieved with the help of:

Childline 0800 1111
NSPCC 0808 8005000
Samaritans 08457 90 90 90

Any concerns of safety or safeguarding should always be reported to the Safeguarding Officer or Deputy Safeguarding Officer immediately.

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APPENDIX 3: Good practice guidelines

Workers should:

- Treat all people equally and with respect.
- Arrive ten minutes before the start of organised activities. The purpose of doing so is for briefing on recent incidents and issues being dealt with.
- Arrive five minutes before the start of a 1:1 pastoral meeting. The purpose of this is to ensure you are at the meeting before the person you are providing support for.
- Watch language, tone of voice, body language and proximity to young people and family members.
- Learn to control and discipline children and young people without using physical punishment, disempowering behaviour and/or abuse of power.

Workers should not engage in the following:

- Use of abusive language
- Invading the privacy of people when they are showering or toileting.
- Rough or physical games – unless officially organised, carried out in appropriate setting, and with adequate risk assessment.
- Sexually provocative games.
- Making sexually suggestive comments about or to person, even in 'fun'.
- Use of punishment or chastisement.
- Allowing young people to involve you in excessive attention-seeking that is overtly sexual or physical in nature.
- Inappropriate use of social media.
- Passing on personal contact details without consent
- Giving personal gifts to or receiving personal gifts
- Accepting money as a gift or borrowing money, or lending money. SCF has a “manna” fund to support those in financial difficulty where appropriate.
- Accepting a gift or hospitality from an organisation as an inducement for either doing/ not doing something in their official capacity
- Allowing anyone unknown to the church to have unsupervised access to children, young people or adults with care and support needs
- Arranging to meet a young person under the age of 16 without parental consent or without a parent or other adult being present.
- Any scapegoating, ridiculing, or rejecting of another person
- Inviting a child, young person, or group to your home alone without an agreed Risk Assessment.
- Carrying children or young people in your car, unless you have:
 - Checked with your insurance company you are covered for occasional business use as a volunteer.
 - Obtained parental permission preferably in writing, but in impromptu circumstances by phone.
 - Ensured they always wear a seat belt

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- Ensured that no-one smokes in the vehicle
- Sharing sleeping accommodation with children or young people during residentials
- **Be guided by the views of the people involved in each situation, as well as by your own judgment.**

Staffing Ratios

Our ideal ratio for adults to children and young people is 1:5. However DfES guidance suggests that for low-risk sites ratios can be down to 1:15.

When organising residential visits there should be an absolute minimum of 3 staff, in case a member of staff is injured.

Whenever possible, try to ensure there is an adult of each gender when taking out a mixed gender group, in case problems of a personal nature arise.

Touching

- Keep everything in public - a hug in the context of a group is very different from a hug behind closed doors.
- Touch should be related to the person's needs, not the worker's.
- Touch should be age-appropriate, and generally initiated by the person rather than the worker.
- Where someone is distressed, a comforting hand on the arm or shoulder might be appropriate.
- Rough physical games including contact sports may be appropriate – young people in particular like physical play and this should be encouraged in an organised and appropriate setting.
- Avoid physical games which disempower or inflict injury - e.g. arm wrestling
- Avoid any physical activity which is, or could be construed as, sexually stimulating
- People are entitled to determine the degree of physical contact with others, except in exceptional circumstances i.e. when they need medical attention.
- The use of reasonable and equal force is acceptable when necessary to restrain or remove a person from a dangerous or threatening situation.

Workers should take responsibility for monitoring one another in the area of physical contact. They should be free to constructively challenge a colleague if necessary. Concerns about possible abuse should always be reported to the Safeguarding Officer.