



POLICY DOCUMENT: TR-07

TITLE: SAFEGUARDING POLICY

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Community Church Bishop’s Stortford (CCBS): Safeguarding Policy

VISION AND VALUES: Our vision is to be a church that builds a community which displays God’s splendour, where God loves to be, and where lives are changed by meeting Him!

We’re not perfect but we do want our vision and values to be consistent with the Bible, shaped by what God has said to us specifically, and lived out practically with genuine humility. We want to be an inclusive community, aiming to live wholeheartedly as disciples of Jesus with authenticity, generosity and honour.

VALUES: Our values are to:

- Encounter God and worship Him wholeheartedly
- Build an authentic community of all generations
- Make mature disciples who honour and serve God
- Meet people’s needs in the local community and in other nations
- Share the gospel message and prioritise the mission Jesus gave his followers
- Impact the region within reach of Bishop’s Stortford
- Plant and support churches in other nations

This policy is applicable to all employees and volunteers, who are described as ‘workers’ in this policy.

Section 1 – Organisation details

Name of Place of Worship / Organisation: The Community Church Bishop’s Stortford

Address:	Charis Centre, Water Lane, Bishop Stortford, Herts, CM23 2JZ
Tel No:	01279 461232
General Email address:	office@thecommunitychurch.org.uk
Senior Leader Name:	Alistair Stroud
Contact Telephone / email:	07981627922; al@thecommunitychurch.org.uk
Designated Safeguarding Lead (DSL):	
Contact Telephone / Email:	safeguarding@thecommunitychurch.org.uk
Membership of Denomination/Organisation:	Relational Mission
Charity Number:	1166939
Insurance Company:	Ansvar Insurance

1. Who we are and what we do:

The Community Church is a member of the Relational Mission family of churches within Newfrontiers and we participate in residential activities and other events organised through Relational Mission (www.relationalmission.com) and Newfrontiers (www.newfrontierstogether.org). In addition to Sunday church services at the Charis Centre in Water Lane (during which we provide activities for children of all ages) our activities (for both church family children and the local community) include mid-week and weekend groups for children in Year 5 and above and 'holiday club' activities.

2. Our commitment

As a Leadership we 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 any attached practice guidelines are based on the ten **Safe and Secure** safeguarding standards published by thirtyone:eight.

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.

See Appendix 1 for our Leadership Safeguarding Statement.

Section 2 - Prevention

2.1. 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:

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:

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 here in our policy.

- Definitions of abuse in children and signs of possible abuse in children are included in Appendix 2a.
- Definitions of abuse in adults and signs of possible abuse in adults are included in Appendix 2b.
- Guidance on how to respond to a child or adult wishing to make a disclosure are included in Appendix 3.

2.2. Safer recruitment

The Leadership will ensure all workers 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.

2.3. Safeguarding training

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. Standard and enhanced checks will be carried out annually (using the BDS Online Update Service wherever possible) and basic checks will be carried out every three years. Those who are required to attend safeguarding training as part of their role external to the church (such as teachers, or the NHS) they must provide a valid certificate in order to be exempt from CCBS training.

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.

Management of Workers – Codes of Conduct

As a Leadership we are committed to supporting all workers and ensuring they receive support and supervision. All workers have been issued with a code of conduct towards children, young people and adults with care and support needs.

Section 3 - Guidelines

3.1. Practice Guidelines

As an organisation / place of worship 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 a general code of conduct for workers we also have specific good practice guidelines for every activity we are involved in and these are in Appendix 4.

3.2. 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, as part of the letting agreement will have their own policy that meets thirtyone:eight's safeguarding standards if they are a) using the building at the same time as a church activity is taking place; or b) they are running an activity that includes children or adults with care and support needs.

We believe 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. When CCBS works in partnership with one or more other organisations we will prepare a Safeguarding Memorandum of Understanding to ensure that all parties have a clear understanding of how core safeguarding issues will be addressed.

3.3. Making our commitment to safeguarding known

The church will display the thirtyone:eight poster (Appendix 5) and reference our commitment to safeguarding on our website and through 'e-news'.

Section 4 - Responding to allegations of abuse

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

The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

- **To our current DSL or their deputies** (hereafter the Designated Safeguarding Lead (DSL))
- **Email: safeguarding@thecomcommunitychurch.org.uk**

The above 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 DSL or DDSL, or if the suspicions in any way involve both the DSL or DDSL, then the report should be made in the first instance to: **thirtyone:eight** PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111.

Alternatively contact Social Services or the police.

The DSL should contact the appropriate agency or they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives.

Name of local authority: Hertfordshire County Council - Children's Social Care

Tel: 0300 1234 043 (24 hours)

Website: Hertfordshire.gov.uk/services/childrens-social-care/childrens-social-care.aspx

Adult Social Services

Tel: 0300 1234 042 (24 hours)

Website: Hertfordshire.gov.uk/services/Adult-social-services/Adult-social-services.aspx

Police Protection Team

Tel: Hertfordshire Constabulary Contact centre **01707 354 000 (dial 101 if within Hertfordshire)**

- The DSL may need to inform others depending on the circumstances and/or nature of the concern
 - Chair or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.
 - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.

The DSL or DDSLs who first hears the disclosure will communicate at least the outline of the disclosure to the other. Unless the other is under suspicion in which case the Trustee overseeing safeguarding will be informed of the fact that a disclosure has been received.

- Suspicions must not be discussed with anyone (including the Elders) 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 DSL, the absence of the DSL or DDSLs should not delay referral to Social Services, the Police or taking advice from thirtyone:eight.
- The Leadership will support the DSL/DSLs 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 thirtyone:eight, although the Leadership hope that members of the place of worship / organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ 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.

4.2. 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 DSL/DDSLs will:

- Contact Children's Social Services (or thirtyone:eight) 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 thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

4.3. Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/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 thirtyone:eight if for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

4.4. 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, the DSL/DDSLs will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight 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, the DSL/DDSLs will:

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

4.5. Allegations of abuse against a person who works with children/young people

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the DSL, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Children's Social Services in regards to the suspension of the worker.
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

4.6. Allegations of abuse against a person who works with adults with care and support needs

The DSL will:

- Liaise with Adult Social Services in regards the suspension of the worker.
- Make a referral to the DBS following the advice of Adult Social Services.

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not the church.

Section 5 - Pastoral Care

5.1. 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. This will be achieved by the most appropriate route and may include homegroups or internal and/or external professional counselling.

5.2. Working with offenders and those who may pose a risk

When someone attending CCBS is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs the situation will be risk assessed (by the leadership in conjunction with the DSL/DDSLs) and, where appropriate taking advice from their multi-agency support team) and appropriate controls are established. The controls are likely to include a 'contract' between the offender and the Church which will

give details of both the boundaries the individual is expected to keep and the support they will be offered.

In the most extreme case, where an offender poses a significant risk and refuses to agree to appropriate controls, (including, for instance, one-to-one supervision at meetings) excluding them from all meetings where children or adults with care and support needs are present.

Adoption of the policy

This policy was agreed by the leadership and will be reviewed annually on:

Signed by:

Position: Lead Elder

Signed by:

Position Chairman of Trustees

Date:

A copy of this policy is also lodged with:

APPENDIX 1 - Leadership Safeguarding Statement

The Leadership (the Elders and Trustees) 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:

This place of worship/organisation 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, spiritual 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 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/adults with care and support needs.
- Ensuring that everyone agrees to abide by these good practice recommendations and the guidelines established by CCBS.
- 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 'Thirtyone: eight'.

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 the appropriate UK bodies.
- Safeguarding is everyone's responsibility.
- We will review this statement and our policy and procedures annually, in accordance with the requirements stipulated in our Public Liability Insurance policy.

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 designated safeguarding leads/deputy safeguarding leads for CCBS.

- Richard Steele - Deputy Designated Safeguarding Lead
- Susan Ash - Deputy Designated Safeguarding Lead

A copy of the full policy and procedures is available from the church office.

Signed by leadership/organisation :

Signed _____

Date _____

Appendix 2a: Definitions of abuse in children and signs of possible abuse in children.

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. They may be abused by an adult or adults or another child or 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.

England

The four definitions (and a few additional categories) of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2018)'.

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);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

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

Child sexual exploitation

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology

Extremism

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

1.1.1. 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.

Physical

- 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 an accidental explanation*
- Cuts/scratches/substance abuse*

Sexual

- 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*

Emotional

- 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

Neglect

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

*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

Appendix 2b: Definitions of Abuse and neglect of vulnerable adults.

1.2. (i) Definitions of Abuse (Adults)

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14. Safeguarding, this replaces the previous guidelines produced in 'No Secrets' (Department of Health 2000)

The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.

The Safeguarding duties apply to an adult who;

- has need for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating 'safety' measures that do not take account of individual well-being, as defined in Section 1 of the Care Act.

Link: The Care Act 2014

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Link: Care and Support Statutory Guidance under the Care Act 2014

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment,

verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse – including neglect and poor care practice within an Institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple, and affect one person or more.

1.3. (ii) Signs of Possible Abuse in Adults

1.3.1. Physical abuse

- History of unexplained falls, fractures, bruises, burns, minor injuries.
- Signs of under or over use of medication and/or medical problems left unattended.
- Any injuries not consistent with the explanation given for them
- Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
- Recurring injuries without plausible explanation
- Loss of hair, loss of weight and change of appetite
- Person flinches at physical contact &/or keeps fully covered, even in hot weather;
- Person appears frightened or subdued in the presence of a particular person or people

1.3.2. Domestic violence

- Unexplained injuries or 'excuses' for marks or scars

- Coercion and Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and Female Genital Mutilation.
- Age range extended to 16 yrs.

1.3.3. Sexual abuse

- Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosures or hints of sexual abuse
- Self-harming
- Emotional distress
- Mood changes
- Disturbed sleep patterns

1.3.4. Psychological abuse

- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of a carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia
- Changes in mood, attitude and behaviour, excessive fear or anxiety
- Changes in sleep pattern or persistent tiredness
- Loss of appetite
- Helplessness or passivity
- Confusion or disorientation
- Implausible stories and attention seeking behaviour
- Low self-esteem

1.3.5. Financial or material abuse

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

- Missing personal belongings
- Inappropriate granting and / or use of Power of Attorney

1.3.6. Modern slavery

- Physical appearance; unkempt, inappropriate clothing, malnourished
- Movement monitored, rarely alone, travel early or late at night to facilitate working hours.
- Few personal possessions or ID documents.
- Fear of seeking help or trusting people.

1.3.7. Discriminatory abuse

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance care
- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves

1.3.8. Institutional Abuse

- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves
- No confidence in complaints procedures for staff or service users.
- Neglectful or poor professional practice.

1.3.9. Neglect and acts of omission

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support.
- Lack of medication or medical intervention

1.3.10. Self-neglect

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs
- Person looking unkempt or dirty and has poor personal hygiene

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- Person is malnourished, has sudden or continuous weight loss and is dehydrated – constant hunger, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- Home environment does not meet basic needs (for example not heating or lighting)
- Depression

Appendix 3: Guidance on how to respond to a child (or vulnerable adult) wishing to disclose abuse.

Ensure the physical environment is welcoming, giving opportunity for the child or adult at risk 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 them 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 can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- I am shocked, don't tell anyone else

Appendix 4a: Practical Guidelines

1. Duty of Care

The Children Act 2004 (England) places a duty on organisations involved in providing services for children and young people to safeguard and promote their well-being. This means all workers should treat those they are caring for with respect and dignity as well as demonstrate competence and integrity. (There are similar expectations in other parts of the UK.)

The duty of care is in part exercised through the development of respectful and caring relationships but also by workers taking all reasonable steps to ensure the safety and wellbeing of those they have responsibility for, particularly in relation to sexual, physical and emotional abuse. Before individuals start working with children, young people and vulnerable adults, they need to understand and acknowledge the responsibilities and trust inherent to their role.

In addition, under Health and Safety at Work legislation, organisations have a duty of care towards the well-being of all workers and to ensure they are treated fairly. They are required to provide a safe working environment and guidance on safe working practice.

2. Positions of Trust

All adults working with children, young people and vulnerable adults are in positions of trust. It is therefore vital workers ensure they do not, even unwittingly, use their position of power and authority inappropriately.

Workers should always maintain professional boundaries and avoid behaviour which might be misinterpreted. Any kind of sexual relationship between an adult worker and a child (under the age of 18) is never acceptable and if concerns arise in this area, this should be recorded and reported to the DSL.

The trusting relationship between worker and child, young person or vulnerable adult means the worker should never:

- use their position to gain access to information for their own or others' advantage
- use their position to intimidate, bully, humiliate, threaten, coerce or undermine
- use their status and standing to form or promote relationships that are or may become sexual

At the present time, non-statutory organisations are not included in the legislation on this issue within the Sexual Offences Act. However, we believe that good practice dictates that boundaries need to be in place to ensure that the safeguarding of vulnerable groups is not compromised and that there are clear expectations about appropriate behaviour of leaders.

3. Data Protection, Human Rights and Safeguarding

The Data Protection Act 2018 (which implements the EU General Data Protection Regulations (GDPR)) provides the legislative framework for information sharing in the UK. Where disclosing information might place a child, young person or vulnerable adult at risk, then safeguarding considerations take precedence over data protection. In certain circumstances the Data Protection Act allows for disclosure of information without the consent of the person involved, including for the prevention or detection of crime, or the apprehension or prosecution of offenders. The European Convention of Human Rights also

makes provision for the disclosure of information in connection with 'the protection of health or morals, for the protection of the rights and freedoms of others and for the prevention of disorder or crime.... Disclosure should be appropriate for the purpose and only to the extent necessary to achieve that purpose'.

Children, young people and vulnerable adults have the right to be protected from harm and therefore information relating to concerns that a child, or any other vulnerable person, is at risk of significant harm should not be withheld on the basis that it might be unlawful. Information about allegations or concerns of abuse should not be shown to a parent or carer. Advice should always be sought from Children's Social Services, Adult Services, or the police. Thirtyone:eight can also advise in such circumstances.

4. Anti-bullying Policy and Practice (Children & Young People)

There should be a known zero tolerance to bullying, so if it does occur, children and leaders are able to report the matter and it can be dealt with promptly and effectively. There can be an expectation that anyone who knows that bullying is happening will report it. Whilst the child being bullied needs protection, the person/people doing it need to address the reasons for their behaviour and be encouraged to relate to others in more positive ways.

The organisation has a clear responsibility to respond appropriately to this issue and one way is to operate a clear anti-bullying policy.

Bullying is the use of aggression with the intention of hurting another person. Children can bully each other, be bullied by adults and can sometimes bully adults. Any form of bullying results in pain and distress to the victim and is unacceptable behaviour within any organisation. Some common forms of bullying can be:

- *Verbal* : name-calling, sarcasm, spreading rumours, teasing including via emails or text messaging
- *Emotional* : being unfriendly, excluding, tormenting, graffiti, gestures, racial taunts
- *Physical* : pushing, kicking, hitting, punching or any use of violence
- *Sexual* : sexually abusive comments or gestures
- *Racial* : any of the above because of, or focusing on the issue of racial differences
- *Homophobic* : any of the above because of, or focusing on the issue of sexual orientation

Unofficial activities such as initiation ceremonies and practical jokes which may cause children physical or emotional harm even though this may not be intended.

Online bullying (or Cyber-Bullying) is an increasing issue with the growth in the use of the Internet and social media by children.

Appendix 4b: Procedural Implications

1. Peer-group Activities (children and young people)

All peer-group activities should be overseen by named adults who have been selected in accordance with agreed recruitment procedures and have the backing of the leadership of the organisation.

Before setting up a peer-led activity the following should be taken into consideration:

- The appropriateness of the venue for the activity.
- Any medical issues, dietary needs and allergies will be appropriately managed.
- Emergency contact numbers are to hand for all members under the age of 18 years.
- If the provision of food is part of the activity, leaders must ensure that food is prepared in accordance with Basic Food Hygiene standards.

Whilst there may be a valid argument for groups of age 16+ being led and run by their peers, adult leaders should always be in the vicinity and should contribute to any programme reviews and planning. Peer-group leaders must be trained and supported by at least one adult worker.

The following should also be followed:

- If there are children/young people under 16 years at an activity, adults workers should be present or within earshot.
- No person under the age of 16 should be left with the sole responsibility of caring for or supervising other children or vulnerable adults.
- Young people (over 16) who assist with caring for other children/young people should be subjected to the same recruitment process as adults and have undertaken safeguarding training.
- Peer-group leaders should be aware of safeguarding procedures, including reporting concerns (e.g. abuse, bullying) to their supervising adult and that sensitive information should not be shared openly in the group.
- Parents/carers must always be kept informed about what peer-group activities are for, who the leaders are, how they are run, where they meet and what parents can do to support them.

1. Risk Assessments

Taking care of children, young people and vulnerable adults involves taking responsibility for their well-being at all times, being prepared for unforeseen eventualities, anticipating situations where they could be harmed and taking steps to minimise the risks.

Organisations have a responsibility to assess the risk involved in the activities that are provided. This can include an informal check before the start of an activity that the building is safe and that the planned activities have been assessed for any risks.

Risks will be assessed in accordance with the CCBS Risk Assessment Policy.

1. Health and Safety (Buildings and Equipment)

Buildings used will be adequately maintained and meet the safety requirements. This includes maintenance and checks of fire equipment and where appropriate Portable Appliance Testing.

1. Health and Safety (Food Hygiene)

Any food that is made and/or consumed on the premises should meet food safety regulations. It follows therefore that there should be someone within the organisation who has responsibility for this. They should possess a Basic Food Hygiene Certificate or equivalent and be knowledgeable in areas such as food preparation, handling, storage, disposal of waste etc. This is relevant to all organisations and especially to those running camps and other residential activities.

These regulations do not apply to activities like shared suppers when food is brought from members' homes to be shared on the premises. However, it remains important that basic standards of food hygiene be adhered to and shared food should be accurately labelled in terms of its ingredients.

If food and drink are provided during an activity, the following should be considered:

- Workers should follow good personal hygiene.
- Basic health and hygiene regulations should be adhered to.
- All food and drink is stored appropriately.
- Hot drinks should not be carried through an activity area and not placed within the reach of young children.
- Snacks and mealtimes are appropriately supervised.
- Fresh drinking water is available at all times.
- Systems are in place to ensure that children, young people or adults with care and support needs do not have access to food/drinks to which they are allergic. Typically this can be peanuts, nuts, milk, eggs, fish, shellfish and gluten - found in wheat, barley and oats.

1. First Aid

Provision should be made for an appropriately qualified first-aider to be available at all activities together with an adequate First Aid kit.

1. Keeping Records

Organisations need to keep records of their activities for management and accountability purposes. These records should be proportionate and purposeful and personal data should only be kept when there is a good reason for doing so.

1. Keeping a Register

When a child becomes a member or becomes involved in an activity run by an organisation, it is important at the outset that a general information and consent form is completed and returned giving contact details of parents/carers, plus medical and other details such as allergies or special dietary requirements. This form should be renewed annually.

A register of those attending a club or activity should also be maintained, together with a register of workers. It is also good practice to keep parents/carers informed of the nature of activities.

Parents/carers may or may not attend a place of worship even though a child, young person does. It is important that they are given information about the group and activities including contact telephone numbers.

1. Logbook

A logbook should be maintained for all activities where workers can write down unusual events or conversations that they witnessed. This may be very helpful if, for example, leaders have to deal with a difficult member who subsequently makes an accusation of assault or a young person repeatedly makes sexual comments about workers that may, at a later date, result in an allegation of abuse. In this situation, written records would enable any allegations to be seen in context.

Patterns of behaviour or concerns might also emerge from log records that might not otherwise be so obvious - for example, bruising noted on a regular basis or a number of young people making similar comments about one worker that raises concerns. Other information might include records of incidents such as fights and the action taken. Logbooks safeguard both children and workers.

Every child, young person, vulnerable adult, parent or carer should be able to view what is recorded about them in the logbook. This information would need to be kept in a way that does not breach the confidentiality of an individual. Whilst it is important to observe data protection requirements, remember safeguarding is always the priority. Information about the prevention and detection of crime is exempt from data protection requirements. It may, therefore, be inappropriate to release information to a parent that has been disclosed by a young person, without first consulting the statutory agencies.

Information of a sensitive nature (e.g. a child disclosing abuse) will need to be kept separately in a secure place. However, a cross reference could be recorded in the logbook along the lines of "Jenny spoke to Bill tonight - see separate note in her file". In certain circumstances this information would need to be cross referenced between records. The experience of thirtyone:eight is that concerns can be raised many years after an event and therefore records should be kept indefinitely as advised by insurance companies.

1. Accident Book

All accidents, however minor, should be recorded in an accident book. In the event of an accident, the parent/carer of a child or young person should be asked to read and sign the accident book. Whether an adult with care and support needs can sign the book will depend on the nature and extent of their disability.

If the child, young person or vulnerable adult is not collected at the end of a session, a note should be sent to the parent or carer explaining what occurred in much the same way a school would respond.

Appendix 4c: Practice Guidance

1. Gifts, Rewards and Favouritism

The giving of gifts or rewards to children, young people and vulnerable adults can be part of an agreed policy for supporting positive behaviour or recognising particular achievements. In some situations, the giving of gifts as rewards may be accepted practice for a group of children, whilst in other situations the giving of a gift to an individual child or young person will be part of an agreed plan with the knowledge of a manager and the parent or carer.

Any gifts should be given openly and not be based on favouritism. Adults need to be aware however, that the giving of gifts can be seen as a gesture to bribe or groom a young person.

Adults should exercise care when selecting children and/or young people for specific activities or privileges to avoid perceptions of favouritism or unfairness. Methods and criteria for selection should always be transparent and subject to scrutiny.

Care should also be taken to ensure that adults do not accept any gift that might be construed as a bribe or lead the giver to expect preferential treatment.

There are occasions when children, young people or parents wish to pass small tokens of appreciation to workers, for example, on special occasions or as a thank-you, and this is acceptable. However, it is unacceptable to receive gifts on a regular basis or of any significant value.

1. Safeguarding Principles for Group or Activity

Some general principles for running a club, activity or service include:

- Ensuring that everyone is treated with dignity and respect in attitude, language and actions.
- Consideration for the number of workers needed to run the group and whether they should be male, female or both.
- A clear strategy for summoning additional help (if needed) in situations where a worker is working alone with a child, young person or vulnerable adult.
- The level of personal care (e.g. toileting) required is appropriate to the needs of the individual.
- Clear guidelines on personal privacy e.g. when working with children avoiding questionable activity such as rough or sexually provocative games and comments.
- Not allowing anyone under 16 years of age to be left in charge of children of any age or those attending the group being left unsupervised.
- Only workers assigned to the group being allowed to participate in the activity. Other adults should not be allowed free access.
- Making a note of other people in the building during the activity and any other events taking place at the same time.

1. Adult to Child Ratios

In order to supervise children's activities safely it is necessary to have sufficient adult leaders and helpers.

The normal minimum adult : child ratios are:

Supersparklers 1:3

Superstars 1:3

Superheroes 1:6

Supersonic 1:8

Revelation 1:10

For offsite, residential, mixed aged group activities, and activities where the risk assessment indicates there is a hazardous activity the adult:child ratio is to be agreed in advance with the DSL/DDSLs as part of the planning process. The DSL/DDSLs may, based on specific risk assessments, vary these ratios provided no ratio shall breach the statutory framework.

For residential activities the adult:child ratios are to be maintained as far as possible on a gender by gender basis with the proviso that for residential events including female children there is to be at least one female adult and similarly for residential events including male children there is to be at least one male adult.

For the avoidance of doubt young helpers under the age of 18 cannot, under any circumstances, be counted as an adult for the purpose of maintaining these ratios.

1. Working safely with disabled children, young people and adults

Workers should be aware that any child, young person or adult with care and support needs attending an activity who has a disability may need extra help in areas such as communication and mobility (e.g. use of sign language and assistance in going to the toilet).

They may behave in a non-age appropriate way. For example, a young person of 17 might behave more like a 2-3 year old, particularly in demanding cuddles or sitting on a worker's lap. So it is important to set appropriate boundaries that take their needs into account, but also protect workers from false accusation.

The organisation should:

- Ask the child, young person or adult attending the activity, and parents or carers how their needs can be met, ensuring all workers involved with them are aware of their expectations. This includes the number of workers needed to assist for a specific activity to prevent injury. Some of these needs may be more easily met than others, so be realistic. A family may ask for changes to enable easier access to the building (ensure you meet the requirements of the Equality Act 2010). Listen, and give feedback to the person, family or carer as to what can or can't be achieved and the reasons why.
- Ideally ensure that a worker of the same gender assists if they need help with toileting, but again discuss with the person, their family or carer to discuss their preference and your ability to provide this. For example you may have a Sunday School with only female workers, so is a male child happy for a female to provide personal care, are the parents comfortable with this? Generally these issues once discussed can be agreed upon. It may help to have an 'intimate care' policy in place and a personalised plan agreed with the parents or carer, on behalf of the child or young person (See 5.15 below)
- Make buildings accessible (e.g. ramps, toilets for the disabled and hearing loop system) and encourage integration within the group.

- Developing appropriate disability awareness including the use of different forms of communication (e.g. sign language) and language etiquette.

1. Intimate Care

In places of worship and organisations intimate care may be provided for small children e.g. those attending crèche, and for disabled children and adults. Workers should therefore be operating clear guidelines in this area which can be found in our Children's work policies and individual ministry safeguarding sheets.

Workers involved with intimate care need to be sensitive to the individual needs of each person and that some care tasks could be open to misinterpretation. False allegations of sexual abuse are rare but guidelines will safeguard both the children and adults. People feel safer if expectations are clear and methods of working are, as far as possible, consistent.

1. Challenging Behaviour

Sometimes children and young people become angry, upset or disruptive. Occasionally their behaviour may endanger themselves or others.

If someone is being disruptive:

- Ask them to stop.
- Speak to them to establish the cause(s) of the upset.
- Inform them they will be asked to leave if the behaviour continues.
- Warn them if they continue to be disruptive, this might result in longer-term exclusion from the group.

If they are harming themselves, another person or property then others in the group should be escorted away from the area where the disruption is occurring. At the same time, and with a second worker present, request them to STOP. If your request is ignored, you might need to warn the individual that you will consider calling the Police. As a last resort, in the event of them harming themselves, other people or property, physical restraint may be needed until the Police arrive.

The workers involved should normally record what happened in writing as soon as possible after the incident. If there is any doubt as to whether the incident needs reporting please seek the guidance of the DSL/ DDSLs (if you are unable to contact record the incident) The record should include:

- What activity was taking place
- What might have caused the disruptive behaviour
- The person's behaviour.
- What was said and how the worker and others responded.
- A list of others present who witnessed the incident.
- A copy should be given to the leader, a copy retained by the worker and a copy kept with the logbook. Parents should be informed if their child has been restrained.
- It may be helpful, after such an incident, for the worker involved to meet with their line manager to talk things through, reviewing what happened and considering

whether there is a way of doing things differently so that the incident could be de-escalated avoiding the need for restraint.

1. Drop-in Centres

The idea behind a 'drop in' centre is precisely that; people come and go, so it is difficult to keep track of who is actually in the building. It is therefore important that those organisations providing a drop-in service:

Conduct regular fire drills to ensure that the building is evacuated completely and within a set time scale.

- Ensure all the users of the drop in centre only have access to specific areas of the building.
- Have sufficient workers to supervise those who visit the centre.
- Before the setup of a drop-in centre the Safeguarding Coordinator / Deputy must be consulted.

1. Unexpected Attendance at Activities

Sometimes children, young people or vulnerable adults will want to join in with an organisation's activities without the knowledge of parents or carers e.g. children playing outside or wandering the streets with no adult supervision. In these circumstances it is important to:

Welcome them, but try to establish their name, age (children), address and telephone number. Record their visit in a register.

Ask if a parent/carer is aware where they are, and what time they are expected home.

If this is before the session ends, they should be encouraged to return home, unless the parent/carer can be contacted and they are happy with the arrangement. In the case of children in particular, suggest the child seeks the parent/carer's permission to return the following week.

Link the visiting person with a regular attendee who can introduce them to the group and explain about the activity.

On leaving, give the person a leaflet about the group with contact telephone numbers etc and perhaps a standard letter to the parent/carer inviting them to make contact.

Without interrogation, you will need to find out as soon as possible whether they have any additional needs, (e.g. medication), so that you can respond appropriately in an emergency.

1. Parents/Carers Staying With Children's Groups

There may be occasions where parents ask if they can stay to watch the children's group's activity. It is important not to appear guarded but there may be concerns, particularly where the expectation is that all adults who work with children in any capacity should undertake Disclosure and Barring Service (DBS) checks.

Organisations should therefore consider the following:

- Parents can be permitted to observe groups but not take part. A distinction should be made.

- It can help certain children settle into a group, if the child knows that a parent/carer is there. After the settling in period, if a parent/carer wishes to continue to stay, consideration could be given to them becoming a helper/worker but they would be required to undertake the same recruitment and selection procedure as with any other worker.
- Whilst a person watching may be a parent/carer for one or more of the children, to the rest of the children they are strangers.
- Organise an open session from time to time as part of the on-going children's programme to build relationships and encourage parents to take an active role in supporting the group.
- Be aware that for some disabled children, it may be appropriate for their parent/carer to stay with them for an extended period. This should be considered on an individual basis to help the child become fully integrated into the group/activity.

1. Outings

If the organisation arranges day trips or visits for children and young people under 18, parents or carers should complete and sign a consent form for the activity. The organisation should also carry out a risk assessment of the activity to ensure all eventualities are covered and all adults in the team know what to do in the event of an accident or emergency.

On the day it is important to remember to take a fully charged mobile phone, all essential records and equipment and allocate named children to named pairs of adults.

As part of the process of planning a visit the DSL/ DDSLs must be consulted.

1. Home Visits

Workers and leaders may need to make home visits from time to time. In these circumstances the organisation should issue formal identification to the person doing the visit.

Guidelines for visiting:

- Inform a supervisor or another worker of the proposed visit.
- In the case of children and young people never go into a home if a parent or carer is absent unless the child would be at risk of significant harm if you do not do so.
- Keep a written record of the visit detailing the following:
 - Purpose
 - Time you arrived and left
 - Who was present
 - What was discussed
- If the parent/carer is absent when the call is made, leave some means of identification and explanation for the visit that can be given to them.
- An invitation to a worker's home should only be extended with the knowledge of the team/leadership and the permission of the parent/ carer.

1. Baby-sitting

CCBS does not run a baby-sitting service. Should CCBS decide to run such a service the DSL/ DDSLs are to be consulted in order that appropriate safeguarding protocols can be established – this must be done before a service is “launched”.

The DSL/ DDSLs will consult the latest advice from thirtyone:eight.

1. Sleep-overs

CCBS does not organise sleep-overs. Should CCBS decide to run a sleep-over the DSL/ DDSLs are to be consulted in order that appropriate safeguarding protocols can be established – this must be done before the sleep-over is “launched”.

The DSL/ DDSLs will consult the latest advice from thirtyone:eight.

1. Transportation

Where transport is to be hired with a driver, advice is to be sought from the DSL/ DDSLs early in the planning stage.

Where children, young people or adults with care and support needs are being transported by car or minibus the organisation needs to ensure there are guidelines in place and that these apply to all drivers and journeys carried out on behalf of and with the knowledge of the organisation. This does not apply to private arrangements for transportation made, for example, between adults with parental responsibility.

Advice for transporting children, young people or adults with care and support needs, is as follows:

Driving should be restricted to those who have gone through the organisation’s recruitment procedures for workers.

All drivers must have read the safeguarding policy of the organisation and agree to abide by it.

Parents / carers should be asked to sign a Transportation Consent Form (or include it in the General Information and Consent Form).

The driver should hold a full driving licence; the vehicle must be adequately insured and the vehicle road worthy.

Having checked drivers, it is reasonable to expect that they may be alone with a child for short periods. Consideration should therefore be given to dropping off the least vulnerable last and plan routes accordingly. Two workers in a vehicle does not in itself guarantee safety - there have been incidents where workers have acted abusively together.

Drivers should not spend unnecessary time alone in the vehicle with someone they are transporting. If, for example, a child wants to talk to a driver about something and has waited until other children have been dropped off, the driver should explain that it isn't convenient to talk there and then, but arrange to meet them at a location where there are other adults around with the knowledge of the group leader. (Remember they may want to talk to the driver about an abusive situation).

When travelling in groups with more than one vehicle it is good practice to insist those being transported stay in the same groups on the out-going and return journey. This will avoid anyone, at worst, being left behind.

At collection or dropping off points no child or young person should be on their own and the driver should make sure they are collected by an appropriate adult. This may also apply to an adult with care and support needs, depending on the nature of their vulnerability and/or disability.

It is advisable to be aware of instances where it may be unwise for a particular driver to transport a particular individual e.g. where there has been a disagreement or they have romantic feelings for a driver.

If parents or carers do some transporting, ensure they are made aware that such arrangements are their own responsibility and not the organisation's.

1. Swimming Trips

There should be an increased adult to child ratio for all swimming trips and, in advance of the trip; the swimming ability of a child/young person should be established. A swimming consent form for each child (or a copy) should be taken by the group leader on the trip. A copy should also be retained by the contact person in your organisation/place of worship.

Before any visit to a swimming pool check:

- There will be a qualified lifeguard present at all times.
- First-aid/rescue equipment is readily available and this would preferably include a poolside telephone/alarm.
- If appropriate to your party, check that the pool caters for disabled children. There should be adequate signs indicating the depth of the pool and depending on the age of the group you are taking, it is advisable to make sure that the shallow end is shallow enough! If the maximum depth of the pool is less than 1.5 metres, diving should not be permitted.

Checks should be made that the changing rooms are safe and hygienic and there is a changing room for each sex. They should be supervised while children are in there by at least two leaders per changing room. They should be of the same gender as the children, but supervised in such a way that the leaders do not watch the children actually getting changed.

Children and children's workers should follow the rules of the pool. It is important children and young people know how to behave and take their lead from workers' own behaviour.

Group leaders should supervise behaviour at all times and there should be a minimum of two leaders present while the children are in the pool.

Whilst the pool's lifeguard will be on duty to supervise swimmers this does not reduce the duty of care of leaders and workers, including being able to account for the whereabouts of all those participating in the event.

Swimming in the sea or other natural waters is a potentially dangerous activity and should only be allowed as a supervised activity after a risk assessment. Sensible precautions should be taken and swimming should preferably be in a recognised bathing area with a lifeguard present.

Any leader intending to take children swimming, other than in a regulated swimming pool, is to consult the DSL/ DDSLs early in the planning stage.

1. Residential Holidays, Camps & Retreats

If using an established residential centre, checks should be made that it operates a safeguarding policy and carries out Disclosure checks on workers. Organisations providing residential holidays, camps or retreats should also carry out full risk and health and safety assessments. On a campsite or in the open countryside the hazards may be guy ropes and other fastenings, fires, calor gas and other flammable substances, access to fields where animals graze.

It is easy to assume that workers automatically know how to organise and run activities, and that children, young people and vulnerable adults have been taught personal safety. This is not necessarily the case so it is doubly important the organisation's expectations are clear and are communicated effectively.

1. Filming and Taking Photographs

Data Protection Act legislation, organisations must be careful if they want to take photographs or film footage of people, and how images are used. This does not mean that photographs should not be taken or that filming is prohibited, but there are certain protocols that must be followed to comply with data protection legislation as well as to ensure that children, young people and vulnerable adults are kept safe.

Permission must be obtained of both children and adults before a photograph is taken or film footage recorded. However, it is perfectly acceptable to ask parents/carers to let the organisation know if they do NOT want their child photographed or filmed. The worker should write to parents or carers to explain what is happening and leave the onus on the parent/ carer to contact them if they have any objections. In addition to this:

- It must be made clear why the image(s) or film is being used, what it will be used for and who might want to look at the pictures.
- When using photographs of children and young people, 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.
- Obtain written and specific consent from parents or carers before using photographs on a website.

1. Tobacco and Alcohol

A non-smoking policy will be enforced within all buildings, and as far as possible at all activities that take place outdoors. Under no circumstances will children be allowed to smoke.

A no alcohol policy will be enforced at children's events.

Workers/volunteers do not have the right to confiscate alcohol found in a young person's possession but they can enforce the no alcohol policy.

1. Solvents and Illegal Substances.

Workers should be alert to possession and use of illegal substances.

If a worker becomes aware a child, young person or vulnerable adult may be abusing solvents they should be encouraged to seek professional help from their doctor or a counsellor specialising in this area.

Having said this, it is a criminal offence to allow anyone attending an activity run by an organisation to supply illegal drugs or use them on the premises. It is important to adopt zero tolerance on all illegal substances and draw up a protocol with the local police for dealing with such situations should they arise. All those attending the activity should be made aware of this protocol which should be clearly displayed. For the individual involved:

- Ask them to stop, warning them of the consequences if they do not e.g. suspension or ban from the group.
- Inform parents/carers if the young person is under 16 years.
- Inform the parents/carers if the young person is over 16 years (with their permission).
- Discuss with the young person the proposed course of action, particularly if they re-offend (e.g. informing the police).
- Write down the content of any discussion with the young person, including the action taken and keep this in a secure place.
- Liaise with the police to devise a strategy for dealing with the use of illegal substances.

1. Gangs and Gang Crime

It is not uncommon for groups of children to gather in a public place. This is quite normal, and though some might become disorderly or anti-social, this does not mean they are part of a gang. However, there is a strong association between gang membership and violence and crime and sometimes a young person may not realise they are in a gang, they just think they are socialising with a group of friends.

Young people join gangs for a number of reasons such as belonging to a group, feeling acceptance, being respected by their peers, having power over other people and feeling safe.

Belonging to a gang isn't against the law, it's only criminal offences committed by gang members that are illegal. Having said this, if an offender is part of a gang they may be given a harsher sentence if they are found guilty of:

- possessing drugs like cannabis, cocaine and ecstasy
- carrying a knife if there is intent to use it as a weapon (even if it belongs to someone else)
- carrying or keeping a gun without a licence, including fake or replica guns

The Police will search anyone they think may be carrying a gun or a knife and, working with school staff, may search young people for weapons at school. If there is reason to believe children and young people are involved in criminal gang activity, they need to be told if they carry a gun or a knife they could be arrested; also that a court appearance and a criminal record could jeopardise their chances of employment, going to university or college, or even travelling abroad.

The best way workers can help prevent children getting involved in a gang is by talking openly about gangs, finding out what children think about gangs and warning them of the dangers of becoming involved.

Appendix 5: Thirtyone:eight poster

Safeguarding is a priority here

We are committed to creating safer places by following statutory guidelines on good working practice.



Your safeguarding team:

Safeguarding lead
Josie Cowley 07922 396 014



Deputy Safeguarding lead
Richard Steele 07720 525291



Deputy Safeguarding lead
Susan Ash 07913 844 672



A copy of our safeguarding policy is available upon request.

In an emergency, or for independent advice call thirtyone:eight on:

0303 003 11 11

With safeguarding support from:



Thirtyone:eight is an independent Christian safeguarding charity.
Charity No: 1004490. Scottish Charity No: SCO40578. Company No: 2646487

Appendix 6: Equal Opportunities Statement

1. The Community Church Bishops Stortford (CCBS) is a Christian organisation committed to social justice and resolutely opposed to discrimination in society. We are committed to providing services on a fair and equitable basis, regardless of race, ethnicity, religion, life-style, sex, sexuality, physical/mental disability, offending background or any other factor. No person requiring services from CCBS will be treated less favourably than any other person on any grounds.
2. In employment we actively seek to recruit with the right mix of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of the organisation.
3. As an organisation seeking to deliver services within a Christian context, some posts can only be filled by Christians. These posts are specified on the CCBS website and kept under regular review. The nature of these posts or the context in which they are carried out, and their link to the ethos of the organisation, give rise to a genuine occupational requirement (GOR) for the post-holders to be Christians. All staff in these posts are required to demonstrate a clear personal commitment to the Christian faith. This policy is implemented under Employment and Race Directives issued by the government and ACAS guidance.
4. As an organisation using the Disclosure and Barring Service (DBS) Disclosure Service to assess applicants' suitability for positions of trust, CCBS undertakes to comply fully with the DBS Code of Practice and to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of disclosure on the basis of conviction or other information revealed.
5. A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered a position.
6. Where a Disclosure is to form part of a recruitment process, we encourage all applicants called for interview to provide details of any criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover to the recruiter within the organisation and we guarantee that this information will only be seen by those who need to see it as part of a recruitment process.
7. Unless the nature of the position allows CCBS to ask questions about your entire criminal record, we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.
8. We ensure that all those in the organisation who are involved in the recruitment process have been suitably trained to identify and assess the relevance of circumstances of offences. We will also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders e.g. the Rehabilitation of Offenders Act 1974.
9. At interview, or in separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is relevant to the position sought could lead to withdrawal of an offer of employment or voluntary work.

10. We make every subject of a DBS Disclosure aware of the existence of the Code of Practice and make a copy available on request.

11. We undertake to discuss any matter revealed in a disclosure with the person seeking a position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. It will depend on the nature of the position and the circumstances and background of your offences.

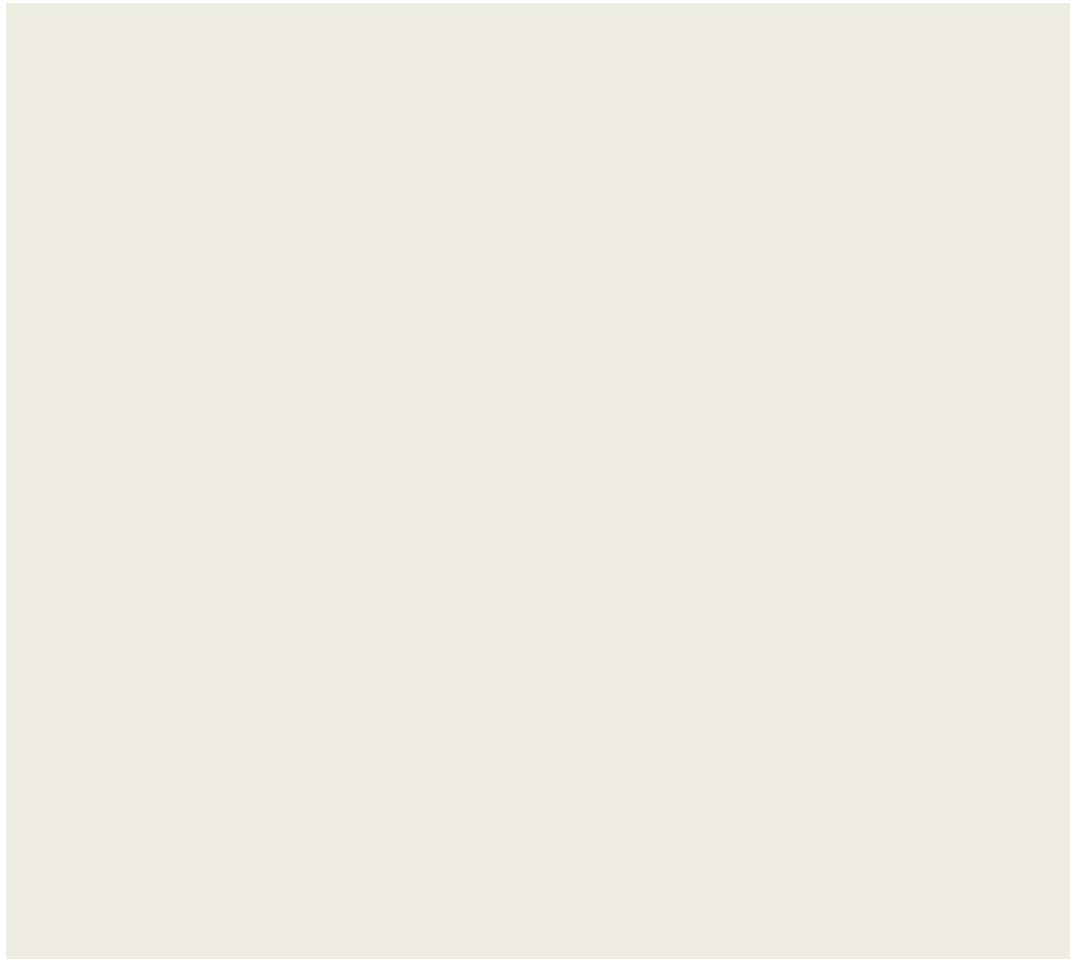
Appendix 7: WhatsApp/social messenger Code of Conduct

Where an **official ministry WhatsApp or social messenger group** has been set up (for example Worship Team, Supergang) members are asked to:

- Observe the main function of that group as defined by the group admin, and not post irrelevant material outside the remit of the group
- When posting links to related videos (eg new worship songs, preaches, prayers) use the link <https://video.link/> or similar 'safe video' link first to create a link, free from pop ups and follow-on content that may not be appropriate
- Ensure that parental permission for membership of the WhatsApp group is gained, a record kept with the CCBS office, for members of the ministry group who are minors

Where a **Small Group WhatsApp or social messenger group** has been set up (for example a Small Group promoted by CCBS) members are asked to:

- Observe the guidelines for behaviour as defined by the group admin
- Not post material that is inappropriate and that could bring the reputation of Small Groups or CCBS into disrepute



Appendix 8: Positive Handling

This document seeks to clarify the circumstances where reasonable force may be used to control or restrain children.

1. Legislation states that reasonable force may be used to prevent a child from doing any of the following: a) committing a criminal offence b) injuring themselves or others c) causing damage to property d) engaging in behaviour that is prejudicial to the maintenance of good order and discipline in the children's work.
2. Corporal punishment is prohibited.
3. "REASONABLE FORCE" There is no legal definition of "reasonable force"; it depends on the circumstances of the case. The degree of force used must be proportionate to the seriousness of the behaviour it is intended to prevent. It must also be the minimum needed to achieve the desired result and will be dependent on the age and sex of the child.
4. THE USE OF "REASONABLE FORCE" The following are examples of situations in which the use of reasonable force might be appropriate: when a children's worker is obliged to act in self defence, when children are fighting, when a child is likely to cause harm to him/herself or another, when a child is causing or is likely to cause deliberate damage or vandalism, when a child persistently refuses to obey an order – say, to leave a room.

When there is an immediate risk of injury or of serious damage to property, the children's worker may have to intervene physically immediately. However, in a non-urgent situation, force should only be used as a last resort, when all other strategies have failed. Force should never be used out of anger or frustration, or in order to punish a child. A children's worker should not intervene if they think that by so doing they will be at risk of injury. In these circumstances, they should remove other children from danger and summon assistance from colleagues (or, ultimately, from the police). The application of force can legitimately involve physical intervention between children or blocking a child's path. It may involve touching, holding, pulling, leading a child by the arm or shepherding a pupil away by placing a hand in the middle of the back. It should not, save in the most exceptional cases and where there is no alternative, involve treatment that might reasonably be expected to cause injury. Any restraint that might be considered indecent should always be avoided.

5. REPORTING a) Any incident must be reported immediately (and at least within 24 hours of occurrence) to the DSL or DDSLs. b) A detailed written report must be composed straightaway. It should include: i) the names of those involved ii) the names of witnesses iii) the reason for force being necessary iv) how the incident began and developed v) the degree and duration of force applied vi) the child's response vii) the outcome of the incident viii) details of injuries sustained by those involved c) The children's worker should keep a copy of the report. d) A copy of the report and details of further action will be held by the DSL. In all cases the parents/guardians of all those involved should be informed. It is possible that a complaint about the use of force might lead to an investigation by police and social services.

Appendix 9: Logging a safeguarding concern

Name of child	
Date & time	
Your name (print)	
Your name (signature)	
Position/job title	
Ask yourself why you are recording the concern or incident. Record the following factually:	
Who?	
What?	
Where?	
When?	

Offer an opinion, if relevant (how and why might this have happened?)	
Note any action taken by you	
Name of person to whom the information is being passed	Josephine Cowley/Richard Steele/Susan Ash (Please delete as applicable)
Check to make sure that everything in your report is really clear – even to a stranger reading it in the future	

What to do next

Contact either **Josephine Cowley - Designated Safeguarding Lead, Susan Ash - Deputy Designated Safeguarding lead or Richard Steele - Deputy Designated Safeguarding Lead.**

If none of these are available then contact the thirtyone:eight Duty Officer 0845 120 4550. If you believe that a child is in **immediate** danger, you should as a last resort call the police on 999.

If you are advised to do so by thirtyone:eight or the police, you should contact Hertfordshire social services on 0300 123 4043.

After reporting suspicions, have no more contact with the child / vulnerable adult or family without consulting the DSL/DDSLs.

Appendix 10: Online safeguarding

Introduction:

Technology is constantly advancing, bringing with it additional safeguarding considerations. An online safety policy is necessary to safeguard all electronic communications between the church and children/young people (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. In this policy ‘children’ refers to anyone that has not yet started secondary school and is part of CCBS Supergang and ‘young person’ refers to all children under the age of 18 that have reached Secondary School age and is part of CCBS Youth.

This online safety policy sets out the roles, responsibilities and procedures for the acceptable, safe and responsible use of online technologies for adults and children within this church, including the use of mobile phones, computers and other electronic devices.

It explains what will happen in the event of unacceptable use of these technologies and details the support that will be provided to support children, parents and others in the safe and responsible use of these technologies beyond the church.

If running any form of ministry online with children/young people on an online platform e.g. zoom guidance additional guidance should be sought from our age specific risk assessments.

Why we have a policy:

The use of the Internet and mobile devices has become an integral part of church and home life. There are always going to be risks to using any form of communication which lies within the public domain. It is therefore imperative that there are clear rules, procedures and guidelines to minimise these risks and especially when children use these technologies.

It is also important that workers and church members are clear about appropriate procedures so that they are safeguarded from misunderstandings or allegations through a lack of knowledge of potential risks.

This church acknowledges that whilst we will endeavour to safeguard against all risks we may not be able to completely eliminate them. Any incidents that may arise will be dealt with quickly and according to policy to ensure that children are best protected.

Policy Aims:

- to ensure the safeguarding of children within and beyond church by raising awareness of appropriate and acceptable uses of online technologies
- to outline the roles and responsibilities of everyone involved

- to have clarity about procedures following the misuse of any online technologies
- to work with parents / carers and to maintain a continued awareness of both the benefits and potential issues of online technologies

Our commitment to online safety

We will equip children with the skills and knowledge that they need to use the technology in this church safely and responsibly, and to manage the possible risks. We will also ensure that they are aware of where they can go to get help, apart from trusted adults, if they are uncomfortable with anything in the digital world.

Children and Young People are expected to make appropriate and safe use of the electronic communication (devices)

When using a computer or electronic device with internet access at this church, and when joining an online group led by our church all members of the church community including children, will be made aware of what is acceptable usage and will agree not to:

- search for and/or enter pornographic, violent, racist or hate-motivated websites
- download, forward-on, copy or burn onto CD any music, images or movies from the Internet where permission has not been granted by the copyright holders
- disclose any personal information e.g. addresses (postal, email or messenger), telephone numbers, bank details, including personal information about another person
- send or display offensive messages or pictures
- deliberately browse, download, upload or forward material that could be considered offensive or illegal
- use obscene language
- violate copyright laws
- trespass in folders, work or files belonging to others
- retrieve, send, copy or display offensive messages or pictures
- harass, insult, bully or attack others
- damage computers, computer systems or computer networks
- use another user's password
- use computers for unapproved commercial purposes

Sanctions:

- violations of the above rules will result in a temporary or permanent ban on Internet use
- further action may be taken such as informing parents / carers / police
- when applicable, police or local authorities may be informed

Appendix 10a has an example of expectations that children/young people and/or parents/carers could be asked to sign.

We will make appropriate use of any photographic images and/or video footage taken during church activities.

Clear guidelines will be operated as follows:

- permission will be sought from individuals, or in the case of children, parents / carers before any images are taken and/or displayed. Images will only be used for the specific purpose agreed by the person photographed
- written consent will specify what purposes the image will be used for, and how it will be stored. For instance, if the intention is to use an image on the church website or other forms of publicity, this will be clearly stated at the time that consent is sought
- further written consent will be sought if images are to be used in ways other than originally specified
- if children object, even if parents / carers have agreed, their wishes will be respected
- photographs that include children will be selected carefully and will not enable individual children to be clearly identified
- children's full names and/or other details will not be used anywhere in association with photographs or other media
- when using photographs of children, group pictures will be used wherever possible
- any use of images will reflect the diversity of age, ethnicity and gender of the activity
- personal mobiles will not be used to take photographs or other digital media
- except in exceptional cases, which will be agreed, and known about, digital media relating to children will be stored on church computers. Should this not be possible for any reason, where the media is to be stored will be recorded.

We will ensure that appropriate safeguards are in place, including the use of filtering software on all computers used within this church.

To ensure that unwanted and unsolicited information, viruses and other malware does not intrude on the use of digital technology, we will ensure all appropriate and reasonable steps are taken to protect computers and the users of them as follows:

- filtering software will be installed on all computers used at this church or as part of any activities operated by the church.
- on our church website/s, details will be prominently displayed as to where to find help online including having the CEOP button on the website

We will respond appropriately and sensitively to all online safety concerns.

In the event of concern that there may be an online safety incident, this will be reported to the church's designated safeguarding co-ordinator in the same manner as the reporting of any other safeguarding concern. The safeguarding co-ordinator will then determine if the matter should be reported to the statutory authorities or other appropriate agencies, including CEOP or the Internet Watch Foundation. In case of church's designated safeguarding co-ordinator not being available, the matter needs to be reported to Thirtyone-Eight following instructions on the poster in Appendix 5.

We will operate safe email communications with children and young people.

CCBS workers and volunteers will not use chat and messenger services to contact children and young people. CCBS workers and volunteers will not contact children and young people on their personal mobile phones unless they are serving on a church team. In this instance

young people may be invited to ministry specific group chats linked to their personal mobile phones and the guidelines below will be followed.

CCBS workers and volunteers will not use email to contact children. When using email to communicate with young people, workers will:

- obtain parental agreement before they use email services to communicate with a child or young person and copy parents into all communications
- use clear, unambiguous language to reduce the risk of misinterpretation
- ensure that all messages can be viewed if necessary by the worker's supervisor and that this policy is explained to children and young people.

We will make appropriate use of mobile phones where they are needed to communicate with young people who are serving as part of a CCBS ministry team.

Mobile phones should only be used where necessary and will be guided by the following considerations:

- group rather than individual texting will be used. Groups will contain at least 2 adults one of whom must be safeguarding trained.
- care will be taken with the language used, avoiding ambiguous abbreviations such as 'lol' which could mean 'laugh out loud' or 'lots of love'
- any texts or conversations that raise concerns will be saved and passed on/shown to the safeguarding team
- workers will not take or keep images of young people on their personal mobile phone.
- as well as ensuring that calls / texts are not sent after 9pm or before 9am, workers will also ensure that calls and texts are not sent whilst the child is at school / college, as this may be against the educational establishment's rules
- workers will enable a password/lock on all devices to ensure data protection and will prevent unauthorised access being gained

We will make safe and appropriate use of social media platforms when communicating with young people. Social media will not be used to communicate or contact any children.

When using social media platforms we will ensure that the following guidance is used by all workers:

- workers will not add young people with whom they work to their personal social media platforms if they are under the age of 18.
- workers will set up a Facebook group / page for the church or church group and invite young people (in the appropriate age group) to be members
- workers will only use an agreed social networking account for contact with young people with whom they are working. This agreed account will have at least two adults administrating and all administrators must be safeguarding trained.
- workers will ensure that their personal profiles on any social media platforms are set to the highest form of security to avoid young people accessing personal information or seeing any pictures of a personal nature

- messages sent to young people regarding youth activities will be posted openly and ‘inbox’ messaging should be avoided. If this is necessary in exceptional circumstances, a copy will be sent to an identified person to assist transparency.

Sanctions

Workers will be made aware that not complying with any of the above will incur sanctions, which could include suspension or dismissal and referral to appropriate authorities.

Appendix 10b has an example of an Acceptable Use Policy that workers could be asked to sign.

We will store data securely

There are a variety of ways that data can be stored. Where data of any form about children is stored this will be password protected and in general be stored securely on the church premises. If this is not possible then a record will be made of where the data is stored. Where it is necessary for data to be transported, memory sticks will be purchased for workers so that there is a separation between personal and church information.

APPENDIX 10a Child Online Safety Agreement

Young people agree to the following expectations for responsible use of technology:

- Where using a social media platform I will use only use my own login and password which will be kept secret
- I will not deliberately browse, download or forward material that could be considered to be offensive or illegal, for instance pornographic, violent, racist or hate-motivated material
- I understand that I must not bring software into the church/organisation without permission
- I understand that I must not violate copyright laws
- I am responsible for email that I send and for contacts I make. I will only send messages which are polite, appropriate and free from unsuitable language.
- I will not send any attachments which are hurtful, abusive or offensive
- If I receive anything, see anything or come across a website which may be unsuitable or makes me feel uncomfortable I will immediately tell a responsible person, or report it to The Child Exploitation and Online Protection Centre (CEOP) or the Internet Watch Foundation
- I understand that I must never give my home address, phone number, send photos, give out personal information, or arrange to meet someone who contacts me over the Internet
- I will not send anonymous messages and I know that chain letters are not permitted.
- I understand that any youth and children's workers are not allowed to accept friend requests via social media platforms
- I understand that if I deliberately break these rules, I will not be allowed to use the Internet at church and that my parents / carers will be informed

Signed _____

Name [Print] _____

Dated _____

APPENDIX 10b Worker Agreement

To ensure that all adults are aware of their responsibilities when using any online technologies they are asked to sign their agreement to specific Acceptable Use Rules. This is both to provide an example to children regarding safe and responsible use and as a safeguard from any potential allegations or inadvertent personal misuse.

These rules apply to all online usage and to anything that may be downloaded or printed.

General:

- I have been given a copy of the church online safety policy to refer to for all online safety procedures I should follow
- I know who the church Safeguarding Officer is
- I will only use church equipment in an appropriate manner and for professional uses (nb if portable equipment is taken home I will ensure my home insurance covers this)
- I will adhere to copyright and intellectual property rights
- I will take measures or seek advice to prevent the introduction of viruses to the network.
- I will ensure that all devices, including memory sticks, containing information about children are password protected and that I keep my password secure
- I will report any accidental misuse
- I will report any incidents of concern to the church Safeguarding Co-ordinator

Photographs & Video:

I know that:

- all images should be appropriate and beyond first names not reveal any personal information about children if uploaded to the Internet. Images should only be uploaded with permission from the parent/carer, as well as the child involved
- I should not take images on any personal devices. If in exceptional circumstances such use is felt necessary it should be agreed in advance with the Safeguarding Officer
- Images of children should be stored securely on the church computer, never on personal devices, including memory sticks

Communication & Social Networking:

- I will ensure all messages are written carefully and politely
- I will not keep communications secret from those in the church to whom I am accountable
- I will not communicate with young people online without consent from a parent/carer
- I realise that I am putting myself at risk of misinterpretation and allegation should I contact children/young people via any systems other than those agreed
- I will not accept or request the 'friendship' of children/young people via social media platforms
- I understand the value of setting my 'Privacy' settings appropriately on any social networking site
- I will keep a record of any online communication with a child

Community Church Bishops Stortford

- I will not publish, post or release information that is considered confidential by the church, a young person or anyone else

I have read, understood and agree with the online safety policy and the rules specified above and understand my responsibilities regarding safeguarding children when using online technologies.

I also understand that if I fail to follow agreed procedure there will be sanctions that could lead to my being suspended or dismissed, once appropriate procedures have been followed.

Signed _____

Dated _____