

# Soul Survivor Watford



## Child & Adults at Risk Safeguarding Policy and Handbook

Compiled from material provided by various sources.  
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Original Editors: Chris Gregory, Alison Maffey

Created August 2018 by Helen Rushton, Kathryn Maynard, Bob Wallington & Tabi Wallington

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leaders

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### **Soul Survivor Watford**

5 & 7 Greycaine Road, Watford, Herts, WD24 7GP

Tel: 01923 204 200

[info@soulsurvivorwatford.co.uk](mailto:info@soulsurvivorwatford.co.uk) | [www.soulsurvivorwatford.co.uk](http://www.soulsurvivorwatford.co.uk)

Soul Survivor Watford is a Registered Charitable Incorporated Organisation

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Soul Survivor Watford is also part of The Church of England

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## **Introduction**

**“All those who come in contact with children in their everyday work do have a duty of care to safeguard & promote the welfare of children....and should be aware of the procedures to follow to pass on their concerns/suspicious.” Children’s Act 2004**

Soul Survivor Watford (SSW) has put in place this Child & Adults at Risk Safeguarding Policy & Handbook which aims to ensure appropriate care for the children, young people and adults at risk attending our church.

**Definition of a child: Anyone under the age of 18.**

### **Key Principles of Child Protection:**

- Children have the right to be safeguarded from abuse
- Safeguarding children is EVERYBODY’S responsibility
- Every day matters. It is better to help children as early as possible before issues escalate.
- Children and families are best protected and supported when there is a co-ordinated response from all relevant agencies.
- Children's act 2004 s10 - Child Protection Requires co-operation and sharing of information.

**If there are any concerns regarding the safety of a child, this should be brought to the attention of one of our Safeguarding officers immediately.**

**Designated Lead for Safeguarding:**

Kathryn Maynard – [kmaynard@soulsurvivorwatford.co.uk](mailto:kmaynard@soulsurvivorwatford.co.uk)

Jon Stevens – [jstevens@soulsurvivorwatford.co.uk](mailto:jstevens@soulsurvivorwatford.co.uk)

**Designated Deputy for Safeguarding:**

Be Barlow – [bbarlow@soulsurvivorwatford.co.uk](mailto:bbarlow@soulsurvivorwatford.co.uk)

**Trustees Responsible for Safeguarding:**

Ally Maffey – [amaffey@soulsurvivorwatford.co.uk](mailto:amaffey@soulsurvivorwatford.co.uk)

We have referred to, and been in contact with the organisations below to help us in our production of this policy.

- Thirtyone:Eight
- Dept of Health, Dept for Education and Employment, and Home Office
- Hertfordshire County Council
- Pro-action

This policy must not be copied by other churches/organisations without our written agreement.

We endorse and support the Safeguarding Policy set out by the diocese of St Albans.

We endorse and support the Safeguarding Adults at Risk policy set out by Hertfordshire County Council

## **Context**

Soul Survivor Watford (SSW) has a large children's and young people's ministry. It is the intention of our church to offer support, encouragement and spiritual teaching to anyone who wishes to receive it. This means that we will come in contact with children from many different backgrounds and will encounter very different parental and social patterns.

SSW takes this responsibility very seriously and, through teaching and this document endeavours to protect and safeguard the welfare of the children and young people (hereafter 'children') entrusted to our care.

As part of the mission of SSW, we are committed to:

- Listening to, relating effectively to, respecting and valuing children in our care
- Encouraging and supporting parents and carers
- Ensuring that children's helpers are given support and training
- Having a system for dealing with concerns about possible abuse
- Maintaining good links with the statutory child care authorities

### **1. Statistics (2016)**

- There are 11.4 million children in the UK
- 400,000 children are registered as Children in Need
- 50,732 children have a registered Child Protection Plan (2015/2016)

### **2. Requirements by Law**

- All staff & volunteers should be aware of the signs and symptoms of abuse and neglect so they can identify children who may be in need of protection – see pages 6, 7 & 8
- All staff & volunteers must be aware of the referral process in the event that they have concerns about the welfare of a child – see pages 13 & 14
- When concerned about the welfare of a child, staff & volunteers must always act in the best interest of the child

### **3. Current Definitions of Safeguarding Include:**

- Protecting children from maltreatment
- Preventing impairment / damage of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

### **4. Preventing abuse**

- There are a number of steps that can be taken to help prevent abuse: The formulation of effective policies; good practice in training and recruitment of staff and volunteers; and clear guidelines, all contribute.

- However they are only effective if members of the team actively engage in applying the policies and procedures and encourage each other to maintain good practice.
- We must all be part of the answer in preventing abuse

## **5. Recruitment**

- SSW has a clear procedure for the recruitment, appointment and training of volunteers and staff.
- Included are guidelines for use of helpers under the age of 16. Our church regards this as an important part of the training and discipleship of our young people.

### **Staff & Volunteer Responsibility:**

- It is the responsibility of all staff & volunteers to be aware of the signs and symptoms of abuse
- It is the responsibility of all staff & volunteers to report any concerns they may have about the welfare of a child to the designated lead for Safeguarding or the Designated Deputy for Safeguarding.
- Staff & volunteers should be alert to the potential need for early intervention
- Staff & volunteers should be particularly alert to any child who falls into any of the following categories:
  - Lives within an environment where the toxic trio are present (substance misuse, domestic violence, mental illness)
  - Is a child with disabilities or special educational needs
  - Is returning from care / young carer
  - Is engaging in anti-social / criminal behaviour
- Staff & volunteers must always act in the best interests of the child
- Staff and volunteers must maintain an attitude of 'it could happen here'

## How to respond to possible abuse:

**BE ALERT – QUESTION BEHAVIOURS – ASK FOR HELP - REFER**

## Staff at Soul Survivor Watford with Responsibility for Safeguarding:

- Designated lead for Safeguarding: Kathryn Maynard & Jon Stevens



- ...is the designated lead responsible for our Safeguarding and ensuring we discharge our statutory responsibilities
- ...works with the Trustees responsible to ensure safe and effective systems and processes are in place to ensure safeguarding policy is effective and robust
- ...supports and works with local safeguarding officials to ensure safeguarding concerns are addressed and appropriate actions are taken when necessary

- Designated Deputy for Safeguarding: Be Barlow



- ...is the designated deputy responsible for our Safeguarding and ensuring we discharge our statutory responsibilities in the absence of the Designated Lead

- Trustees with responsibility for Safeguarding: Ally Maffey

- ...have overall accountability for ensuring that the organisation has the necessary systems in place to enable the effective implementation of our Safeguarding Policy
- ...delegate the day-to-day responsibility for safeguarding to the designated lead & deputy
- ...ensure all the Trustees are aware of the statutory safeguarding responsibility and its implementation

# **Recognising abuse**

## **What is child abuse?**

Definition from 'Working Together to Safeguard Children' document 2015, produced by the Department of Education

**Abuse:** A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

Some of the following signs *might* be indicators of **abuse or neglect**:

- Children whose behaviour changes - they may become aggressive, challenging, disruptive, withdrawn or clingy, or they might have difficulty sleeping or start wetting the bed
- Children with clothes which are ill-fitting and/or dirty
- Children with consistently poor hygiene
- Children who make strong efforts to avoid specific family members or friends, without an obvious reason
- Children who don't want to change clothes in front of others or participate in physical activities
- Children who are having problems at school, for example, a sudden lack of concentration and learning or they appear to be tired and hungry
- Children who talk about being left home alone, with inappropriate carers or with strangers
- Children who reach developmental milestones, such as learning to speak or walk, late, with no medical reason
- Children who are regularly missing from school or education
- Children who are reluctant to go home after school
- Children with poor school attendance and punctuality, or who are consistently late being picked up
- Parents who are dismissive and non-responsive to practitioners' concerns
- Parents who collect their children from school when drunk, or under the influence of drugs
- Children who drink alcohol regularly from an early age
- Children who are concerned for younger siblings without explaining why
- Children who talk about running away
- Children who shy away from being touched or flinch at sudden movements

There are four main categories of abuse and neglect: physical abuse, emotional abuse, sexual abuse and neglect. Each has its own specific warning indicators, which you should be alert to:

### **Physical abuse**

A form of abuse which 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. Physical abuse can also happen outside of the home.

**Some of the following signs may be indicators of physical abuse:**

- Children with frequent injuries

- Children with unexplained or unusual fractures or broken bones
- Children with unexplained:
  - bruises or cuts
  - burns or scalds
  - bite marks

### **Emotional Abuse:**

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 a child 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 a 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 cyber bullying), 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.

### **Some of the following signs may be indicators of emotional abuse:**

- Children who are excessively withdrawn, fearful, or anxious about doing something wrong
- Parents or carers who withdraw their attention from their child, giving the child the 'cold shoulder'
- Parents or carers blaming their problems on their child
- Parents or carers who humiliate their child, for example, by name-calling or making negative comparisons

### **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.

### **Some of the following signs may be indicators of sexual abuse:**

- Children who display knowledge or interest in sexual acts inappropriate to their age
- Children who use sexual language or have sexual knowledge that you wouldn't expect them to have
- Children who ask others to behave sexually or play sexual games
- Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy



**Neglect:**

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)
- ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs

**Some of the following signs may be indicators of neglect:**

- Children who are living in a home that is indisputably dirty or unsafe
- Children who are left hungry or dirty
- Children who are left without adequate clothing, e.g. not having a winter coat
- Children who are living in dangerous conditions, i.e. around drugs, alcohol or violence
- Children who are often angry, aggressive or self-harm
- Children who fail to receive basic health care
- Parents who fail to seek medical treatment when their children are ill or are injured

**Other types of abuse**

**Organised abuse:** is where there is more than a single abuser and the adults concerned appear to act in collaboration to abuse children and/or where an adult uses an institutional framework or position of authority to recruit children for sexual abuse.

**Spiritual abuse:** Those with faith should also consider the possibility of spiritual abuse. The misuse of power within churches and religious groups has led, in extreme situations, to large numbers of followers committing suicide e.g. Jonestown, Waco and Uganda. Leadership should not be so controlling that it denies people choice and freedom – even to make mistakes!

**Peer on Peer Abuse:** Children and young people have always been curious about the opposite sex and/or experimented sexually. However, where a child is in a position of power or responsibility over another child, and abuses that trust through some sexual activity then this is abuse. Where one child forces themselves on another child of any age, this is also abusive.

Such situations should be taken as seriously as if an adult were involved and would be investigated in the same way by the child protection agencies. This is important as the effect on the child victim may be as great, and the perpetrator could themselves be a victim. Since abuse is addictive, it is important to establish the chain and to take action. You can't assume the young person will grow out of it.

Peer on Peer abuse may also occur online. The sending of sexually explicit images to anyone under the age of 16 is illegal and could result in criminal prosecution.

## **Child Sex Exploitation (CSE)**

Child sexual exploitation is a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

Some of the following signs may be indicators of sexual exploitation:

- Children who appear with unexplained gifts or new possessions;
- Children who associate with other young people involved in exploitation;
- Children who have older boyfriends or girlfriends;
- Children who suffer from sexually transmitted infections or become pregnant;
- Children who suffer from changes in emotional well-being;
- Children who misuse drugs and alcohol;
- Children who go missing for periods of time or regularly come home late; and
- Children who regularly miss school or education or don't take part in education.

Child Sex Exploitation can also happen peer to peer. Children and young people may form unhealthy relationships online.

- The sending and receiving of sexually explicit images to anyone under the age of 16 is illegal and could result in criminal prosecution
- Children and young people may become quieter or more withdrawn if on-line exploitation is occurring
- Children and young people may hide their devices and become secretive about who they are messaging if online Child Sex Exploitation is occurring

## **Female Genital Mutilation (FGM)**

FGM is the partial or complete removal of the external female genitalia. It commonly occurs to girls between the ages of a few days old to 15 years. It is illegal in the UK and a form of child abuse with long lasting harmful consequences.

28 African countries still condone the practice. The countries with the highest rate of women experiencing FGM are: Somalia, Egypt, Mali, Guinea, Sudan, Sierra Leone. It is also common in the Middle East, including Syria and Iraq.

### **There are serious consequences to FGM:**

- Short term: tetanus, severe pain, bleeding, infection. These can result in death.
- Long term: Cysts, chronic pain, problems with fertility, on-going infection, intense pain during intercourse.
- Women also often suffer very severe psychological trauma including flashbacks and depression.

### **Signs, Symptoms and other indicators:**

- Knowledge that an older sister has undergone FGM
- A family arranging a long term break abroad
- Child talks about going abroad to be 'cut' or got ready for marriage or a special ceremony

Since 31<sup>st</sup> October 2015, a statutory duty has been placed upon providers to report to the police where they discover FGM either through disclosure of the victim or visual evidence. Failure to report FGM has legal consequences.

While it is unlikely that FGM would be discovered within the setting of Soul Survivor Watford Church, we have a duty of care to make staff and volunteers aware of the potential signs and symptoms of FGM and to respond to them in the same way as any other signs and symptoms of abuse.

## **Prevent Duty**

In July 2015, it was made statutory that all organisations comply with the The Prevent Duty.

The Prevent Strategy was put in place to

- Respond to the challenges of terrorism and the threat we face from those who promote it
- To prevent people being drawn into terrorism and ensure they are given the appropriate advice and support
- To work with sectors where there are risks of radicalisation

### **Signs and Symptoms of Radicalisation:**

#### **Changes in Emotion:**

- Withdrawn
- Depressed
- Aggressive
- Identity crisis

#### **Physical changes:**

- Are online more
- Isolated
- New peers
- Appearance changed significantly

#### **Verbal changes:**

- Judgemental
- Argumentative
- Extremist Narratives
- Personal Crisis.

Staff / volunteers should be aware that radicalisation often happens online.

For more information, refer to the Prevent Strategy 2015

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/439598/prevent-duty-departmental-advice-v6.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/439598/prevent-duty-departmental-advice-v6.pdf)

# **Responding to the Abused**

## **How to respond**

Sometimes children, young people or adults at risk will want to talk about abuse. This may follow some specific activity. They may feel comfortable with a helper or volunteer they have got to know.

**In the case of any disclosure, the main aim is to LISTEN.**

## **General points:**

### **Your manner should be:**

- Non-threatening
- Non-possessive
- Calm
- Concerned

## **Try not to put words in their mouth or ask leading questions.**

Instead ask open ended questions using the TED technique. Ask them to:

T - Tell

E - Explain

D - Describe

Using these words will help elicit further information and clarification without using leading questions.

- Do not promise confidentiality
- Remember that 'The welfare of the child is paramount'.
- This phrase may be helpful: I'm worried about what you have told me today. I will have to talk to somebody else about what we can do next.
- IMMEDIATELY log everything you remember.
- Fill in a logging a concern form or write some notes down as quickly as you are able so that you have as many details clear and accurate as possible.

## **Cultural differences**

Crucial to any assessment is a knowledge and sensitivity to racial, cultural and religious patterns. While these different practices must be taken into account, we all have basic human rights. Differences in child rearing do not justify what in Britain would be regarded as abuse.

## **Effect of abuse on the spirit**

Those who are abused can suffer from problems of poor self-image and blame. They may feel they are 'dirty' or unlovable. Self-esteem may be affected: 'God couldn't love me, I am too bad'. We need to stress that they are not to blame for the abuse. Sensitive pastoral support can help to accept that God loves us just as we are, no matter what.

Romans 8:35-39 asks if anything or anyone can separate us from the love of God. The answer is no, nothing can. As this truth begins to dawn, their self-esteem and confidence may grow. They also need to know that you will not reject them either because of the 'shameful' things that have happened to them. John 15:12 says, 'Love each other as I have loved you.'

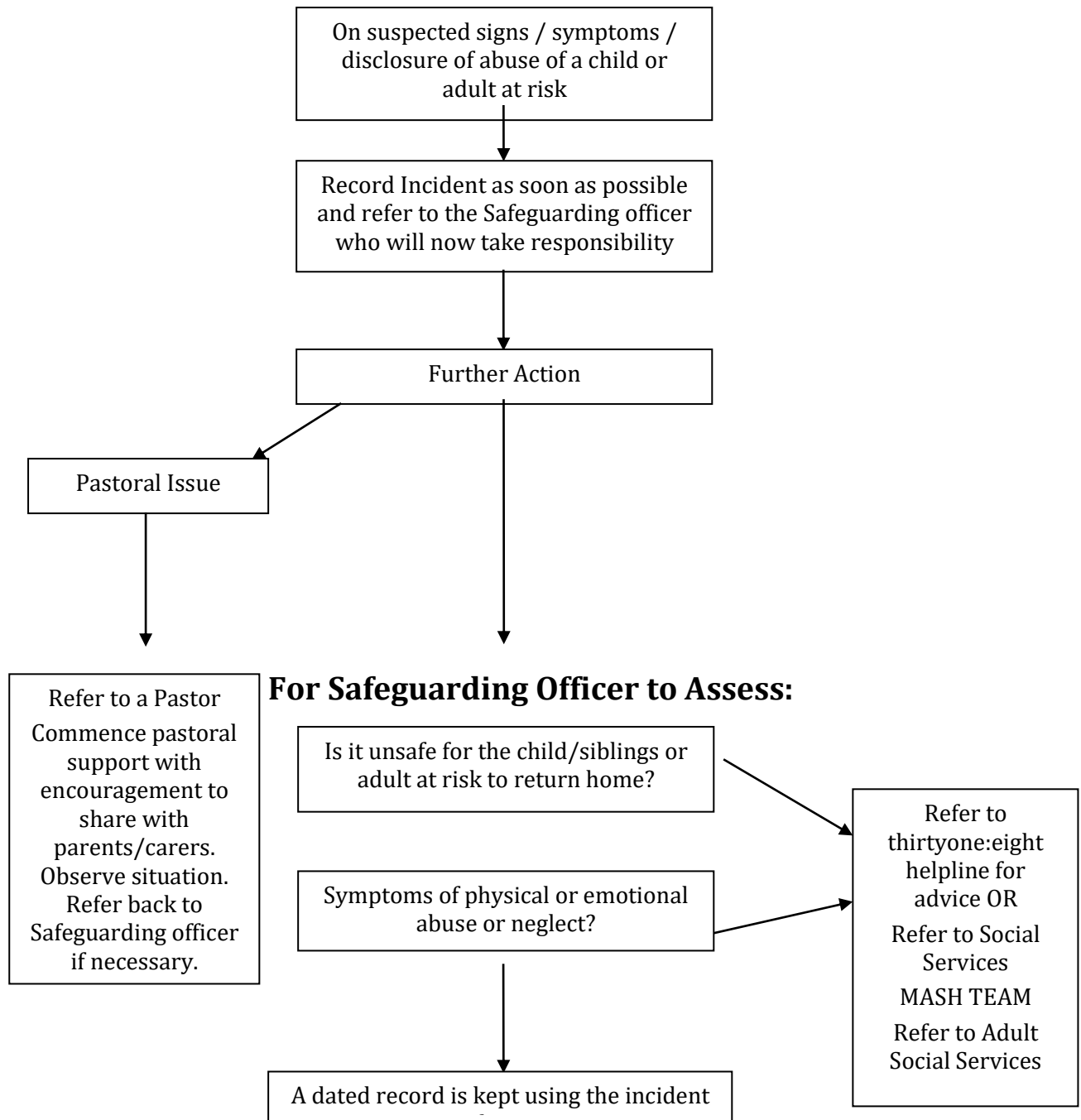
## **Procedure if it is suspected that abuse may have occurred**

- Always act in the best interests of the child
- **Do not** discuss allegations with anyone except the Designated Lead or Deputy for Safeguarding
- **Report concerns** as soon as possible to the Designated Lead or Deputy for Safeguarding contact who is responsible for contacting the correct authorities if necessary.
- If for any reason this is not possible, then use the “Who to Contact Outside of SSW” information – see page 15
- The Designated Lead or Deputy for Safeguarding will act on behalf of the SSW leadership and Trustees in determining the course of action regarding all allegations or suspicions of neglect or abuse, consulting the Senior Pastor and other pastoral or activity helpers if necessary.
- **If a staff member or volunteer has concerns** about a child but is unsure that abuse has happened they can fill in a ‘logging a concern’ form (see page 29) that will be kept on file for future reference if needed. This will be kept in a locked cupboard.
- Please log any concerns you have, no matter how insignificant they may seem. Your information may help contribute to a bigger picture of concern held by the safeguarding team.

**All** documentation to do with any and all Child Protection disclosures will be kept in a locked and safe place for a minimum of 7 years from date of disclosure. This is known as the Single Central Record (SCR).

(Flow diagram of process on next page)

## Procedure for Volunteers and Staff



## **Who to Contact Outside of SSW**

Any concerns about the welfare of a child should be referred to the Designated Lead or Deputy for Safeguarding. However, in exceptional circumstances such as an emergency or genuine concern that appropriate action has not been taken, staff members and volunteers can contact the Trustees responsible for safeguarding or speak directly to children's social care.

### **NSPCC Child Protection helpline:**

This should be the first number to call to see if it is necessary to contact social services or the police.

This is a free 24 hour service providing counselling, information and advice to anyone concerned about a child at risk of abuse. The experienced helpline staff can make direct contact with CSF, the police or your local NSPCC team on your behalf if you wish. They will also speak with the young person to give advice if needed as well or if they feel more comfortable they have an email address which the young person can write to [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Telephone: 0800 800 5000**

**Emergency calls:** In an emergency for incidents requiring immediate police response, please call **999**

### **Who to contact in Hertfordshire:**

- The MASH (Multi Agency Safeguarding Hub) Team: 011992 555420
- Children's Social Care: 0300 1234042
- Adult Social Care: 0300 1234043
- Child Sexual Exploitation (CSE) (Operation Halo): 101
- Female Genital Mutilation (FGM) Reporting: 101
- Allegations against Staff/Volunteers: [lado.referral@hertfordshire.gov.uk](mailto:lado.referral@hertfordshire.gov.uk)
- Child Abuse Investigation Unit: 01707 354 000

We are affiliated with Thirtyone:eight (previously the Churches Child Protection Advisory Service). They have a helpline which you can call for advice in the absence of the SSW Safeguarding Team.

- Thirtyone:eight  
PO Box 133, Swanley, Kent BR8 7UQ  
<https://thirtyoneeight.org>  
Telephone: 0303 003 11 11



## **Role of Designated Lead & Deputy for Safeguarding**

The Designated Lead and Deputy for Safeguarding are responsible to the church for:

- Ensuring all areas of ministry within the church are in compliance with SSW child & adults at risk safeguarding policy and procedures.
- Ensuring that all areas of ministry have an appropriate procedure to ensure Safeguarding of children and adults at risk
- Reporting concerns if appropriate to the SSW Senior Pastor
- Liaising with Assistant Pastors and Office Manager to ensure that volunteer applications are correctly handled, and that appropriate briefings and training are given (see Recruitment on page 24)
- Managing the Single Central Record
- Referring cases or allegations to Social Services as appropriate and preparing reports for Child Protection Conferences
- Liaising with other agencies to share information on a 'need to know basis'
- Ensuring appropriate local records of training and volunteers are kept
- Ensuring new volunteers and staff have safeguarding training included in their induction
- Ensuring safeguarding policy is up to date and published on organisation website
- Liaising with SSW Senior Pastor in the investigation of any helpers accused or suspected of child abuse.

### **Safeguarding contacts**

<i>Role</i>	<i>Name</i>	<i>Contact details</i>
Designated Lead for Safeguarding	Kathryn Maynard	kmaynard@soulsurvivorwatford.co.uk
Designated Lead for Safeguarding	Jon Stevens	jstevens@soulsurvivorwatford.co.uk
Deputy Designated Lead for Safeguarding	Be Barlow	bbarlow@soulsurvivorwatford.co.uk
Trustee with responsibility for Safeguarding	Ally Maffey	<a href="mailto:amaffey@soulsurvivorwatford.co.uk">amaffey@soulsurvivorwatford.co.uk</a>

## **Preventing Abuse:**

- We take serious steps to help prevent abuse happening at Soul Survivor Watford including a Child and Adults at Risk Safeguarding Policy. We offer training for all those who work with children and adults at risk as well as refresher courses with the aim that they will be empowered to spot the signs and symptoms of abuse.
- In all recruitment of staff and volunteers an application form, references and a clear DBS disclosure has to be completed before working with children or adults at risk can begin.
- We strongly encourage ALL team members to actively engage with applying the policies and procedures as well as good working practices. We have in place procedures to log concerns if there is a change in team members working practice as well as change of behaviour in children and adults at risk.
- We work together so that all the team members will work together in preventing abuse.

## **Physical Contact: Code of Conduct**

- Physical contact with children and young people should be minimal and meet the needs of the child / young person only.
- A hug or physical contact to comfort a child / young person after an accident or incident is acceptable. A young child may want to be carried or sit on a knee. This is permitted in a public space where other people are present.
- Hugs, cuddles, sitting on knees, stroking, caressing or cradling children or young people in any circumstance other than to comfort or reassure is not appropriate and therefore strongly discouraged.
- A hug to say 'hello' or 'goodbye' is acceptable but should be appropriate to the position of trust held by volunteers.
- Young children should be taught that they have ownership of their bodies and therefore not forced to hug or make physical contact if they do not wish to. Offering children the options of 'High 5' or 'Fist Pump' as an alternative way to say hello or goodbye gives children the choice and ownership of their body.
- Tickling, play fighting, lifting / throwing of children are not appropriate and therefore strongly discouraged.
- In the case that volunteers or team members display inappropriate levels of physical contact with children or young people, they will be spoken to directly by a member of the church pastoral team.

## **Whistleblowing**

There must be a culture that allows all staff to feel able to share information or concerns they may have about a colleague's behaviour. This also includes behaviour that has pushed the communication or contact boundaries beyond acceptable limits.

Staff and volunteers must also feel safe and comfortable to raise concern about:

- Poor / unsafe practice
- Potential failures in the workplace
- The safeguarding regime of their setting

If you have concerns about a colleague or volunteer, please contact the Safeguarding officer. We have a form to log changes in behaviour that raises concerns.

The following principles underpin managing allegations against workers:

- The welfare of the child is the paramount consideration
- The worker should not be informed of the allegation until advice has been sought from the authorities e.g. Police or from Children's Social Services. Thirtyone:eight is available to contact for advice also.
- Workers should be informed of allegations against them as soon as possible but with due regard to protecting evidence and disclosure of information
- It is not up to the recipient of the allegation to determine its validity so it is not your job to judge if the allegation is true or not
- All allegations should be treated in the same way – historical or current
- An investigation against a worker may have three related, but independent strands:
  - (i) Child protection enquiries, relating to the safety and welfare of any children who are or who may have been involved
  - (ii) A police investigation into a possible offence against a child
  - (iii) Disciplinary procedures where it appears that the allegations may amount to misconduct or gross misconduct on the part of the worker including suspension as a neutral act
- Even if no legal action is taken, an assessment may still be needed in relation to the workers approach to safeguarding.
- The decision to suspend a worker will rest with the organisation based on the kind of allegation made.

Within a faith community consideration should also be given to whether and how the child and worker be kept separate, e.g. it may be necessary for the worker to attend another place of worship whilst the investigation is proceeding.

An internal investigation should not normally take place while the police are investigating allegations. However if there is a need for disciplinary action, agreement from the police must be sought beforehand.

If the allegation is substantiated and where an organisation dismisses the person or ceases to use their services, or the person ceases to provide his/her services, the Designated Lead or Deputy for Safeguarding should consult with the Local Authority Designated Officer (LADO).

In February 2016 a whistleblowing advice line was launched. Call this NSPCC helpline to talk anonymously if you are worried about how child protection concerns are handled in your workplace / volunteer setting: 0800 028 0285

# **Youth Work Regulated Activity Policy**

## **1) Transportation**

- A full UK driver's license must be held for the minimum of one year before driving young people.
- Youth Team must have business insurance.
- Youth Team and volunteers should not drive on their own with a young person unless parental consent is given AND the driver contacts a Youth Pastor before and after travel.
- Seatbelts must be worn at ALL TIMES.
- Youth Team and volunteers must have a respect for speed limits and the high way code.

## **2) Conduct with young people**

- To be in line with church child protection policies.
- Any form of suggestive behaviour or sexual connotations is strictly prohibited and are to be addressed by the Assistant Pastor responsible for the young people.
- Assistant Pastor to address individual circumstances i.e. excessive physical contact.
- Young people should not be alone at any time in a volunteer's house/flat/etc. Any arrangements for mentoring/discipleship meetings outside of church should be in public areas (such as coffee shops) and arranged with prior consent from parents AND a Youth Pastor. Also See Appendix 1 for virtual meetings.

## **3) Alcohol/Drugs**

- No alcohol to be permitted at an event or service for under 18's only.
- If alcohol is to be permitted (e.g. church social) then the law must be upheld and ALL INVOLVED in the organisation of the event must be aware of those under 18. Strict guidelines are to be put in place to ensure under 18's do not consume or be sold alcohol.
- If a young person attends an event under the influence of alcohol or drugs then they can be refused the right to entry at the discretion of the Youth Team.
- If a young person is found in possession of alcohol or drugs the team have the right to request the person to leave.
- If volunteers or staff members attend events under the influence of alcohol or drugs themselves they will be sent home immediately and disciplinary action will be taken.

## **4) Mentoring**

- A mentoring relationship aims to encourage, support, develop and challenge young people in their physical, spiritual and emotional development.
- Mentoring must take place with a mentor of the same gender and the mentoring relationship must be recognised and accountable by the wider youth team
- Content of conversation between mentor and young person should be kept confidential except in situations where young people may be at risk or need referral.
- In these cases it is important that mentors are clear that they cannot promise confidentiality regarding the situation and that it is passed on to the Assistant Pastor responsible for the young people.

# Safe Online Working Policy

## General Policy Regarding all Online Communications

- ~~Communication with all children and young people should take the form of information sharing only. For example, informing young people of an upcoming event, organising a time to meet for a pre-arranged mentoring session or clarifying details of an event. (Please see appendix 1)~~
- ~~Conversations and general chat with young people should not occur online or over social media as these should happen face to face (Please see appendix 1)~~
- Contact with young people may only be made between the hours of 8am and 9pm. This applies to ALL forms of communication unless there is an emergency or residential holiday situation
- All communications with a young person should be able to be viewed by a Pastor at any time if deemed necessary. If conversation histories cannot be recalled, the wrong platforms for communication are being used and the communication needs to be transferred to those that can be recalled.
- The private sending or receiving of **personal** images or videos with a young person are forbidden

## Giving Advice and Confidentiality

- Children and young people can find it easier to communicate via email or online communication because nobody is physically present. This means the child or young person may be more willing to share personal and sensitive information about themselves or a given situation than they would if communicating face to face.
- ~~Do not engage in conversations of this nature with a child or young person over email, text or online communication. Where appropriate say; 'I am sorry to hear this. Can we make a time to meet face to face to talk about this further?'~~ (Please see appendix 1)
- If you have immediate concerns about the welfare of a young person, these should be referred to the Youth Pastors or the Designated Safeguarding Officers immediately. The safeguarding team will seek to support the young person with professional services such as counsellors or referrals to mental health services. It is not your responsibility to take on the role of a councillor or support worker
- In the case of a young person seeking to confide in one particular person, all support needs to be channeled through the appropriate procedures. Whilst it is entirely appropriate to offer general advice and support, as a mentor or volunteer, it is not your remit to take responsibility for the welfare of a young person. Individuals should work within the advised codes of practice and should maintain boundaries in their levels of contact with a child or young person
- If a concern over the welfare of a child is raised with the safeguarding team, it may be appropriate to follow up any pastoral concerns with the team rather than the young person. However, there may also be times where information cannot be shared. This will be at the discretion of the safeguarding team.
- ~~Mentoring sessions should happen face to face, at an appropriate setting and time with the consent of the Youth Pastors~~ (Please see appendix 1)
- Any emails sent from a Soul Survivor Watford Email account should carry the caveat: "Any views or opinions presented are solely those of the author and do not necessarily represent those of Soul Survivor Watford unless otherwise stated."

## Email

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

- Where possible obtain parental agreement before they use email services to communicate with a child or young person. Use clear, unambiguous language to reduce the risk of misinterpretation
- Where possible, copy in the parent / carer of any child or young person who is being contacted
- Ensure all messages can be viewed if necessary by any of the pastoral team and that this policy is explained to children and young people. Although unlikely to happen, this can deter bullying, insulting or abusive emails.

## **Internet, Mobile Phone & Social Media**

### **Mobile Phone Use**

- Youth Team and volunteers are permitted to save a young person's mobile number on their mobile device if it is given by the young person. Volunteers may not access the church database (church app) in order to obtain these.
- Contact with young people may only be made between the hours of 8am and 9pm. This applies to ALL forms of communication unless in an emergency or residential holiday situation.
- Any communication with young people should be able to be viewed by a Youth Pastor at any time if deemed necessary.
- Team and volunteers are asked to keep any communication through a mobile device as clear and professional as possible.
- Photos and videos of youth events/young people may only be taken by Youth Team, not volunteers.
- The private sending of images/videos/etc is not allowed

### **WhatsApp**

- If contacted by young people on Whatsapp, Team and Volunteers should follow the above policies for Mobile Phone Use.
- The forming of groups with young people on WhatsApp is only allowed for specific reasons agreed by a Youth Pastor (e.g. communicating a social event). The group should be deactivated after it has served its purpose.

### **Facebook**

- Team and volunteers are permitted to be 'friends' with young people on facebook.
- If 'friends' with a young person/s on Facebook, Youth Team and volunteers must consider the appropriateness of their own posts, language used, etc.
- If a member of the Youth Team or Volunteer is tagged (by someone else) in an inappropriate comment/image/video, it must be brought to the attention of a Youth Pastor immediately and the individual should 'un-tag' themselves as soon as possible.
- ~~If a young person contacts a member of the Youth Team or a volunteer through Facebook Messenger, the conversation must be kept short, clear and with an emphasis on talking 'face to face' at the next appropriate point, rather than continuing the conversation on Messenger. (Please see appendix 1)~~
- If a Team Member or volunteer is at all concerned with the tone or nature of comments through Facebook Messenger, screen shots should be taken and immediately sent to a Youth Pastor.

### **Instagram**

- Team and volunteers are permitted to 'follow' young people on Instagram.
- Team and volunteers are permitted to allow young people to 'follow' them on Instagram.

- Team and volunteers should only 'like' or comment on a photo of a young person who is known to them personally and comments should be clear and concise.
- Team and volunteers should not post pictures of any young people to their personal account.
- Team and volunteers should consider the nature and appropriateness of any of their posts.
- Engaging in conversation through the 'comments' section of Instagram is not allowed.

### **Snapchat**

- We understand that Team and Volunteers may choose to have a personal Snapchat account, but are **STRICTLY NOT ALLOWED** to be 'friends' with ANY young person through this form of social media.

### **Gaming Sites**

- Team and volunteers are not permitted to play online games against young people in the youth group.
- Team and volunteers are not permitted to be 'friends' with young people through any online gaming format.

### **Youtube**

- Team and volunteers are permitted to 'follow' young people on Youtube.
- Team and volunteers are permitted to allow young people to 'follow' them on Youtube.
- Team and volunteers should only 'like' or comment on a video of a young person who is known to them personally and comments should be clear and concise.
- Team and volunteers should not post videos of any young people to their personal account.
- Team and volunteers should consider the nature and appropriateness of any of their posts.
- Engaging in conversation through the 'comments' section of Youtube is not allowed.

### **General Internet Use**

- Team and volunteers should not use any form of 'online chat' forums with young people (Facebook Messenger, comments sections of any social media sites) for ongoing conversations.
- Any form of new App/Website that brings into question any of the themes above, please check with a Youth Pastor before engaging with young people through it. The Youth Pastor will keep the Designated Lead and Deputy for Safeguarding informed of these additional platforms.

### **Photographs and Videos**

- Photos, images or videos of children and young people should not be taken on personal mobile phones.
- Photos, images or videos of children and young people must not be uploaded to social media sites without the permission of parent/carer or (in case of young person) knowledge and consent of the Children's & Families or Youth Pastor.
- All photos, images or videos that are taken of children/young people with the consent of the Children's & Families Pastor or Youth Pastor who will have gained parental permission beforehand must be deleted immediately after use.

# **Adults at Risk Policy**

## **Introduction**

**Soul Survivor Watford Church believes it is unacceptable for adults to experience abuse of any kind.** This policy is to establish a clear understanding of what the safeguarding of adults at risk means for staff, volunteers, and congregation members of Soul Survivor Watford Church and to ensure that all people involved work together to reduce the likelihood of abuse towards adults at risk.

- Soul Survivor Watford Church aims to provide people with a safe environment which promotes emotional wellbeing and where protection from abuse is of vital importance
- Soul Survivor Watford Church follows the 'Safeguarding Adults at Risk (HCS666)' Policy produced by Hertfordshire Safeguarding Adults Board (HSAB)
- All staff and volunteers working with helping Adults at Risk at Soul Survivor Watford will receive training and a comprehensive introduction to ensure that they have the information to be able to respond safely, appropriately and know the referral process
- This policy will be available to staff and volunteers alongside a copy of the Hertfordshire Safeguarding Adults at Risk (HCS666) document

## **Context**

Faith organisations have a key part to play in safeguarding adults at risk because of the services they provide and their involvement in their local communities. Soul Survivor seeks to support the local community through:

- Connect Café
- 'Soul Tots' toddler group
- After school clubs supporting local families (Energise, Friday Night Thing)
- 'Make Lunch' holiday club
- Work to support refugee families
- Work to support the homeless
- Work to support those with mental health needs
- Debt advice services
- Counselling and prayer ministry
- Working with those known to the justice system, including acting as an Appropriate Adult
- Day to day contact with people we meet within our churches or faith communities

It is the intention of the church to offer support, encouragement and spiritual teaching to anyone who wishes to receive it. This means that we will come into contact with adults, children and families from many different backgrounds and will encounter different parental and social patterns.

SSW takes this responsibility very seriously and, through teaching and this document, endeavours to protect and safeguard the welfare of both children and young people, as well as Adults at Risk of abuse.



## 1. Definition of Adult at Risk:

An Adult at Risk is someone 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' This definition of an adult covers all people over 18 years of age.

The Care Act 2014 applies to an adult who;

- Needs 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.

Similarly, the Adult Support and Protection (Scotland) Act 2007 says 'Adults at risk' are adults who:

- Are unable to safeguard their own well-being, property, rights or other interests,
- Are at risk of harm, and
- Because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

## 2. Definition of Abuse

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances (Care Act guidance Sec 14)

The Care Act gives guidelines on the types of abuse associated with adults;

- **Physical abuse** is to inflict pain or physical injury, which is either caused deliberately, or through lack of care. Examples include hitting, slapping, pushing, kicking, burning, hair pulling, misuse, or using inappropriate restraint or sanctions and the misuse of medication.
- **Sexual abuse** is the involvement in sexual activities to which the person has not consented, or does not truly comprehend and so cannot give informed consent. It may occur where the other party is in a position of trust, power or authority and uses it to override or overcome lack of consent or to which they felt pressurised into consenting such as rape, or sexual assault, being made to watch pornography would also be within this definition.

- **Domestic Abuse** includes physical, sexual, psychological and financial abuse for those in family or close relationships as well as so called 'honour' based violence. Psychological or emotional abuse is acts or behaviour which causes mental distress or anguish or negates the wishes of the adult. It is also behaviour that has a harmful effect on the adult's emotional health and development - or any other form of mental cruelty. This includes verbal abuse, humiliation, bullying, blaming, the use of threats of harm or abandonment, being deprived of social or any other form of contact, or being prevented from receiving services or support.
- **Financial or material abuse** is the inappropriate use, misappropriation, embezzlement or theft of money, property or possessions including theft, fraud, exploitation, applying pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** includes slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** is the inappropriate treatment of an adult because of their age, gender, race, religion, cultural background, sexuality, or disability. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individual.
- **Organisational abuse** includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home. It can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice, or ill treatment.
- **Neglect or acts of omission** are the repeated deprivation of help that an adult needs which, if withdrawn, will cause them to suffer. This includes failing to intervene in behaviour which is dangerous to the adult, or to others. Self-Neglect includes a wide range of behaviour neglecting to one's personal hygiene, health or surrounding and includes behaviour such as hoarding.

### 3. Who Might Be at Risk?

Some adults might be more at risk than others. The following factors could increase the risk of abuse:

- Learning, sensory or physical disability
- Old age and frailty, especially if it creates dependency on or needing help from others
- Mental health problems
- Dementia or confusion
- Severe illness
- Alcohol or illegal substance dependency

### 4. Who May Abuse?

Anyone could be a potential abuser, including:

- A partner, child, relative or friend
- A paid or volunteer carer
- A health, social care or other worker
- A church worker, or minister of religion

## 5. Where May Abuse Occur?

Abuse can happen anywhere, and can be caused by anyone in our communities, for example:

- In the home
- In supported housing
- At a carer's home
- Within a nursing home, hospital, residential care or day care
- At work or in educational establishments
- In places of worship, such as churches

In addition adults may be made vulnerable by means of a permanent or temporary reduction in physical, mental or emotional capacity brought about by life events - for example an illness, bereavement, past abuse or trauma.

## 6. Responding to Concerns:

You may suspect abuse due to the role that you have or because of those that you come into contact with. This might be a general concern about a person's well-being or something that you see or hear which could be abusive. In these circumstances, do not delay. Pass on your concerns to the Designated Safeguarding Officers immediately.

**See page 14 of this document to follow the flow for reporting suspected abuse.**

Key considerations when reporting Safeguarding Concerns:

- Ensure that the vulnerable adult is not at immediate risk of harm. Where necessary call 999 for the emergency services. Inform the safeguarding officers that the incident has occurred.
- Record information immediately and discuss incident or concerns with safeguarding officer

The Safeguarding Officers will assess:

- If a referral is consented to, or required, the concern will be directed to Hertfordshire Adult Social Care Services on 0300 123 4042 and complete a Hertfordshire Safeguarding Adult Alert Form and email it to [adult.safeguarding@hertscc.gcsx.gov.uk](mailto:adult.safeguarding@hertscc.gcsx.gov.uk)
- If a referral is not consented to, or required, it may be appropriate to signpost the adult at risk to other support services.

Supporting Information:

- Whatever the outcome, Soul Survivor Watford seek to offer support to the adult to safeguard the future and to manage risk.
- Withholding information about an adult at risk of abuse will be considered as negligence and will be followed up by the safeguarding officers.
- Soul Survivor Watford believes wherever possible consent should be gained for a referral – the adult at risk should be given all the information and have the opportunity to consider risks and fully understand the consequences of making that decision.
- If consent is not gained a referral should/can be made where there is a public interest e.g. by not acting other adults or children are at risk or a crime has been or may have been committed.

## **7. Matters involving Adult Social Services, Social Care or the Police:**

Where the Designated Safeguarding Officers are concerned that an adult may have been, or is in danger of being, abused they should contact Adult Social Services immediately.

- If he or she is not sure whether an official referral is warranted, but they nevertheless have legitimate concerns, they should still contact Adult Social Services to discuss the matter. Alternatively, they may contact thirtyone:eight for advice
- The primary responsibility for managing any investigation process rests with the managers of Adult Social Care social services teams. When the concern involves someone in residential care, supported living or who receives support to manage their personal care or medication the Care Quality Commission will be involved. Where a crime may have been committed, the police will investigate.
- Adult Social Care Teams operate Emergency Duty Teams (EDT), outside regular office hours, at weekends and over statutory holidays. They are available to offer advice and will also take action to protect an adult, including arranging emergency medical treatment and, where appropriate, contacting the police.

## **8. Creating a Safe, Welcoming Environment:**

Churches and faith communities should be safe places for all, both children and adults, where everyone is made to feel welcome, are valued, respected and cared for. Soul Survivor Watford try to promote this by ensuring that our buildings are accessible, recognising the limitations of the design of our building and addressing them, together with the acoustics and lighting.

We understand that negative and uncaring attitudes are also a major barrier to access. We promote the use of careful and appropriate language and suitable vocabulary when talking about, or with adults who are vulnerable or have care needs.

## **9. Good Working Practices:**

In order to promote a safe and welcoming environment for adults at risk, the following procedures and practices are in place at Soul Survivor Watford Church:

- Child and Adults at Risk Safeguarding Policy and Handbook with clear procedures to follow
- Safer recruitment practices (see page 32-34)
- Regular training for staff and volunteers
- Safe working practices for staff and volunteers
- Pastoral care structures

Those providing pastoral care should avoid any behaviour that may give the impression of favouritism

Workers should be aware of the limits of their own abilities and competencies. They should seek further help when dealing with situations outside their expertise

**Confidentiality:** Every effort should be made to ensure that confidentiality is preserved; although this may well be subject to what may be an overriding need to protect someone who has been or is at risk of abuse. Everyone working with adults must be clear that it may not be possible to keep information about suspected or actual abuse confidential. The needs of the person and any potential risk to others means that any such suspicion must be reported to the Safeguarding Adults Co-ordinator immediately

## 10. Concluding Statements for Adult at Risk Section:

6 principles underpinning safeguarding adults at risk:

- Empowerment - People being supported and encouraged to make their own decision and informed consent.
- Prevention – it is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.
- Protection – Support and representation to those in greatest need
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability – accountability and transparency in delivering safeguarding

The Involvement of relatives and carers:

Generally, families are informed of an allegation of abuse and the action being taken. However this may not happen if;

- The adult is able to give informed consent and does not wish their families to be informed.
- The alleged perpetrator is a member of the family.
- Where a police investigation is likely and the rules of evidence apply.

What if the adult doesn't want certain action taken?:

**The mental capacity of the adult is a key factor in deciding what should be done. All actions should be based on the presumption of mental capacity (Mental Health Act 2005 and Mental Health Act 2007) whilst bearing in mind personal choices in relation to their personal safety and well-being.**

# **Soul Survivor Watford Self-Harm Policy**

## **Context:**

Recent statistics would suggest that 1/10 young people in the UK self-harm. As church workers we are ideally placed to build trusting relationships and an environment where people feel safe to express how they feel. As a result we want to be able to give them the opportunity to access the support they need. It is important we are prepared to know how to respond to a disclosure. For many people the way we respond will impact how they feel about disclosing in the future.

## **Aims:**

The aims of this policy are:

- To increase understanding and awareness of self-harm
- To equip staff and volunteers to handle a disclosure of self-harm
- To understand the immediate risks of self-harm
- To promote a culture of self-care

## **Definition of Self Harm:**

Self-harm is an umbrella term to describe a wide range of behaviors. These are split into 2 sub categories:

**Harming Behaviours:** Behaviours that result in long term damage. E.g. under eating, binge drinking or drug misuse.

**Self-harm** is any behavior where the intent is to deliberately cause harm to one's own body. Self-harm is often understood to be a physical response to emotional pain of some kind. It is often a coping mechanism.

## **Behaviours of self-harm can include:**

- Cutting, scratching, scraping or picking skin
- Biting yourself
- Swallowing inedible objects/ hazardous materials
- Burning or scalding skin
- Hair Pulling
- Banging or hitting the head
- Over-eating or under-eating
- Exercising excessively

This list is not exhaustive, there are a wide range of ways that people may choose to self-harm.

## **If you suspect someone is self-harming**

- Try to provide a safe opportunity for a person to disclose
- Start conversations that touch on the subject (e.g. how do they cope in stressful situations?)
- Be open and responsive
- Do not ask outright unless you are confident in the relationship you have with each other
- Do not push, it is possible to help and support them without a disclosure

### **Important information on procedure when responding to a self-harm disclosure:**

- Be open with the child or young person. Make them aware that anything disclosed about the welfare or safety of themselves or someone else will need to be referred to the safeguarding officers. **The ideal scenario is for the child/young person to come with you to share and disclose further, please consider this as you continue to read the next steps.** (For many the sense of lack of control could be damaging so for them to feel they know what's being said and exactly what's being disclosed can actually be comforting and helpful)
- If a child or young person discloses an incident/s of self-harm, assess:
  - Does the person need any immediate medical attention?
  - Is that young person at immediate risk to themselves?
  - What are they feeling now?
  - What support do they need?

**If there has been significant harm or there is a risk of significant harm, then seek help immediately. The child protection procedure of what actions to follow can be found on page 13 & 14 of this policy document.**

- Even if you think that a child or young person is not at risk of significant harm, the youth pastor or children and families pastor must be informed (encourage them to come with you). The concern must also be referred to the safeguarding officers. You can complete the 'logging a concern form' which can be found at the end of this document.
- Inform the child or young person that you will be informing a member of the pastoral team. Encourage the young person or child to accompany you when you inform the youth pastor or children and families pastor if they would like to.

### **How to respond to the individual when they disclose about their self-harm:**

- Listen. Taking time just to listen will make the person feel empowered and valued.
- Be honest and consistent. It's OK not to understand. Don't pretend you know everything.
- Try to be non-judgemental.
- Let the person know that you are there for them.
- Relate to them as a whole person, not just their self-harm.
- Try to have empathy and understanding about what they are doing.
- Let them be in control of their decisions where possible.
- Remind them of their positive qualities and things they do well
- Offer to help them find support.
- Do not ask them to stop. Often asking them to stop creates a sense that you are another person they feel they are letting down when they self-harm.
- Self-harm is often a coping mechanism. Therefore it is important to address the underlying issues with the child or young person. If appropriate, explore alternative coping strategies in order to help keep them safe.
- Point the child or young person towards other places of support. This might include: Doctor, parent, local support organisations, online support. Here is a useful document created by MIND which may be helpful for them to read:  
[https://www.mind.org.uk/media/5133002/mind\\_und\\_self-harm\\_singles\\_4-web.pdf](https://www.mind.org.uk/media/5133002/mind_und_self-harm_singles_4-web.pdf)

### **Providing on-going support:**

- The safeguarding officers will work alongside the Youth Pastor or Children and Families Pastor to assess the on-going support that should be offered to a child or young person after a disclosure of self-harm.

- Continued involvement with the child or young person following a disclosure of self-harm will depend on your role and context in which you work with them.
- In some circumstances, the safeguarding officers may deem it necessary to make a referral to CAMHS. This is if the child or young person fits 4 – 5 of the following statements:
  - Inability to maintain functional relationships
  - High levels of anxiety and phobia
  - Consistently unstable mood
  - Poor concentration and decision making skills
  - History of traumatic events

This decision is the responsibility of the safeguarding officers in consultation with the youth pastor or children and families pastor.

### **Looking after yourself**

Everyone has limitations and we need to ensure we protect our own well-being when working with children/young people who are self-harming. Things to consider:

- It is OK to pass on responsibility to the safeguarding officers, you don't have to stay involved after someone discloses.
- If you do support someone who is self-harming then it can be a long process with many ups and downs. Taking care of yourself will enable you to stay involved for longer and to keep well.
- Be self-aware – note any changes in your own behaviours, thought patterns and be alert to changes in your personal physical or emotional behavior
- Maintain good & clear boundaries about how much and what sort of support you can offer
- Rely on supervision and support from pastoral staff. Seek advice from the pastoral team if you are concerned about your own well-being in relation to disclosures or providing support around incidents of self-harm



## **Recruitment**

At SSW, no-one will be able to help in any Regulated Activity unless a Previous Experience and self-declaration form has been completed, a pastor has approved the application, references taken up, approved and a clear DBS disclosure received. All current helpers aged 16+ will need to have a clear DBS disclosure.

It is the responsibility of the Team Leader / Assistant Pastor to check with the Recruiters that all checks have been completed before adding anyone to the rota's or team helper's lists to help with a Regulated Activity.

### **What is Regulated Activity?**

Any activity of a **specified nature** which involves contact with children or adults at risk frequently, (once a month or more) or intensively (takes place on three or more days in a 30-day period) and/or overnight.

- Any activity allowing contact with children or adults at risk that is **in a specified place** frequently or intensively.
- **Fostering and childcare.**
- Anything that requires someone to help a child or an adult at risk with **personal care**, e.g. changing a baby's nappy, helping an adult to eat.

### **Employers' duties and responsibilities** (includes volunteers as well as paid staff)

- There are 2 DBS 'barred lists' (previously called ISA barred lists) of individuals who are unsuitable for working with children or adults. It's against the law for employers to employ someone or allow them to volunteer for this kind of work if they know they're on one of the barred lists.
- Employers must refer someone to DBS if they:

sacked them because they harmed someone

sacked them or removed them from working in regulated activity because they might have harmed someone

were planning to sack them for either of these reasons, but they resigned first

Employers are breaking the law if they don't refer someone to DBS when they should.

DBS barring helpline Telephone: 01325 953795.

### **Employees' duties and responsibilities (includes volunteers)**

- A barred individual must not take part in any regulated activity.
- An individual taking part in a regulated activity must have completed a DBS check and completed a self-declaration form.
- It is against the law for a barred person to take part in a regulated activity with the group they are barred from.

It is, of course, the right of any individual to make direct referrals to the child protection agencies, or to seek advice from thirtyone:eight, although it is hoped that all those working alongside Soul Survivor Watford will use our procedure.

## **Appointment of Staff to work with Children & Adults at Risk**

A. Ensure no one is employed to work with children and/or adults at risk before the appropriate actions have been taken:

- Job application form completed
- Interview with Senior Staff Member(s)
- Reference from current/most recent employer completed and checked\*
- Personal Reference completed and checked (preferably from a Pastor)\*
- A DBS check has been processed and received
- The Lead Recruiter has confirmed that the person is able to join the staff team
- Ensure the new employee has been given and has read the Child and Adults at Risk Safeguarding Policy and Handbook and signed to confirm that this has been read.
- Ensure the new employee attends a Level 1 Safeguarding training. This accredited certificate lasts for 3 years but all staff must have an annual in-house refresher.

B. Discuss with the new employee the church's policy on safeguarding children and adults at risk and expectations in relation to the procedures of the particular activity.

## **Appointment of Volunteers to work with Children & Adults at Risk**

A. Ensure no one is recruited to a team for a Regulated Activity before the appropriate actions have been taken:

- Previous Experience form completed (see page 28)
- Interview with Pastor or Team Leader
- Reference from current/most recent employer completed and checked\*
- Reference from Pastor or connect group leader completed
- A DBS disclosure has been processed and received
- The Recruiter has confirmed that the person is able to join the team
- Ensure all team members have been given and read the Child & Adult at Risk Safeguarding Policy and Handbook and signed to confirm that this has been read
- Volunteers will receive annual training in order to refresh their understanding

B. Discuss with the helper in detail the church's policy on safeguarding children & adult's at risk welfare and expectations in relation to the Procedures of the particular activity.

If any new members join or any step down from the team please inform Kathryn Maynard or Be Barlow.

\*Updated May 2020

## **Role of Recruiter**

The following Recruiters approved by thirtyone:eight have been appointed to process appropriate checks on helpers before they join the teams for Regulated activities. Recruiters are authorised to check identification documents to process DBS disclosures.

<i>Role</i>	<i>Name</i>	<i>Contact details</i>
Lead Recruiter	Kathryn Maynard	01923 204200
Recruiter	Bethlynn Wilson	01923 204200

Each Regulated Activity should be led by:

- at least 2 registered and trained helpers, one of whom must be an adult 18+
- the additional helper will be aged 16 plus and an active member of one of the SSW congregations.

The following are permitted to act as *untrained* assistants but in a restricted role (for example, they should not be left in a room alone with the children, nor should they accompany children to the toilet)

- adult church members who are needed to help on an occasional (i.e. termly) basis,
- young people 14-15 who have completed the application process

NB Inform Recruiters (Kathryn / Bethlynn) when someone leaves a team

# Soul Survivor Watford

## Child & Adults at Risk Safeguarding

### Appendix 1 – Update to Online Working Policy

Written April 2020

#### **Purpose:**

This addition to our policy is to acknowledge some amendments and to add some additional guidance to the current [SSW Child & Adults at Risk Safeguarding Policy & Handbook](#). It is not always possible to meet face to face and this has become particularly apparent in these recent unprecedented times with the Covid19 situation and lockdown life.

As a church it continues to be our intention to offer support, encouragement and spiritual teaching to anyone who wishes to receive it. This includes children, young people and adults at risk. As we look to find new ways to connect and communicate we are turning to more and more online resources and platforms.

At Soul Survivor Watford church we take safeguarding seriously, and particularly at this time are now committed to taking all necessary steps to ensure that we are aware and competent with our online safety. This is known as E Safety. E Safety is the collective term for safeguarding involving the use of mobile phones, computers (including laptops, desktops, tablets) and other electronic devices including games consoles, to communicate and access the internet, emails, text messages, instant messaging, social networking sites and other social media. [1]

It is necessary to be aware that those who wish to abuse children and vulnerable people often start with electronic communications and then attempt to lure them into an unprotected face to face or virtual meeting or written communication.

We know that people want to stay connected, known and that there is a need for community to thrive. We aim to provide this opportunity in the safest way we can.

#### **Who:**

This impacts many of the team and volunteers and we want to address all areas of our ministry as we review the E-safety for SSW. These include:

- Kids Ministry
- Youth Ministry
- Worship Ministry
- Outreach Ministry (Connect Café, Alpha etc)
- Church Family Ministry (Connect Groups, Social events)
- Practical & Pastoral Ministry (Food deliveries, helpline support)

Please refer to Appendix 2 which highlights a grid network of the current means of communication we have established during lockdown.

#### **Updated online guidance – children and young people (also relevant for adults at risk):**

Please read our 'Safe Online Working Policy' on pages 20-22 of SSW Child & Adults at Risk Safeguarding Policy & Handbook. This can be found here:

[SSW Safeguarding Policy & Handbook](#)

*(We have currently crossed out some of our previous policy which is no longer applicable. At this time it has become necessary to use different platforms and communication methods that we had formerly not required. We continue to change and develop as situations and life changes).*

In addition to our current policy please note the following updates:

#### 1) Parental Consent

We must obtain parental consent for using electronic methods of communication with children and young people under the age of 18. This consent should be gathered through the ChurchSuite consent process within the SoulKids & Youth section. Within this consent form we outline the types of communication we will potentially use and seek consent for each method.

## 2) General guidelines for all online communication:

- As per our original policy we want to reiterate that contact should only be made between the hours of 8am-9pm for under 18's (and 8am-10pm for adults at risk). This applies to ALL forms of communication unless there is an emergency.
- Be sure to use clear unambiguous language that cannot be misinterpreted, particularly in written communication. For example, don't sign off with 'luv' or 'lol'. Use a friendly, but not over-familiar or personal tone.

## 3) Video Conferencing – Group Meetings

Platforms like Zoom and Facebook Live allow us to keep in contact with children, young people, adults at risk and allow groups to continue to meet together for support, discipleship, fun, teaching and community. It is important for people to see each other face-to-face.

- Meetings via Zoom – this is the preferred platform for group meetings, it does not share contact details and is therefore more appropriate to enable the safety of both young people/children/adults at risk and leaders.
- Some video conferencing platforms such as Skype and Facetime are not appropriate as they share contact details with all users.
- Team/volunteers must be aware of the appropriate level of communication and behaviour conduct with those they are meeting with i.e. dress code, vocab, banter, etc.
- There should be a minimum of 2 (unrelated) adult team members in a group meeting. However, it is acceptable for the breakout function to be used with 1 leader and multiple young people/adults at risk. The Zoom 'host' should be one of the team leaders and they have the opportunity to enter any breakout room if they want or to end the breakout room function.
- These Zoom calls should be regular scheduled gatherings rather than adhoc sessions.
- The highest security settings should be used for platforms such as Zoom, including log in codes and passwords to ensure they are closed groups only accessible to individuals who have received an invitation. The waiting room function should also be used to ensure only authorised / invited people can access the call.

## 4) Written Messaging – Group conversations

Whatsapp Groups. For our Soul Kids these groups are with the parents only and not with the children themselves. For the youth we recognise that outside of the scheduled group zoom meetings, group chat can be very helpful in helping to support and encourage the young people, to create community and to keep them in a healthy place.

- Where at all possible then communication should be in a group forum, rather than individual ones with at least 2 unrelated adult team members in the group.
- The content of messages should be relevant to the group.

## 5) One-to-one 'meeting' – Scheduled Call

We must recognise that communicating one to one online, whether via messaging or video, is the equivalent of meeting someone in a room on your own with no one around, this is not best practice. Ideally we should aim to have group chats where possible as above. This is to keep you safe as well as the people you are contacting.

If we feel a call with one young person or adult at risk is required, then consider whether 2 team (unrelated) could make the call together (even if everyone is dialling in remotely). If this is not possible, or a more confidential one-to-one feels appropriate as you want to check in with a young person or adult at risk then follow these guidelines:

- There must be parental consent for communication with an under 18
- The 'meeting' whether vocal or video should be scheduled for a particular time.
- Ideally the meeting should be no longer than 30 minutes in length.
- Ideally this would be no more than once a week.
- There must be a record of the call in our call log
- Any concerns should be raised to your team leader and/or the safeguarding lead through the usual process.

6) Individual messaging - Unscheduled

Whilst we encourage all communication to be in a group setting where possible (either by organised zoom meeting, or whatsapp groups as detailed above), or via a scheduled call that the parents are aware of, we recognise that it is sometimes necessary to have written communication on a more individual basis.

- These messages are more appropriate as a quick check in to then arrange a more formalised catch up/scheduled call as above.
- These should not be prolonged message conversations.
- We need to ensure a young person or adult at risk does not make continual contact and become dependent on the team member.
- Whatsapp is better than texting as easier to keep a record of conversations and therefore more accountable.

7) Appropriate Behaviour:

If children or young people or adults at risk are inappropriate with their conversation, language, attire, gestures etc then this needs to be addressed. As per normal youth groups, kids church, group environments then the leader must determine whether this is relevant to address in the moment in front of the group or whether it is something they should follow up outside of the group call.

8) Those without access to devices:

Not every person will have access to a mobile phone/computer so we need to consider this and ensure that there are other methods of communication too. As a church we will look to provide access where appropriate and possible.

9) Recruitment

We will continue to follow our safer recruitment process. Ideally we will continue to use team that have been working with our children, young people and adults at risk before Covid-19 and have been processed through our safer recruitment process as detailed on page 33 of our policy & handbook. However, if you have the need for a new team member then please discuss with your designated lead for Safeguarding (Kathryn Maynard), and we will ensure they complete this full process before joining the team.

10) Images

Images should only be shared with consent (from both the parent carer when under 18 and the subject in the image) and should be stored securely in accordance with Data Protection and not left on mobile phones. This includes images on social media sites or on 'YouTube'

11) Domestic Abuse

Please see separate policy

**Accountability:**

To reiterate our main policy; It is the responsibility of all staff & volunteers to report any concerns they may have about the welfare of a child to the designated lead for Safeguarding

Kathryn Maynard

Email: [kmaynard@soulsurvivorwatford.co.uk](mailto:kmaynard@soulsurvivorwatford.co.uk)

Phone: 01923 204200

We also want to foster good accountability within each team, both within the staff team but also for volunteers to be open and visible with their relevant staff team members on any contact and communication they are having.

**Equipping & Training:**

We will share our current policy and this appendix with our Trustees, staff and volunteers. Everyone should be aware and know how to apply these principles.

We will also continue to signpost people towards additional training resources and documents that become available from experts in this field.

Some current documentation to refer to for additional reading/equipping/training in the current circumstances:

- Youthscape – regularly-updated hub dedicated to helping youth leaders respond to the COVID-19 pandemic  
<https://www.youthscape.co.uk/coronavirus>
- Youthscape and Thirtyone:eight have written a document with guidance for communicating and working safely with young people online. This can be accessed here  
[Youthscape: Creating safer places online](#)
- NSPCC have launched a lot of helpful information and resources:  
<https://learning.nspcc.org.uk/safeguarding-child-protection/coronavirus>  
Scroll down to the ‘supporting children’ section for advice on:
  - How to have difficult conversations
  - Supporting children and young people’s mental health
  - What children are saying to Childline about coronavirus
- Thirtyone:eight have some useful webinars available which staff or volunteer team may like to access:  
<https://thirtyoneeight.org/webinars>

### **Signposting & Support:**

There are a lot of complex issues that people are living with day to day, particularly around mental health. You WILL NOT be equipped and trained to support everyone’s needs! However, you may be a trusted person that someone turns to and talks to. Once this has happened then there are lots of trained people available and places we can go to access the right support for those we are working with. Here are some reminders and suggestions that may be helpful:

- Remember to pass any concerns to your Safeguarding Lead, Kathryn Maynard.
- See pages 36, 37 & 38 of our [SSW Safeguarding Policy & Handbook](#) for the relevant forms to be completed as required:
  - Logging a Concern Form
  - Disclosure Form
  - Mental Health Incident Form
- See page 15 of our [SSW Safeguarding Policy & Handbook](#) for who to contact outside of SSW, particularly in an urgent or serious situation. These include:
  - NSPCC Child Protection Helpline
  - Thirtyone:eight – safeguarding specialists
  - And of course 999 if it is an emergency

Other helpful support lines to signpost people to are:

- Childline – Phonline support, Childline are there to help anyone under 19 in the UK with any issue they’re going through. They can talk about anything. Whether it’s something big or small, their trained counsellors are there for support.  
Phone 0800 1111
- Samaritans – For anyone who needs support. Samaritans are there to listen 24 hours, 365 days a year and free to call.  
Phone 116 123
- Shout Crisis Text Line – This organisation provides free, confidential support, 24/7 via text.  
Text Shout to 85258

### **Review Date**

- This appendix will need to be reviewed regularly as lockdown and social gatherings change and develop in line with Government guidance. Some of the methods of current communication that are necessary at this time may change and develop as situations change.
- Next review date: 31/07/2020

[1] CCPAS definition of E-Safety, accessed in Youthwork Magazine, Model E-Safety Policy Guide, 2012

## Appendix 2

### Means of communication during lockdown (May 2020)

Means of Communication during COVID-19 Outbreak											
	Ali Martin - Connect Groups			Ben DeGaris - Youth Sam DeGaris - Youth		Be Barlow - Kids		Tom Smith Steph Porter	Juliet Johnson	Juliet Johnson Nicola Rolfe	Jon Stevens
	Cluster Gp	Connect Gp	Soul Mums	Younger Yth	Older Yth	Yr 1 - 4	Yr 5 & 6	Worship	Connect Café	Pastoral Helpline	Alpha
<b>Churchsuite:</b>											
Emails	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
<b>Zoom:</b>											
Group Video Hang Outs	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
Group Breakout Rooms				✓	✓				✓		✓
Individual Messaging									✓		
<b>WhatsApp:</b>											
Group Chats	✓	✓	✓	✓	✓			✓	✓		
Individual Chats	✓	✓	✓	✓	✓			✓			
<b>Instagram:</b>											
Live Stream				✓	✓			✓			
Public Account				✓	✓						
Private Account				✓	✓						
<b>Facebook:</b>											
Connect Group	✓	✓				✓	✓	✓			
Parent (Closed) Group											
Team (Closed) Group											
<b>FaceTime:</b>											
Group Video Calls				✓	✓						
Individual Video Calls	✓	✓	✓	✓	✓						
<b>Mobile Phone:</b>											
Phone Calls	✓	✓	✓	✓	✓			✓	✓	✓	✓
<b>SMS Text Messaging:</b>											
Private Messaging	✓	✓	✓	✓	✓			✓			
<b>Other:</b>											
Planning Centre Emails				✓	✓	✓	✓	✓			
Letter											
<b>Website:</b>											
.pdf Uploads						✓	✓				
<b>YouTube:</b>											
Video Uploads				✓	✓	✓	✓	✓			





**CONFIDENTIAL**  
**Previous Experience Form**

(For any role in the church and community)

Team Applied for: \_\_\_\_\_ Role: \_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_

Any previous names: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email: \_\_\_\_\_

How long have you been a part of the SSW family? \_\_\_\_\_

(Please note you have to have been a part of the church for at least 6 months before you can join a rota for working with children or adults at risk.  
However your application can be processed during this time)

Please list any other organisations where you have worked with children, young people or adults at risk?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list any other organisations that you are currently involved with (in a paid or voluntary capacity) that work with children, young people or adults at risk?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list any experiences you may have had experience in carrying out administrative tasks:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list contact details for two people who know you well and can provide references for you. One needs to be your current (or most recent) employer. The other one needs to be a Pastor/Connect Leader or volunteer supervisor. At least one should be able to comment on your ability to work with children, young people or adults at risk and neither should be related to you.

(We may also request information from any organisations listed above)

1) Name \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_

Phone \_\_\_\_\_

2) Name \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_

Phone \_\_\_\_\_

Soul Survivor Watford is a Registered Charitable Incorporated Organisation

Charity No: 1184088 and Company No. CE017985

Telephone 01923 204 200 | email: [info@soulsurvivorwatford.co.uk](mailto:info@soulsurvivorwatford.co.uk) | [www.soulsurvivorwatford.co.uk](http://www.soulsurvivorwatford.co.uk)



**CONFIDENTIAL**

**Logging a concern form**

Name of child/young person \_\_\_\_\_

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

Time: \_\_\_\_\_

Ask yourself why you are recording the incident. Record the following factually:

Who? \_\_\_\_\_

What? \_\_\_\_\_

Where? \_\_\_\_\_

When? \_\_\_\_\_

How and why might this have happened? (This is your opinion only)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Note of any action taken by you: \_\_\_\_\_

\_\_\_\_\_

---

Name of person whom your information is passed to:

\_\_\_\_\_

Your name (print):

\_\_\_\_\_

Signature:

\_\_\_\_\_

Check to make sure that everything in your report is clear, even for a stranger reading it in the future.



**Strictly CONFIDENTIAL**

**Disclosure Form**

Name of child/young person \_\_\_\_\_

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

Time: \_\_\_\_\_

Record the following factually:

Who? \_\_\_\_\_

Where? \_\_\_\_\_

When? \_\_\_\_\_

What? (This is your wording only, please be accurate and clear)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Note action taken by you:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

---

Name of person whom your information is passed to:

\_\_\_\_\_

Your name (print):

\_\_\_\_\_

Signature:

\_\_\_\_\_

Check to make sure that everything in your report is clear, even for a stranger reading it in the future.



**CONFIDENTIAL**

**Mental Health Incident Form**

Name of person: \_\_\_\_\_

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

Time: \_\_\_\_\_

Ask yourself why you are recording the incident. Record the following factually:

Who? \_\_\_\_\_

What? \_\_\_\_\_

Where? \_\_\_\_\_

When? \_\_\_\_\_

Describe the incident in more detail? (This is your opinion only)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Were there any surrounding circumstances that could have influenced the incident? (e.g. topic being discussed, content of a talk, the way the person was treated, the physical environment)

\_\_\_\_\_  
\_\_\_\_\_

Note of any action taken by you: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Name of person whom your information is passed to:

\_\_\_\_\_

Your name (print): \_\_\_\_\_

Signature: \_\_\_\_\_

Check to make sure that everything in your report is clear, even for a stranger reading it in the future.

## **Child Protection & Adults at Risk Policy Agreement**

- ✓ I have read and understand the Child & Adults at Risk Safeguarding Policy and Handbook
- ✓ I understand my responsibility as an employee or volunteer with regards to safeguarding
- ✓ I agree to adhere to the recommendations and codes of conduct set out in this policy

Full Name \_\_\_\_\_

Team / Responsibility \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_