



Safeguarding Guidelines

What to do if there is a disclosure or allegation of abuse

Most people find it very difficult to talk about abuse that has happened to them. If someone has summoned up the courage to talk and has chosen you as the person they are going to tell, try to follow these guidelines:

- ▶ Stay calm and listen carefully
- ▶ Do not ask the child or adult to come back at a more convenient time
- ▶ Do not start an investigation
- ▶ Let the person go at their own pace
- ▶ Don't ask questions
- ▶ Don't jump to fill awkward silences, the teller might need this silence to process what is going on inside their head
- ▶ Show that you are keeping up and understanding
- ▶ Nod encouragingly
- ▶ Make eye contact
- ▶ Repeat back the last thing said
- ▶ Let the teller talk for as long as they need to
- ▶ Reassure them they they have done the right thing in telling
- ▶ Thank the person for telling you what has happened
- ▶ Explain that this kind of thing has happened to lots of other people before, and that's why there are people you can talk to who will know what to do
- ▶ Never promise not to tell anyone else

If the child or adult is really struggling to keep going or you don't understand something, use the TED formula:

Tell

Explain

Describe

For example, 'can you tell me about that?...could you explain what you mean?...I'm not sure I understand; describe that to me'. Once you know that this is a safeguarding matter, you don't need to gather any more details: it is time to pass on what you have been told to one of the Safeguarding Officers (see directory).

However difficult it might be to believe what you are hearing, it must be taken seriously; at the very least, keep an open mind. It is devastating to a victim of abuse when the person they have chosen to tell refuses to believe what is being told. Be prepared to believe the unbelievable and accept the unacceptable, while remaining calm and open-minded.

Procedure in the event of a concern of abuse or a disclosure

What happens after a disclosure depends on the individual circumstances in which you find yourself.

If the person telling you is a child, the information must be passed on regardless of whether or not the child wishes you to do this, although you should clearly explain what you are going to do, and why. However, with an adult you should try to seek the person's consent; offer to make the referral on their behalf, or go with them to talk to someone. If the adult insists that they do not want a referral made, you should not be passing information on unless you think that there's something that prevents the adult having the capacity to think through the risks of their situation e.g. if there are substantial learning difficulties or mental health problems. But if you believe an adult to be at risk, and you feel a referral should be made, consult the Bishop's Safeguarding Advisor for advice about how to proceed.

Is the person safe to go home, or are they in immediate danger? If there is an immediate threat of harm, call the police. Outside this emergency situation it is usually best to take a bit of time to make sure the person will be safe and looked after overnight and call your local children's or adults' services team. Gather as much background information as you can; full name, date of birth, address, names of parents/carers, alleged abuser's name (if you know it) and any other children or adults in the home are basic essentials. Whoever you call, ask advice about what to do next and write down what they say.

Where it is judged that there is no immediate threat of harm, the following will occur:

- ▶ The concern should be discussed with one of the church Safeguarding Officers (see directory below) and a decision made as to whether the concern warrants a referral to the statutory authorities. Under no circumstance should someone carry out their own investigation into an allegation or suspicion of abuse.
- ▶ Make a written log of everything that has happened using one of the forms.
- ▶ **The person about whom the allegation is made must not be informed by anyone** in the church if it is judged that to do so could place a child or adult at increased risk. If the allegation concerns a worker in the church, whether paid or voluntary, contact the Bishop's Advisor for further advice. Such allegations will always need to be examined by agencies outside the church.

Safeguarding information is always handled on a 'need to know' basis. Sometimes you will be sharing just a part of what you know e.g. the PCC should be told that safeguarding procedures have been followed, but they don't need to know the names and details of those involved.

Never try to handle an allegation within your own church, however minor or unbelievable it may seem.

Contact details

Childline	0800 1111
Parentline Plus	0808 800 22
Parish Safeguarding Officer Steve How	01223 355 397 steve.how@htcambridge.org.uk
Children's Advocate Cat Meakin (Children's Pastor)	01223 355 397 cat.meakin@htcambridge.org.uk
Youth Advocate Steve Conacher (Youth Pastor)	01223 355 397 stephen.conacher@htcambridge.org.uk
Hannah Fisher Children and Youth Pastoral Assistant	01223 355 397 hannah.fisher@htcambridge.org.uk
Iona Tattersall Children and Youth Pastoral Assistant	01223 355 397 iona.tattersall@htcambridge.org.uk
Bishop's Advisor for Child Protection	01733 229 027
Rebecca Boswell Diocesan Safeguarding Adviser	01353 652 731 rebecca.boswell@elydiocese.org
Sarah King Diocesan Safeguarding Officer	01353 652 735 sarah.king@elydiocese.org
Sharon Gage Diocesan Safeguarding Adviser (part-time)	01353 652 735 sharon.gage@elydiocese.org
Police Cambridge (Parkside) Cambridgeshire Police (non-emergency)	01223 823 421 101
Children's Social Care Services (to speak to a social worker about a child or vulnerable adult at risk) 8am - 6pm Monday to Friday	0345 045 5203
Cambridgeshire contact centre (Emergency duty team - U18s) 6pm - 8am and weekends	01733 234 724
Cambridgeshire Children's Safeguarding team	01480 418 633
Churches Child Protection Advisory Service	0845 120 45 50
Cambridgeshire contact centre/Cambridgeshire Direct (Adult services - over 18s) 8am - 6pm	0345 045 5202
National Society of the Prevention of the Cruelty to Children (NSPCC)	0800 800 5000

Diocese of Ely safeguarding website: www.elydiocese.org/safeguarding

Cambridge Local Safeguarding Children Board: www.cambridgeshire.gov.uk/lscb

Guidelines for work with children, teenagers and vulnerable adults

All children's leaders will have received good practice guidelines which expand on the following key elements:

1. Avoid working in one-to-one situations with children or vulnerable adults wherever possible. Make sure someone is aware of your meeting. Try to have a man and a woman at each mixed-age activity. Leaders of activities should not use alcohol while on duty.
2. Those undertaking one-to-one counselling or pastoral work must adhere to the highest standards of conduct, and should have received appropriate training. Know your own level of competence, and do not step beyond it; if a situation becomes difficult, seek advice straight away. Be clear at the start what you and the person you are working with are planning to achieve by meeting, and the limits of what you can offer. Meet at an agreed time, in a place that affords an ability to talk confidentially without being secretly 'tucked away', and let a colleague know that you are meeting, and why. If you are working with a child, make sure that the parent/carer is aware of the meeting. When working with minors, all one-to-one meetings should be in a public space. It is against HT's child protection policy to meet one-to-one with minors in a private space.
3. At the first meeting, explain that the conversation will be confidential unless there are exceptional circumstances. If the person is being harmed, if they are harming others or if they know that a child or vulnerable adult is being harmed, the information will have to be passed on. If this level of confidentiality is not acceptable, try to arrange access to an appropriate anonymous telephone helpline; you can't promise absolute confidentiality.
4. When working in sensitive situations or one-to-one, keep a written record of the session, properly dated (including year). Where there are potential safeguarding issues, make a written record (include date, time) and email this to yourself and seek advice from one of the Safeguarding Officers (see directory).
5. Socially acceptable physical contact in a public place is quite proper and appropriate where it can be readily seen by others and is not hidden away. Physical contact should be:
 - ▶ Minimal
 - ▶ Intended to meet the needs of the receiver rather than the giver
 - ▶ Understood and welcomed by the receiver
 - ▶ Open to the scrutiny of others

It is important to respect each individual's sense of personal space. Avoid playing rough games or making provocative or 'teasing' comments, even in fun. It is equally important not to be paranoid about responding to someone who is clearly in need of physical contact e.g. when injured or distressed. Use cautious common sense, keep contact minimal, and create an ethos of shared scrutiny and support in the workplace.

6. In children's work, keep an up-to-date register of all children attending a group, home address, telephone number and names of parents/carers should be included. The register should be taken for each session, and the record of attendance should be kept on file for a minimum of three years.
7. The ratio of adults to children must be sufficient to ensure safety and comply with the requirements of current Government policy and legislation. These requirements are particularly relevant to work with children under the age of eight. For the latest guidance and registration requirements, you can call Ofsted's helpline on 0845 601 4771, or speak to the Diocesan Children & Families Adviser.
8. All U18s (except where an U18 is married) need to provide a parental consent form when they join a group or activity.
9. With adults who are vulnerable, try to establish a line of communication with the carer or key worker, if there is one: keep a note of those who have responsibility for the vulnerable adult and who can give advice where necessary about how to include the adult's individual needs in church activities.
10. The premises used should be safe and well maintained. Seek advice if necessary on the latest Health and Safety regulations, including appropriate risk assessments for activities and outings. Keep a suitable stocked First Aid Kit always accessible; where children's activities are offered, also obtain a special children's First Aid Kit in addition to the stand adult one. Ideally, one or more of the workers on the premises should be trained in First Aid (for children and adults). Make sure that all planned activities, on or off site, are covered by an adequate insurance policy.
11. Workers must be prepared to listen attentively and supportively to those for whom they have a duty of care.
12. Children's Toilet Procedure
Ages 0-3
 - ▶ Do not change nappies. If you suspect that a child may need their nappy changing, please try to find the relevant parent/carer in church to let them know
 - ▶ Potties can be found in the toilet on the 3rd floor of the Charles Simeon Centre. If required, potties must be brought into the crèche room. Children's leaders must never be alone with a child using a potty. Leaders may hand the child a wet wipe to wipe themselves and then ask the child to put the wipe in a nappy sack (located next to potties). Never assist the child in wiping. If a toddler needs to do a poo, please try to find the relevant parent in church.
 - ▶ Find or call the Children's Pastor or Children and Youth Pastoral Assistants for help finding parents if needed.

Ages 3-11

- ▶ Children of these ages should all be able to go to the toilet by themselves but need to be accompanied there and back. If a child asks to go to the toilet, only leaders with a DBS check (all regular leaders should have a DBS check) should leave the room with the child.
- ▶ Help younger children to walk on the stairs to the toilet and stand outside the toilet door in the corridor while they are using the toilet. Do not enter the toilet with the child or assist the child with wiping. If a child needs assisting, ask another child to go back to the room and tell another leader to find the Children's Pastor or Children and Youth Pastoral Assistants who can notify the relevant parent.
- ▶ It's better safeguarding practice to leave the room with more than one child if possible. Leaders should ask if any other children would like to use the toilet too, then let children use the toilet one by one whilst the leader stays in the corridor.
- ▶ If a child does not like the door closed, leaders can explain to the child that toilet time is private time and they can hear you but not see you (you can talk to them whilst they are in there). This also serves the purpose of others hearing you outside the toilet. Close the door slightly and ask them to call out when they are finished and are washing their hands.
- ▶ Encourage children to wash their hands.

Definitions

Definition of a child is anyone who has not yet reached their 18th birthday, unless they are married.

An adult at risk is an adult whose vulnerability can be temporary and short-term, e.g. during a time of personal crisis, or it can be permanent or long-term, e.g. where vulnerability arises from physical frailty. Old age is not, in itself, a maker of vulnerability, but some of the health problems that are more common in old age may make a person more vulnerable. Furthermore, vulnerability in one area of life does not necessarily mean a person is universally vulnerable: for example, a person who physical frailty leads to a dependence upon others for physical care and mobility may still be competent in financial affairs and lead an active social life. An adult at risk has the right to choose how to live and be as independent as possible. This choice includes the right to make what others might see as unwise choices or errors of judgement, just as all adults do. Adults also have the right to confidentiality, and the circumstances where choice and confidentiality can be overridden are much more limited than is the case when working with children.

There is no hard and fast definition of vulnerability. Instead, those who work with adults are encouraged to be alert to the needs of each individual person and to the context in which they are working, with an understanding that vulnerability may occur. Where a person is receiving support from services offered by the church, always consider whether or not that person could be seen as vulnerable.

Some of the factors that would generally be regarded to increase vulnerability include:

- ▶ A sensory or physical disability or impairment

- ▶ A learning disability
- ▶ A physical disability
- ▶ Chronic or acute mental ill health (including dementia)
- ▶ Addiction to alcohol or drugs
- ▶ Physical, mental or emotional frailty (temporary or permanent) that leaves the person unable to protect him or herself from exploitation or harm
- ▶ A permanent or temporary reduction in physical, mental or emotional capacity, Brought about by life events such as bereavement or previous abuse or trauma.

What are we protecting people from?

The definitions of abuse differ between children and adults. A copy of the definitions relating to both parties is attached to this policy.

How to recognise abuse

It is important to be aware of the possible signs and symptoms of abuse. Attached to the end of this policy is a list of symptoms and signs relating to both children and adults at risk. Some signs could be indicators of a number of different categories of abuse.

It is essential to note that these are only indicators of possible abuse. There may be other, innocent, reasons for these signs and behaviours. They will, however, be a guide to assist in assessing whether abuse of one form or another is a possible explanation for a child or adult's behaviour.

Code of conduct for working with children or adults at risk

We should all be aware that behaviour in a worker's personal life (including online) may impact upon their work with children or young people. Therefore, all workers should agree not to behave in a manner which would lead a reasonable person to question their suitability to work with children or act as a role model within Holy Trinity Church.

All leaders and helpers are asked to sign an agreement declaring they will work to this code of conduct and guidance recommendations for their ministries:

- ▶ Do treat all people with dignity and respect
- ▶ Do act inclusively, seek to make everyone feel welcome and valued
- ▶ Do treat people with equal care and concern
- ▶ Do encourage everyone to follow any behaviour agreement or ground rules and apply sanctions consistently
- ▶ Do refer to a more senior worker if a child does not respond to your instructions despite encouragement and warning of possible consequences
- ▶ Do seek to diffuse aggressive or threatening behaviour without the use of physical contact
- ▶ Do relate to children in public. If a child wants to talk one-to-one about an issue, tell another worker and find somewhere quiet but still public to talk
- ▶ Do respect children's privacy
- ▶ Do use physical contact wisely. It should be in public, appropriate to the situation and the age gender and culture of the child, in response to the needs of the child not the adult, and respectful of the child's privacy, feelings and dignity

- ▶ Do make sure that any electronic communication is done with parental consent and is transparent, accountable, recorded and adheres to safeguarding policies
- ▶ Do listen to children and tell one of the church's Safeguarding Officers if you have any concerns about a child's welfare
- ▶ Do respect and promote the rights of children to make their own decisions and choices
- ▶ Do encourage respect for difference, diversity, beliefs and culture
- ▶ Don't abuse the power and responsibility of your role. Don't belittle, scapegoat, put down or ridicule a child or young person (even in 'fun') and don't use language or heavier with sexual connotations (e.g. flirting or innuendo)
- ▶ Don't explode other children or works from conversations or activities unless there is a good reason
- ▶ Don't show favouritism (e.g. in selection for activities, in giving rewards etc) or encourage excessive attention from a particular child (e.g. gifts)
- ▶ Don't threaten or use sanctions which have not been agreed, or make empty threats
- ▶ Don't feel you have to deal with every problem on your own
- ▶ Don't use physical restraint except as a last resort to prevent injury. This should use minimum force
- ▶ Don't spend time alone with children out of sight of other people
- ▶ Don't keep communication with children secret, whilst still respecting appropriate confidences
- ▶ Don't take photos or videos without consent, store them in a safe place designated by the church and only use them in the ways agreed
- ▶ Don't use physical contact which could be misconstrued as aggressive (e.g. rough games) or sexual
- ▶ Don't assume that children should tell you anything you ask just because you are a worker
- ▶ Don't promise to keep something secret if it is about a child being harmed or at risk of harm but only tell those who need to know
- ▶ Don't work in ways that put your needs and interests before those of the children you work with
- ▶ Don't discriminate or leave discrimination or bullying unchallenged
- ▶ Avoid working in one-to-one situations with children or adults at risk wherever possible
- ▶ Try to have a male and a female at each mixed-age activity
- ▶ Leaders of activities should not use alcohol while on duty
- ▶ In children's work, keep an up-to-date register of all children attending a group: home address, telephone number and numbers of parents/carers should be included. The register should be taken for each sessions and the record of attendance should be kept on file for a minimum of three years
- ▶ The ratio of adults to children must be sufficient to ensure safety and comply with the requirements of current Government policy and legislation. These requirements are particularly relevant to work with children under the age of eight

- ▶ All U18s need to provide a parental consent form when they join a group or activity
- ▶ Children may attend worship or other activities unaccompanied by an adult. Where this is the case, try to establish if the parents know where the child is and what time they are expected home. If necessary, encourage the child to leave the appropriate time to get home for this deadline. If a child is going a regular activity, record their name, age, and address on a restriction form and ask the child to return the signed form as soon as possible. Make every effort to establish contact with the parents, particularly of a younger child by sending information home or providing a church telephone number or email address for them to call or email. No child can be taken away from the church site without a parental consent form
- ▶ With adults at risk, try to establish a line of communication with the carer or key working, if there is one: keep a note of those who have responsibility for the adult at risk and who can give advice where necessary about how to include the adult's individual needs in church activities
- ▶ The premises used should be safe and well maintained. Seek advice from the church's Health and Safety Officer (please see directory) about regulations, risk assessments and First Aid Kits.

Social networking and use of internet

The issues involved in communicating by email or messaging are not very different from those in face to face communication, except that the person is not with you, so neither of you are able to use facial expressions or body language to clarify your meaning. It is also normally private, so others are not there to provide a context and background.

Finally, it creates a detectable record which could, if necessary, be printed out and used in evidence. Good practice is to communicate in such a way that achieves its purpose without unintentionally encouraging habits in young people which could be dangerous. If you are called to account for your communications with children or adults at risk, you will need to show that you have maintained the highest standard of care.

Guidance for emailing children:

- ▶ If children want you to keep their mobile phone numbers, email addresses or similar, make sure that their parents know and have agreed
- ▶ Keep communication short. If you need a discussion, fix a time to do so game to face during or following the group
- ▶ Use an appropriate tone: friendly, but not over-familiar or personal. Beware of 'jokey' remarks; these can be misinterpreted when conveyed electronically
- ▶ While communications should be friendly, they should not suggest or offer a special relationship. Be especially careful of how you sign off a message. Ending a message with 'love' or 'kisses (xxx)' is not appropriate, whereas ending with 'yours sincerely' is probably too formal. 'Take care', 'God bless' or 'See you soon' are all safe options
- ▶ Respect confidentiality, unless abuse is suppressed or disclosed
- ▶ Before sending your communication, ask yourself: would you be embarrassed if it were seen by a children's parent/carer or church officials?

- ▶ It is not appropriate to still be in communication with a young person (via text or online chat etc.) at a time when you would no longer feel comfortable calling their house and having their parents/carer answer
- ▶ If a communication is of a particularly sensitive nature, try to do it in person. If it is unavoidable, try to cc: in another person to keep your communication open.

The use of social networking poses problems when it comes to the permeable barrier between the private and the public life. The sharing of photographs of family, personal celebrations, political or theological views on world issues are inappropriate in the context of 'professional' (including both paid and volunteer) responsibilities in church work.

Always give due care and attention to the security settings and permissions that direct your social networking sites (e.g. statuses, sharing pictures, private messaging). Remember that even if you have very secure settings, those with whom you communicate may not. Think carefully before posting information or responding to people with whom you have a professional relationship. As a general principle, use only public communications when you are working on behalf of the church and do not share personal information e.g. about your activities or beliefs, unless they are directly relevant to the work you are doing for the church.

When you are using social networking in your church role, do not respond to requests to join lists, become a friend, 'like', sign petitions, 'click to agree', share photographs or engage in any personally-based activity. **Keep the boundary between private and public life clear.** In social networking, as in conversation, it is important to watch what you say, where you say it, and who might be listening.

Photographs

Photographs are a great way to share information about events and activities and to 'put faces to names'. However, there are a few guiding principles that should be observed when taking and storing photographs of people during church activities. Those using their own cameras in order to take pictures for the church must be clear that the resulting pictures are not to be duplicated or stored for personal use.

- ▶ Make sure you have permission, Where children are involved, get the permission of the parent or carer. There may be good reasons why an individual does not want a photo displayed or published e.g. if a person has fled a violent partner or have foster or adopted children whose parents are not allowed to know their whereabouts.
- ▶ Make sure people know in advance how the photo(s) will be used e.g. will they be used internally or externally? Be careful to stick to what you say you are going to do; don't widen your audience without going back for further permission.
- ▶ Particularly with children, do not give detailed identity indicators by labelling pictures with full names, ages etc. Ideally take photographs of children in small or mixed age groups with a general heading.
- ▶ Give careful thought to the storage of photographs. Use locked filing cabinets, especially if photographs accompany names, addresses and other

personal identifiers. If photographs are stored online, use password protection.

- ▶ Do not store images/photographs of those for whom you hold a professional duty of care on your personal phone, computer or any internet device. Use a church-owned device that is password protected and is exclusively used for church activities.

Holy Trinity Church

Market Street Cambridge CB2 3NZ

01223 355297

office@htcambridge.org.uk

www.htcambridge.org.uk

Holy Trinity PCC, Cambridge

Charity No. 1128200