



# Children and Adults at Risk: Protection & Safeguarding policy

<b>Key Details</b>	
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Update approved by Trustees on	Feb 2025 – addition of Expectations for Under-18 Servers in Hope Kids
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# Context and overview

Along with a statement of intent and commitment to safeguarding, the policy covers the following sections:

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# Section 1. Contacts, Context and Overview

## Contact Details

Name of the Church: **Hope Church Ipswich (HCI), ('the Church')**

Address: The Hope Centre, 10 St Margaret's Street, Ipswich, Suffolk IP4 2AT

Telephone No: 01473 233176

E-Mail: [office@hopechurchipswich.net](mailto:office@hopechurchipswich.net)

Denomination: In association with Relational Mission (Newfrontiers) and the Evangelical Alliance.

Charity Number: 1137936

Company Number: 07333161 PRI/LBG/NSC

(Private, Limited by guarantee, no share capital, use of 'Limited' exemption) Insurance Company & Type: Ansvar Insurance. Church Connect Policy

## Designated Safeguard Lead

Name: David Sansom

Telephone: 01473 233176

E-mail: david.sansom@hopeipswich.co.uk

## Deputy Designated Safeguard Leads

**Jan Watson, Matt Cornish and Johny Hodgson**

**Telephone: 01473 233176**

**Email: [safeguarding@hopeipswich.co.uk](mailto:safeguarding@hopeipswich.co.uk)**

## Elder with responsibility for safeguarding.

Name: Mark Crawley

Telephone: 01473 233176

E-Mail: mark.crawley@hopeipswich.co.uk

## Social Care Services

Telephone: Customer First 0808 800 4005 (Includes access out of hours) **Suffolk Police Headquarters:**

Telephone: 01473 613500 (or contact them on 101)

## Introduction

This Children and Adults at Risk Protection and Safeguarding Policy has been prepared to give Hope Church Ipswich, staff and volunteer workers the guidance they need to help safeguard and protect children and adults at risk.

## Policy Definitions

### **“Worker”:**

is anyone actively and regularly serving in the children’s/youth-work, or regularly working with vulnerable adults and/or appearing on the rota of children’s/youth work or involved in pastoral care or similar roles for Hope Church Ipswich and ‘Tots’ (Parent and Toddlers sessions). This includes leaders and helpers, whether employed or volunteers.

The definition of “Worker” does not include parents assisting groups voluntarily and informally, while their children are also present unless they are assigned a role on the rota. For all other groups if an individual is added to the rota and or regularly actively assists the leader they are a “Worker” for the purposes of this policy.

### **“Leaders”:**

are appointed to lead and have responsibility for groups of children or the youth and the activities arranged for those children or any activity including vulnerable adults.

### **“Helpers”:**

are appointed and assist the leader and carry out tasks with delegated responsibility, whether directly involved with the children/youth or not (for instance by preparing the drinks and snacks).

### **“Training”:**

Training is now provided as required through iHASCO. The iHASCO training is supplemented with additional material that links it more closely to the context of Hope Church. New people to teams will undertake Levels 1 and 2 training as appropriate to their responsibilities.

### **“Designated Safeguard Lead (DSL) and Deputy DSL (DDSL)”:**

The DSL and Deputy DSL will also undertake Group 3 and 4 training as provided by IHASCO or equivalent, from time to time.

### **“Children”:**

By law any minor under the age of 18 years. In this document any references to a child/ vulnerable adult should be taken to mean any child, young person or vulnerable adult.

### **“Young Person/People”:**

In Hope Church, any person aged between 12 and under the age of 18 is referred to

as a young person.

**“Adult at Risk”:**

An adult at risk is someone aged 18 or over; who is, or may be, in need of community services due to age, illness or a mental or physical disability - who is, or may be, unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation.

## **Hope Church Ipswich Safeguarding Commitment**

Hope Church Ipswich Trustees and Leadership Team recognise the need to provide a safe and caring environment for children, young people and adults at risk. We acknowledge that children, young people and adults at risk can be the victims of physical, sexual and emotional abuse, and neglect. This also includes homeless and disadvantaged adults, vulnerable groups due to domestic abuse and adults considered at risk because of their age, disability or other situations.

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

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

As Trustees and Leadership Team we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

We undertake to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training for all our workers and will regularly review the operational guidelines attached.
- ensure that the premises meet the requirements of the Disability Discrimination Act 1995 and all other relevant legislation, and that it is welcoming and inclusive.
- communicate the safeguarding message to all, both inside and outside the organisation, through team meetings, individual supervision, information displayed, the website and recruitment procedures.

- HCI will also be alert to issues such as domestic abuse, bullying and sexual exploitation, forced marriage and modern slavery. Physical signs may not be evident but conversations may give indications that a person needs help.
- support the DSL and DDSL in their work and in any action they may need to take in order to protect children and vulnerable adults.
- file a copy of the policy and practice guidelines with thirtyone: eight (formerly CCPAS ) and the Local Authority, Suffolk County Council, and any amendments subsequently published.

## Hope Church Ipswich Mission Statement

Hope Church Ipswich works with children, young people and adults at risk. Hope Church Trustees, Eldership and Leadership Team take seriously the responsibility to protect and safeguard the welfare of children, young people and adults at risk within the Church's care.

As part of its mission, the Church is committed to:

- Listening to, relating effectively to, and valuing children, young people and adults at risk whilst ensuring their protection within its activities. treating all children, young people and adults at risk with dignity, respect and equality.
- Encouraging and supporting parents/carers.
- Ensuring that children/youth-workers/pastoral workers and others in similar roles are given support and training.
- Having a system for dealing with concerns about possible abuse.

## Scope of the Policy

Hope Church has adopted the policy contained in this document, ('the Policy'). The Policy sets out agreed guidelines relating to the ten standards of good safeguarding practice as set out by thirtyone: eight. It also covers the following areas:

- Appointing and training of children/youth workers, pastoral workers and others with similar responsibilities.
- Supervision of activities and practical issues.
- Responding to allegations of abuse, including any made against leaders or members of the Church.

Hope Church recognises the need to build constructive links with the child care agencies. Accordingly, these guidelines have been prepared:

- In consultation with thirtyone: eight, formerly the Churches Child Protection Advisory Service ('CCPAS'), who hold a copy of this policy;

- in consultation with Suffolk County Council safeguarding guidance and links

This policy should be read in conjunction with the following policies:

Health and Safety, Risk Assessment, Data, Food Hygiene, First Aid, Anti Bullying, Social Media and Digital Technology, Complaints, Pastoral Care guidelines, Whistleblowing, Equalities, Grievance procedure, and Recruitment policies.



## **Section 2. SAFEGUARDING PREVENTION**

### **Supervision of Children's Groups and Activities**

As per NSPCC guidelines, the following adult to child ratios should be observed in relation to all Church groups/activities involving children aged 12 years or less. Each group/activity will be supervised by at least 2 workers (3 whenever possible), preferably including one of each sex for teenage groups.

Adults: Children

0-2 years (Shine) – 1:3 (1:4 maximum)

3-5 years – (Glow) 1:5 (1:6 maximum) Pre School /reception years

6-12 years – (Ignite, Blaze, Illuminate) 1:8 (1:9 maximum) School years 1-6

We will seek to achieve the ideal ratios, however if these cannot be met the groups must not exceed the maximum ratios stated in brackets above. Higher ratios of adults to children will be observed if so required by law in relation to specific groups/activities and children with particular needs.

### **Young People**

No person under 18 years of age should be left in the sole charge of any children of any age. Nor should children or young people attending a group be left alone at any time.

Whenever possible the recommended ratio of 1:10 should also be observed for 12-18 year olds. Higher ratios of children/young people may be observed if deemed appropriate in relation to specific activities.

Wherever possible, no worker should be left alone with a child/young person. Where this is unavoidable or unrealistic, the door of the room should be left open or have a glass panel. (See Pastoral Care Good Practice Guidelines.)

### **Registers**

All parents/ carers will be required to complete a registration/consent form.

A register of children or young people attending a group or activity should be kept, and a register of helpers.

Helpers will sign in all children and issue a numbered sticker to the parent/carer. At the conclusion of the session, a child will only be released on production of the correctly numbered label by a person over the age of 18.

### **Under 16 year olds attendance at Hope Church activities**

For all meetings that are not exclusively arranged for young people or children, it is Hope Church

policy that all under 16 year olds must have a parent or guardian present at the meeting.

### **Exceptions -**

#### **1) For church members / regular attenders only**

Where this is not possible when no parent or guardian is available due to for example; sickness, work or attendance at an urgent appointment: Secondary school age children may attend alone providing:

- a. the registration information is up to date and includes a contact number
- b. the attendance has been approved by the meeting manager, youth or children's leader or an elder.

The young person must register at the desk and make it known to ministry leaders that they are attending alone.

#### **2) For secondary school age children of a family that does not attend church regularly**

They may attend appropriate meetings at the discretion of the meeting manager, youth or children's leader or an elder, providing

- a. the appropriate visitor registration is completed on arrival, giving parent contact details, follow up contact will be made to the parent after the meeting to gain full details and completed consent form
- b. The attendance has been approved by the meeting manager and an elder

The young person must register at the desk and make it known to the ministry leader that they are attending alone. Please note that such children are encouraged to attend if they have a genuine interest in the Christian faith.

## **First Aid Accident Book**

An accident record will be kept on ChurchSuite to record any accidents or injuries which may occur.

## **Safeguarding Report**

For the protection of both children and workers, a report should be kept of each activity whenever there is any incident or concern.

Workers should record:

- unusual events or behaviour, with each leader recording what they witnessed and what action was taken by the leaders.
- Details of adults other than workers assigned to that group (and parents) who are given access to the group on a particular occasion for a particular purpose.

The Information should be referred to the DSL or one of the DDSL who will complete the relevant form in ChurchSuite.

## **Retention of Records**

In accordance with the recommendations of Insurers and because accusations of abuse may be made many years later, records should be kept securely and in line with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR).

## **Boundaries**

As a Church, we undertake to follow the principles found within the Abuse of Trust guidance published by the Home Office ('Caring for Young People and the Vulnerable? Guidance for Preventing Abuse of Trust') and Working Together to Safeguard Children A guide to inter-agency working to safeguard and promote the welfare of children (2018)

- It will, therefore, be unacceptable for those people in a position of trust to engage in any behaviour which might allow a sexual relationship to develop for as long as the position of trust continues.
- Workers should treat all children/young people/vulnerable adults with dignity and respect in attitude, language used and actions.
- Workers must respect the privacy of children/young people/vulnerable adults and avoid questionable activity (e.g. rough/sexually provocative games) and comments.
- The level of personal care e.g. arrangements for use of toilets, must be appropriate and related to the age of the child whilst also accepting that some children have special needs.
- Workers are expected to observe the guidelines as regards to touch set out Appendix B
  
- Arrangements for transporting children/young people must be with the knowledge of the team/leadership and have express parental approval in the form of a parental consent form. (In some circumstances it may be unwise to carry a particular child on their own in the worker's own car). Whenever possible there should be more than one worker and or more than one child in a car.
  
- The only people allowed into a children's group/activity should be the workers assigned to that group. (Any other adults including parents/carers should not be left unsupervised. )

All workers should work to the Pastoral Care Good Practice Guidance. Appendix N.

## **Safety Matters**

Hope Church Ipswich has a Health & Safety Policy to ensure that the Church building and its fixtures and fittings and all equipment meet adequate health and safety standards. This policy includes guidelines on the First Aid kit which is provided in the Church building, and the presence of a trained First Aider.

## **Camps, Residential Holidays and Day Trips**

The Church will follow the guidelines set out in the thirtyone: eight's (CCPAS's) 'Safe and Secure' online manual. Log in details for the Manual are held by the DSL or DDSL and the Church Office and given to workers during training.

## **Tots Sessions (Parent & Toddler Sessions)**

During Tots sessions, children remain the responsibility of the accompanying adult/ parent. This policy should be adhered to when any suspicions or allegation of abuse occurs during or regarding any of the children attending Tots sessions.

## **Recruitment of Children/Youth/Vulnerable Adult Workers**

In appointing children and youth workers and those who regularly work pastorally or in similar roles with vulnerable adults the Church will be responsible for carrying out the procedure detailed in the Safer Recruitment Policy and the Volunteer Policy

## **Training**

The Church recognises that safeguarding is everyone's responsibility, therefore everyone in Hope Church needs to understand the importance of keeping everyone safe. Child Protection and Safeguarding training is essential and the church will comply with its responsibilities as set out in the Government's 'Working Together 2018' guidelines, to ensure all staff receive group 1 and 2 safeguarding training to ensure that children/youth workers and those working with adults at risk are aware of the Church's Child and Adults at Risk Safeguarding Policy.

The Church is committed to an on-going training programme for all such workers. This training is currently provided by iHASCO and supported by additional training as required in the church context. Safeguarding refresher training should be undertaken at least every 3 years.

The Church's Child Protection training (which all Children's and Youth workers and those frequently working with adults at risk are required to attend) aims to:

- Create an awareness of the issues.
- Acquaint all Children's and Youth workers and those working with vulnerable adults with the contents of this Policy and the procedures it lays down.
- Ensure consistency of information.

The training provided covers issues such as:

- The nature of abuse in all its forms.
- Identifying possible indicators of abuse including looking at accidental and non accidental injuries.
- Procedure for dealing with disclosures or other safeguarding concerns.

- Good practice for children/youth/adults at risk workers to ensure they are protected from both wrongful accusation and ensuring safe environments for children are maintained.
- How we can safeguard and protect children/youth/adults at risk attending Hope Church Ipswich.

During Leaders meetings, children's and youth worker teams will be reviewed. Any issues or training needs will be identified, and support offered to team members.

Children's and Youth workers and those working frequently with vulnerable adults will be given opportunities to meet with a leader and / or the DSL to discuss work programmes and safe working practices including issues relating to safeguarding, child protection and discipline. (A copy of the Church's Discipline Guidelines is contained in Appendix A).

### **Expectations for Under-18 Servers in Hope Kids**

Is it possible that Under 18 year olds may serve in the Hope Kids Teams. Details of the expectations that apply to anyone of this age serving in Hope Kids is included in Appendix J to ensure the safety and well-being of our children, volunteers, and staff.

## **Section 3. Recognising and Responding to Allegations of Abuse**

### **Definitions of Abuse**

For types & definitions of abuse or possible abuse indicators or neglect see Appendices J & K

### **What to do if you suspect abuse may have occurred IN EVERY**

#### **CASE**

In every case if abuse is suspected or disclosed, it is not the task of the individual or church members to investigate. For the protection of children or vulnerable adults and workers, the following procedure should be followed:

1. Ensure that you promptly log any concerns or disclosures made on the appropriate "Safeguarding report form" in ChurchSuite (an example can be found at Appendix D).
2. Do not delay. You must report concerns as soon as possible to the Designated Safeguarding Lead, who is nominated by the Trustees and Leadership Team of the Church ('the Elders') to act on their behalf in referring disclosures, allegations or suspicions of neglect or abuse to the statutory authorities. The Designated Safeguarding Lead must also notify the Elders of the allegation

made.

3. The Designated Safeguarding lead / Deputy Designated Safeguarding lead will pass the available details of the disclosures, allegations or suspicion and provide this information to the Social Care Services, without delay and follow up in writing within 24 hours via Customer First 0808 800 4005, whose task it is to investigate the matter under Section 47 of the Children Act 1989.

## **Reporting procedure for Allegations**

If the allegation is against a member of staff the allegation must be reported immediately, at least within one working day, to the DSL. If the allegation is against the DSL then the allegation must be reported to the DDSL or the Elder for Safeguarding. They must then report the allegation to the Local Area Designated Officer (LADO) on the same day. If the allegation regards an immediate safeguarding concern it should be reported in the first instance to Customer First.

### **LADO's details**

**Safeguarding Managers can be contacted via email on [LADO@suffolk.gov.uk](mailto:LADO@suffolk.gov.uk) or using the LADO central telephone number 0300 123 2044 for allegations against all staff and volunteers.**

In the absence of the Designated Safeguard lead, the matter should be brought to the attention of a Deputy Designated Safeguard lead who must deal with it as above.

If the concern in any way implicates both the Designated Safeguarding lead and a Deputy Designated Safeguarding lead, then the report should be made in the first instance to one of the Elders who is not implicated.

If the concerns in any way implicate all the Elders, then the referral should be made directly to Social Care Services.

If the concerns are reported directly to the Elders, they will follow procedures 1 to 3 above.

It is, of course, the right of any individual to make direct referrals to the Child / vulnerable adult protection agencies, although it is hoped that members of the Church will use the above procedures. However, the absence of the Designated Safeguarding lead or a Deputy Designated Safeguarding lead should NOT delay referral to the Social Care Services.

If you feel that the Deputy Designated Safeguarding lead or a Deputy Designated Safeguarding lead has not responded appropriately to your concerns, then you should

contact the Elders. It is also open to you to contact the relevant organisation directly (as the person in receipt of the allegation or concerns retains the responsibility as a member of the public to report serious matters to the Social Care Services) and should do so without hesitation.

Hope Church also has a Whistle-blowing Policy which is available on the Hope Church Ipswich Website - [https:// www.hopeipswich.co.uk/](https://www.hopeipswich.co.uk/) or through the church office which can be contacted - By email: [office@hopechurchipswich.net](mailto:office@hopechurchipswich.net) - Or by phone – 01473 233176.

The Elders will support the Designated Safeguarding Lead or Deputy Designated Safeguard leads in their role and accept that any information they may have in their possession will be shared only insofar as is reasonably required for the protection of the child /young person/ vulnerable adult. The Designated Safeguard lead will, if and when appropriate, update trustees with any referrals made.

Strict confidentiality must be observed. Concerns must not be discussed with anyone other than those nominated above, elders and trustees where appropriate.

Where there is a concern that does not require an immediate referral to the LADO, Hope Church Ipswich will refer to the Relational Mission branch of New Frontiers for further advice.

**See also the flow chart contained in Appendix C.**

## **Where there are Allegations of PHYSICAL INJURY**

If a child or vulnerable adult has a physical injury, or wherever there is concern regarding physical safety, the Designated Safeguard Lead will:

- Contact Customer First to make a referral in cases of deliberate injury, where there is a suspicion of deliberate injury or concern for the child / vulnerable adult's physical safety. The Designated Safeguarding lead will follow the instructions given by Social Care Services, requesting their guidance on speaking to the child /vulnerable adult's parents / carers or appropriate others especially if it is felt that they may be involved
- Where emergency medical attention is necessary, it should be sought immediately by dialling 999 notifying the medical professional concerned of any suspicions of physical abuse.
- In cases of deliberate injury or where there is a suspicion of deliberate injury, these will normally be reported to the Designated Safeguarding Lead. However, the absence of the Designated Safeguarding Lead or a Deputy Designated Safeguarding Lead should not delay referral to the Social Care Services Department.

## **Where there are Allegations of NEGLECT or EMOTIONAL ABUSE**

If you suspect a child / vulnerable adult is being neglected or emotionally abused, log your concerns as they happen on the “Workers Action Sheet” which can be found at Appendix D. Neglect is the persistent or severe neglect of someone, and individual incidents therefore need to be recorded.

As in any case of abuse, in cases of neglect and emotional abuse, the Designated Safeguarding Lead or Deputy Designated safeguarding Lead must be contacted and they will contact the Customer First to make a referral. The Designated Safeguarding Lead will follow the instructions given by Social Care Services, requesting their guidance on speaking to the child / vulnerable adult's parents/carers/ appropriate others.

## **Where there are Allegations of SEXUAL ABUSE**

In the event of disclosures, allegations or suspicions of sexual abuse, the Co-ordinator will:

- Contact Customer First. The Designated Safeguarding Lead will NOT speak to the parent /carer (or anyone else) and should follow the instructions given by the Duty Social Worker.
- Whilst disclosures, allegations or suspicions of sexual abuse will normally be reported to the Designated Safeguarding Lead, the absence of a Designated Safeguarding Lead or Deputy should not delay referral to the Social Care Services Department.

## **How to Respond to a Child/Vulnerable Adult Wanting to Talk about Abuse**

It is not possible to give precise guidelines, but the following may be useful.

### **General Points**

- Where possible ask another adult to be present to make notes (do not ask the child/vulnerable adult to go through it again. It runs the risk of verging on investigation and possibly traumatising the child/vulnerable adult again. Write verbatim using the child/vulnerable adult's vernacular as much as you can remember).
- Show acceptance of what the child/vulnerable adult says (however unlikely the story may sound).
- Keep calm.
- Look at the child/vulnerable adult directly (if this is possible). Don't show disgust at what they are telling you.
- Be honest.



- Tell the child/vulnerable adult you will need to let someone else know – don't promise confidentiality.
- Even when the child/vulnerable adult has broken a rule, they are not to blame for the abuse.
- Be aware that the child/vulnerable adult may have been threatened or bribed not to tell.
- Never push for information and don't ask leading questions. If the child/vulnerable adult decides not to tell you after all, then accept that and let them know that you are always ready to listen.
- Reassure the child/vulnerable adult that they were right to tell.

### **Helpful things you may say or show**

- "I believe you" or show the child/vulnerable adult acceptance of what they are saying.
- "Thank you for telling me".
- "It's not your fault".
- "I will help you".

### **Don't say**

- "Why didn't you tell anyone before"?
- "I can't believe it".
- "Are you sure it's true?"
- "Why? How? When? Who? Where?"
- "I am shocked, don't tell anyone else".
- Never make false promises.

### **Conclusion**

- Make notes as soon as possible (preferably within an hour of being told), but no later than 24 hours after the disclosure. The "Worker's Action Sheet" found at Appendix D should where possible be used.
- Write down – exactly what the child/vulnerable adult said (their exact words, not your interpretation).
- Exactly what you said in reply to the child/vulnerable adult.
- When he/she said it and what was happening immediately beforehand (e.g. description of activity).
- Record dates and time of these events and when you made the record. •  
Keep all hand-written notes securely in a locked cupboard/drawer.
- Again, reassure the child/vulnerable adult that they were right to tell you and show

acceptance.

- Let the child/vulnerable adult know what you are going to do next and that you will let them know what happens.
- You might have to consider referring immediately to Social Care Services or the Police to prevent a child, young person or vulnerable adult returning home if you consider them to be seriously at risk of further abuse.
- The less you say to the child/vulnerable adult, the better.

## **What To Do Once the Child/Vulnerable Adult Has Talked To You About Abuse**

- Contact the Designated safeguarding Officer or Deputy Designated Safeguarding Officer following this Safeguarding Policy or go directly to Social Care Services or the Police.
- Hand over the handwritten notes to the Designated Safeguarding Officer, Deputy Designated Safeguarding Officer or pass them directly to Social Care Services or the Police in emergency cases. Such notes should then be kept safely for an indefinite period in line with the Church's Secure Information Policy.
- You should not discuss your concerns or allegations with anyone other than those nominated in this Safeguarding Protection Policy under "***What to do if you suspect that abuse may have occurred***".
- Consider your own feelings and seek pastoral support if needed.

## **Working with Ex-Offenders**

Please also refer to the DBS & Working with Ex-Offenders Policy.

Where an individual is known to have caused harm or is suspected of causing harm (from information given on a DBS or other disclosure) and wishes to be a part of the church, pastoral care should be offered in a way that seeks to ensure that others within the church, particularly those who may be vulnerable, are kept safe. A risk assessment will be carried out by the Safeguarding team which is a formal written document containing some agreed rules and guidance about how an individual identified as posing a risk or potential risk can be enabled to attend and participate in church life. The risk assessment is individual and will represent the needs of those involved. The document will specify:

- what the individual may expect from the church and also what is expected from them. This might include restrictions in regards to for example activities, actions and ministry; contacts; attire etc.
- the signed agreement of the individual, the Safeguarding Lead and at least one other individual as appropriate.
- any additional individuals identified that will be made aware of the risk assessment as

agreed.

- This is not a legal document. The church's hope is that those involved will enter into it knowing that they will be respected and treated fairly and with a commitment to practising safe behaviour;
- Where an individual refuses to enter into an agreement on the risk assessment and/or is behaving in a way which poses a risk to the safety of those who are vulnerable, further advice will be taken from statutory agencies or legal services as to other options available.

## Dealing with Complaints

1. Any complaint should be reported to the Designated Safeguarding Officer as soon as possible after it has been made.
2. Hope Church has a Complaints Policy which outlines the process that will be followed in the event of a complaint.
3. Hope Church also has a Whistle-blowing Policy and other policies that may be helpful.
4. Hope Church policies are available on the Hope Church Ipswich Website - <https://www.hopeipswich.co.uk/> or through the church office which can be contacted - By email: [office@hopechurchipswich.net](mailto:office@hopechurchipswich.net) - Or by phone – 01473 233176.
5. All issues and concerns raised under these policies will be dealt with fairly and thoroughly in accordance with the principles set out in the policy documents.

## APPENDIX A. Guidelines for Discipline

These guidelines are to be taken within the context of the Hope Church Ipswich Children and Adults at Risk: Protection and Safeguarding Policy. Parents should be notified and whenever possible consulted prior to any disciplinary action.

Our task as Christians is to disciple. As we work with children, we are training, teaching and modelling Jesus. Discipline is an element of discipleship. Discipline is made up of positive and negative elements and is the education of a person's character. It includes nurturing, training, instruction, chastisement, verbal rebuke, teaching and encouragement. It brings security, produces character, prepares for life, is evidence of love and is God's heart. (Hebrews 12:5-12 and Proverbs 22:6).

The following are suggestions for coping with challenging behaviour by children and young people. Although children are referenced below, the guidelines the guidelines may also be helpful in thinking about working with vulnerable adults with behaviours that challenge –

- Ask God for wisdom, discernment and understanding and pray for and with the child.
- Work on each individual child's positives, do not compare them with each other, but encourage and build them up, giving them responsibility for simple tasks.
- Build healthy relationships with children and be a good role model, setting a good example. You can't expect children to observe ground rules if you break them yourself.
- Take care to give quieter and well-behaved children attention and don't allow some children to take all your time and energy.
- Be consistent in what you say and ensure that other team members know what you have said – this avoids manipulation.
- Look honestly at your programme – if children are bored, they misbehave. Is the programme at fault?
- NEVER smack or hit a child and don't shout – change your voice tone if necessary.
- Discipline out of love NEVER anger. (Call on support from other leaders if you feel you may deal with the situation in your anger).
- Lay down ground rules e.g. no swearing, racism or calling each other names, a respect for property, and make sure the children understand what action will be taken if not kept.
- Each child is unique, special and individual, and each child needs a different method of being dealt with. We need to ask why the child is behaving in this way.

- Separate children who tend to be disruptive when together. Give them a chance, warn them and only separate if they are disruptive as a last resort.
- Have the child sit right in front of you or get a helper to sit next to the child.
- Be pro-active and encourage helpers to be pro-active and not wait to be told to deal with a situation.
- Take the child aside and talk to them, challenge them to change, whilst encouraging them on their strengths.
- Warn a child that you will speak to their parents and do so if necessary. Warn them, send them outside the room (care re supervision), back into the service or ban them for a week. (Never a total ban without reference to your leader and ensure parents are advised in cases of banning).
- If a child's behaviour is constantly disruptive, seek advice and guidance from a leader.
- Pray before you meet and talk over the session before you leave.

## **APPENDIX B. Guidelines on Touch**

### **For Those Who Work with Children, Young People or Vulnerable Adults**

- Keep everything in public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be related to the child's needs, not the workers.
- Touch should be age appropriate and generally initiated by the child rather than the worker.
- Avoid any physical activity which is, or could be, construed as sexually stimulating to the adult or child.
- Children and adults are entitled to determine the degree of physical contact with others except in exceptional circumstances i.e. when they need medical attention, or if the level of physical contact they determine as acceptable is inappropriate.
- Team members should take responsibility for monitoring one another in the area of physical contact. They should be free to constructively challenge a colleague if necessary. Allegations of abuse should always be reported.

## APPENDIX C. Flowchart for Referrals

<b>CONCERNS:</b>	
<p>SUSPICION/ALLEGATION OF ABUSE BY:</p> <p>Child disclosure</p> <p>Observation</p> <p>Report by another person</p> <p>Anonymous communication</p>	<p><b>Monitor</b></p> <p><b>Keep a record (sign and date)</b></p> <p><b>Notify DSL / Deputy DSL</b></p>
<b>CONSULT:</b>	
<p>Follow the Child and Vulnerable Adult Protection and Safeguarding Policy and consult with Designated Safeguarding Officer, Deputy Designated Safeguarding Officer or other nominated personnel.</p>	<p><b>Keep a record (sign and date)</b></p>
<p><b>IMPORTANT: Any consultation should not delay a referral</b></p>	
<b>ACTION:</b>	
<p><b>Do not investigate</b></p> <p>Your Designated Safeguarding Officer should make the referral to Social Care Services and/or the Police. Parents and carers should be advised that you are doing this unless this might put the child / vulnerable adult at risk or cause any delay in referring.</p>	<p><b>Keep a record (sign and date)</b></p>
<b>CONFIRM:</b>	
<p>Verbal referrals must be followed by a written referral within 24 hours</p>	<p><b>Keep a record (sign and date)</b></p>
<b>COMMITMENT:</b>	
<p>You may be required to provide other information, as required.</p>	<p><b>Keep a record (sign and date)</b></p>

**REMEMBER - DO NOT DELAY - Social Care Services and the**

**Police are always available - in an emergency dial 999**



# APPENDIX D. Responding to Abuse/Incidents - Form to be completed on ChurchSuite

## Workers Action Sheet

### HOPE CHURCH - CONFIDENTIAL

Date ..... Time.....

Name of Child/Young Person/Adult: .....

Address (if known) .....

.....

Date of Birth/Age (if known) .....

Name of Person Reporting Event .....

Sequence of Events. These should be factual details only.

Detail where the child was/observations/Who else was present etc.

.....

.....

If allegation made/abuse indicated by child/vulnerable adult OR parent - record ACTUAL words said

.....

.....

#### Action Taken

Contact made with Designated Safeguarding Officer/Deputy Designated Safeguarding Officer: YES/NO? If Yes, Time and Date Contact made.....

If No, Who did you contact and when ?.....

.....

**What Advice Was Given?.....**

.....

.....

.....

**Action Taken by Designated Safeguarding Officer/Deputy Designated Safeguarding Officer**

**Contact Made to Social Care Services? YES / NO**

**If Yes, Time and Date Contact**

**ade.....**

**Name of Person You Spoke To.....**

**If No, Who did you contact and**

**when?.....**

.....

.....

.....

**..... What Advice Was Given?**

.....

.....

.....

.....

.....

.....

**Written Details Sent to Social Care Services? YES / NO**

**If yes, date**

**sent.....**

**Any Other Details**

.....

.....

.....

.....

**Further action required, if any** .....

.....

## **APPENDIX E. Safeguarding Summary Card**

### **Child & Vulnerable Adult Protection & Safeguarding Procedure and Telephone Numbers on Worker's Pocket Guide.**

The thirtyone:eight (CCPAS) Worker's Pocket Guide provides essentials on good working practice, responding to children and vulnerable adults where there are concerns/allegations of abuse - and important telephone numbers and contact details. It has been issued to all Children's/Youth workers/pastoral carers and others in similar roles in the form of a wallet sized laminated, fold out card.

## **APPENDIX F. Types & Definitions of Abuse**

The following definitions of abuse are recommended as criteria throughout England and Wales by the Department of Health, the Department for Education and Employment and the Home Office in their joint document, 'Working Together to Safeguard Children (2018). A child/vulnerable adult may suffer more than one category of abuse.

### **Abuse and Neglect**

Somebody may abuse or neglect a child/vulnerable adult by inflicting harm, or by failing to prevent harm. Children vulnerable adults may be abused in a family or in an institutional or community setting, by those known to them, or, more rarely by a stranger.

### **Emotional Abuse**

Emotional abuse is the persistent emotional ill treatment of a child/vulnerable adult such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children/vulnerable adults that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children/vulnerable adults. It may involve causing children/vulnerable adults frequently to feel frightened or in danger, or the exploitation or corruption of children/vulnerable adults. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

### **Neglect**

Neglect is the persistent failure to meet a child/vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of the child/vulnerable adult's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child/vulnerable adult from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child/vulnerable adult's basic emotional needs.

### **Physical Abuse**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child/vulnerable adult. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child/vulnerable adult whom they are looking after. This situation is commonly described using terms such as factitious illness by proxy or Munchausen's Syndrome by Proxy.

### **Sexual Abuse**

Sexual abuse involves forcing or enticing a child/vulnerable adult to take part in sexual activities, whether or not they are aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or buggery) or non-penetrative acts. They may include non contact activities such as involving children/vulnerable adults in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging

children/vulnerable adults to behave in sexually inappropriate ways.

### **Organised Abuse**

Organised or multiple abuse may be defined as abuse involving one or more abusers and several related or non-related abused children, young people or vulnerable adults. The abusers concerned may be acting in concert to abuse children/vulnerable adults, sometimes acting in isolation, or may be using an institutional framework or position of authority to recruit children/vulnerable adults for abuse. Organised and multiple abuse occurs both as part of a network of abuse across a family or community and within institutions such as residential homes or schools.

## **APPENDIX G. Recognising Possible Indicators of Abuse & Neglect**

### **Possible signs of Emotional Abuse**

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

### **Indicators of Neglect**

- Constant hunger.
- Failure to thrive, particularly in babies/young children.
- Poor personal hygiene.
- Constant tiredness.
- Poor state of clothing.
- Emaciation.
- Untreated medical problems.
- Destructive tendencies.
- Low self-esteem.
- Neurotic behaviour, i.e. rocking, thumb sucking.
- No social relationships.
- Compulsive stealing or scavenging.

### **Physical Signs of Abuse**

- Injuries which occur to the body in places which are not normally exposed to falls, rough games etc. with improbable excuses given to explain injuries.
- Unexplained injuries such as bruises, bites, burns, fractures etc., particularly if they are recurrent. These could be of different ages.

- Refusal to discuss injuries.
- Injuries which have not received medical attention.
- Admission of punishment which appears excessive.
- Reluctance to change for, or participation in games or swimming. Arms and legs kept covered in hot weather.
- Self-destructive tendencies or aggression towards others.
- Cuts/scratches/substance abuse.

### **Indicators of Possible Sexual Abuse**

- Any allegations made by a child / vulnerable adult concerning sexual abuse.
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour.
- Child / vulnerable adult who displays sexualised behaviour towards themselves or others.
- Sexual activity through words, play or drawing.
- Child who is sexually provocative or seductive with adults.
- Inappropriate bed sharing arrangements at home.
- Severe sleep disturbances with fear, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations. Psychosomatic illnesses such as headaches, abdominal pain.
- Eating disorders – anorexia or bulimia etc.
- Change of appetite, behaviour i.e. Stops taking care of personal hygiene.
- Self-mutilation
- Repeated urinary infections.



# **Appendix H. Hope Church Ipswich Pastoral Care - Good Practice Guidelines**

## **GUIDELINES – SCOPE AND INTENT**

### **Scope:**

Pastoral care covers a broad range of activities from practical help and support and befriending to more structured support with more significant challenges. These guidelines represent good practice with respect to all aspects of pastoral care with children, young people and adults but are especially important where the nature of the pastoral care is beyond the normal everyday interactions of life and “one - anothering” in the church family. That is, where it is recognised by the person seeking support and by the person offering pastoral care – that biblical counsel, wisdom, input and advice will be offered to address the issue being presented. This often suggests a more formal arrangement with a start and end point, an initial idea about the issue to be addressed and clear accountability, (see below).

### **These guidelines are intended to:**

Ensure pastoral care is offered with integrity and in a way which honours God and all those involved.

Enable Pastoral Carers are both accountable to and supported by the leadership of Hope Church.

### **These guidelines are not intended to:**

Denote pastoral care as a regulated profession.

## **DEFINITION AND SCOPE OF PASTORAL CARE / PASTORAL CARERS**

In a church context, pastoral care is the activity which flows from the attitude and commitment to love one another because we ourselves are first loved by God. Please also refer to the Hope Church Ipswich Pastoral Care Overview and Practice paper for more detail on this.

In this document a Pastoral Carer is someone providing pastoral care in the context of Hope Church Ipswich.

## **BIBLICAL VALUES FOR PASTORAL CARE**

- Pastoral Carers will be careful to respect the rights and dignity of every person as a unique individual, equal with them in the sight of God and regardless of race, religion, nationality, language, gender, marital status, sexual orientation, age, size, employment, income, disability, health, abode, or criminal record.
- Pastoral Carers will seek to accept and not judge a person and to allow them the safety, freedom and space to express themselves and to make their own decisions. While lovingly urging people to accept biblical truth and godly wisdom, pastoral carers must do this without force or manipulation.
- Pastoral Carers will not subject any person to physical, psychological, verbal or spiritual harassment and will not tolerate such behaviour by others. They will not

abuse trust - or exploit people they are helping financially, sexually, emotionally, or in any other way.

- Pastoral Carers will be careful not to create unhealthy dependencies for either themselves or the persons to whom they are offering pastoral care .
- Pastoral Carers will maintain confidentiality, understanding that confidentiality does not necessarily mean secrecy, (see below).
- Pastoral Carers will ensure that the person is safeguarded as far as is practically reasonable. • Pastoral Carers will seek to hold appropriate boundaries and be confidently assertive when required without aggression.
- Pastoral Carers will behave in a way which is consistent with all relevant HCI policies and guidance including those covering use of social media, other digital communication and data protection.

## **CONFIDENTIALITY**

Where someone is working through sensitive issues with a pastoral carer -

- Confidentiality is a critical boundary which protects the privacy of the person and the integrity of pastoral care at Hope. Confidentiality establishes trust and a safe space for a person and for God to work.
- Confidentiality ensures the information a person reveals to us is not disclosed to anyone else without the person's prior knowledge and consent, apart from exceptional circumstances where safeguarding or accountability is necessary .
- Confidentiality, however, does not need to be confused with secrecy i.e. concealing information which could be significantly harmful to others or collusion such as explicitly or inherently cooperating with illegal or unethical behaviour.

### **Exceptions to confidentiality include when:**

- The Pastoral Carer has been required by legislation or a Court of Law to disclose certain information either to the Police or the Court
- When the Pastoral Carer has reason to believe that others, particularly a child or vulnerable person, are or maybe, at risk of harm or injury
- The Pastoral Carer has reason to believe that the person is at risk of harming themselves.

In the exceptional cases outlined above the Pastoral Carer, if they are not placing themselves at risk, should encourage and support the person to disclose information themselves to the appropriate agencies. If the person's permission is not given to pass information on, the Pastoral Carer should disclose information, on a "need to know basis," to the appropriate agencies without the person's consent - often through the Safeguarding Lead or through a church elder.

Confidentiality in the context offering biblical counsel, wisdom, input and advice more formally, might need at times, to be worked out also with respect to the person's family members, friends, life group members, etc. This also needs to be clarified through discussion, as early as possible.

In addition, Pastoral Carers offering biblical counsel, wisdom, input and advice more

formally should make it clear to those they are supporting at the outset, that they may be required to share information with the church elders and Pastoral Care Team leaders in order that -

- The leaders can effectively oversee pastoral care activity in the church
- There is accountability by pastoral carers to the leadership
- Pastoral carers can be supported in their role

Other than in the exceptional cases outlined above, those offering biblical counsel, wisdom, input and advice more formally should not share confidential information with people other than the church elders / Pastoral Care Team leaders unless they have explicit consent to do so.

Practically this means that with respect to any information of a sensitive nature -

We are at liberty to disclose whatever information the person being supported has given consent to share, (- although obviously we would want to keep this to the minimum necessary). Generally, the context for this will be when we meet together or via WhatsApp.

In the absence of consent, information may only be shared when we meet or via WhatsApp - in such a way as to protect confidentiality. This can be achieved by, e.g. referring to an issue broadly, so that identity cannot be construed - or by referring to a person (or a pseudonym), without reference to the nature of the issue they are being helped with.

Everyone working as part of the Pastoral Care Team is always at liberty to share anything with one of the Pastoral Care Team leaders or with an elder and don't require consent to do so - although good practice is that the person being supported should know that information is being shared - and why.

In all circumstances, confidentiality also extends to any written or electronic records. If records are being kept the Pastoral Care Leads need to be informed and documents need to be password protected in secure locations. Hope church seeks to abide by our responsibilities under current data protection legislation.

Where pastoral care is in the context of normal everyday interaction and “one – anothering”, information shared should still be treated carefully and where it becomes evident that information shared is sensitive in nature, there should be an assumption of confidentiality. In such circumstances consent should be sought before information is shared more widely, for example where the person would like to be prayed for by the prayer army.

## **DUAL RELATIONSHIPS**

There are times when Pastoral Carers may hold another relationship with the person they are caring for. In such circumstances – and where appropriate, another Pastoral Carer may need to be involved.

## **CARE FOR THE PASTORAL CARER**

1. Pastoral Carers need to ensure they are taking care of their own health and well-being as they offer care to others.
2. Pastoral Carers need to ensure they are not working out of their depth or in a detrimental way to themselves or the person and that they are working within their abilities and competencies. Where necessary they must be prepared to discuss such issues with the pastoral care team leaders – and to refer or signpost a person to others for support.
3. Pastoral Carers who are providing more formal pastoral care are accountable to the elders and it is important that they are resourced and supported themselves through regular, appropriate oversight and support for their pastoral care work. With the agreement of all parties, this may include completing a short tracking form after each session - and making this available to the Pastoral Care Leads.
4. Pastoral Carers need to feel safe themselves and have the right to decline seeing someone on their own or offering support to a person who is under the influence of alcohol or drugs or who may be likely to act aggressively or inappropriately.
5. Pastoral Carers should not offer care to a person when their own functioning is impaired due to personal or emotional difficulties, illness, alcohol, drugs or for any other reason.
6. Hope Church will ensure it has adequate insurance to cover the activities of pastoral carers.

## **SAFEGUARDING CHILDREN, YOUNG PEOPLE AND ADULTS AT RISK.**

- Hope Church has a clear, written, Safeguarding Policy for Children and Vulnerable Adults, which includes a requirement that every person on the pastoral Care Team undergoes a Disclosure and Barring Service (DBS) check and regular safeguarding training - at least every three years.
- Pastoral Carers need to know how to access the safeguarding leads - and when it is appropriate or necessary to do so.
- If a Pastoral Carer receives a confession or allegation of abuse or has any reason to suspect that a child or vulnerable adult has in the past been abused or might be at risk of abuse or is currently being abused, they must act promptly according to Hope church's Safeguarding Policy.

### **Complaints/Whistle-blowing**

It is important that church members know who to contact with safeguarding concerns; with complaints against anyone who has provided pastoral care in the church and regarding whistle blowing. Hope Church has appropriate policies which members of the pastoral care team should be familiar with. Generally, concerns will be raised with an elder of Hope Church who will receive and respond to the issue raised. If there are concerns about an elder, complaints/whistle-blowing can be made to a named individual at Relational Mission, which is the organisation supporting the group of churches, to which Hope Church is affiliated. The Elders/Relational Mission recognise that it their responsibility to receive and address such issues properly and thoroughly. (See relevant Hope Church policies).

### **One to one meetings**

For the purpose of personal pastoral care and / or prayer, people should not meet one to one (i.e. alone) with someone of the opposite sex. Similarly, members of the opposite sex should not meet alone in the context of any Hope Church Ipswich activity – where one of the individuals is a vulnerable adult, young person or child. It should also be noted that in other circumstances, where members of the opposite sex are both adults and need to meet on a one to one basis for e.g. discipleship / business meetings, it is good practice to meet in an appropriate place where other people are around; to let them know about the meeting and to have the door open. In exceptional circumstances it may also be helpful for a young person or vulnerable adult to meet alone with a member of the youth team (in the case of a young person), or a leader of the opposite sex. Such meetings should be by consent and be subject to accountability through prior agreement with a senior leader and should also take place in an appropriate place where other people are around. These points will be made clear in all staff and elder job descriptions and in pastoral care, safeguarding, youth, children's workers and prayer team guidelines. All relevant documentation to be cross-referenced with the safeguarding policy, safeguarding terms of reference and other relevant policies and guidelines.

### **Duration**

Generally, where Pastoral Carers are offering biblical counsel, wisdom, input and advice more formally it is suggested that meetings take place no more than once a week for approx. 6 weeks before reviewing the situation with the Pastoral Care Leaders. It is recommended that the time spent together should not usually be much more than one hour.

### **Location**

Noting the requirements under "One to one meetings" above, there are strengths and weaknesses between meeting in a safe, public environment (in the church building for example), and a more informal, home setting. Consideration of these will be given when deciding upon a venue.

# **Appendix I. Hope Church Ipswich (HCI) Safeguarding Team - Terms of reference**

## **Purpose**

- To ensure as far as possible that children, young people and adults at risk are protected from harm and abuse - specifically in situations where HCI has a duty of care and more generally in the context of all church activities.
- To deliver and support the application of the Children & Adults at Risk Protection and Safeguarding Policy (the policy) – linking with pastoral care, first aid and other functions in the church as necessary.
- To promote a safeguarding and vigilant culture across all church activities.

## **Core Team**

Core team will consist of the Designated Safeguarding Officer and deputy plus at least two other leads who can provide support and oversight of the processes. Ideally this should include a good male:female balance. Core team will meet bi-monthly to ensure safeguarding policy and guidelines are adhered, address any concerns and discuss individual safeguarding referrals.

Meetings will be re-arranged unless at least one of the Designated Safeguarding Officer or deputy can be in attendance.

Parents/guardians are assumed to have responsibility for the welfare of children and young people in their care other than when they have clearly passed on that responsibility in the context of a church organised event. This will normally be confirmed through a registration process at the event where a consent form has been signed by the parent/guardian.

## **Safeguarding Team – practice**

- To apply and follow the guidelines in the policy and the Sunday morning running order. To apply and follow the pastoral care guidelines.
- To respond to requests for assistance through the use of communication devices and any other means.
- To maintain vigilance with respect to known individuals and visitors who give cause for concern – arranging a discrete chaperone for such individuals where this is considered necessary.
- To apply the actions required by the policy with respect to ensuring a safe environment, signs of abuse, responding to abuse/disclosures, etc.
- To assist in cases of actual or suspected physical illness – involving first aiders/others qualified in the care of the sick or injured as early as possible and

where appropriate passing responsibility on to them. In practice at this time – at Sunday meetings, the Meeting Coordinator will be the first point of contact and will arrange for access to a First-aider or equivalent, from an approved list kept by the coordinators.

- To promote and ensure as far as possible a safe environment with respect to all HCI activities.
- To ensure as far as possible that people attending church activities recognise that safeguarding is everyone's business and that they know how to access the safeguarding team should they need to do so.

## **APPENDIX J.**

### **Expectations for Under-18 Servers in Hope Kids**

At Hope Kids, the safety and well-being of our children, volunteers, and staff are of the utmost importance. The following expectations apply to anyone under the age of 18 serving in Hope Kids:

- 1. Age Requirement:**
  - Generally, individuals under the age of 17 will not serve on the Hope Kids team.
- 2. Exceptions:**
  - Exceptions may be made for 16-year-olds currently working in a childcare setting (e.g., nursery or apprenticeship). Any such exceptions must be approved by the Safeguarding Core Team.
- 3. Leadership Restrictions:**
  - Individuals under 18 will **not** serve as room leaders.
- 4. Team Composition:**
  - Individuals under 18 will **not** be placed on teams composed solely of new or untrained volunteers.
- 5. Toilet Assistance:**
  - Individuals under 18 are **not** permitted to take children to the toilet.
- 6. Physical Restraint:**
  - Individuals under 18 are **never** permitted to restrain a child.
- 7. Physical Handling and Contact:**
  - Individuals under 18 will **not** be required to pick up or carry children.
  - Any necessary physical contact (e.g., guiding or assisting a child) should be brief, appropriate, and in line with safeguarding guidelines. Under-18 servers should exercise caution and sensitivity in all physical interactions with children.
- 8. Support, Supervision, and Boundaries:**
  - Individuals under 18 will always be paired with an experienced team member who will provide guidance and support throughout the session.
  - They must always operate within the boundaries of their role and **never** be left unsupervised in a room with children. A designated adult or more experienced team member should always be present.
- 9. Communication with Parents:**
  - Under-18 servers will **not** engage in direct communication with parents regarding children's behaviour or concerns. All such matters should be handled by the team leader or designated responsible adult.



**10. Confidentiality:**

- Under-18 servers will be expected to respect confidentiality at all times, particularly regarding any sensitive information about children, families, or the team. They should report any concerns to a designated adult, such as the room leader or safeguarding team.

**11. Behaviour and Conduct:**

- Under-18 servers must maintain a professional and respectful attitude at all times, modelling appropriate behaviour for the children in their care.

**12. Training and Development:**

- Under-18 servers are required to complete any relevant training or safeguarding courses before serving and must stay up-to-date with ongoing training. They must also undergo an enhanced child workforce DBS check.

**13. Emergency Protocols:**

- Under-18 servers must familiarise themselves with and follow emergency procedures, including fire drills, medical emergencies, and how to report incidents to the safeguarding team

**14. Personal Social Media Use:**

- Under-18 servers should not engage with children or parents through personal social media accounts. All communication should go through the official Hope Kids channels.

**Signed (*VOLUNTEER*) :**

Print Name:

Dated:

**Signed (*HOPE REPRESENTATIVE*):**

Print Name:

Dated:

