



## SAFEGUARDING POLICY

Signed .....  
(Pastor)

Date .....

Signed .....  
(Chair of Church Management Team)

Date .....

Accepted by the Members on **17 November 2011**  
Revision Approved by Church Management Team

Date .....

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# INTRODUCTION

## 1. Introduction & General Safeguarding Organisation

This policy is intended to encourage good practice from the employees and volunteers of Surrey Chapel (Norwich) 2005 (known here as “Surrey Chapel”) involved in work or contact with children or vulnerable adults, whether on-site or through outreach.

All these policy guidelines are rooted in Christ’s love with biblical references found in Appendix 1. Surrey Chapel is a Member of the Fellowship of Independent Evangelical Churches (FIEC) and is regulated by the Charity Commission.

Table1:

<b>Safeguarding &amp; Pastoral Teams</b>		Emergency Contact	
Coordinator Anthea Spray		Priority	
<b>PASTORS</b>	Pastor Andy Rees	1	07854 103259
	Pastor Gary Ryan	1	07717 844827
<b>Children</b>	Elder (Children’s Ministry) Reg Morrish	2	07989 589809
	Safeguarding Coordinator Anthea Spray	3	07759 814715
	Church Secretary Gill Blake	4	07837 896224
	Youth and Children’s Work Leader Annie Creed	5	07896 239563
<b>Pastoral/ Vulnerable Adults</b>	Pastor Andy Rees	07854 103259	
	Pastor Gary Ryan	07717 844827	
	Safeguarding Coordinator Anthea Spray	07759 814715	
	Pastoral Care Deacon Heather Jones	07748 834084	
	Pastoral Care Deacon Penny Atkinson	07729 362102	
	CAP Manager John Graver - <b>Debt issues</b>		
<b>*Emergency: THIRTY-ONE:EIGHT, PREVIOUSLY CCPAS, (24hr line) 0303 003 11 11</b> (if no safeguarding team members are available)			
* THIRTY-ONE:EIGHT will give advice for the situation presented but will not take action. The email address to be used for confirmation of advice given is <a href="mailto:safeguarding@surreychapel.org.uk">safeguarding@surreychapel.org.uk</a>			

Safeguarding contacts (see “Allegation or Suspicion of Abuse” for procedure):

Address: 2-6 Botolph Street, Norwich, NR3 1DU  
 Email: [andy@surreychapel.org.uk](mailto:andy@surreychapel.org.uk) (Andy Rees)  
[gary@surreychapel.org.uk](mailto:gary@surreychapel.org.uk) (Gary Ryan)  
[safeguarding@surreychapel.org.uk](mailto:safeguarding@surreychapel.org.uk) (Anthea Spray)

Surrey Chapel General Telephone Number: 01603 619555

## 2. Safeguarding Commitment

- 2.1 The Members, Deacons, Elders, Trustees and Church Management Team (CMT) of Surrey Chapel take seriously their responsibility to protect and safeguard the welfare of children and vulnerable adults entrusted to or who are in Surrey Chapel’s care.
- 2.2 At Surrey Chapel we seek to provide a caring, supportive and Christian environment in which children and vulnerable adults can develop spiritually, mentally, emotionally and physically. We seek to do this in partnership with their parents/carers.
- 2.3 Surrey Chapel wishes to prevent any abuse of children or vulnerable adults and therefore recognises its responsibility to implement this policy. We recognise, however, that abuse can take place, so we are committed to supporting victims of abuse through any appropriate means. Surrey Chapel also commits to the adequate supervision and management of those who pose a risk to children and/or vulnerable adults.

### **3. Scope Definitions and References**

#### 3.1 Policy Scope

- 3.1.1 At Surrey Chapel children's work takes the form of on-site clubs and supervised off-site activities, occasionally shared with other churches.
- 3.1.2 Surrey Chapel is a centre for Christians Against Poverty (CAP) which involves befriending adults in debt, and adult pastoral care may also be provided in case of an identified need for physical or emotional assistance.

#### 3.2 Definitions & References

This policy was drawn up with reference to the ten standards recommended by THIRTY-ONE:EIGHT, previously CCPAS. The policy has also been prepared in consultation with Norfolk County Council (NCC) Children's Services and Community Services: Adult Care.

A copy of the policy and all amendments has been filed with NCC Children's Services Department and THIRTY-ONE:EIGHT, previously CCPAS. For the purpose of this policy:

- 3.2.1 **"Child" means anyone under the age of 18 years.**
- 3.2.2 **"Vulnerable Adult" means a person over 18 who appears to be vulnerable to significant harm or exploitation. See "Safeguarding Vulnerable Adults" - section 12.**
- 3.2.3 **Surrey Chapel is a centre for Christians Against Poverty (CAP), whose clients are treated as vulnerable. A CAP client may also be defined as a "Vulnerable Adult" under this policy.**
- 3.2.4 **"Relevant Statutory Agencies" means the Police, Council Children's Services and/or Community Services: Adult Care (see Appendix 2).**
- 3.2.5 **A "Helper" is an occasional volunteer or employee of Surrey Chapel who is not a Worker but assists with activities for children/vulnerable adults.**
- 3.2.6 **A "Worker" is a volunteer or employee of Surrey Chapel who has completed the recruitment process set out in this Policy; or an adult who has been granted "Worker" status by the Safeguarding Team.**
- 3.2.7 **A "Member" is a person listed on Surrey Chapel's Membership roll.**
- 3.2.8 **A "Leader" is a Member supervising one or more of the official activities listed as overseen by the eldership.**
- 3.2.9 **A "Log Book" is used to monitor safeguarding for a children's activity.**

### **4. Safeguarding Roles and Responsibilities**

#### 4.1 The Safeguarding Team will:

- 4.1.1 Carry out its duty prayerfully and conscientiously rooted in Christ's love;
- 4.1.2 Keep this policy current and relevant;
- 4.1.3 Promulgate these policies through Surrey Chapel training sessions;
- 4.1.4 Keep up-to-date and advise on safeguarding issues;
- 4.1.5 Carry out the recruitment policy;
- 4.1.6 Respond to disclosures, allegations and suspicions of abuse according to The Children Act 2004
- 4.1.7 retain/dispose of confidential personal safeguarding records according to EU General Data Protection Regulation (GDPR) 2018
- 4.1.8 Liaise with THIRTY-ONE:EIGHT, previously CCPAS, and statutory agencies as appropriate;
- 4.1.9 To work with the Pastoral Care Deacon(s) as appropriate.

#### 4.2 The Safeguarding Coordinator is responsible to the Pastor and the CMT for ensuring that the safeguarding duties above are carried out.

#### 4.3 The Pastoral Care Deacon(s) will work with the Safeguarding Team as necessary. The overall role of the Pastoral Care Deacon(s) incorporates these safeguarding policies.

## **SAFEGUARDING POLICIES**

### **5. General Policy**

- 5.1 **THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 1** requires Surrey Chapel to adopt a formal working safeguarding policy.
- 5.2 This policy will be reviewed annually by the CMT and Safeguarding Team. Any agreed changes may be reported for approval at the Surrey Chapel's Annual General Meeting.
- 5.3 Surrey Chapel Members are expected to observe the terms of this policy.
- 5.4 As adults in a position of trust, Workers/Helpers are expected to understand and actively practise the guidance and procedures in this policy. They must always consider whether their actions are warranted, proportionate and safe.
- 5.5 The Safeguarding Team and Pastoral Care Deacon(s) will ensure that their own safeguarding knowledge is current and relevant.
- 5.6 A copy of this policy is available on Surrey Chapel premises to all interested parties. The existence of this policy must be drawn to the attention of Surrey Chapel's membership.
- 5.7 The Safeguarding Team consists of the Pastor, the Assistant Pastor, a Safeguarding Coordinator and a Deputy, at least one of whom is female. Under normal circumstances, at least one of these people will be involved in any safeguarding issue. There may also be administrators to assist with the recruitment process.
- 5.8 Names and contacts for the Safeguarding Team and Pastoral Care Deacon(s) are prominently displayed.
- 5.9 CAP clients have a formal relationship with CAP as represented by the Surrey Chapel CAP Manager.
- 5.10 The numbers of local and national free phone telephone counselling agencies are displayed in prominent positions.

### **6. Policy for Safeguarding Training**

- 6.1 **THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 2** requires Surrey Chapel to provide training.
- 6.2 Workers will attend appropriate training. A significant delay or reluctance in attending training will result in a review of the Worker's involvement with children/vulnerable adults.
- 6.3 Internal safeguarding training provided by the Safeguarding Team will be made available at least once each year. The purpose is to promulgate the guidance in this policy and any new guidance from **THIRTY-ONE:EIGHT**.
- 6.4 Leaders are expected to be sufficiently knowledgeable about the guidance that they can provide on-the-job training appropriate to their team.
- 6.5 Additional **THIRTY-ONE:EIGHT** safeguarding training will be available to Workers with extensive access to children and/or vulnerable adults (and also to those with regular unsupervised access). Appropriate training courses will be decided on an ad-hoc basis by the Safeguarding Team.

## 7. Policies for Safe Working Practice

- 7.1 **THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 5** requires Surrey Chapel to adopt safe working practice. These policies are to be applied to all those who have sole charge of (or are in contact with) children and/or vulnerable adults for Surrey Chapel activities. The principles apply to all forms of communication.
- 7.2 At Surrey Chapel evangelism and pastoral care is practised primarily through face-to-face contact.
- 7.3 Rooted in Scripture
- 7.3.1 Leaders must root themselves in Scripture, attend worship and communion at Surrey Chapel and pray routinely for themselves and those in their care.
- 7.3.2 Workers/Helpers must be willing to meet and pray together for their group.
- 7.4 Respect and consideration
- 7.4.1 All children/vulnerable adults must be treated with dignity and respect.
- 7.4.2 Workers/Helpers must be aware of their duty to support parents/carers.
- 7.5 Responsibility and Confidentiality
- 7.5.1 Surrey Chapel is not responsible for private childcare arrangements.
- 7.5.2 See section 11 for advice on handling issues of Confidentiality.
- 7.6 Principle of Safety in Numbers
- 7.6.1 The Safeguarding Team and overseeing Elder may adjust this principle if a regular and exceptional need is identified. A Log Book record will be made.
- 7.6.2 Necessary one-to-one private contact with children/vulnerable adults should be strictly controlled and minimised, with a clear safeguarding process in place managed by a Leader. Only Workers should be permitted private one-to-one access;
- 7.6.3 Workers should not be alone with a child or vulnerable adult in un-observable areas. One Worker/Helper and one child or vulnerable adult should not normally be alone together in a building. This also applies to off-site meetings;
- 7.6.4 Children or vulnerable adults must not be left in sole charge of a child or vulnerable adult. Children or vulnerable adults attending a group must not be left alone;
- 7.6.5 Individual contact must not be made with children, vulnerable adults or their families except on Surrey Chapel business (including CAP) unless the reason for contact has been firmly established with the parents or carers;
- 7.6.6 Whenever possible at least **two unrelated Workers** (ideally, one male and one female) must be present for activities with children or vulnerable adults.
- 7.6.7 Recommended minimum ratios for children's activities are:
- < 3 yrs. Two Workers: 1 Worker per 3 children (min 2 Workers)
  - 3-11 yrs. Two Workers per group: 1 Worker per 12 children
  - 11+ yrs. Two Workers for the first 20 children, then 1:12 i.e.
    - 3 Workers for 21-32 children;
    - 4 Workers for 33-44 children; etc

- 7.7 Use of Technology and Electronic Communication
- 7.7.1 Leaders need to understand the environment in which children and vulnerable adults operate, including electronic communication;
  - 7.7.2 Electronic communication and Surrey Chapel communication equipment are incorporated into Data Protection as a formal Surrey Chapel activity and are overseen by an Elder in the usual way. The Group Leader will formally discuss proposals with this overseeing Elder;
  - 7.7.3 Electronic communication will normally be used to access or provide information, manage events and coordinate logistics. It will not normally be initiated by Surrey Chapel representatives for any other reason;
  - 7.7.4 Only Leaders will represent the Church through electronic communication with children or vulnerable adults;
  - 7.7.5 Social networking groups used by Surrey Chapel representatives will be closely defined and members will be “by invitation” only;
  - 7.7.6 Online group discussions will be on general topics and will not address issues more suitable for pastoral care. Online discussion groups will be moderated by a Leader. The overseeing Elder will also be aware of the initiative;
  - 7.7.7 Electronic communications on pastoral issues initiated by a child or vulnerable adult will be moved to a face-to-face footing as soon as possible;
  - 7.7.8 Electronic communication is not normally used for pastoral care, but a member of the Pastoral Team will be made aware of any such exchange. No Leader will conduct pastoral care electronically without support from another Leader or Elder; and the child or vulnerable adult will be made aware of such a need as soon as possible. An incident record will be made under these circumstances;
- 7.8 Transport
- 7.8.1 An appropriate form is available in the Log Book which contains all the details required for a trip to be legal and safe.
  - 7.8.2 Transport arrangements for children or vulnerable adults on Surrey Chapel activities will be made with the written consent of a parent/carer and acceptance of responsibility by the Leader of the group.
  - 7.8.3 Whenever possible there will be more than one Worker in the vehicle with an agreed ratio of Workers to passengers as detailed in 7.6.7.
- 7.9 Other uses of Surrey Chapel premises; and Surrey Chapel activities off-site
- 7.9.1 **THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 10** requires Surrey Chapel to provide safeguarding procedures for the use of its premises by other individuals and organisations.
  - 7.9.2 It is the responsibility of the Leader of any activity or outing in this category to satisfy him/herself that Surrey Chapel is insured for activities undertaken and that all reasonable measures are taken to minimise situations in which abuse could occur. If in doubt, advice will be sought from the CMT Chairman.
  - 7.9.3 Approval must be sought from the CMT for Surrey Chapel premises to be used by non-Surrey Chapel individuals and organisations. When the premises are to be used for such activities with children and/or vulnerable adults, a formal agreement will be made before the activity takes place including the following statement: “The user confirms that they are fully aware of the principles contained in this policy and agrees to abide by it.”

## **8. Safe Leadership: Children's Activities**

8.1 **THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 4** requires the appropriate management, supervision and support of all Workers/Helpers. Work is planned in such a way as to minimise situations in which the abuse of children could occur.

**A Leader is required to** (see also section Safe Recruitment – section 9):

8.2 Safeguard children in their care:

8.2.1 Put this Safeguarding Policy into practice, especially the Principles of Safe Working Practice and Good Practice Guidelines.

8.2.2 Ensure that trust never replaces vigilant teamwork by rigorously maintaining the Principles of Safety in Numbers above;

8.2.3 Control adult access to the group activities.

8.2.4 Make it clear to parents/carers before each session that when they arrive in the room at pickup time the child becomes their responsibility.

8.2.5 Encourage teamwork and mutual accountability; including constructively discussing anything which could be misunderstood or misconstrued;

8.2.6 Check with the CMT Chairman that proposed activities are insured.

8.3 Assist the Safeguarding Team:

8.3.1 Undertake the initial assessment of prospective Workers, including a strictly supervised trial for mutual assessment; and ensure that any probation recommendations of the Safeguarding Team are rigorously applied;

8.3.2 Ensure that the Safeguarding Team is aware of active team Workers/Helpers;

8.3.3 Report to a Safeguarding Team member any concerns about actual or potential abusive situations.

8.4 Support their Workers/Helpers:

8.4.1 Ensure roles and responsibilities are clear and that Workers/Helpers are aware of the provisions of this Policy, especially as regards one-to-one access to children/vulnerable adults and activities requiring transport or technology;

8.4.2 Provide resources, practical support, guidance, training and prayer to individuals as required. Encourage attendance at team meetings, safeguarding and any other appropriate training. Join the team in prayer for the work; the team; the children and their families, providing always that the dignity and privacy of any individual is respected;

8.5 Actively use the group's Log Book:

8.5.1 Log records are open for parents/carers to read if requested and relevant to the parent's/carer's child.

8.5.2 Maintain information about the group e.g. names of Workers/Helpers; details of current activities; target age range; and identifying potential safeguarding risks. The Log Book also contains a copy of this Policy.

8.5.3 Use the Session Log to record session details. Where practical a record must be made of who else is present in the building while a children's activity is in progress. The log is signed and dated by two Leaders present and kept as the property of Surrey Chapel for as long as is practical.

8.6 Respond properly to concerns (see also Allegation or Suspicion of Abuse – section 17):

8.6.1 Note on the Session Log form any accidents, safeguarding incidents, pastoral or health and safety concerns. The Accident Book at reception may also be used for reporting accident details.

8.6.2 Ensure confidential details are not included on the front of the Session Log.

## **9. Safe Recruitment**

- 9.1 **THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 3** requires Surrey Chapel to adopt a formal recruitment policy for all Workers/Helpers.
- 9.2 Helpers working with children/vulnerable adults must be supervised at all times.
- 9.3 Workers must normally have an unblemished record to work with children or vulnerable adults. An applicant who has a compromised record or is known to have previous convictions for sexual or violent crime against minors or adults will be subject to a review by statutory agencies.
- 9.4 A prospective Worker is required to:
- 9.4.1 be a member of the congregation at Surrey Chapel or a similar church;
  - 9.4.2 declare any offences, incidents or history which would cause concern to parents/carers of children/vulnerable adults;
  - 9.4.3 declare any prior contact/work with or near children/vulnerable adults;
  - 9.4.4 provide personal details and employment history (especially children's work)
  - 9.4.5 supply 2 references (at least one from outside Surrey Chapel);
  - 9.4.6 read this Safeguarding Policy and formally agree to abide by it;
  - 9.4.7 know what the job entails and be prepared to commit the necessary time;
  - 9.4.8 undergo vetting/id checks, and/or provide a current disclosure certificate;
  - 9.4.9 be assessed by at least one Leader from the proposed group;
  - 9.4.10 be interviewed at least once by a member of the Safeguarding Team;
  - 9.4.11 attend safeguarding and other relevant training;
  - 9.4.12 Complete a strictly supervised trial and a probationary period of 6+ months.
- 9.5 In order to appoint a prospective Worker, the Safeguarding Team will:
- 9.5.1 respond as soon as possible to a Leader's request to appoint a new Worker;
  - 9.5.2 ensure that the Worker has adequately satisfied all the above requirements;
  - 9.5.3 take up references and be particularly vigilant if:
    - a Worker is acquiring more extensive responsibilities;
    - a Worker is not previously known to Surrey Chapel
  - 9.5.4 be aware that what constitutes an offence/abuse in the UK may differ from that in the country of the home church and consider assigning an experienced Worker to the new appointee and/or extend the probationary period;
  - 9.5.5 abide by the current guidance from THIRTY-ONE:EIGHT and statutory agencies for recruitment, vetting and barring;
  - 9.5.6 arrange a feedback session at the end of the probationary period and notify the leader and applicant of the final outcome, including any actions proposed;
  - 9.5.7 follow the procedure for an allegation or suspicion of abuse, if necessary.

## 10. Policy for Pastoral Care

### Allegation and Disclosure:

- 10.1 **THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 8** requires Surrey Chapel to ensure that pastoral care and support is available to all those affected by abuse.
- 10.2 Provision of pastoral care following notification of a safeguarding case will be assessed by the Safeguarding Team and Pastoral Care Deacon(s) together with the statutory agencies, taking into consideration all those who are likely to be affected.
- 10.3 Surrey Chapel will ensure that ongoing pastoral care is available (whether provided in-house or by referral) for all those affected by abuse.
- 10.4 The Pastoral Team will be able to identify CAP clients. Pastoral support is provided to CAP clients by Surrey Chapel Members acting as befrienders under the direction of the CAP Manager.
- 10.5 Surrey Chapel recognises that handling a disclosure can be a difficult and trying experience and anyone who has to do so is required to seek the prayerful support of a Pastoral Care Deacon or an Elder.

### Managing Suspected Threats:

- 10.6 **THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 9** requires Surrey Chapel to supervise and manage those posing a risk.
- 10.7 Where someone attending Surrey Chapel has been convicted of child abuse or is otherwise known or suspected to pose a risk to children or vulnerable adults, then the Safeguarding Team will usually approach THIRTY-ONE:EIGHT for advice.
- 10.8 Subject to THIRTY-ONE:EIGHT advice, a Safeguarding Team member may approach statutory agencies to identify the level of risk posed:
  - 10.8.1 Is the person subject to a multi-agency protection programme? (Children's Services)
  - 10.8.2 Is the person on the child protection register? ("Sarah's Law" - Police)
  - 10.8.3 Does the person have a social worker? (Community Services: Adult Care)
  - 10.8.4 Is the person a CAP client? The CAP Manager will direct concerns to appropriate agencies.
- 10.9 A written safeguarding contract will normally be drafted by the Pastor (assisted by the Safeguarding Team and Pastoral Care Deacon(s)) to describe the scope of the pastoral care Surrey Chapel will offer as well as the restrictions that would be applied.
- 10.10 Where appropriate, the contract will be drawn up in conjunction with the relevant statutory agencies and an ongoing dialogue will be encouraged.
- 10.11 An accountability team will be identified to ensure that the contract is carried out. The team will usually include the Pastor, a Pastoral Care Deacon and a Safeguarding Team member.
- 10.12 The accountability team will be at least the minimum required to satisfy legal requirements. Where necessary for the safety of its members, other Surrey Chapel Members will be informed. Wherever possible, the person's business will be treated as confidential.
- 10.13 Surrey Chapel would, if the situation demanded, prohibit access to Surrey Chapel and also inform other churches and statutory agencies.
- 10.14 When a person posing a threat to children or vulnerable adults moves away from Surrey Chapel, the statutory agencies will be informed as soon as possible.

## GOOD PRACTICE GUIDANCE

### **11. Appropriate Conduct**

**THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 6** requires that Workers/Helpers know how to talk with, listen and relate to children (or vulnerable adults) with whom they come in contact.

#### 11.1 General

11.1.1 Workers/Helpers must always apply the Policies for Safe Working Practice.

11.1.2 Adults in a position of trust must always consider whether their actions are warranted, proportionate and safe and applied equitably. Adults must also be conscious and aware of the impression they give to other adults. Most mistakes can be overcome if a person's actions are rooted in Christian love.

11.1.3 It is this visible culture which will deter those who might wish to exploit and encourage those who might be afraid to trust.

11.1.4 If in doubt seek support from the team, but in an emergency, act.

11.1.5 At Surrey Chapel evangelism and pastoral care is practised primarily through face-to-face contact.

#### 11.2 Personal Style, Attitude and Behaviour Management

Each person's individual style is incorporated into a supportive culture of open and positive Christian care. When talking with children/vulnerable adults Workers/Helpers should pay particular attention to:

11.2.1 Their voice: eg tone, volume, silence

11.2.2 Their physical presence: eg proximity, stance

11.2.3 Their style: eg humour, choice of words, empathy; dress and appearance

When managing difficult behaviour avoid any kind of degrading treatment and parents/carers will be advised of any management strategies used.

#### 11.3 Physical Contact

Touch is a particularly powerful technique which can easily be abused or misconstrued. Workers/Helpers need have no worries if they can justify every contact.

Guidelines that would help include:

11.3.1 Keeping everything public. A hug in the context of a group is very different from a hug behind closed doors. Avoid any physical activity that is, or may be perceived to be, sexually stimulating to the vulnerable adult or the child. Avoid favouritism.

11.3.2 Touching must be related to the child's or vulnerable adult's needs, not yours. Touch must be age- and gender-appropriate and generally initiated by the child or vulnerable adult.

11.3.3 If a child or vulnerable adult needs physical assistance (eg medical attention, toileting or recovering from a fall), be sensible. As a principle:

11.3.3.1 Always ask the child's or vulnerable adult's permission.

11.3.3.2 Remember, even children and vulnerable adults are entitled to privacy and personal dignity.

11.3.3.3 Give help where it is clearly needed!

11.3.3.4 A child or vulnerable adult should only be physically restrained in exceptional circumstances (eg for reasons of safety).

#### 11.4 Non-Face-to-Face Communication

11.4.1 All the principles above apply for any type of contact with children or vulnerable adults;

11.4.2 Leaders must keep language and images appropriate to their Christian role.

## **12. Safeguarding Vulnerable Adults**

### **12.1 Defining Vulnerability**

- 12.1.1 Surrey Chapel's setting is such that it opens its doors to all and encourages inclusive social interaction. Successful social interaction requires vigilance.
- 12.1.2 Surrey Chapel is concerned to ensure that everyone in church enjoys a positive and inspiring experience in which their Christian faith can develop. Surrey Chapel believes that the development of Christian faith helps with difficulties of all sorts: permanent or temporary; large or small.
- 12.1.3 Surrey Chapel includes people who need physical or emotional assistance; and who might benefit from Surrey Chapel's Christian pastoral care.
- 12.1.4 A person who might be in need (i.e. vulnerable) can be referred to the Pastoral Care Deacon(s) for coordinated help. If the person is accompanied by a carer, then it may be relevant to refer both together.

### **12.2 Recognising a Vulnerable Adult at Surrey Chapel: a vulnerable person may seem:**

- 12.2.1 to be incapable of appropriate social interaction;
- 12.2.2 to need professional help;
- 12.2.3 to be incapable of making an important decision for themselves, (e.g. unable to understand, retain or weigh up the information relevant to a decision; or unable to communicate a decision by speech, gesture or other means)

### **12.3 Referral to the Pastoral Care Deacon(s)**

- 12.3.1 A person who has been identified as potentially "vulnerable" as above will be referred to the Pastoral Care Deacon(s) (or an Elder) who will ensure that the person receives the appropriate attention.
- 12.3.2 A person will normally be presumed to have capacity (lack of wisdom is recognised as different from incapacity). A person will be treated as able to make a decision unless all practical steps to help them to do so have failed;
- 12.3.3 Any decision made on the person's behalf will be taken in their best interests; i.e. to promote wellbeing or prevent deterioration; and where possible:
  - 12.3.3.1 The person's rights and freedom of action will be respected;
  - 12.3.3.2 The person's participation will be encouraged in any decision made on his behalf.
- 12.3.4 The Pastoral Care Deacon(s) will contact a known carer, the CAP befriender or Social Services if appropriate.

## **13. Principle of Confidentiality**

13.1 Workers must distinguish between the different types of information they receive and the implications. If a person (particularly a child or vulnerable adult) confides personal information, then the Worker is in a position of trust.

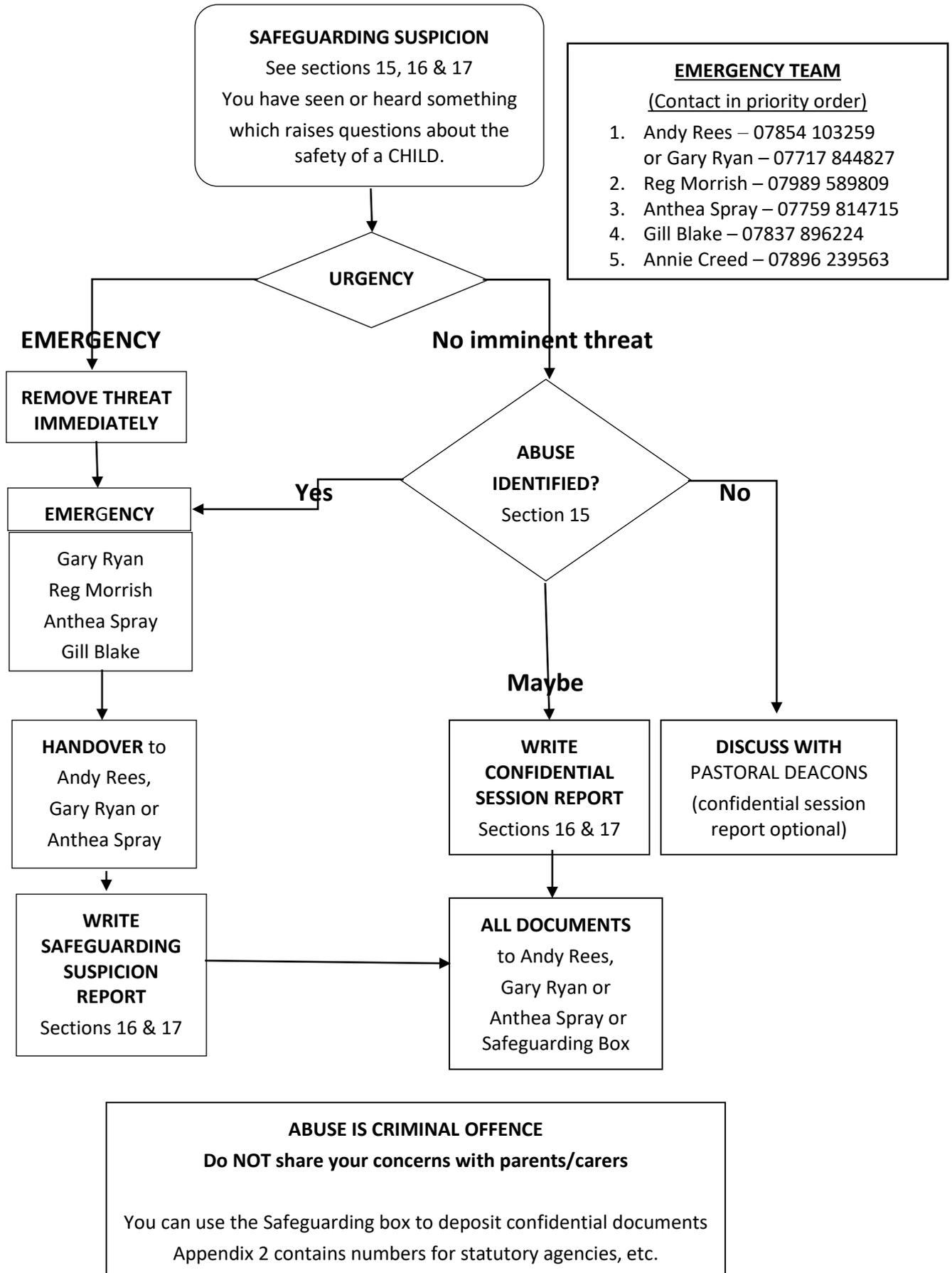
13.2 Personal information must remain private unless the Worker has a suspicion that someone is being abused or may be abused, or otherwise at risk of harm, in which case, confidentiality is inappropriate.

- 13.2.1 Protect the person's personal dignity and privacy;
- 13.2.2 Never promise confidentiality: you will need to seek advice and support;
- 13.2.3 Discourage secrets unless they are for fun (eg a surprise birthday party);
- 13.2.4 Limit discussion of disclosures or allegations to the Safeguarding Team, Police and NCC Social Services (Children's or Adult Care) unless they give you permission;
- 13.2.5 Disclosures, suspicions and allegations are not to be the subject of prayer except in very general terms.

13.3 **Remember not disclosing a suspicion is the same as collusion.**

**RESPONDING TO SUSPECTED ABUSE**

**14. Flowchart: Responding to Suspected Abuse**



## 15. Signs and Symptoms of Abuse

**THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 7** requires Workers to be able to recognise possible signs and symptoms of abuse. Workers should be careful not to jump to conclusions.

### 15.1 Neglect

15.1.1 The failure to take appropriate action can be a form of abuse

### 15.2 Signs of Physical Abuse

15.2.1 Any injuries not consistent with explanation; bruises on a baby; injuries to unexposed parts of the body; cuts/scratches/burns/substance abuse; untreated illnesses or lack of appropriate medical attention

15.2.2 Repeated urinary infections or unexplained tummy pains; eating disorders – anorexia, bulimia; neglect – under nourishment, failure to grow, constant hunger, gorging food, other signs of inadequate care

### 15.3 Signs of Sexual Abuse

15.3.1 Any allegations made by a child concerning sexual abuse; child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play; sexual activity through words, play or drawing; child who is sexually provocative or seductive with adults

25.3.2 Inappropriate bed sharing arrangements at home; severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations; eating disorders - anorexia, bulimia

### 15.4 Emotional Abuse

15.4.1 Emotional abuse stands on its own as well as being part of all other abuse

15.4.2 Results from abusive/condemnatory language; domestic abuse; parents with health issues, psychiatric/addictive conditions; cyber- and text-bullying

Possible signs:

15.4.3 Changes or regression in mood or behaviour, particularly where a child withdraws; becomes unduly anxious; is unusually attention-seeking or persistently tired and unable to concentrate.

15.4.4 Nervousness, frozen watchfulness, obsessions or phobias; inappropriate relationships with peers and/or adults; running away/stealing/lying.

### 15.5 Racial, Cultural and Religious Factors

15.5.1 It is sometimes hard to appreciate that people are not all the same.

15.5.2 Crucial to any assessment is an understanding of the families we work with, and sensitivity to racial, cultural and religious context.

15.5.3 However, differences in child-rearing or social attitudes do not justify abuse.

15.5.4 FGM (Female Genital Mutilation) and Forced Marriage are illegal in this country and must be reported to the police.

### 15.6 Abuse of a Vulnerable Adult

As above, abuse of a vulnerable adult can take the form of physical, domestic violence, psychological, emotional, financial or sexual maltreatment; or neglect of that adult by another person, including organisational abuse, denial of human rights and modern slavery. The abuse may be a single act or repeated over a period of time. It may take one form or a multiple of forms. Abuse can occur in an apparently trusting relationship: for example, a perpetrator may be in a position of influence over the dependent adult.

### 15.7 **Remember: abuse is a criminal offence.**

## 16. Disclosure of Abuse

**THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 7** requires that Workers can respond appropriately to possible abuse. See 'Signs and Symptoms of Abuse' for help to identify an abusive situation. **Abuse is a criminal offence.**

### 16.1 DO

- Listen Try to understand what is being said.
- Accept Show acceptance of what is said (however unlikely the story may sound). A victim of abuse is not to blame for the abuse.
- Affirm Keep calm; accept the feelings shown without projecting your own. Consider that the person may have been threatened or bribed not to tell. Be aware of your own limitations.
- Allow Allow the person to decide not to tell and communicate your willingness to listen in future.
- Be Honest Be honest and look directly at the person. Say what action you will take.
- Pray Ask the person whether it would help to pray together.
- Record As soon as possible, make notes, record times; setting; people present; physical and emotional observations; and what is said by the person and by you.
- Refer On Tell a member of the Safeguarding Team and hand over your records.
- Follow Up Subject to the advice of the Safeguarding Team and/or Pastoral Care Deacon(s) retain a general interest in the person. Pray for the person privately.
- Keep Quiet Remember that a person's dignity and privacy are at stake. Say only what must be said and no more.

Helpful things to say:

"Thank you for telling me." "It's not your fault." "I will help you."

### 16.2 DON'T

- 16.2.1 **Don't promise confidentiality:** you will need advice and support.
- 16.2.2 Don't push for information or ask leading questions.
- 16.2.3 Don't stop someone who is freely recalling events.
- 16.2.4 Don't make comments or judgements eg: 'Why didn't you tell anyone before?', 'I can't believe it! Are you sure this is true?' or 'Why? How? When? Who? Where?'
- 16.2.5 Don't touch the person without permission unless absolutely necessary.

### 16.3 Confidentiality

- 16.3.1 Don't discuss this with anyone other than the Safeguarding Team without permission, especially anyone implicated or accused. Remember this is a serious issue as a crime may have been committed.
- 16.3.2 Don't instigate a return to the conversation with the person concerned.
- 16.3.3 Don't hold onto records yourself.

### 16.4 Finally

- 16.4.1 Consider your own feelings: you may yourself need pastoral support.

## **17. Allegation or Suspicion of Abuse**

- 17.1 **THIRTY-ONE:EIGHT**, previously **CCPAS, Standard 7** requires that Workers can respond appropriately to possible signs of criminal abuse

### Procedure

- 17.2 **The flowchart section: “Responding to Abuse” is also held in the Log Book.**
- 17.3 Table 1 in the Introduction lists the Safeguarding Team members
- 17.4 The relevant statutory agencies are listed in Appendix 2.
- 17.5 If a Surrey Chapel Member suspects criminal abuse, then the matter will be referred to the Safeguarding Team as soon as possible.

### **Emergency Procedure**

- 17.6 In a safeguarding emergency, where criminal abuse appears to be imminent then the priority is to remove the threat.
- 17.7 If possible, the matter will be referred to an Emergency Response member on site (see Table 1). Otherwise the emergency number will be called, and the team will be contacted in rotation until contact is made.
- 17.8 An emergency incident will be recorded on a Safeguarding Suspicion form which can be found in the Log Book with the flowchart.

### Recording a Suspicion

- 17.9 Usually the matter will be out of Surrey Chapel’s immediate control and the concerned Worker can only listen (see “Disclosure of Abuse” – section 16).
- 17.10 Whether or not a member of the Safeguarding Team is on site, the Worker who first suspected the abuse will normally make the appropriate record.
- 17.11 The most convenient place to record a suspicion is on the back of the relevant Session Log, or on a separate piece of paper. The report can be placed in the secure safeguarding box at reception.
- 17.12 All records of the incident must be handed over and confidentiality maintained as directed by the Safeguarding representative(s).
- 17.13 The Worker may be asked to assist the on-going support team where appropriate.

### Actions by the Safeguarding Team

- 17.14 The Safeguarding Team’s top priority is to protect children/vulnerable adults from further harm and if the team believes that the matter is a safeguarding issue according to guidance and statute, then it will be referred to the relevant statutory agencies.
- 17.15 Alternatively, if after taking advice from the statutory agencies, it emerges that there is no clear safeguarding issue the Pastoral Team will take over.
- 17.16 Where others are affected by the case, and subject to guidance from the statutory agencies, the Pastoral Care Deacon(s) will be involved to help draw up a Surrey Chapel support programme, which may also involve other Members.
- 17.17 Although any individual has the right to make a direct referral or seek advice, Surrey Chapel Members are asked to accept that this procedure in God’s hands is more likely to result in a course of action which will be in everyone’s best interests.
- 17.18 This procedure will be adjusted appropriately where the allegation, suspicion or disclosure implicates a Surrey Chapel Member or Worker, or member of the Safeguarding Team. The wider impact will be managed by the Pastoral Care Team.
- 17.19 When an allegation is made by an adult about past abuse (i.e. while they were a minor) it is for the victim to decide whether or not to report the matter. However, if the alleged perpetrator is still involved in working with children/vulnerable adults, then you must refer the matter to the Safeguarding Team.

## Appendix 1: SAFEGUARDING: BIBLICAL CONTEXT

It seems Jesus was probably one of the first to inculcate to his disciples and the crowds that followed him, the concept of service to children and the dire consequences of causing them harm. If we are committed to a Christian response in our dealings with children and vulnerable adults, we cannot afford to ignore the teachings of Jesus, but it started with Isaiah...

Vision of the future:

- Isaiah 11:6 – ‘The wolf will live with the lamb, the leopard will lie down with the goat, the calf and the lion and the yearling together; and the little child will lead them.’

Jesus’ attitude towards children:

- Mark 10:13-16 – ‘Let the little children come to me, and do not hinder them, for the kingdom of God belongs to such as these.’
- Mark 9:37 – ‘Whoever welcomes one of these little children in my name welcomes me.’
- Matthew 18:6 – ‘if anyone causes one of these little ones to sin, it would be better for him to have a large millstone hung round his neck and to be drowned into the depths of the sea.’
- Mark 9:42 - ‘And if anyone causes one of these little ones who believe in me to sin, it would be better for him to be thrown in the sea with a large millstone around his neck.’

Perfect love:

- 1 Corinthians 13:7 - ‘[Love] always protects, always trusts, always hopes, always perseveres.’
- 1 John 4:18 – ‘There is no fear in love. But perfect love drives out fear...’

Watchful care:

- Proverbs 13:8 - ‘Speak up for those who cannot speak for themselves.’ (New name for CCPAS)
- James 5:20 - ‘Remember this: Whoever turns a sinner from the error of his way will save him from death and cover a multitude of sins.’
- Acts 20: 28-31 – ‘Keep watch over yourselves and all the flock of which the Holy Spirit has made you overseers’ ... ‘Even from your own number, men will arise and distort the truth in order to draw away disciples after them. So be on your guard!’

Duty:

- Romans 13:1 – ‘Everyone must submit himself to the Governing Authorities, for there is no authority except that which God has established.’

## Appendix 2: Useful numbers and contacts

### If a person is in imminent danger call 999

#### **Statutory Agencies**

##### **Social Services Norfolk**

*24hr Emergency Duty Team:* 0344 800 8020

For Children's Services or Community Services: Adult Care and Norfolk Safeguarding Adults Board

##### **Police (Child Abuse Investigation Unit)**

0845 456 4567 ask for Control Room

[www.norfolk.police.uk](http://www.norfolk.police.uk)

[www.ceop.gov.uk](http://www.ceop.gov.uk) for concerns about grooming or sexual abuse of young people online

FGM helpline – 0800 028 3550

Forced Marriage Unit – 020 7000 0151

##### **THIRTY-ONE:EIGHT, previously CCPAS,**

[www.thirtyoneeight.co.uk](http://www.thirtyoneeight.co.uk)

PO Box 133, Swanley, Kent, BR8 7UQ

*24hr Incident Helpline:* 0303 003 11 11

Advice and Support about policy formulation and help in dealing with specific cases.

THIRTY-ONE:EIGHT confirmation of advice should be sent to [safeguarding@surreychapel.org.uk](mailto:safeguarding@surreychapel.org.uk)

#### **Other Agencies**

##### **NSPCC**

[www.nspcc.org.uk](http://www.nspcc.org.uk)

42 Curtain Road, London, EC2A 3NH

*24hr Child Protection Helpline:* 0808 800 5000

Helpline for publicity information and leaflets and advice to anyone about child abuse issues.

##### **Childline**

[www.childline.org.uk](http://www.childline.org.uk)

Freepost 1111, London N1 0BR

Counselling Centre: 0207 650 3200

*24hr Helpline for children:* 0800 1111

National free helpline for children in trouble or worried.

##### **Kidscape**

[www.kidscape.org.uk](http://www.kidscape.org.uk)

2 Grosvener Gardens, London, SW1W 0DH

Tel: 0207 730 3300

National charity teaching children how to keep safe.

They publish a lot of useful information on protecting children from abuse and bullying as well as details of useful agencies and helplines.