



harbour  
church

**Harbour Church Safeguarding Policy**

**March 2022**

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## **Details of the place of worship**

Name of Place of Worship: Harbour Church

Address: Canterbury Road, Folkestone, Kent, CT195NR

Tel No: 01303 211732

Email address: info@harbourchurch.co.uk

Senior Leader: Gareth Webber

Senior Leader Contact: 01303 211732 / gareth@harbourchurch.co.uk

Safeguarding Coordinator: Rebecca Dean

Safeguarding Coordinator contact: 07715504337  
safeguarding@harbourchurch.co.uk

Membership of Denomination: Assemblies of God

AOG Safeguarding Officer: David Pearson

Contact Details for AOG Safeguarding Officer: 01777 817663 david.pearson@aog.org.uk

Charity Number: 1401311

Insurance Company: Congregational – Public Liability and Employers Liability

### **Introduction:**

Harbour Church is an Assemblies of God Pentecostal Church. We are a local church serving our local community in East Folkestone. We are a family Church reaching out to the community to preach the Good news of Jesus.

At Harbour Church our activities include:

- Sunday services
- Sunday morning creche and kids activities
- Toddler group
- Home Education Hub
- Kids outreach club (Urban Saints Group\* See Appendix 8 for policy)
- Youth group (Urban Saints Group \* See Appendix 8 for policy)
- Holiday clubs (Urban Saints Group \* See Appendix 8 for policy)

- Weekly Coffee morning
- One off events (Family Fun Day / Fireworks events)

## **Our commitment**

As a Leadership we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect.

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

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

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

The policy and any attached practice guidelines are based on the ten **Safe and Secure** safeguarding standards published by thirtyone:eight.

The Leadership undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training for all its workers and will regularly review the operational guidelines attached.
- ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and adults with care and support needs.
- the Leadership agrees not to allow the document to be copied by other organisations.

Other Harbour Church policies that run alongside this one are:

- Urban Saints policy
- Health and Safety
- Food Hygiene
- Data Protection
- Complaints Policy

- Whistleblowing Policy

Other policies in the process to be updated and added to by September 2022.

## **Understanding abuse and neglect**

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

In order to safeguard those in our places of worship and organisations we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19:

*1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*

*2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

Also, for adults the UN Universal Declaration of Human Rights with particular reference to Article 5:

*No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

**See Appendix 2 for detailed definitions of abuse.**

**See Appendix 3 for signs and indicators of both children and adults.**

**See Appendix 4 for how to respond to a disclosure of abuse.**

## **Safer recruitment**

The Leadership will ensure all workers (voluntary or paid) will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment.

This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form and a self-declaration form
- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A disclosure and barring check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

**\*For volunteers working with children and young people we follow the Urban Saints recruitment process, job descriptions, application forms and DBS checks.**

**For volunteers working with adults we follow the Harbour Church Safer recruitment policy.**

## **Safeguarding training**

The Leadership is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis.

Our training for those working with children and young people activities, and with adults at risk is provided through Urban Saints and Harbour Church. Volunteers and employees to complete online training every 3 years.

The Leadership will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern.

## **Management of Workers – Codes of Conduct**

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

**See Appendix 5 for a copy of this code of conduct.**

## **Practice Guidelines**

As a place of worship working with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

As well as a general code of conduct for workers we also have specific good practice guidelines for every type of activity that we run.

For our weekly kids club and youth group consent forms are obtained and completed, being updated every September. These forms are obtained from Urban Saints.

**See Appendix 6 for good practice guidelines for different activities.**

## **Working in Partnership**

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regard to our expectations of those with whom we work in partnership, whether in the UK or not. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding. It is also our expectation that any organisation using our premises, as part of the letting agreement will have their own policy that meets thirtyone:eight's safeguarding standards.

Where needed, we will request a copy of their policy upon agreement of using our premises.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

## Responding to allegations of abuse

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

In the event of a disclosure from a child, young person or adult the worker should make a report of the concern in the following way:

- Note down any information - try to keep it to details only – include date and time and who, if anyone else witnessed what was being disclosed. Try to record details of what was said as accurately as possible.
  - Contact Safeguarding team immediately either in person, if they are around or by phone, text or email.
  - Keep hold of any notes and pass them on to the safeguarding Lead, or Deputy if Lead is unavailable as soon as possible.
  - It is vital concerns are passed on quickly and not held on to until the next time you see the safeguarding team
- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

**Name:** Rebecca Dean

**Tel:** 07715504337

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

The above is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

- In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to:

**Name:** Gareth Webber (interim)

**Tel:** 07946476843

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

If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to:

**thirtyone:eight** PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111.

Alternatively contact Social Services or the police.

**Name of local authority: Kent County Council**

**Children's Social Services**

**Tel:** 03000 41 11 11

**Out of hours Tel:** 03000 41 91 91

**Email:** [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)

**Adult Social Services**

**Tel:** 03000 41 61 61

**Out of hours Tel:** 03000 41 91 91

**Email:** [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)

**Police Protection Team Tel:** 01622 690690

- The Safeguarding Co-ordinator should contact the appropriate agency or they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives.
  
  - The Safeguarding Co-ordinator may need to inform others depending on the circumstances and/or nature of the concern
    - Chair or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.
    - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.
- Local Authority Designated Officer (LADO)**  
**Tel:**03000 41 08 88  
**Email:** [kentchildrenslado@kent.gov.uk](mailto:kentchildrenslado@kent.gov.uk)

- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.
  
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from thirtyone:eight.
  
- The Leadership will support the Safeguarding Co-ordinator/Deputy in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
  
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from thirtyone:eight / Urban Saints although the Leadership hope that members of Harbour Church will use this procedure. If, however, the

individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate, all paper copies of information relating to any allegation or suspicion should be kept in locked storage in the church and all emails kept on safeguarding email account – only safeguarding lead and deputy to have access to these. These should be kept indefinitely.

### **Detailed procedures where there is a concern about a child:**

#### **Allegations of physical injury, neglect or emotional abuse.**

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact Children's Social Services (or thirtyone:eight / Urban Saints) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.
- Seek and follow advice given by thirtyone:eight /Urban Saints (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

#### **Allegations of sexual abuse**

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by thirtyone:eight / Urban Saints if for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

**Detailed procedures where there is a concern that an adult is in need of protection:**

**Suspicious or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.**

If there is concern about any of the above, Safeguarding Co-ordinator/Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight/Urban Saints can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, Safeguarding Co-ordinator will:

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

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

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

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

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

The safeguarding co-ordinator will:

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

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

## **Pastoral Care**

### **Supporting those affected by abuse**

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the place of worship.

### **Working with offenders and those who may pose a risk**

When someone attending Harbour Church is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep. These boundaries will be set out in the form of a contract and will be based on an appropriate risk assessment and through consultation with appropriate parties. A team of people may need to be informed to hold the person accountable to keeping to the agreed contract and to review it at set intervals.

### **Further support and advice can be sought from the organisations below**

#### **Child and Adolescent Mental health Service (CAMHS)**

concerned about your mental health.

Tel: 0300 555 1200

**24/7 mental health direct** 0800 995 1000

**NSPCC** – 0808 800 5000

**Childline** – 0800 1111

**HomeStart Shepway** – 01303 244836

shepwayoffice@gmail.com

**Rainbow centre** - 01303 850733

enquiries@rainbow-centre.org

### **Adoption of the policy**

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

Signed by:

Position:

Signed by:

Position

Date:

A copy of this policy is also lodged with:

# APPENDIX 1 - Harbour Church Safeguarding Statement (To be displayed in the Church building.)

Name of Place of worship: HARBOUR CHURCH

The following statement was agreed by the leadership on.....

- This place of worship is committed to the safeguarding of children and adults with care and support needs and ensuring their well-being.
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of adults at risk of harm and abuse and to report any such abuse that we discover or suspect.
- We recognise that the personal dignity and rights of adults and will ensure all our policies and procedures will reflect this.
- We believe all adults should enjoy and have access to every aspect of the life of the place of worship.
- We undertake to exercise proper care in the appointment and selection of those who will work with children and adults with care and support needs.
- We believe every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are experiencing significant harm.

## **We are committed to:**

- Following statutory denominational and specialist guidelines in relation to safeguarding children and adults and will ensure that as a place of worship/organisation all workers will work within the agreed procedure of our safeguarding policy.
- Implementing the requirements of the Disability Discrimination Acts 1995 and 2005, Equality Act 2010 and all other relevant legislation.
- Supporting, resourcing and training those who undertake this work.
- Ensuring that we are keeping up to date with national and local developments relating to safeguarding.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this place of worship.
- Supporting all in the place of worship affected by abuse.

## **We recognise:**

- Children's Social Services has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.

## **We will review this statement and our policy annually.**

If you have any concerns for a child or adult, then speak to one of the following who have been approved as safeguarding co-ordinators for this place of worship/organisation.

\_\_\_\_\_ Rebecca Dean \_\_\_\_\_ Safeguarding Co-Ordinator

\_\_\_\_\_ Gareth Webber (interim) \_\_\_\_\_ Deputy Safeguarding Co-Ordinator

A copy of this place of worship's policy can be found and read in the Church's office.

Signed by leadership:

Signed \_\_\_\_\_  
\_\_\_\_\_

Date \_\_\_\_\_

## APPENDIX 2 – Definitions of Abuse (Children)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children. Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

### England

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

#### What is abuse and neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

**Physical abuse** may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

**Emotional abuse** is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

**Sexual abuse** involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including

assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Neglect** is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

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

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

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

## Definitions of Abuse - Adults

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

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

The Safeguarding duties apply to an adult who;

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

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

**Link:** The Care Act 2014

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

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

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

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

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

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

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

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

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

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

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

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

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

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

## APPENDIX 3 – Signs of Abuse (Children)

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

### Physical

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation\*
- Cuts/scratches/substance abuse\*

### Sexual

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing  
Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia\*

### Emotional

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

### Neglect

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

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

## **Signs of Abuse (Adults)**

### **Physical abuse**

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

### **Domestic violence**

Unexplained injuries or 'excuses' for marks or scars  
Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and Female Genital Mutilation.  
Age range extended to 16 yrs

### **Sexual abuse**

Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse  
Unexplained change in behaviour or sexually explicit behaviour  
Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting  
Infections or sexually transmitted diseases  
Full or partial disclosures or hints of sexual abuse:  
Self-harming  
Emotional distress  
Mood changes  
Disturbed sleep patterns  
Psychological abuse  
Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful  
Intimidated or subdued in the presence of a carer  
Fearful, flinching or frightened of making choices or expressing wishes  
Unexplained paranoia  
Changes in mood, attitude and behaviour, excessive fear or anxiety  
Changes in sleep pattern or persistent tiredness  
Loss of appetite  
Helplessness or passivity  
Confusion or disorientation  
Implausible stories and attention seeking behaviour  
Low self-esteem

### **Financial or material abuse**

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

### **Modern slavery**

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

### **Discriminatory abuse**

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

### **Institutional Abuse**

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

### **Neglect and acts of omission**

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

### **Self-neglect**

Hoarding inside or outside a property  
Neglecting personal hygiene or medical needs  
Person looking unkempt or dirty and has poor personal hygiene  
Person is malnourished, has sudden or continuous weight loss and is dehydrated – constant hunger, stealing or gorging on food  
Person is dressed inappropriately for the weather conditions  
Dirt, urine or faecal smells in a person's environment  
Home environment does not meet basic needs (for example not heating or lighting)  
Depression

## APPENDIX 4 – How to respond

When a child, young person or adult with care and support needs discloses abuse to a worker, the worker should respond as follows:

- Listen carefully if someone is telling you about abuse, whether physical, sexual, emotional or neglect.
- Do not question—it could prevent the person from saying more or you might put things in their mind that were not already there.
- Show acceptance of what you are told—even if it seems unlikely or too awful to be true.
- Reassure the person that they have done the right thing in telling you and you are taking the information seriously.
- Do not promise to keep the matter secret but explain that you may have to share what they say with others on a ‘need to know’ basis only. It will be the named people in your Safeguarding Policy.
- Explain what you intend to do and don’t delay in taking action.
- Ensure the immediate safety of the individual.
- Write notes stating what the person said, what you said in response, and an explanation of how the conversation took place. Include the date and time and add your signature. Ensure you use the Cause for Concern (Safeguarding) Form to record your concerns.
- Consider medical intervention if required.
- Keep any handwritten notes, even if typed up, as they could be used as material evidence in court.
- If the concern is about what has been observed, for example bruises, marks, suspicions of neglect or sexually explicit/abusive behaviour, then it is important to write a full account of what was seen.
  - o The size, shape, colour, position on the body of any bruises or marks— consider taking a picture unless doing so would be inappropriate.
  - o The person’s appearance, e.g. ragged or dirty clothing, smell, emaciated body, pain or difficulty in moving.
  - o A description of any sexually explicit or abusive behaviour.
  - o The date and time of your report and add your signature.

## **APPENDIX 5 – Code of Conduct**

### **Harbour Church behaviour code for working with children, young people and adults at risk of harm**

#### **Purpose**

This behaviour code outlines the conduct expected of all workers (staff and volunteers).

The code of conduct aims to help protect adults at risk of harm, children and young people from abuse and inappropriate behaviour from those in positions of trust, and to reduce the risk of unfounded allegations of abuse being made.

#### **The role of workers (staff and volunteers)**

When working with children and young people or adults at risk of harm, you are acting in a position of trust for Harbour Church. You will be seen as a role model and must act appropriately.

#### **Good practice**

- Treat everyone with dignity, respect and fairness, and have proper regard for individuals' interests, rights, safety and welfare
- Work in a responsible, transparent and accountable way
- Be prepared to challenge unacceptable behaviour or to be challenged
- Listen carefully to those you are supporting
- Avoid any behaviour that could be perceived as bullying, emotional abuse, harassment, physical abuse, spiritual abuse or sexual abuse (including inappropriate physical contact such as rough play and inappropriate language or gestures)
- Seek advice from someone with greater experience when necessary
- Work in an open environment – avoid private or unobserved situations
- Follow policies, procedures and guidelines and report all disclosures, concerns, allegations, and suspicions to the safeguarding co-ordinator
- Don't make inappropriate promises particularly in relation to confidentiality
- Do explain to the individual what you intend to do and don't delay taking action

#### **Unacceptable behaviour**

- Not reporting concerns or delaying reporting concerns
- Taking unnecessary risks
- Any behaviour that is or may be perceived as threatening or abusive in any way
- Passing on your personal and/or social media contact details and any contact that breaches [name of group/organisation] social media policy (??)
- Developing inappropriate relationships
- Smoking and consuming alcohol or illegal substances
- Favouritism/exclusion – all people should be equally supported and encouraged

#### **Breaching the Code of Conduct**

If you have behaved inappropriately you will be subject to disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave Harbour Church. We may also make a referral to statutory agencies such as the police and/or the local authority children's or adult's social care departments or DBS. If you become

aware of a breach of this code, you should escalate your concerns to the safeguarding coordinator/ Senior Pastor.

**Declaration**

I agree to abide by the expectations outlined in this document and confirm that I have read the relevant policies that assist my work with vulnerable groups.

Name:

Signature:

Date:

## APPENDIX 6 – Good Practice Guidelines

### Harbour Church Good Practice Guidelines.

#### General good practice for all kids activities:

Everyone is treated with respect and dignity in attitude, language and actions. (See Code of Conduct)

All volunteers to have gone through the safer recruitment process.

Any additional help needed when pulled in for a one off kids activity to be agreed by leader running the group and to be given clear direction on conduct.

Young people who are to help and volunteer to be aged 13 and in the school year 9 for kids club and Sunday kids

Young people can help and volunteer with creche when aged 12 and in school year 8.

Young helpers to complete a form as a young helper for whichever group they are involved in.

Parental consent for any photos of children.

Any photos on mobile photos to be deleted after use.

Where possible volunteers to avoid being on their own with a child, if unavoidable in such cases of an emergency or in a case of reasonable explanation then ensure DBS adult is with the child. Ensure time alone is as short as possible and another DBS adult or parents are sought to aid the situation.

#### Sunday Morning activities:

##### Creche:

- Ratio to have a minimum of 2 DBS Adults and 1 under 18 young helper. (recommended ratios are 1-2 years ratio 1adult to 3 children, 2-3 years ratio 1 adult to 4 children, 3-4 years 1 adult to 8 children)
- Children under 1 to have a parent or carer stay with them when accessing the creche area
- Area to be barriered off to prevent children accessing the doors and walkway to the toilets.
- Parents will Drop off and pick up children from the creche area
- Register of children to be taken and to contain information regarding allergies
- With regards to personal care of toileting – volunteers to ask parents/carers of procedure required. This will be either to call upon the parent/carers to take the child or permission for DBS adult to take the children to the toilet. If a child is in nappies and needs a change parents or carers will be asked to come and change the nappy.
- If a child is distressed and unable to be comforted then someone from the team will bring the parents or carers to the creche area.
- Under 18s not to be left on their own with the children.
- Parents or Grandparents who stay with their children are not responsible for the care of other children and should not be asked to take on responsibility for other children.

##### Sunday Kids:

- Ratio is to have a minimum of 2 DBS Adults
- In the case of needing extra help, call on other members of the Sunday team to step in.

- All children are to be together in one hall, if splitting up and using the prayer room then ensure extra helpers are brought in so that each room has 2 DBS Adults.
- Children to walk up to the hall with leaders and to return to the main church with a leader.
- Children are not to stay in the downstairs hall but must return to main hall to parents.
- Children not to stay and help leaders pack up unless in agreement with the parents.

#### Harbour Kids Wednesday club:

- Ratio is to have a minimum of 3 DBS Adults for up to 50 children. Over 50 extra adults needed.
- Where parents wish to stay for the first time then allow this and work together with parents in settling the children, parents are permitted to observe and settle their children but not to help and take part in the activities and not to be left on their own with any children. Encourage parents to work towards leaving their children in subsequent sessions.
- If due to physical disabilities or other needs parents need to stay then further discussion with the leader of the group to work out how this can work best.
- Leaders to use the disabled toilet

#### Harbour tots:

- If a child is crying or clearly distressed and parents do not appear to be in the room volunteers to find the child's parent.
- If a child is in an area they shouldn't be, take the child's hand and lead back into the main hall and to parent
- For safety of children the coded door to remain shut and locked

#### Home Education Hub:

- Attendance at the Home Ed Hub is families and so children and young people are to attend with their parents.
- In the case of a child / young person turning up on their own, contact the parents and ask for them to attend.
- If a child / young person turns up with another family this is a personal agreement between families and Volunteers are not responsible.
- .

#### Coffee Morning:

Everyone is treated with respect and dignity in attitude, language and actions.

All volunteers to have gone through the safer recruitment process.

Minimum of 2 volunteers needed for the activity to run.

Leaders and volunteers to ensure they are not on their own in a private place with anyone they do not know well or who is a vulnerable adult or child. This will usually only happen if they go out of the main hall. If unavoidable they should come back into the main hall/find another volunteer as soon as possible.

Door to remain locked on the combi-lock at least till 2 leaders present and preferably nearer the opening time at 10am. To be locked again soon after 12pm.

Volunteers to be aware of the varied needs of the people visiting the Coffee Morning and that they are there to welcome people in, listen and potentially sign post them to useful services.

Volunteers are not there to personally provide lifts, finances or counselling.

Volunteers to be aware of vulnerable adults and to avoid giving personal details such as addresses and phone numbers.

### Youth group:

Everyone is treated with respect and dignity in attitude, language and actions.

All volunteers to have gone through the safer recruitment process.

Any additional help needed when pulled in for a one-off activity to be agreed by leader running the group and to be given clear direction on conduct.

Minimum of two DBS checked leaders for the group with a ratio of 1 leader for every 10 young people.

All leaders/helpers to be over 18.

All photos taken on leaders' phones, will be uploaded to youth's private Facebook group or Instagram page and then deleted from the device they were taken on.

Consent must be given by parents and carers for photos to be taken and used in this way, any young person without consent will not be included in any photos.

Leaders and volunteers should not use the same toilets as the youth and instead the disabled separate toilet is designated for leaders and volunteers.

If member of the youth have been in the toilets for an unexpected amount of time then leaders would go and check on them.

Leaders or volunteers will not add youth on any social media platforms or share mobile numbers. Leaders communicate via Facebook messenger app chat which all the team are part of as well as most the parents and youth.

Where possible volunteers to avoid being on their own with a young person, if unavoidable in such cases of an emergency or in a case of reasonable explanation then ensure DBS adult is with the young person. Ensure time alone is as short as possible and another DBS adult or parents is sought to aid the situation.

Lifts by leaders are allowed if the parents have requested it. Wherever possible we aim to have 2 leaders in the car. If ever leaders is asked to take home a member of the youth and 2 leaders are not available to be in the car then parents are made fully aware of this and must verbally consent that they are ok with this arrangement.