



SAFEGUARDING POLICY AND PROCEDURES

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Part A: Policy

Adapted from safeguarding policies and practice of Boreham Parish Council and the Church of England.

1. Introduction

This document sets out the One Boreham policy on safeguarding and provides supporting procedures, information and guidance for One Boreham officers and members (Members).

Abuse can occur within many situations for vulnerable adults, children and young people, including the home, school, the sporting and leisure environment. People who work with vulnerable adults, children and young people in any capacity have a role to play in protecting them from harm and safeguarding their welfare as well as preventing their abuse.

2. Policy Statement

One Boreham has a duty of care to ensure the protection of its clients and especially the vulnerable in the Boreham community who request its assistance.

One Boreham will:

- Appoint an appropriately experienced named Safeguarding Officer (SO);
- Ensure all those responsible for working with children, young people and vulnerable adults on behalf of One Boreham are safely recruited;
- Ensure all Members are aware of the safeguarding policy and are trained appropriately for their roles;
- *[Provide appropriate insurance to cover for all activities undertaken in the name of One Boreham which involve children, young people and adults. Note: This provision is not currently in place.]*
- Include information about how and when to contact the SO and how to get help with child and adult safeguarding issues;
- Have a procedure in place to deal promptly with safeguarding allegations or suspicions of abuse. Report all safeguarding concerns or allegations to the SO;
- Ensure that any person known to pose a risk to children and/or vulnerable adults is excluded from becoming a Member of One Boreham;
- Comply with all data protection legislation especially in regard to using (e.g. storing) information about any Members and any safeguarding records;
- Ensure an 'activity risk assessment' is completed and reviewed regularly for each activity which is associated with either children or vulnerable adults;
- Ensure the SO regularly reports on safeguarding. Safeguarding will be a standing agenda item at each One Boreham Committee meeting;
- Ensure the SO will provide an annual report in relation to safeguarding at the Annual General meeting of One Boreham to include a statement reporting on progress and a statement as to whether or not One Boreham has complied with its Safeguarding Policy.

In order to achieve this, One Boreham will:-

- Make sure our Members are carefully selected trained and supervised.
- Give vulnerable adults, parents, children, young people and volunteers clear information about what we do and what they can expect from us.
- Let vulnerable adults, parents, children, young people and volunteers know how to voice any concerns they may have.
- Ensure any complaints relating to safeguarding issues are dealt with swiftly, following the One Boreham complaints handling policy.

3. Mobile phones

Wherever possible, volunteers will use the One Boreham mobile phone for voluntary activities. This allows for the phone to be switched off outside working hours, and for usage to be accountable. This means that the One Boreham phone number is the only number that clients are given, and the volunteer's personal number can remain private.

Any texts or conversations that raise concerns should be saved and passed on to the SO.

Part B: Procedures

Section 1 Recruitment and Selection

One Boreham will take all reasonable steps to prevent unsuitable people working with its clients as set out in its Recruitment Procedures. These procedures must be deployed consistently for all Members.

1.1 Recruitment procedure

One Boreham will protect children and adults from harm by ensuring the careful recruitment of our Members who work with them.

- Role description: There will be a clear role outline, setting out what voluntary tasks and responsibilities the applicant will undertake, including the level of DBS check required.
- Advertise: Volunteer roles will be advertised within parish and parish council notices.
- Registration form: All applicants for volunteer roles will be asked to complete a registration form, requiring two references. One Boreham will always take up and check two references. Refer to Appendix 3 for the form to be used when taking references).

1.2 Safer recruitment support

One Boreham will provide, where required, applications for a DBS check, via a commissioned DBS provider.

Independent of One Boreham, a representative of Boreham Parish Council, a representative of the Boreham Primary School and a representative of St Andrew's Church Boreham (to be replaced by requirements of CAVGC at such time as One Boreham affiliates with that organisation) will oversee the implementation of policy, training and the effectiveness and quality of safeguarding arrangements.

1.3 Applications from volunteers

At least two individuals must be responsible for volunteer recruitment. All those involved in recruitment must be capable and competent, trained in safer recruitment and able to keep personal matters confidential. The following recruitment process will be used:

Shortlist: Review any interest from volunteers and assess suitability against requirements.

Interview: Have an informal discussion with pre-planned and clear questions to assess applicants' suitability for the volunteer role. Check identification and the Confidential Declaration Form (CDF).

Offer the role: Decide who to offer the role to. This decision will be made by the selection panel and will be subject to completion of all checks to the satisfaction of the SO. All applicants who have not been DBS checked will be asked to complete a Confidential Declaration Form. No role can commence until satisfactory checks have been completed.

Checks: Once the applicant has been offered the role, subject to satisfactory checks, the applicant will be asked to complete an enhanced Disclosure and Barring Service (DBS) if the role requires it. Any blemished DBS checks or information of concern on the Confidential Declaration Form must be risk assessed by the SO but such issues will usually result in the applicant being rejected. Always check the applicants' two references.

Appoint: Once all checks are satisfactory and support the interview decision, the person can begin volunteering. It is recommended to add an end date to unpaid roles. This can always be extended but helps set expectations for both parties.

Induct, train and support: Induct new volunteers. This should include expectations in relation to behaviour. Ensure supervision/support is in place and arrange for safeguarding training if available.

1.4 Responding to applicants who may present a risk to children/vulnerable adults

When a Member is made aware by any other source of any applicant where a complaint/grievance has been received alleging inappropriate behaviour, which is not criminal or there have been concerns about alleged abusive behaviour to a previous or current partner, he/she will notify the SO.

The SO will undertake a risk assessment involving parties relevant to the case. The highest levels of confidentiality will be maintained unless it is necessary to inform others to protect a child or vulnerable adult. Such an applicant will not be offered a role providing services for One Boreham until such allegations are satisfactorily resolved.

1.5 Safeguarding Training

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Section 2 Recognising and Addressing Abuse

2.1 Quick guide

If you have a concern that a child or adult is, or may be, being abused, or that a Member is or may be abusing a child or adult (see Appendix 1 and Appendix 2 for information on types of abuse) you must take action. The concern may be due to:

- A vulnerable adult, child/young person telling you that something has happened.
- Your witnessing abuse or observing physical or behavioural indications which cause you concern (refer to the physical and behavioural table in Appendix 1).
- Someone else (adult/child or other young person) telling you their safeguarding concerns or makes an allegation.

All Members must be sensitive to any concerns about abuse and act on them in an appropriate way at an early stage. They should also offer appropriate support for those who report concerns. It is important to maintain a calm and professional manner and be aware of the extreme confidentiality of any issues and share them with the appropriate people.

Emergency – immediate: If a child or adult is in immediate danger or requires medical attention, call the police and/or social services immediately on 999

Non-emergency – within 24 hours: Record and report to the SO or Co-Ordinator to agree next steps.

REPORT all information to the SO and select and recommend the appropriate outcome:

- No further action
- Child/adult protection conference
- Criminal prosecution
- Disciplinary procedures
- Risk management
- Share information and follow advice of child/adult social care and/or police. Keep SO updated
- Refer to child/adult social care or police within 24 hours
- Agree who will refer to child/adult social care and/or police
- Still have concerns about a child or adult
- No longer have concerns
- Record and inform SO of no further action/support offer
- Refer to Local Authority Designated Officer and/or police
- Ongoing liaison with statutory agency

NSPCC free phone helpline 0800 800500, available 24 hours a day for guidance (phone this number if you are unsure at any stage about the actions you should take).

2.2 Forms of Abuse

2.2.1 Abuse and Neglect of Children

Refer to Appendix 1 for a description of types of child abuse

2.2.2 Abuse and Neglect of Adults

Refer to Appendix 2 for a description of types of adult abuse

2.2.3 Domestic abuse

Domestic abuse in all its forms is an affront to human dignity. The welfare of the adult victim of domestic abuse is important, but where there are children in the family it must be understood that they too are victims of domestic abuse. Consideration of the child's welfare will always come first. In all circumstances, contact the SO who will help clarify the issues and steps needed, which may involve contacting Children's Social Care.

2.3 Responding to Alleged or Suspected Incidents of Abuse

2.3.1 Listening

If it is a direct disclosure, respond well to the victim/survivor, to ensure they feel listened to and taken seriously. Children and young people who are being abused will only talk to people they trust and with whom they feel safe. By telling someone, they want the abuse to stop and so by listening and taking seriously what they say, you will be helping them.

Explain what will happen next and determine the likely support requirements. The client should be informed that their identity and the identity of the respondent may be shared with the statutory agencies if there is any current risk to children or adults. The concern or allegation should not be shared with anyone other than those who need to know (e.g. the statutory agencies and appropriate officers).

If the concern arises in an activity, discuss it first with the activity leader, who will contact the SO. Any safeguarding concerns must be reported within 24 hours.

Listening to a person or child who claims he or she has been abused:-

- React calmly to avoid causing alarm or fright.
- Tell them they are not to blame and that they were right to tell.
- Take what they say seriously, recognising how difficult it was for them to confide in you.
- Keep questions to a minimum - only to clarify understanding of what has been said.
- Always reassure but do not make promises of confidentiality.
- Make a full record of what has been said, heard and/or seen as soon as possible.

Key points to consider if you receive a report that a child has claimed that they have been or are being abused. The child may need to be spoken to and asked to repeat their claims.

- Listen to the child in an area comfortable for the child.
- Inform the SO of the incident and your intention to report to the appropriate authorities.

NSPCC free phone helpline 0800 800500, available 24 hours a day for guidance (phone this number if you are unsure at any stage about the actions you should take).

2.3.2 Guidelines for responding to a person disclosing abuse

Respond Do:

- Only use open questions (open questions begin with words like: who, what, when, where and how. Open questions cannot be answered with a 'yes' or 'no').
- Take into account the person's age and level of understanding
- Check, if face to face, whether they mind you taking notes while they talk so you can make sure you capture the information accurately. At the end you can check with them that you have understood everything correctly
- Establish only as much information as is needed to be able to tell your activity leader/SO and statutory authorities - what is believed to have happened, when and where
- Check what the person hopes to happen as a result of the disclosure

Respond Do not:

- Make promises that cannot be kept (e.g. that you won't share the information)
- Make assumptions or offer alternative explanations
- Investigate
- Contact the person about whom allegations have been made
- Do a physical or medical examination.

2.3.3 Recording the disclosure

Recording information early and accurately is very important and should be done without delay.

Consider the support needs of all those affected by allegations of abuse throughout. Remember the safety and welfare of any child or adult takes precedence over all other concerns.

Record the details of the concern or allegation. Where it is not appropriate to take notes at the time (usually it will not be), make a written record as soon as possible afterwards or before the end of the day. Record the time, date, location, persons present and how the concern or allegation was received, e.g. by telephone, face-to-face conversation, letter, etc.

The record should include details of information provided to that person as well as the information received. Always sign and date the record. Keep it factual. Pass on a copy to the SO. The records should be kept secure and confidential.

If the concern is about a child or adult:

- Make brief notes at the time, if appropriate, and write them up in detail as soon as possible
- Do not destroy your original notes in case they are required by the SO or statutory authorities
- Record the date, time, place and actual words used, including any swear words or slang
- Record facts and observable things, not your interpretations or assumptions
- Don't speculate or jump to conclusions.

2.3.4 Reporting the disclosure

If there is immediate danger to a child or adult contact the police. Otherwise report to the SO immediately. The SO will advise regarding reporting to statutory agencies within 24 hours. If there is any doubt seek advice from Children's/Adult's Social Care or the police.

Information to be contained within a report for Social Services or the Police:

- The nature of the allegation.
- A description or name of child and alleged abuser's name
- A description of any visible bruising or other injuries.

- The child's account, if he/she can give one, of what happened and how any bruising or other injuries occurred.
- Any times, dates, or other relevant information.
- A clear distinction between what is fact, opinion or hearsay.

Important:

- Reporting the matter to the Police or Social Services Department must not however be delayed by attempts to obtain more information.
- Wherever possible telephone referrals to Social Services Departments should be confirmed in writing within 24 hours. It is useful to keep a record of the name and designation of the person telephone messages were given to.
- Records should be securely maintained and only viewed by appropriate personnel, Social Services or the Police.

Do not delay reporting by attempting to gain more information and note the name of the person you report to in Social Services. Follow up in writing within 24 hours (responsible person only). Remember your first point of call in all situations is the SO.

2.3.5 The next steps

After a Member has reported an incident or allegation to the SO, the SO should contact Essex County Council Social Services Welfare Duty Officer without delay based on a discretionary decision as to the seriousness of the complaint. If in doubt, do not hesitate to contact Social Services or the Police.

If you have difficulties and the concern relates to a child, the NSPCC operate a free phone helpline on 0800 800500.

2.4 Allegations Against Members/Volunteers

2.4.1 Dealing with an allegation

A balanced approach must protect vulnerable children and adults and respect the rights of the person against whom an allegation is made. In such circumstances the welfare of the child, young person or adult must come first. The rights of the person against whom the allegation is made are important and must be given due weight, once the immediate safety and protection of the child, young person or vulnerable adult have been assured.

If the concern is that a child or adult is being abused and the SO or the Co-Ordinator is not available within 24 hours, contact Children's Social Care or Adult Social Care and/or the police directly. Contact the Local Authority Designated Officer (LADO) and/or police if the concern is that a volunteer may be abusing a child or adult. Advise the SO as soon as possible that you have made a referral. If in doubt don't delay – seek advice from statutory agencies.

Do not contact the respondent or those who may be implicated in the allegation or disclosure, even if they would normally be contacted as part of the procedure, unless advised by statutory agencies

Allegations should remain confidential. In the exceptional circumstances that an allegation becomes public, it should be acknowledged that the allegation against any member would generate concern amongst other members. There may be difficulties in reporting colleagues, but the way in which they are dealt with should be professional, fair and protect the welfare of the child.

Members will also need reassurance that they will be supported for their action if they disclose information about a colleague.

2.4.2 Support for the respondent (volunteer)

Statutory agencies, where involved, will inform the SO about when and what they can tell the respondent about an allegation that has been made. It may be that the statutory agencies themselves inform the respondent as part of their own investigative practices i.e. where a voluntary interview or arrest is necessary. Where the statutory agencies are not involved, the Officers of One Boreham will determine when and what the respondent should be told. This will normally be done at an arranged meeting with the respondent. At this meeting the respondent will also be offered a single point of contact that will:

- Keep them up to date with the progress of their case.
- Help with access to advice and additional support.
- Make and keep a written record of any meetings or contact with the respondent and share relevant information with the SO.

During the period of investigation, One Boreham will maintain confidentiality regarding the information relating to the issue to the extent possible.

2.4.3 What Happens Next?

An investigation will be led by Social Services or the Police. One Boreham should have procedures to deal with the outcome of any investigation including:

- Advice and reassurance for the public
- Media attention
- Dealing with staff in the event of allegations being unfounded
- Dealing with staff should an allegation about a staff member be true

Section 3 Recording, Data Protection and Information Sharing

3.1 Record keeping

Good record keeping is an important part of the safeguarding task. A record should be opened whenever a safeguarding concern or allegation occurs.

3.1.1 Record content

The record should include key contact details, dates of when the information became known and the nature of the concerns as described above. The record should include ongoing actions with dates, other key documents on the case file (e.g. observation notes, reports, consent forms etc.) and the case closure date (Refer to Appendix 5). Records should use straightforward language and be concise and accurate so that they can be understood by anyone not familiar with the case.

3.1.2 Record retention and security

The safeguarding case files, whether electronic or paper must be stored securely by the incumbent and the SO. This should include identifying who should have access to them. Records in relation to safeguarding issues, even if they have not been proven, should be maintained in accordance with One Boreham's document retention guidance.

3.2 Data protection and information sharing

In May 2018, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 replaced the Data Protection Act 1998. The GDPR contains the principles governing the use of personal data. It should be noted that the GDPR and the Data Protection Act 2018 place greater significance on organisations being accountable and transparent in their use of personal data.

Personal information in relation to safeguarding will often be sensitive and is likely to be classed as what is called 'special categories of personal data' under the GDPR, which means extra care will need to be taken when handling such data. Nevertheless, it is important to be aware that the Data Protection Act 2018 includes specific reference to processing data in relation to the 'safeguarding of children and individuals at risk' and allows individuals to share, in certain situations, personal data without consent (see below)

'The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe' and this can equally be said to apply to vulnerable adults.

3.3 Reporting concerns about adults

Referrals of suspected abuse are made to Adult Social Services and the police. Where possible, for a person over 18, this should be done with their written consent. The starting point is the presumption that an adult can give consent and has the mental capacity to do so. The provisions of the Mental Capacity Act 2005 are complex and questions and concerns about consent and mental capacity should always be discussed with the SO.

3.4 Sharing without consent

Information can be shared legally without consent, if a person is unable to or cannot reasonably be expected to gain consent from the individual concerned, or if to gain consent could place somebody at risk. Relevant personal data can be shared lawfully without consent if it is to keep a child or vulnerable adult safe from neglect or physical, emotional or mental harm, or if it is protecting their physical, mental or emotional well-being. Never make these decisions on your own. If you are going

to share personal data, this should always be discussed with the SO. Of course, you may be able to share data, at least initially, without identifying the individual concerned both within One Boreham and with the statutory services. Ultimately, the most important consideration is whether the sharing of information is likely to support the safeguarding of a child, young person or vulnerable adult.

Section 4 Code of safer working practice

4.1 Behaviour

All those working on behalf of One Boreham must:

- Treat all individuals with respect and dignity
- Ensure that their own language, tone of voice and body language are respectful.
- Ensure that clients know who they can talk to about a personal concern.
- Record and report any concerns about a child, young person or adult and/or the behaviour of another worker with the co-ordinator and/or SO. Sign and date the record.
- Do not take, show, display or store any photographs or videos.
- Administer any First Aid with others around.

In addition, for children and young people must:

- Always aim to work with or within sight of another adult.
- Ensure another adult is informed if a child needs to be taken to the toilet. Toilet breaks should be organised for young children.
- Respond warmly to a child who needs comforting but make sure there are other adults around.
- Ensure that the child and parents are aware of any activity that requires physical contact and its nature before the activity takes place.

All those working on behalf of One Boreham must not:

- Invade an individual's privacy whilst washing and toileting.
- Use any form of physical punishment.
- Be sexually suggestive about or to an individual.
- Scapegoat, ridicule or reject an individual or group.
- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying.
- Show favouritism to any one individual or group.
- Allow an individual to involve you in excessive attention seeking.
- Allow unknown adults access to clients who may be vulnerable. Visitors should always be accompanied by an approved person.
- Allow strangers to give lifts to children, young people and vulnerable adults in the group.
- Befriend children, young people and adults who may be vulnerable on social media.
- Take photographs on personal phones/cameras as images are stored on personal devices.

In addition, for children and young people, must not:

- Give lifts to children you are supervising, on their own or your own (unless there are exceptional circumstances e.g. in an emergency for medical reasons or where parents fail to collect a child and no other arrangements can be made to take a child home. In such situations, the circumstances and your decision must be recorded and shared with an appropriate person at the earliest opportunity).
- Smoke or drink alcohol in the presence of children and young people.

- Arrange social occasions with children and young people (other than events which also include adult family members/carers) outside organised group occasions.

4.2 Guidance for volunteers

- Have your eyes open and be vigilant
- Maintain the upmost integrity – honesty, transparency, consistency and accountability are key. Treat online communication with children, young people and adults as you would communication that is face to face. Always maintain the same level of confidentiality.
- Report any safeguarding concerns that arise on social media to the SO.
- Always assume that everything you write is permanent and may be viewed by anyone at any time; and that everything can be traced back to you personally as well as One Boreham. Always think before you post.
- Use clear and unambiguous language in all communications and avoid abbreviations that could be misinterpreted.
- Draw clear boundaries around your social media usage associated with your private life and your use of different social media for volunteering
 - Avoid one-to-one communication with a child or young person.
 - Save and download to hard copy any inappropriate material received through social networking sites or other electronic means and show immediately to the named person and SO
 - Use passwords and log off promptly after use to ensure that nobody else can use social media pretending to be you.
- Only use an approved account to communicate with children, young people and/or vulnerable adults. The named person should be able to access this and review conversations, and the account should be visible to young people and their parents. Young people must be made aware that any communication will be viewed by all users. Save any messages and threads through social networking sites, so that you can provide evidence to the named person of your exchange when required.

Do not:

- Use personal Facebook or other social media accounts in your work with children, young people or vulnerable adults or add clients as friends on your personal accounts.
- Use and store photographs of children/young people from activities or events
- Use telephone, text message, email and other messaging services to communicate with young people without the permission of a parent or guardian
- Facebook stalk (i.e. dig through people's Facebook pages to find out about them).
- Say anything on social media that you would not be happy saying in a public meeting, to someone's face, writing in a local newspaper or on headed notepaper.
- Comment on photos or posts, or share content.
- Use visual media (e.g. Skype, Facetime) for one-to-one conversations with young people – use only in group settings. In particular, do not allow content to contain or share links to other sites that contain:
 - Libellous, defamatory, bullying or harassing statements.
 - Breaches of copyright and data protection.
 - Material of an illegal nature.
 - Offensive sexual or abusive references.
 - Inappropriate language.

- Anything which may be harmful to a child, young person or vulnerable adult, or which may bring the church into disrepute or compromise its reputation.

4.3 Visiting vulnerable adults

To assure the person you are visiting of their safety, and for your own safety as a volunteer:

- If possible undertake a risk assessment before an initial visit, especially if you do not know the person. If there are any concerns or risks known before a visit is made, you are advised always to undertake a risk assessment (see Model Risk Assessment Checklist for Home Visiting). Consider whether the visit is necessary, or whether you should be accompanied by another volunteer. In addition, visiting in pairs may be advisable, especially if the adult is perceived to be vulnerable.
- Do not call unannounced; call by appointment, telephoning the person just before visiting.
- Be clear about the support you offer and the purpose and limitations of the support available.
- Do not make referrals to any agency without the adult's permission, and encourage them to set up the contact, unless there are safeguarding concerns.
- Never offer 'over-the-counter' remedies to clients or administer medicines, even if asked to do so.
- Do not accept gifts to avoid misunderstandings or subsequent accusations from the person or their family. If someone wants to make a donation to One Boreham, put it in an envelope, mark it on the outside as a donation and obtain a receipt from the Treasurer.
- Note of the date when you visit people, report back about the visit to the co-ordinator and say what is concerning or going well. They will report safeguarding concerns to the SO.

4.4 Protecting Children and Members

The following will avoid situations for abuse of children and protect Members from misunderstandings and false accusations:

- Avoid spending time alone with children away from others;
- Do not take children alone in a car on journeys, however short;
- Do not take children to their home.

Where occasions arise where any of the above are unavoidable, they should only occur with the full knowledge and consent of the SO and the child's parents.

Members must **never**:

- Engage in rough physical games including horseplay - except structured sports activities;
- Engage in sexually provocative games;
- Allow or engage in inappropriate touching of any form;
- Allow children to use inappropriate language unchallenged;
- Make sexually suggestive comments about or to a child even in fun;
- Let allegations a child makes go unchallenged or unrecorded;
- Do things of a personal nature for children that they can do themselves.

It may sometimes be necessary for Members to do things of a personal nature for children, particularly if they are very young or are children with disabilities. These tasks should only be carried out with the full understanding and consent of parents. In an emergency situation, which requires this type of help, parents should be fully informed. In such situations, it is important that you ensure that all staff are sensitive to the child and undertake personal care tasks with the utmost discretion.

4.5 Acceptable touch

Sympathetic attention, humour, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children, particularly younger children, is wholly appropriate. The following guidelines regarding touching are suggested:

- Always ask permission.
- Be mindful of your body position.
- Keep everything public. A hug in the group is very different from a hug behind closed doors.
- Touch should be in response to a child's needs and not related to the worker's needs. It should be age appropriate, welcome and generally initiated by the child.
- Avoid any physical contact that is or could be construed as sexual and/or abusive/offensive.
- Allow the child to determine the degree of physical contact with others except in exceptional circumstances (e.g. when they need medical attention).
- In addition:
 - You can allow clients to give you brief hugs if you feel comfortable with this.
 - You can allow clients to hold hands or link arms with you to help with travel and stability.
 - You should discourage clients from touching your face. You can offer your hand instead.
 - You should discourage clients from sitting on your lap. You can offer to sit side by side.
 - You should avoid using touch if a client is very distressed and is unlikely to tolerate it.

Volunteers must take responsibility for monitoring one another in the area of physical contact. They should be encouraged to challenge one another if necessary. Concerns about possible abuse or inappropriate behaviour should always be reported.

Section 5 Sources of Further Help

NSPCC for adults concerned about a child –0808 800 5000

Childline for children and young people –0800 1111

Action on Elder Abuse helpline –0808 808 8141 24-hour

National Domestic Violence helpline –0808 2000 247

NAPAC offers support and advice to adult survivors of childhood abuse – 08088010331

Stop It Now helps prevent child sexual abuse –0808 1000 900

Cruse bereavement helpline – 0808 808 1677

Family Lives provides support and advice on family issues –0808 800 222

MACSAS for people who have been abused by church officers –0808 801 0340

Samaritans for people struggling to cope and needing someone to talk to – 116 123

Sources of support for victims and families of abuse

The Survivors Trust – <http://thesurvivorstrust.org>

Safeline – www.safeline.org.uk/what-can-friends-and-family-members-do-to-support-survivors-of-sexual-abuse

SupportLine – www.supportline.org.uk/problems/rape_sexual-assault.php

Victim Support – www.victimsupport.org.uk/crime-info/types-crime/childhood-abuse

Appendix 1 Abuse and Neglect of Children

The following table outlines four different types of abuse (physical, neglect, emotional and sexual) and the recognised physical and behavioural indicators associated with each. Even for people experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place.

Abuse Type	Physical Indicator	Behaviour Indicator
Physical	<ul style="list-style-type: none"> • Unexplained bruising, marks or injuries • Bruises which reflect hand marks • Cigarette burns • Bite marks • Broken bones • Scalds 	<ul style="list-style-type: none"> • Fear of parent being contacted • Aggressive or angry outburst • Running away • Fear of going home • Flinching • Depression • Keeping arms/legs covered • Reluctance to change clothes • Withdrawn behaviour
Neglect	<ul style="list-style-type: none"> • Constant hunger, stealing food • Unkempt state • Weight loss/underweight • Inappropriate dress 	<ul style="list-style-type: none"> • Missing doctor/hospital appointments • Truancy/late for school • Constantly tired • Few friends • Regularly alone and unsupervised
Emotional	<ul style="list-style-type: none"> • Developmentally delayed • Sudden speech disorders 	<ul style="list-style-type: none"> • Neurotic behaviour • Unable to play/take part • Fear of making mistakes • Sudden speech disorders • Self-harm or mutilation • Fear of parents being contacted
Sexual	<ul style="list-style-type: none"> • Pain/itching in the genital area • Bruising/bleeding near genital area • Sexually transmitted disease • Vaginal discharge/infection • Stomach pains • Discomfort when walking/sitting • Pregnancy 	<ul style="list-style-type: none"> • Sudden change in behaviour • Becoming aggressive/ withdrawn • Apparent fear of one person • Running away • Nightmares • Unexplained sources of money • Sexual drawings/language • Bedwetting • Overeating or anorexia • Self-mutilation, suicidal • Secrets which cannot be told to anyone • Substance/drug abuse • Advanced sexual knowledge • Behaving beyond their age • Not allowed to have friends • Sexually explicit behaviour • Telling about the abuse

Statutory definitions

The UK central government document 'Working Together to Safeguard Children' categorises and defines abuse in terms of:

- Physical abuse including hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating.
- Emotional abuse including conveying to a child that they are inadequate, humiliation, blaming, controlling, intimidation, verbal abuse, isolation, seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying).
- Sexual abuse including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. It may include involving children in looking at, or in the production of, sexual images, watching sexual activities, or grooming a child in preparation for abuse.
- Neglect including failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm or danger, to provide adequate supervision and/or access to appropriate medical care or treatment. It may occur during pregnancy as a result of maternal substance abuse.
- Domestic abuse including witnessing domestic abuse is child abuse. Teenagers can suffer domestic abuse in their relationships.

Sexual exploitation Child Sexual Exploitation (CSE)

This is a type of sexual abuse. Children or young people may be tricked into believing they are in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed and exploited online. Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation.

Bullying and cyberbullying

Bullying is different from the other forms of abuse in that the abuser may be a young person. It is behaviour that hurts someone else. It can happen anywhere – at school, at home or online. It is usually repeated over a long period of time and can hurt a child both physically and emotionally. Bullying that happens online, using social networks, games and mobile phones, is often called cyberbullying. A child can feel like there is no escape because it can happen wherever they are, at any time of day or night. Bullying can be defined as:-

'Repeated, aggressive verbal, psychological or physical contact by an individual or group against another person or persons'

Bullying can include:-

- Physical: pushing, hitting, kicking, pinching etc.
- Verbal: name-calling, spreading rumours, constant teasing and sarcasm
- Emotional: tormenting, ridiculing, humiliating, threatening, undermining and ignoring
- Racist: taunts, graffiti and gestures
- Sexual: unwanted physical contact or abusive comments

Indications can include the following signs:

- Behavioural changes e.g. reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotional up and down, reluctance to go to school etc.
- A drop of in performance at school
- Physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, torn clothes and bingeing e.g., food or alcohol

- A shortage of money or frequent loss of possessions

Online abuse

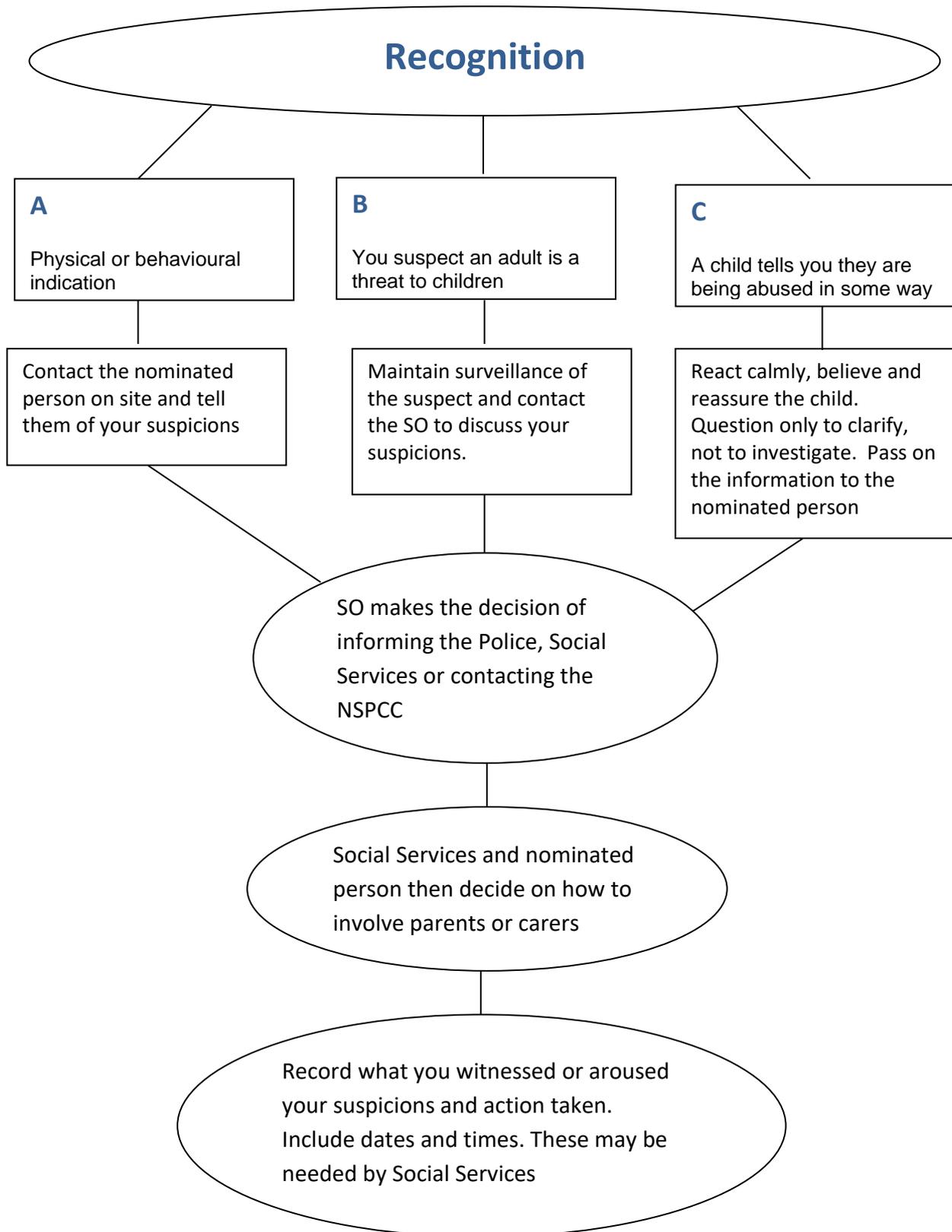
With the ever-growing use of the internet, mobile telephones and online gaming (e.g. Xbox/ PlayStation), there has been a corresponding rise in the use of the internet and other electronic communication to target, groom and abuse children. Adults may target chat rooms, social networking sites, messaging services, mobile phones, online gaming sites and the internet generally. Children are particularly vulnerable to abuse by adults who pretend to be children of similar ages when online and who try to obtain images or engineer meetings.

Electronic images

The downloading, keeping or distributing of indecent images of children are all classified as sexual offences¹⁸. Such offences are sometimes referred to as non-contact sexual offences. However, it must be remembered that children will have been abused in the making of the images. The texting of sexual messages and photographs (sometimes referred to as 'sexting ') can be particularly problematic and abusive amongst children and young people.

APPENDIX 1A

Action to take if you suspect child abuse



Appendix 2 Abuse and Neglect of Adults

All adults, including vulnerable adults, have a fundamental human right to choose how and with whom they live, even if this appears to involve a degree of risk. They should be supported to make those choices, to live as independently as possible and treated with respect and dignity.

Who abuses adults? Potentially anyone, adult or child, can be the abuser of an adult. Abuse will sometimes be deliberate, but it may also be an unintended consequence of ignorance or lack of awareness. Alternatively, it may arise from frustration or lack of support.

The list can include:

- Relatives of the vulnerable person including husband, wife, partner, son or daughter. It will sometimes include a relative who is a main carer.
- Neighbours.
- Paid carers.
- Workers in places of worship.
- People who are themselves vulnerable and/or are users of a care service.
- Confidence tricksters who prey on people in their own homes or elsewhere.

Relatives who are main carers

Carers can experience considerable stress, exhaustion and frustration without respite or support. This can lead to unintended poor care or abuse. Relatives who are the main carers may also be subject to abuse by those for whom they are caring. This abuse is often endured for long periods and unreported.

Institutions

All people living in institutions are more likely to have a degree of vulnerability. The Care Quality Commission in England has responsibility for inspecting and regulating the quality of care in institutions such as residential care homes, domiciliary care services and hospitals. In addition, the Local Government Ombudsman deals with complaints that relate to adult social care. HM Inspectorate of Prisons in England inspects prisons. Some members of the parish may be visiting adults in institutions –hospitals, prisons and residential homes. If, as part of these responsibilities, they have concerns about the care being given and/or the way that someone is being treated, the SO should be contacted. You can also refer directly to the institution or raise concerns with the appropriate inspection and/or complaints body.

Definitions of adult abuse

The UK central government document 'Care and Support Statutory Guidance' categorises and defines adult abuse in terms of:

- Physical abuse including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- Sexual abuse including rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressurised into consenting.

- Psychological abuse including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- Financial or material abuse including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Neglect or acts of omission including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- Discriminatory abuse including racist, sexist, based on a person's disability, and other forms of harassment, slurs or similar treatment.
- Domestic abuse that is usually a systematic, repeated and escalating pattern of behaviour, by which the abuser seeks to control, limit and humiliate, often behind closed doors.
- Organisational abuse including neglect and poor care practice within an institution or specific care setting such as a hospital or care home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- Modern slavery including human trafficking; forced labour and domestic servitude; and traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Appendix 3 Reference Form

..... has expressed an interest in becoming a volunteer, and has given your names as a referee. The post involves substantial access to young people. As a Local Authority committed to the welfare and protection of young people, we are keen to know if you have any reason at all to be concerned about this applicant being in contact with children/young people.

Yes No

If you have answered 'Yes', we will contact you in confidence.

If you are happy to complete this reference, all the information contained on the form will remain absolutely confidential and will only be shared with the applicant's immediate supervisor should they be offered a position. We would appreciate you being honest in your evaluation of this person.

1. How long have you known this person?

2. In what capacity?

.....

3. What attributes does this person have that would make them a suitable coach/employee?

.....

.....

.....

4. How would you describe their personality?

.....

.....

.....

5. Please rate this person on the following (tick one only)

	Poor	Average	Good	Very Good	Excellent
Responsibility					
Commitment					
Maturity					
Self motivation					
Can motivate others					
Trustworthiness					
Reliability					

Appendix 4 Children's right to self-protection

Do children in your organisation know that they have the right

To be safe: Teach children that everyone has rights to be safe which should not be taken away. Tell children that no one should take away their right to be safe.

To protect their own bodies: Children need to know that their body belongs to them, particularly the private parts covered by their swimsuits.

To say NO: Tell children it's all right to say no to anyone if that person tries to do something to them that they feel is wrong. Most children are taught to listen to and obey adults and older people without question.

To get help against bullies: Bullies usually pick on younger children. Tell children to enlist the help of friends or say no without fighting - and to tell an adult. Bullies are cowards and a firm, loud 'no' from a group of children with the threat of adult intervention often puts them off.

In cases of real physical danger, children often have no choice but to surrender to the bully's demands. Sometimes children will fight and get hurt to protect a possession because of the fear of what will happen when they arrive home without it. "My Mum will kill me for letting the bullies take my bike. It cost a lot of money." Tell children that keeping themselves safe is the most important consideration.

To tell: You must assure children that no matter what happens you will not be angry with them and that you want them to tell you of any incidents that frightens or confuses them or makes them unhappy.

To be believed: When children are told to go to an adult for help they need to know they will be believed and supported. This is especially true in the case of sexual abuse which children very rarely lie about. If the child is not believed when he or she tells, the abuse may continue for years and result in suffering and guilt for the child.

Not to keep secrets: Teach children that some secrets should never be kept, no matter if they promised not to tell. Child molesters known to the child often say that a kiss or touch is "our secret". This confuses the child who has been taught always to keep secrets.

Appendix 5 Recording allegations or suspicions of abuse

In any case where an allegation is made, or someone in your organisation has concerns, a record should be made. It is good practice to draw up a checklist of details to note and questions you should ask yourself in making such a record which could include, for example:-

- Name of child
- Age
- Any special factors
- Parent's name(s)
- Home address (and phone number if available)
- Is the person making the report expressing their own concerns or passing on those of somebody else? If so, record details.
- What has prompted the concerns? Include dates, times etc of any specific incidents.
- Any physical signs? Behavioural signs? Indirect signs?
- Has the child been spoken to? If so, what was said and who was present? Where discussion took place is also important to note
- Have the parents been contacted? If so, what was said?
- Has anybody been alleged to be the abuser? If so, record details.
- Has anyone else been consulted? If so, record details.