



# Queensway Safeguarding Policy.

## QWC09a

Queensway Chapel exists to demonstrate and preach the good news of the gospel of Jesus to those around us and beyond and to serve the local community. As a result, we will often be called upon to interact with children and vulnerable adults in our meetings and ministry. It is vital that we provide a safe environment for them, and that adequate controls and processes are in place to ensure that no harm comes to them. This set of policies and procedures is designed to provide the information, guidance and actions that must be undertaken in all activities related to children and vulnerable adults by those who have responsibility for them in the Queensway Ministry.

This guide to the safeguarding policy and procedures adopted by Queensway Chapel has been put together with assistance from Thirtyone:eight and with reference to the Baptist Union of Great Britain's model procedure and Policies. It is aimed at ensuring that all children and vulnerable adults can be served by the ministry of Queensway Chapel with full safety and security and in compliance with the law.

All staff and volunteers working with children or vulnerable adults must read and follow this policy and the procedures. There will be other guidance sheets to outline good practice that will be appropriate to certain activities, and these must also be followed.

This policy only applies to activities being undertaken as part of the ministry of Queensway Chapel. Other groups hiring the facilities must operate their own processes for Safeguarding.



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## 2 QUEENSWAY CHAPEL SAFEGUARDING POLICY: INFORMATION

### 2.1 MAIN CONTACT DETAILS FOR THE SAFEGUARDING TEAM

General enquiries about Safeguarding "Safeguarding Coordinator"	Rachel Erwin <a href="mailto:Safeguarding@queenswaychapel.co.uk">Safeguarding@queenswaychapel.co.uk</a> 01225 700161. (Main Chapel land line)
Specific Concerns about a Child	Sally Oliver 01225 707862 (HALL LANDLINE)
Specific Concerns about an adult	Rachel Erwin 07914 694960 (Work mobile)
DBS Applications	Sally Oliver & Ann Arnold, Rob Lloyd
Safeguarding email	<a href="mailto:safeguarding@queenswaychapel.co.uk">safeguarding@queenswaychapel.co.uk</a>
General Email	<a href="mailto:familycentre@queenswaychapel.co.uk">familycentre@queenswaychapel.co.uk</a>
Church Web address	<a href="http://www.queenswaychapel.co.uk">www.queenswaychapel.co.uk</a>

### 2.2 ADDRESSES OF THE MAIN PLACES OF ACTIVITIES

Queensway Chapel	Queensway Chapel Pembroke Road Melksham Wiltshire SN12 7NB Building Telephone: 01225 700161
Queensway Hall	Queensway. Melksham. Wiltshire. SN12 7LE Telephone : 01225 707862

### 2.3 MAIN EXTERNAL USEFUL CONTACTS AND BODIES

<b>Thirtyone:eight</b> PO Box 133 Swanley Kent BR8 7UQ	Helpline 0303 003 1111 <a href="mailto:info@thirtyoneeight.org">info@thirtyoneeight.org</a> <a href="http://www.thirtyoneeight.org">www.thirtyoneeight.org</a>	
<b>Wiltshire Safeguarding Children Board</b> (WSCB) secure email -	<a href="http://www.wiltshirescb.org.uk">www.wiltshirescb.org.uk</a> <a href="mailto:LSCB@Wiltshire.gcsx.gov.uk">LSCB@Wiltshire.gcsx.gov.uk</a>	
<b>Multi-Agency Safeguarding Hub (MASH)</b> Office hours 0845-1700 Mon Thur (1600 Fri) Out of office 1700-0845	In Office hours	0300 456 0111
	Out of hours	0845 607 0888
Wiltshire Safeguarding <b>Adults</b> Board (WSAB) <a href="mailto:adviceandcontact@wiltshire.gov.uk">adviceandcontact@wiltshire.gov.uk</a>	Office hours	0300 456 0111
	Out of hours	0300 456 0100
Insurance Company	Congregational & General Insurance: Public liability (£10m)	
The Charity Commission (England and Wales) PO Box 211. Bootle. L20 7YX Website: <a href="https://www.gov.uk/government/organisations/charity-commission">https://www.gov.uk/government/organisations/charity-commission</a>	Helpline: (Open Monday to Friday, 10am to midday and 1pm until 3pm)	0300 066 9197 Report a serious incident on <a href="mailto:rsi@charitycommission.gsi.gov.uk">rsi@charitycommission.gsi.gov.uk</a>



In very serious cases use the police emergency – 999

All hard copies of information relevant to safeguarding at QUEENSWAY CHAPEL shall be kept in a locked cabinet – this cabinet is located in the church office in the. HALL.

**Key holders** are – Sally Oliver Rachel Erwin

Queensway Chapel are members of thirtyone:eight who provide advice on safeguarding and perform our DBS checks. Their website also contains further guidance and forms that may be used in specific circumstances. The password for access to this website is held by the church administrator and the safeguarding team.

### **3 QUEENSWAY CHAPEL SAFEGUARDING POLICY: WHO IS COVERED?**

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#### **3.1 WHO IS COVERED BY THIS POLICY?**

This policy covers children and vulnerable adults as defined by local authority guidelines.

The activities covered may include Bible teaching, worship, and recreation.

A variety of activities are run for children including Bible teaching, worship, and recreation. We often partner with other churches in these activities.

### **4 OUR POLICY COMMITMENT**

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- The Leadership Team recognises the need to provide a safe and caring environment for children, young people, and vulnerable adults. We acknowledge that they 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.”
- We are committed to providing a safeguarding policy in accordance with statutory guidance.
- We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

The Leadership Team 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 vulnerable adults.

The practice guidelines presented below are based on the ten “Safe and Secure” safeguarding standards published by Thirtyone:eight. The Leadership and Safeguarding Team agree not to allow the document to be copied by other organisations as these are copywrited.

These 10 Safe and Secure Standards are:-

1. Safeguarding Policy
2. Training and Awareness
3. Safer Recruitment
4. Management of workers
5. Working Safely
6. Communicating Safely
7. Responding to Concerns
8. Pastoral Care
9. Managing those who may pose a risk.
10. Working in Partnership

## 5 QUEENSWAY CHAPEL SAFEGUARDING STATEMENT

The Queensway Safeguarding statement is contained in document QWC09b. This is filed in the Queensway master records and is displayed on the notice boards in all Queensway Buildings.

## 6 BEST PRACTICE GUIDELINES

The main points of best practice are summarised below:-

NB- Electronic Communication and Cyber Safety and Data protection are major topics and are covered in separate Queensway Chapel policies.

Where appropriate, a (Safeguarding) risk assessment will be carried out before new or changed activities are carried out- the assessment should cover:

- Identification of hazards
- Consideration of who may be harmed and how.
- Assessment of the risks and how to remove or prevent them.
- Record of assessment and actions taken

### 6.1 RATIOS.

When working with children the following recommended minimum ratios of workers to children apply:

Age range	Recommended minimum ratio for INDOOR activities	Recommended minimum ratio for OUTDOOR activities
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0 – 2 years	1:3 (minimum 2)	1:3 (minimum 2)
3 years	1:4 (minimum 2)	1:4 (minimum 2)
4 – 7 years	1:8 (minimum 2)	1:6 (minimum 2)
8 – 12 years	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children	2 adults for up to 15 children (preferably one of each gender) with an extra adult for every 8 additional children
13 years and over	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children	2 adults for up to 20 children (preferably one of each gender) with an extra adult for every 10 additional children

This does not take into account special circumstances such as behavioural issues, developmental issues, disability and so on, which may mean an increase to the recommended ratios. In calculating the ratios of workers to children, young leaders who are under the age of 18 should be counted as one of the children, not an adult. They may be DBS checked if required. .

## 6.2 CHILDREN WITH SPECIAL NEEDS

Children and young people who have a disability can be at greater risk of abuse. They will often require more help with personal care, such as washing, dressing, toileting, feeding, mobility, etc. Some children may have limited understanding and behave in a non-age-appropriate way. It is good practice to speak with the parents/carers of children/young people with special needs and find out from them how best to assist the child or young person.

## 6.3 VISITING CHILDREN OR YOUNG PEOPLE AT HOME

It is unlikely that workers will need to make pastoral visits to children and their families at home on behalf of the church. If a situation occurs where it is needed then it should be done in pairs, and with the prior agreement of the Leadership Team. – Lone visits are not to be undertaken under normal circumstances and never without informing a member of the Leadership team. If this becomes a regular requirement then the worker should undergo suitable training and MUST be DBS checked.

## 6.4 CHILDREN WITH NO ADULT SUPERVISION

When children turn up to and want to join in with church activities without the knowledge of their parents or carers then the workers will:

- Welcome the child and try to establish their name, age, address, and telephone number.
- Record their visit in a register.
- Ask the child if a parent/carer is aware of where they are. Where possible, phone and make contact.
- Without interrogating the child, find out as soon as possible whether they have any specific needs (e.g., medication) so that you can respond appropriately in an emergency.
- Give the child a consent form and explain it needs to be filled in and brought back next time.



## 6.5 MENTORING

If a worker is working with a young person as part of the recognised church mentoring programme:

- The parents of all young people involved in mentoring are required to sign a letter to say they are aware that the mentoring is happening and who it is with.
- Mentoring meetings should only be held in agreed places, and should be in view of other people.
- A mentoring meeting should have an agreed start and end time, and someone should be aware that a meeting is taking place and where it is being held.
- A basic record should be kept of dates of significant meetings and any text messages or emails.
- Appropriate boundaries should be put in place in regard to times and demand, i.e., not phoning or texting late at night, etc.
- A written record should be kept of issues/decisions discussed at meetings.

## 6.6 PEER GROUP ACTIVITIES FOR YOUNG PEOPLE

All youth activities will be overseen by named adults who have been selected in accordance with safer recruitment procedures. It is accepted that groups aged 16+ may benefit from being led and run by peers. In this situation, adult leaders will contribute to programme planning and reviews and will always be present to oversee any peer-led activities taking place.

## 6.7 PHYSICAL CONTACT

- Everything should be kept public. A hug within a group context is very different from one behind closed doors.
- Touch should be related to the child's needs, not the worker's.
- Touch should be age-appropriate and generally initiated by the child rather than the worker.
- Workers should avoid any physical activity that is, or may be thought to be, sexually stimulating to the adult or the child.
- Children are entitled to privacy to ensure their personal dignity.
- Children have the right to decide how much physical contact they have with others, except in exceptional circumstances such as when they need medical attention.
- When giving first aid (or applying sun cream, etc), workers should encourage the child to do what they can manage themselves but consider the child's best interests and give appropriate help where necessary.
- Team members should monitor one another in the area of physical contact. They should help each other by constructively challenging anything which could be misunderstood or misconstrued.
- Special thought should be taken if toilet visits are being undertaken- (beyond accompanying a person to the door) best practice is for workers to be in pairs.

## 7 PASTORAL CARE

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As an organisation that is involved with children, young people or adults, the Leadership team of Queensway Chapel is aware that those who come through our doors may have been affected by abuse at some point in their lives. It may be in the present, recent or distant past,



but the effects can be devastating not only for the person who has been abused but also family members, friends, and social groups.

Different levels of pastoral care may be required depending on the level of need and, the leadership team is aware of the need to take great care that we don't inadvertently cause even greater suffering.

This is particularly the case when dealing with the long-term effects of childhood abuse and neglect.

Pastoral Care is fundamental to the life of a Christian community and this care is not just something provided by the leadership team or trained specialist. The letters to churches recorded in the New Testament assume that Christians will love one another, encourage one another in their mutual faith and support one another when anyone is experiencing difficulties. This is something that every church member is exhorted to do and so the idea that only the 'pastor' or leader should be involved in pastoral care for church members is not biblical.

The most basic level of pastoral care is listening, and simple listening can make a tremendous difference for those experiencing difficulties. We are committed to ensuring that people trained in listening skills are available to those who wish to talk. If there are no trained listeners within the organisation, outside help will be sought.

## **8 DATA PROTECTION**

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The Data Protection Act 2018 is designed to provide privacy protection for individuals about whom certain personal information is kept. It lays down 'best practice' principles for those who keep the data, and it applies to paper records as well as computerised information. The Act covers the whole of the UK, and all organisations, including places of worship, must comply with the rules on processing data.

The leadership team acknowledges that where disclosing information might place a child, young person, or vulnerable adult at risk, then safeguarding considerations take precedence over data protection. In certain circumstances the Data Protection Act allows for disclosure of information without the consent of the person involved, including for the prevention or detection of crime, or the apprehension or prosecution of offenders. The European Convention of Human Rights also makes provision for the disclosure of information in connection with 'the protection of health or morals, for the protection of the rights and freedoms of others and for the prevention of disorder or crime. Disclosure should be appropriate for the purpose and only to the extent necessary to achieve that purpose'.

Children, young people, and vulnerable adults have the right to be protected from harm and therefore information relating to concerns that a child, or any other vulnerable person, is at risk of significant harm should not be withheld on the basis that it might be unlawful.

Information about allegations or concerns of abuse should not be shown to a parent or carer. Advice should always be sought from Children's Social Services, Adult Services, or the police. Thirtyone:eight can also advise in such circumstances.

Queensway Chapel have a separate policy on Data Protection and how members data is protected.

The leadership team also recognise that should there be a change of staff (mainly the Safeguarding Coordinator) who have been involved in safeguarding, then a historic or repeat pattern issue may be missed. It is important that a proper handover be done within protection guidelines to ensure that new staff are aware of the records and incidents. These records are currently paper only and so are not subject to GDPR.

## 9 CHARITABLE STATUS – REQUIRED ACTIONS

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Queensway Chapel is a registered charity - as such we have a duty of care, and a duty to act solely in the interests of the charity. The Commission believes that charity trustees risk being in breach of these duties if they fail, without good reason, to carry out appropriate DBS checks when they are entitled to do so. In some circumstances such failures may be viewed as evidence of misconduct and/or mismanagement in the administration of the charity.”

The Charity Commission also recommends that charities should obtain a Disclosure check on workers every three years.- This is done.

The leadership also acknowledge that is now a requirement for trustees to report what are known as ‘Serious Incidents’ to the Charity Commission. A ‘Serious Incident’ would include an allegation of abuse suffered by a beneficiary as a result of the actions of employees or others in connection with the charity.

## 10 PROCEDURE 1: RECOGNISING AND RESPONDING TO AN ALLEGATION OR SUSPICION OF ABUSE

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### 10.1 INTRODUCTION

IN summary, when a concern is raised, - the church worker should :-

- Recognise that abuse may be taking place.
- Respond to the concern.
- Record all the information that they have received.
- Report the concern to the Safeguarding Coordinator who may in turn report to the statutory authorities.

### 10.2 UNDERSTANDING ABUSE AND NEGLECT

Defining child abuse or abuse against a vulnerable 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 vulnerable 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 which states:

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

“Working Together Online” defines significant harm as:



“... any physical, sexual, or emotional abuse, neglect, accident, or injury that is sufficiently serious to adversely affect progress and enjoyment of life. Harm is defined as the ill treatment or impairment of health and development.”

Further specific information is included in the appendices (see contents page for list)

### **10.3 SAFEGUARDING AWARENESS**

The Leadership Team is committed to on-going safeguarding training and development for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All workers will receive induction training and undertake recognised safeguarding training on a regular basis using Thirtyone:eight materials or attending courses run by Thirtyone:eight. Opportunities to share with other local organisations will also be taken.

The Leadership Team will also ensure that children and vulnerable adults 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.

### **10.4 RESPONDING TO ALLEGATIONS OF ABUSE: GENERAL PROCEDURES**

#### **10.4.1 Actions to be taken.**

- X Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse. All must follow the procedures as below:
- ✓ The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to the appropriate Co-ordinator who 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.
- ✓ Suspicions must only be discussed with the appropriate Co-ordinators or the other listed agencies. The Leadership Team will support the Safeguarding Co-ordinators 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.
- ✓ 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 the appropriate Deputy.
- ✓ A written record of the concerns should be made in accordance with these procedures and kept in the secure place.
- ✓ The role of the Safeguarding Co-ordinator 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.
  - Where the concern is about a child the Safeguarding Co-ordinator should contact Social Services (Children & Families Team).
  - Where the concern is regarding an adult in need of protection contact the Adult Social Care Help Desk or take advice from Thirtyone:eight.
- ✓ The Safeguarding Co-ordinator should then immediately inform the insurance company.



- ✓ If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to the Churches' Child Protection Advisory Service (Thirtyone:eight).

Alternatively contact Social Services or the Police.

- ✓ 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.

*Contact details for our Safeguarding Co-ordinators are on the main page of this policy.*

N.B. It is the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from Thirtyone:eight, although the Leadership Team hopes that members of Queensway Chapel will use the Chapel's procedure. If, however, the individual with the concern feels that the Safeguarding Coordinators have not responded appropriately, or where they have a disagreement with the Safeguarding Coordinators 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 Team demonstrates its commitment to effective safeguarding and the protection of all those who are vulnerable.

## **10.5 DETAILED PROCEDURES WHERE THERE IS A CONCERN ABOUT A CHILD:**

### **10.5.1 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 Social Services (Children & Families Team) or Thirtyone:eight 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 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 (who will confirm their advice in writing) if unsure whether or not to refer a case to Social Services.

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

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

- Seek and follow the advice given by Thirtyone:eight if, for any reason they are unsure whether or not to contact Social Services or Police. Thirtyone:eight will confirm its advice in writing for future reference.
- Contact the Social Services or Police Child Protection Team direct. The Co-ordinator will NOT speak to the parent/carer or anyone else.



## **10.6 ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH CHILDREN**

If an accusation is made against a worker (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 need to liaise with Children's Social Services in regard to the suspension of the worker, also making a referral call to a designated officer formerly a Local Authority Designated Officer (LADO). If a referral to DBS is considered necessary then this can be in conjunction with the Designated Officer or direct to DBS.

## **10.7 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 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.

## **10.8 ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH ADULTS**

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.

# **11 PROCEDURE 2: PREVENTION**

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## **11.1 SAFER RECRUITMENT**

The Leadership Team will ensure all workers (whether paid and voluntary) 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 criminal records disclosure has been completed (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.
- In the unfortunate event of there being a need for disciplinary action against an employee or volunteer then this will be done within ACAS guidelines.

A pack of information, forms and guidance is available for those with recruiting responsibility. The Safeguarding Coordinator will ensure that there is regular training and refresh of the safeguarding policy and shall keep a record of all who have been trained and to what level.

## **11.2 MANAGEMENT OF WORKERS – CODES OF CONDUCT**

The Leadership Team is committed to supporting all workers and ensuring they receive adequate support, supervision, and training. Team meetings will be held regularly to ensure that there is adequate 2-way communication and a supportive working environment.

We undertake to follow the principles found within the 'Abuse of Trust' guidance issued by the Home Office, and it is therefore unacceptable for those in a position of trust to engage in any behaviour which might allow a sexual relationship to develop for as long as the relationship of trust continues.

Volunteer Guidelines covering children, young people and vulnerable adults will be provided to all workers along with any other information appropriate to their activity is provided for all workers.-

## **11.3 PROCEDURE 3: PASTORAL CARE**

### **11.3.1 Supporting those affected by abuse.**

The Leadership Team 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 Queensway Chapel.

### **11.3.2 Working with offenders**

When someone attending Queensway Chapel is known to have abused children or is known to be a risk to vulnerable adults the Leadership Team will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment, set boundaries for that person which they will be expected to keep.

The Leadership recognises that churches are unique organisations in having adults and children in close proximity to each other AND having an open-door policy. This makes it doubly important to have a robust policy in place for all aspects of safeguarding.

Having a safeguarding policy in place means that there should be:

- safeguards in place to try to ensure that those who are vulnerable are protected. (These will include making sure that leaders know who to speak to if they identify a concern, that the criminal background of the leaders have been checked before they take up their role, that no other persons have access to the vulnerable groups during their activities).
- a clear understanding of what to do when faced with situations of known risk. A policy that includes managing risk presented by known offenders should mesh with the other





areas of safeguarding in this guidance manual in such a way as to create a safe organisation for all.

Further advice on working with offenders is available on the Thirtyone:eight web site.

## **12 PROCEDURE 4: PRACTICE GUIDELINES**

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### **12.1 QUEENSWAY CHAPEL ACTIVITIES**

We wish to operate and promote good working practice to enable workers to run activities safely, develop good relationships and minimise the risk of false accusation. As well as a general code of conduct for workers we continue to develop specific good practice guidelines for every activity we are involved in.

### **12.2 WORKING IN PARTNERSHIP**

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children and vulnerable adults 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' safeguarding standards.

Good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and vulnerable adults and to all those with whom we work in partnership.

This safeguarding policy is just one means of promoting safeguarding.

We recognise:

- Children's Social Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care (or equivalent) 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.
- Where working outside of the UK, concerns will be reported to the appropriate agencies in the country in which we operate, and their procedures followed, and in addition we will report concerns to our agency's headquarters.

## **13 APPROVAL OF THIS DOCUMENT**

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This Policy has been reviewed and agreed on behalf of the Queensway Chapel Trustees -

By \_\_\_\_\_ (Print Name) \_\_\_\_\_ (Signature)

Date - \_\_\_\_\_



## **14 APPENDIX 1: DEFINITION OF A VULNERABLE ADULT**

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'Any adult aged 18 or over who, due to disability, mental function, age, or illness or traumatic circumstances, may not be able to take care or protect themselves against the risk of significant harm, abuse, bullying, harassment, mistreatment or exploitation.' (*from 'Help I want to Protect Vulnerable Adults'*)

It should be noted that reaching a certain age or having a particular disability does not in itself mean that a person is vulnerable in certain situations. Clearly, those in residential care, in need of community care services or who require help and support in their daily lives do fit that category.

## **15 APPENDIX 2A: STATUTORY DEFINITIONS OF ABUSE (CHILDREN)**

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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.

The four definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2010)'.

### **15.1 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.

#### **15.1.1 Physical abuse**

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.

#### **15.1.2 Emotional abuse**

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.

### **15.1.3 Sexual abuse**

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.

### **15.1.4 Neglect**

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 caregivers); or
- ensure access to appropriate medical care or treatment.

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

## **16 APPENDIX 2B: STATUTORY DEFINITIONS OF ABUSE (VULNERABLE ADULTS)**

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The following definition of abuse is laid down in 'No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health 2000):

*"Abuse is a violation of an individual's human and civil rights by any other person or persons. In giving substance to that statement, however, consideration needs to be given to a number of factors:*

*Abuse may consist of a single act or repeated acts. It may be physical, verbal, or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it".*

### **16.1 PHYSICAL ABUSE**

This is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care.

### **16.2 SEXUAL ABUSE**

This is the involvement in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent, or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent.

### **16.3 PSYCHOLOGICAL OR EMOTIONAL ABUSE**

These are acts or behaviour, which cause mental distress or anguish or negates the wishes of the vulnerable adult. It is also behaviour that has a harmful effect on the vulnerable adult's emotional health and development or any other form of mental cruelty.

### **16.4 FINANCIAL OR MATERIAL ABUSE**

This is the inappropriate use, misappropriation, embezzlement or theft of money, property, or possessions.

### **16.5 NEGLECT OR ACT OF OMISSION**

This is the repeated deprivation of assistance that the vulnerable adult needs for important activities of daily living, including the failure to intervene in behaviour which is dangerous to the vulnerable adult or to others. A vulnerable person may be suffering from neglect when their general well-being or development is impaired.

### **16.6 DISCRIMINATORY ABUSE**

This is the inappropriate treatment of a vulnerable adult because of their age, gender, race, religion, cultural background, sexuality, disability etc. Discriminatory abuse exists when values, beliefs, or culture result in a misuse of power that denies opportunity to some groups or individuals. Discriminatory abuse links to all other forms of abuse.

### **16.7 ORGANISATIONAL ABUSE**

This is the mistreatment or abuse of a vulnerable adult by a regime or individuals within an institution (e.g., hospital or care home) or in the community. It can be through repeated acts of poor or inadequate care and neglect or poor professional practice.

## **17 APPENDIX 3A: SIGNS OF POSSIBLE ABUSE (CHILDREN & YOUNG PEOPLE)**

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

### **17.1 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\*\*

### **17.2 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\*\*

### **17.3 EMOTIONAL**

- Changes or regression in mood/behaviour, particularly where a child withdraws /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

### **17.4 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.*

## **18 APPENDIX 3B: SIGNS OF POSSIBLE ABUSE (VULNERABLE ADULTS)**

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### **18.1 PHYSICAL**

- A history of unexplained falls, fractures, bruises, burns, minor injuries.
- Signs of under or overuse of medication and/or medical problems unattended

### **18.2 SEXUAL**

- Pregnancy in a woman who is unable to consent to sexual intercourse.
- Unexplained change in behaviour or sexually implicit/explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting.
- Infections or sexually transmitted diseases
- Full or partial disclosure or hints of sexual abuse
- Self-harming

### **18.3 PSYCHOLOGICAL. (EMOTIONAL)**

- Alteration in psychological state e.g., withdrawn, agitated, anxious, tearful.

- Intimidated or subdued in the presence of the carer.
- Fearful, flinching or frightened of making choices or expressing wishes.
- Unexplained paranoia

#### **18.4 FINANCIAL OR MATERIAL**

- Disparity between assets and living conditions.
- Unexplained withdrawals from accounts or disappearance of financial documents
- Sudden inability to pay bills.
- Carers or professionals fail to account for expenses incurred on a person's behalf.
- Recent changes of deeds or title to property

#### **18.5 NEGLECT OR OMISSION**

- Malnutrition, weight loss and /or persistent hunger
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores
- Being left in wet clothing or bedding and/or clothing in a poor condition
- Failure to access appropriate health, educational services, or social care.
- No callers or visitors

#### **18.6 DISCRIMINATORY**

- Inappropriate remarks, comments, or lack of respect
- Poor quality or avoidance of care

#### **18.7 INSTITUTIONAL**

- Lack of flexibility or choice over meals, bedtimes, visitors, phone calls etc.
- Inadequate medical care and misuse of medication
- Inappropriate use of restraint
- Sensory deprivation e.g., denial of use of spectacles or hearing aids.
- Missing documents and/or absence of individual care plans
- Public discussion of private matter
- Lack of opportunity for social, educational, or recreational activity

#### **18.8 SPIRITUAL**

- Inappropriate use of religious belief or practice , coercion, control of one individual by another.
- Abuse of trust by someone in a position of spiritual authority





## **18.9 OTHERS**

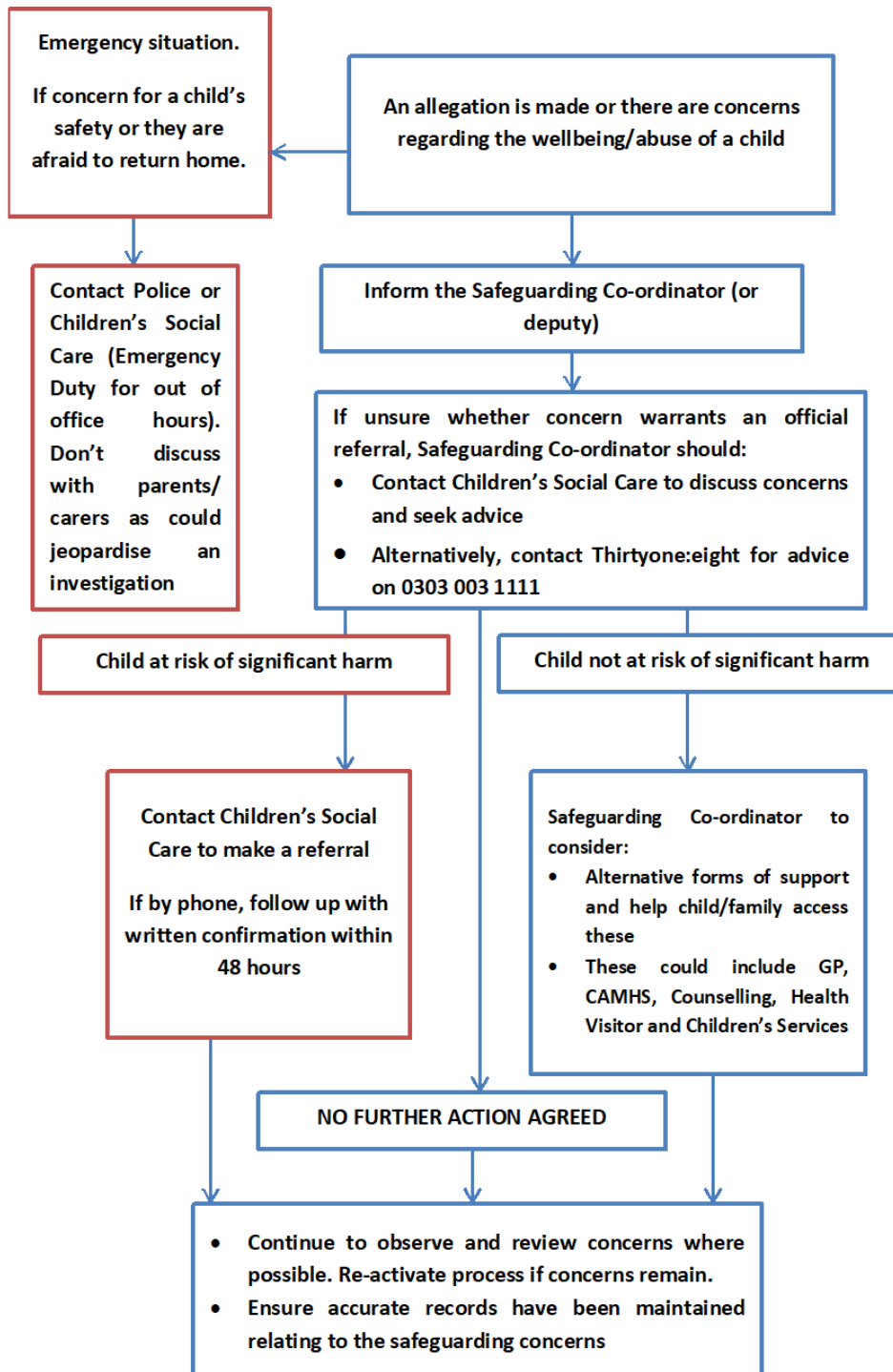
The above list is not exhaustive and those responsible for vulnerable adults should also be on the lookout for evidence of Human trafficking, Modern slavery, Mate crime or cyber abuse etc.

- Thirtyone:eight can give assistance if these are thought to be evident.



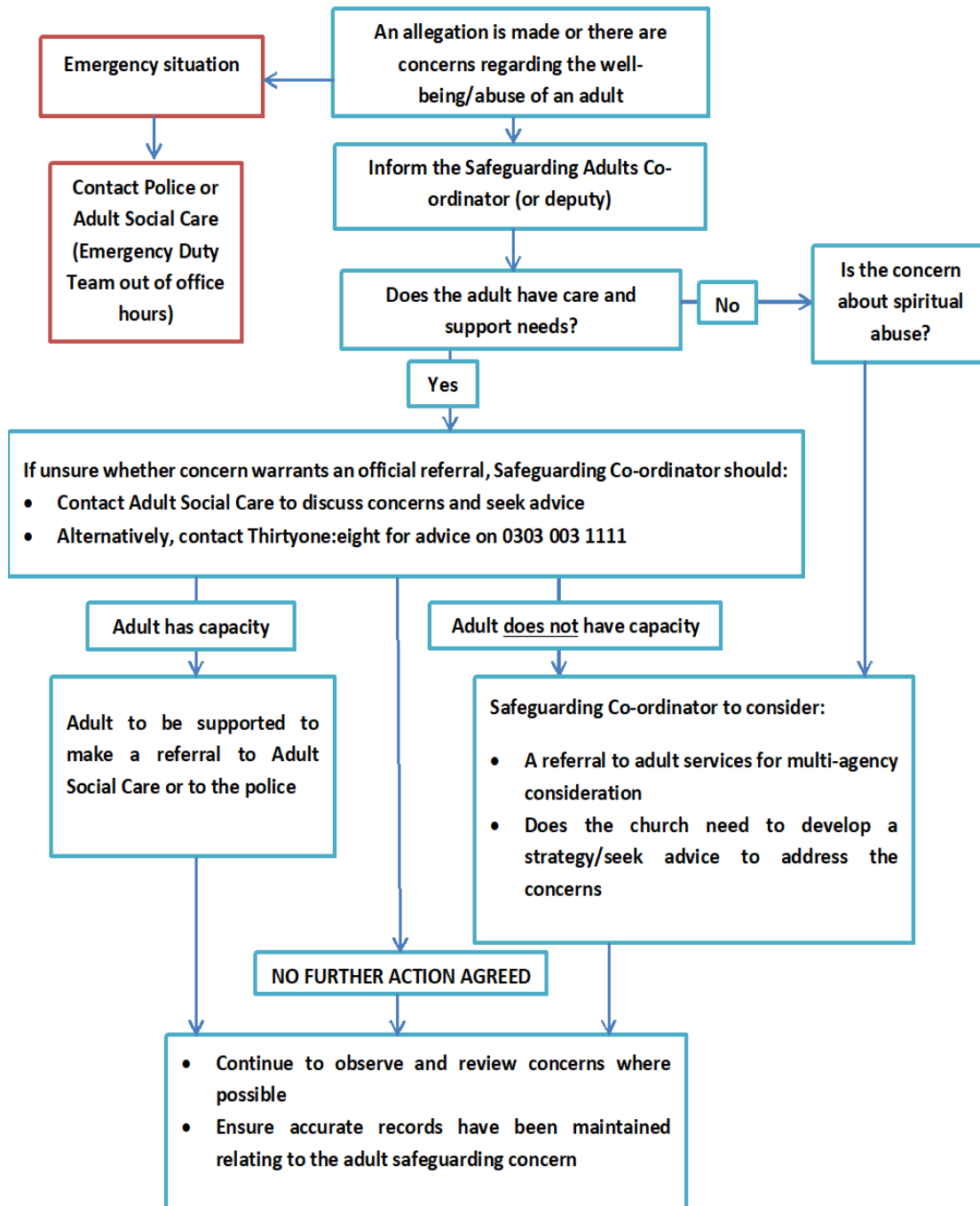
## 19 APPENDIX 4A: FLOW CHART FOR ACTION (CHILDREN & YOUNG PEOPLE)

This flow chart provides an overview of action to be taken when concerned about the welfare of a child. It is to be used in conjunction with written procedures.





## 20 APPENDIX 4B: PROCEDURE FOR ADULT REFERRAL.



## **21 APPENDIX 5: WORKING WITH SHINE**

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Shine is a Christian Ministry working together with people with learning disabilities, so that they live life to the full and have opportunities to learn more about Jesus. This is a separate ministry from Queensway, but some of its activities are hosted in Queensway chapel and are assisted by members of Queensway chapel. Currently there is a monthly meeting which will include vulnerable adults. The “Shine Café” activity which is usually run on a Friday as a café and games activity is part of the ministry of Queensway Chapel and comes under the full scope of this document.

*The services and activities we provide under the heading ‘Shine’ have some expectations for us to fulfil.*

### **21.1 SHINE ACTIVITY LEADERS**

Leaders must be at least 18 years of age.

### **21.2 DBS. ENHANCED DISCLOSURE**

All Shine volunteers are required to obtain an enhanced disclosure in the category of vulnerable adults. The disclosure should be obtained through their local church if they are not members of Queensway Chapel.

### **21.3 RECORDS**

Basic information is held relating to those that attend Shine:

Name; Address and telephone number; Birthday; Carer or key worker contact

Register of attendance

## **22 APPENDIX 6 - THE WISHES OF THE ALLEGED VICTIM**

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Church leaders need to recognise that the victim may not wish a particular incident or disclosure to be further investigated or reported to the police or social services. Adults who are able to make informed decisions have the right not to have the matter pursued: this may determine whether the police become involved. However, you may be faced with a conflict between your duty to report suspected criminal offences and your duty to respect the confidentiality of the vulnerable adult.

Where the alleged victim states that they do not want the situation disclosed further or reported to the police or social services consideration should be given to the seriousness of the suspected abuse, the involvement of staff / paid carers or volunteers and whether anyone else is being put at risk.

A decision not to report the matter to the police or social services should be talked through with great care with the vulnerable adult and recorded. The implications for him/her, and possibly others, should be explored and discussed in an appropriate way.

A decision to report must be made in accordance with the Data Protection Act

1998 and local Information Sharing Protocols and the reasons for the decision should be explained to the vulnerable adult and recorded. What should be disclosed is the minimum amount of personal information necessary to achieve the purpose of the disclosure.

## **23 APPENDIX 7 ARRANGEMENTS FOR OTHERS USING THE QUEENSWAY CHAPEL BUILDINGS**

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The Queensway chapel buildings are available for hire provided the purpose is in line with the overall goals of the Chapel leadership team. Often the activities will involve children (e.g., Birthday parties) or vulnerable adults (e.g. CHS Disco) - A clause has been added into the hire contract to clarify that Safeguarding is the responsibility of the activity organiser. Safeguarding notices are clearly displayed in all the premises.

## **24 APPENDIX 8. REPORTING REQUIREMENTS**

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The duty of the person who receives information or who has a concern about the welfare of a child, young person or adult at risk is to RECOGNISE the concerns, make a RECORD in writing and RESPOND by passing on their concerns to the Safeguarding Coordinator. If he/she is not contactable, or they are implicated in the situation, another member of the church Safeguarding Team should be contacted instead.

Concerns should be passed on to the Safeguarding Coordinator within 24 hours of the concern being raised. If anyone is considered to be in imminent danger of harm, a report should be made immediately to the police by calling 999. If such a report is made without reference to the Safeguarding Coordinator, they should be informed as soon as possible afterwards.

A written record using the standard incident report form should be made as soon as possible after a child or adult at risk tells you about harmful behaviour, or an incident takes place that gives cause for concern.

### **The record should:**

- be hand-written as soon as possible after the event.
- be legible and state the facts accurately (when hand-written notes are typed up later the original hand-written notes should be retained)
- include the child or adult at risk's name, address, date of birth (or age if the date of birth is not known)
- include the nature of the concerns/allegation/disclosure.
- include a description of any bruising or other injuries that you may have noticed.
- include an exact record of what the child or adult at risk has said, using their own words where possible.
- include what was said by the person to whom the concerns were reported.
- include any action taken as a result of the concerns.
- be signed and dated.
- be kept secure and confidential and made available only to the church Safeguarding Team (which may include a member of the church leadership team if appropriate) and representatives of any statutory authorities involved.

If concerns arise during children's or adult at risk work, then the worker who has the concern may in the first instance wish to talk it through with their group leader if appropriate. However, such conversations should not delay concerns being passed on to the Safeguarding Coordinator. It should be clear that the duty remains with the worker to record and pass on their concerns to the Safeguarding Coordinator.



If an issue concerns an adult at risk who does not give permission to pass on the information to anyone else, the worker should explain that they will need to speak with the Safeguarding Coordinator, who will have greater expertise in dealing with the issue at hand.

If a concern is brought to the attention of a group leader by one of the workers, the leader should remind the worker of their duty to record and report and will also themselves have a duty to pass on the concern to the Safeguarding Coordinator.



## **25 CHANGE RECORD**

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Version 3.2. Sept 2023 Updated by Rob Lloyd after trustees review and feedback from Naomi Owen

- Separate out Safeguarding Statement (QWC09b)
- Clarify how the policy has been rolled out and training given. (See section 11.1)
- Clarified process of handover if change of relevant leadership (Section 9 )

Version 3.1. 9 March 2023 Author - Rob Lloyd.

- Minor revision to the safeguarding policy version 2 - (Feb 2020 ). - It includes revised contact details.

(END).