SAFEGUARDING CHILDREN, YOUNG PEOPLE

AND

VULNERABLE ADULTS

POLICY AND PROCEDURES MANUAL

All Saints Church, Biddenden and St Michaels Church, Smarden have a duty of care for all children, young people and vulnerable adults using our services. We take our responsibilities relating to safeguarding these people very seriously.

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This document replaces all Safeguarding Policy and Procedures dated prior to February 2018.

The Benefice of Biddenden and Smarden - Children, Young People and Vulnerable Adult Safeguarding Policy Statement

We strive to ensure our churches are an environment in which children, young people and vulnerable adults are safe from abuse, individuals are not placed in a situation where there is a possibility of false accusations being made and in which any suspicion or allegation is promptly and appropriately responded to. To achieve this, we will minimise potential opportunities for the abuse of children, young people and vulnerable adults. We operate safer recruitment processes in line with Diocesan guidelines and help to protect staff and volunteers by promoting good practice.

This policy aims to clarify roles and responsibilities, procedures and guidelines, documentation required, definitions and staff awareness, training and support.

In our churches, we foster relationships of the utmost integrity, truthfulness and trustworthiness. Those who work for our Churches, whether in a paid or voluntary capacity, need to exercise the greatest care in the use of power. They must not take advantage of trust.

The highest standards will be maintained in all contacts with children, young people and vulnerable adults. Volunteers will be asked to do awareness training and will be offered appropriate support.

The exploitation of any relationship will not be tolerated and allegations of abuse will be taken seriously. Biddenden and Smarden Churches will co-operate fully with the statutory agencies in every situation and will not conduct their own investigations.

1.0 Introduction

1.1 Our Church children, young people and adult protection policy statement will be displayed in our premises and in our publicity material as appropriate.

1.2 Our policy applies to **all** permanent, temporary, casual and voluntary workers who come into contact with children, young people or vulnerable adults.

2.0 Definition

In this document the words 'child' or 'children' or 'young people' refer to a person(s) under the age of eighteen. The word 'child' may be used to describe children or young people for the sake of brevity.

Vulnerable adults, as defined by the House of Bishops Safeguarding Adults Policy, refers to:

"Any adult aged eighteen or over who, by reason of mental or other disability, age, illness or other situation is permanently or for the time being unable to take care of him or herself, or to protect him or herself against significant harm or exploitation."

Some factors which increase vulnerability include:

- A sensory or physical disability or impairment
- A learning disability
- A physical illness
- A mental illness, chronic or acute
- Dementia
- An addiction to alcohol or drugs
- Failing faculties of old age
- Being an unpaid carer
- Those who are homeless
- Immigrant families or individuals including those seeking asylum
- Victims of domestic abuse – direct violence and/or significant emotional coercion
- A permanent or temporary reduction in physical, mental or emotional capacity brought about by life events – for example bereavement, abuse or trauma.

3.0 Recruitment and Selection of Staff and Volunteers

The House of Bishops 'Safer Recruitment Policy – June 2013 (interim version)' states:

"All aspects of recruitment and of safer working practice need to be pulled together if churches are to become safer places. Only a tiny percentage of adults who abuse children get caught and still fewer get convicted, so you must never rely solely on the criminal record check which, although crucial, remains only one element of safeguarding. This was noted by Lord Bichard when first introducing the system of criminal record checking:

'The danger is that too much reliance will be placed on CRB [now DBS criminal record] checks …. There is a concern that many abusers do not have convictions and that no intelligence is held about them. Therefore the selection and recruitment process if properly conducted is an important, indeed essential, safeguard.' (The Bichard Inquiry Report 2004 para 4.62.)"

It is, therefore, vital that all reasonable steps are taken to ensure that unsuitable persons are prevented from working with children and vulnerable adults whether in a paid or voluntary capacity. This begins with the recruitment process.

The recruitment of paid workers is complex with employment laws needing to be applied. Expert advice should be taken.

The following is specifically aimed at unpaid workers (volunteers) working with children or vulnerable adults. It is taken from Diocesan Child and Adult Protection Guidelines, a copy of which can be seen by contacting the Parish Safeguarding Coordinator – contact details in Section 15.0.

Prospective volunteers should be regarded as job applicants. Where a role involves working with children and/or vulnerable adults the Parish Safeguarding Coordinator should be kept informed to ensure that the necessary checks are carried out and appropriate awareness of safeguarding is provided.

3.1 All prospective volunteers for posts working with children or vulnerable adults should be provided with a role outline or job description. This should include:

a) Times of work (e.g monthly rota, weekly visits, etc)

b) An outline of the role to be undertaken (e.g.– teaching classes for children held separately from Sunday services)

c) To whom the individual will be accountable (e.g Club Leader)

d) Any practical arrangements (e.g expenses, loan of equipment etc.)

e) For those working with children or vulnerable adults the role outline or job description should also point out that a Confidential Declaration along with a Disclosure and Barring Service (DBS) check will need to be completed **prior** to the individual beginning work. It should also state that the DBS check will need to be renewed in line with current Diocesan requirements. See Section 5.0.

A copy of a blank role outline form can be found in Appendix A.

3.2 A Volunteers Registration form must be completed (available from the Church Administrator)

3.3 The applicant must provide the names of two people willing to supply a reference, one of which should be a person with experience of the applicant's work with children or vulnerable adults. The Church Administrator will take up references and the Rector will keep these in a secure environment when they are returned.

3.4 If an applicant is to be offered the role and is going to be working with children or vulnerable adults they must complete a Confidential Declaration and a DBS check application. Further details about these documents and their completion can be found in Section 5.0. **Without exception - no applicant should begin work until all references, the confidential disclosure and the DBS check has been approved.**

3.5 There should be a 3 to 6-month probationary period before confirming the appointment depending on the role. The confirmation will be actioned by the Rector in conjunction with the individual's team leader.

3.6 The parish will create and retain adequate records on all those working with children or vulnerable adults. These will be stored securely by the Rector.

3.7 The PCC reserve the right to review the structure of the voluntary workforce at any time.

4.0 Existing Volunteers and New Roles

4.1 If a person wishes to move **into** a role that brings them into contact with children or vulnerable adults they MUST follow the recruitment process, including DBS checks (see Section 5.0) and references, regardless of how long they have been known to the church or what level of trust they are held in.

4.2 For individuals moving **between** roles, both of which would normally require a DBS (for example a care home visitor joining the bereavement team or a toddler group helper moving to help at Sunday club) a letter confirming the new arrangements should be sufficient if references have been obtained for the original role or there is an 'information sheet' on file for the individual. (Information sheets apply to those who were in post prior to 1st January 2016.

4.3 In the case of 4.2 the Safeguarding Coordinator MUST be told of the change even though the individual is moving between similar roles. This is to ensure that a) the DBS certificate is current and b) that the DBS certificate is adequate for the work involved in the new role. The individual MUST NOT begin work in their new role until the Safeguarding Coordinator has cleared them to do so.

4.4 If an individual, currently working in a role which requires a DBS in one parish within the Benefice, wishes to take up a post in a different parish but still within the Benefice the Safeguarding Coordinator in the new parish will speak to their counterpart and the Rector to ensure there is no reason why the DBS cannot be used across the parishes. A note of this conversation must be placed on the individual's record. The individual MUST NOT begin work in their new role until this conversation has taken place.

5.0 Disclosure and Barring Service Check and Confidential Declaration

DISCLOSURE AND BARRING SERVICE CHECK

The Diocese of Canterbury undertakes **enhanced** Disclosure and Barring Service (DBS) checks. An enhanced DBS check lists any criminal convictions including cautions. This may include 'spent' convictions and cautions that do not come under the DBS filtering rules (2013). It can include police information on someone which did not result in a conviction but which the police chose to pass on due to the information being of relevance to the safeguarding of a child or vulnerable adult.

A clear DBS does not guarantee that a person is not a risk to children or vulnerable adults. Therefore it is essential that safer recruitment practices (see Sections 3.0 and 4.0) are followed without exception.

In some parishes the role of verifying the information for a completed DBS check application is done by the Parish Disclosure Officer. In others this role is combined with that of Parish Safeguarding Coordinator and so the term 'Parish Safeguarding Coordinator' is used in this section.

5.1 A Disclosure and Barring Service Check will be carried out on anyone, paid or voluntary, who works with children, young people or vulnerable adults in line with Diocesan policies.

5.2 The individual must truthfully complete any applications as required by the DBS guidelines and the Diocesan Safeguarding Administrator. Any queries relating to DBS checks or certificates should be discussed with the Parish Safeguarding Coordinator. See Section 15.0 for contact details.

5.3 If any application is subsequently found to have been incorrectly completed, with the purpose of providing misleading information or hiding any previous relevant information, the individual may be taken through a disciplinary procedure. This may result in dismissal from the post.

5.4 Details of how to apply for a DBS check will be provided by the Parish Safeguarding Coordinator or his/her representative.

5.5 The Parish Safeguarding Coordinator must check and verify the information given by the applicant using a number of documents, including (but not limited to) UK birth certificate, driver's licence, passport and documents verifying the individual's address. Originals of these types of documents must be provided by the

individual when requested by the Parish Safeguarding Coordinator or his/her representative. These will be returned to the individual as soon as the information has been verified.

5.6 The Parish Safeguarding Coordinator will not make or keep copies of any individual's DBS verification documents.

5.7 The Parish Safeguarding Coordinator may hold limited information on the individual relating to the DBS. Information may include name, date of birth, address, contact details and when a DBS check was completed. Any information will be held securely using, but not limited to, lockable secure storage and the use of passwords on any computer based databases etc.

5.8 When the individual receives their DBS certificate they cannot take up their post until it has been confirmed by the Safeguarding Coordinator.

5.9 When the Diocesan Safeguarding Administrator has had sight of the DBS certificate s/he will notify the Parish Safeguarding Coordinator who can then clear the individual for work.

5.10 Until the DBS certificate has been verified by the Diocesan Safeguarding Administrator the individual MUST NOT take up the role.

5.11 The Parish Safeguarding Coordinator will not ask to see or keep copies of the individual's DBS certificate.

5.12 The Rector will be informed of any 'blemished' or unsatisfactory DBS results by the Diocesan Safeguarding Administrator. The Rector will take then decide on the course of action. This may include passing the information to the Parish Safeguarding Coordinator and/or individual's supervisor if necessary.

5.13 All such notifications will be kept in a secure place by the Rector.

5.14 Renewal of the DBS will take place at a period specified by the Diocese of Canterbury and/or the House of Bishops or if the individual transfers to a role for which their current DBS certificate is deemed to be inadequate.

CONFIDENTIAL DECLARATION

A confidential declaration form seeks details of any previous offences and includes questions about prior statutory involvement with children and vulnerable adults in civil proceedings.

5.15 A Confidential Declaration form must be completed by any individual completing a DBS check application.

5.16 The Confidential Declaration form is provided by the Parish Safeguarding Coordinator.

5.17 The individual should complete the form and return it to the Parish Safeguarding Coordinator.

5.18 Where there are no adverse issues on the form, the Parish Safeguarding Coordinator should file and keep the form under secure storage.

5.19 Where an individual has given details of prior issues the Parish Safeguarding Coordinator should liaise with the Rector to decide on the best course of action. This may involve speaking to the Diocesan Safeguarding Adviser and/or Administrator.

6.0 General Congregation/Community

6.1 DBS criminal checks cannot, obviously, be obtained on all members of the congregation or wider church community. Great care, therefore, needs to be taken when a member of one of these groups becomes known and trusted within the church. It is easy for these people to then move into roles which bring them into contact with children or young people by virtue of their being trusted.

6.2 Those who wish to abuse children or vulnerable adults will often appear extremely charming and will 'groom' not only the vulnerable but the people around that vulnerable person (adult or child) who should, in normal

circumstances, be keeping him or her safe by stopping access. It is vital that this 'safety fence' remains intact around all our children and vulnerable adults. For this reason no individual, regardless of their standing within the church or their length of service, will be allowed to work with children or vulnerable adults without fully completing the recruitment process as it applies to them and the post.

7.0 Training

7.1 A copy of this policy document will be made available to every new worker.

7.2 Both parishes will, periodically, make training available for all adults directly involved in the church's work with children or vulnerable adults. Both volunteers and paid staff are required to undertake this training if they are to remain in post.

8.0 Good Practice when working with Children

The following points give guidance for good practice for those working with children. These are not exhaustive. Further guidance can be given by the Parish Safeguarding Coordinator. There is also The Model Code of Safer Working Practice on the Safeguarding section of the Diocesan website. A copy of this document is reproduced in Appendix B. This gives guidance about best practice in children's groups.

8.1 If a new children's group is to be set up a risk assessment should be undertaken. Advice about risk assessments can be given by the Parish Health and Safety Coordinator. See section 15.0 for contact details.

8.2 Wherever possible a minimum of two adults will be left in charge of young people or small groups.

8.3 A checklist of good practice requirements can be found in Appendix C.

8.4 Whilst sympathetic attention, humour, encouragement and appropriate physical contact are needed by children as part of understanding human relationships, it is important that guidelines are followed regarding appropriateness. These can be found in Appendix D.

9.0 Good Practice for Off-Site, Overnight or One-Off Activities

Spending time with other children is a natural part of growing up and gaining independence. However, the safety of children and young people enjoying these activities is paramount. Further guidance, including staffing ratios, parental consents etc., can be found in Appendix E.

9.1 A detailed description of the holiday or trip must be presented to the Parochial Church Council (PCC) via the Rector. See Section 15.0 for contact details. The PCC must give permission and ensure the trip is covered by insurance. A visits and trips preliminary information sheet is available in Appendix F which gives guidance about the type of information needed as a minimum.

9.2 Where possible a venue should be visited prior to booking to ensure it is adequate for the group's needs. Where this is not possible full written details should be obtained from the venue about safety certificates, Employers and Public Liability insurances, Food and Hygiene certificate, Fire certificate, general insurances and availability of first aid kits/First Aiders.

9.3 The Parish Health and Safety Coordinator should be consulted with regard to risk assessment at the planning stage. See Section 15.0 for contact details.

9.4 Once workers have been identified for the trip the Parish Safeguarding Coordinator should be consulted to ensure all DBS certificates are up to date as necessary or to advise on supervision where a DBS is not required. See Section 15.0 for contact details.

9.5 Helpers without a current DBS can assist on day trips BUT with direct supervision by a named leader at all times. Helpers without a current DBS MUST NOT work on trips involving overnight stays. More details can be found in the guidance notes – Appendix E

9.6 For day visits a check list is useful to ensure nothing is forgotten. A sample checklist can be found in Appendix G.

9.7 Transport, travel or escort arrangements to or from church activities are the responsibility of parents if they make informal arrangements amongst themselves. They are the responsibility of the PCC if the PCC formally organizes them. It should be clearly understood by all concerned at which point responsibility for the child is passed from parent to church officer and at which point it is returned to the parent.

9.8 Drivers need to have appropriate insurance and to comply with the law in relation to seatbelts, child seats and booster cushions. Children should travel in the back seats of cars. Appropriate arrangements, for example regarding insurance and driving qualifications, should be made by those driving minibuses on behalf of the church. Transporting children on behalf of a church is a regulated activity and DBS checks are required

10.0 Good Practice when working with Vulnerable Adults

10.1 There are many ways in which adults can be vulnerable. Some of these are permanent, others temporary. A definition of a vulnerable adult can be found is Section 2.0.

10.2 Whilst an adult with a disability is not necessarily vulnerable, nor a vulnerable adult necessarily disabled, discrimination faced by disabled people is not uncommon. It is important that every effort be made to create an environment that is both inclusive and accessible. Vulnerable adults should be free from fear of being exploited, marginalised or abused.

10.3 Places of worship and relevant activities should be welcoming and accessible to vulnerable adults.

10.4 Because disability can, in some circumstances, cause a person to feel vulnerable it is important to follow good practice guidelines. Guidelines for good practice for working with adults with certain disabilities can be found in Appendix H.

11.0 E-Policy

11.1 Detailed guidelines, published by the Diocese, can be found in Appendix I , is available from the Diocesan website (contact details in Section 15.0) or from the Parish Safeguarding Coordinator. These are summarised below:

a) Ensure all electronic communications are appropriate and professional.

b) If using e-technology as a group activity, ensure that an adult worker knows and understands what is happening within the group.

c) Do not make any relationships with a child (other than family members) through a social networking site.

d) Maintain a log of all electronic contact with individuals or groups including messaging and texting.

12.0 Photographs

Photography and recordings are valuable in showing important moments in people's lives and the work of our Churches. However, we must respect the rights of everyone to choose whether they wish to be photographed. The following should be followed as a minimum.

12.1 Ensure all children, young people and vulnerable adults have completed consent forms (see Appendix J – further copies of this form are available from the Parish Safeguarding Coordinator). For children, young people and adults who do not have the capacity to make this decision, the form should be completed by a parent or a carer. The form should be completed at the same time as contact details, permission slips or registration forms whenever an event takes place.

12.2 A blanket photographic consent form (Appendix J) can be signed by parents or carers for regular groups. This means that an individual can be photographed in the course of group activity (only) and the image used to

promote that group in the press or on the church website. Care should be taken to check whether consent has been given before photographs are taken and an opportunity given to remove an individual who cannot be photographed.

12.3 At large events it is sometimes preferable to take photographs at the end of the event. This ensures limited interruption to the event and allows a child who cannot be photographed to still take part in the event.

12.4 Make sure any official photographers are aware of any child, young person or vulnerable adult who cannot be photographed for any reason.

12.5 Whenever possible, particularly at large events, try to make an announcement that photographs are about to be taken. This will allow parents or carers to remove those who cannot be photographed.

12.6 If photographs are to be sent to the media or used on the Church website, children, young people and vulnerable adults in the photograph should be not be identified individually nor by means of where they live, email addresses or other personal details.

13.0 Other Organisations

Any organisations working alongside our churches or making use of our premises for work with children, young people or vulnerable adults are expected to confirm that they have an appropriate safeguarding procedure in place. They should also confirm that this has been communicated to all those from that organisation who are working with children, young people or vulnerable adults.

14.0 Responding to Safeguarding Concerns

This section gives guidance for actions to be taken if abuse is suspected or observed. Contact details for the Rector Parish Safeguarding Coordinator and Diocesan Safeguarding Advisers can be found in Section 15.0.

Guidance on the actions to take if a child or vulnerable adult wishes to disclose alleged abuse can be found in section 17.0

14.1 If there are safeguarding concerns about a child or vulnerable adult the appropriate action is to contact the Diocesan Safeguarding Adviser.

14.2 If the person is not in immediate danger the Rector or Parish Safeguarding Coordinator should be contacted immediately. They will then contact the Diocesan Safeguarding Adviser.

14.3 If there is uncertainty over whether abuse has occurred the procedure is as in 14.2. Concerns can be discussed with the Diocesan Safeguarding Adviser without the names of those involved being disclosed. Please make it clear to the Parish Safeguarding Coordinator or the Rector that you wish to remain anonymous for the present. Depending on advice it may become necessary to divulge names.

14.4 In cases where immediate safety may be in jeopardy the police or Social Services should be contacted immediately. Then inform the Diocesan Safeguarding Adviser, Parish Safeguarding Coordinator or Rector.

14.5 If a child or adult needs urgent medical attention call the appropriate emergency service(s) or take the person to the nearest Accident and Emergency Department. The hospital staff should be told of any suspicions and the Rector and/or Parish Safeguarding Coordinator should be informed. They will then inform the Diocesan Safeguarding Adviser.

14.6 **DO NOT UNDERTAKE ANY INVESTIGATION.** The Diocesan Safeguarding Advisers will contact relevant people and will advise the parish as to the best course of action. Any investigation conducted outside that advice could jeopardise any future social services, police or court actions.

A flow chart showing what action to take if there is a safeguarding issue both in emergency and non-emergency situations can be found in Appendix K. Further copies of this can be obtained from the Parish Safeguarding Coordinator, contact details in Section 15.0.

15.0 Contact Details

Parish:

Benefice Rector	Reverend Jayne Shillito email: rector@sbcofe.org	01580 291454
Benefice Disclosure Officer	Hazel Ralph Email: safeguarding.biddenden@sbcofe.org	07739837260
Biddenden Child& Adult Safeguarding Lead	Hazel Ralph email: safeguarding.biddenden@sbcofe.org	07739837260
Smarden Child & Adult Safeguarding Lead	Sian Newman email: safeguarding.smarden@sbcofe.org	07745806730
Biddenden Health & Safety Coordinator		
Smarden Health & Safety Coordinator		

Diocese:

Diocesan Safeguarding Adviser	Fiona Coombs email: fcoombs@diocant.org	07548232395
Diocesan Safeguarding Adviser	Paul Brightwell email: pbrightwell@diocant.org	07398 009951
Diocesan Safeguarding Trainer	Katy Harper email: kharper@diocant.org	07732681789
Diocesan Safeguarding Administrator (DBS):	Michelle Grice email: safeguarding@diocant.org	01227459401

Canterbury Diocese Website: www.canterburydiocese.org/safeguarding
(For examples of forms mentioned in this document)

16.0 Confidentiality

Confidentiality, in the context of safeguarding children and vulnerable adults, relates to a number of differing areas:

16.1 Confidentiality relating to allegations of abuse must be dealt with within the confines of proportionality. Individuals will be kept informed on a 'need to know' basis. In some circumstances more people may be informed to ensure safe practices are being observed. Examples of this may include a manager or supervisor being informed so that stricter supervision is put in place for a particular individual, or a trusted member of a group being asked to act as a companion in church services if that is considered appropriate for someone under investigation. The Parish Safeguarding Coordinator and Diocesan Safeguarding Adviser will be able to assist in making decisions in these circumstances.

16.2 More information regarding disclosures of child or vulnerable adult abuse can be found in Section 17.0.

16.3 Confidentiality with regard to record keeping and the Data Protection Act 1998, are discussed in section 21.0.

17.0 Actions to be taken if a child or vulnerable adult alleges abuse

Allegations are normally known as 'disclosures'. This section outlines what to do if a child or vulnerable adult makes a disclosure.

CHILDREN

17.1 Because it can be easy to put ideas into children's heads it is important to actively listen to what the child is saying but not to start asking questions which could be construed as 'leading' – e.g. "Did your dad do this?"

17.2 Never attempt to undertake an investigation yourself

17.3 Never confront or speak to the person against whom an allegation is made.

17.4 Never promise confidentiality. Tell the child that you will need to pass the information on to someone else.

17.5 Let the child know what you are going to do next, reassure the child that they were right to tell you and tell them that they are not to blame for what has happened. Tell them that what they have told you will be taken seriously.

17.6 It is critical that full notes of the conversation are written up as soon as possible – within an hour is best practice. A list of what to write can be found in Appendix L in the form of a Dos and Don'ts checklist.

17.7 Contact the Parish Safeguarding Coordinator, Rector or Diocese Safeguarding Adviser as quickly as possible.

17.8 The signed notes should be passed on to the Rector who will keep them in a locked cabinet. These notes should not be destroyed without prior consultation with the Diocesan Safeguarding Adviser, regardless of the outcome of any investigation.

VULNERABLE ADULTS

17.9 Referrals of suspected abuse of vulnerable adults can be made to Adult Social Services, the police or other statutory bodies if:

a) The person is over 18 with their consent

b) The person is a vulnerable adult with the capacity to make the decision, the information belongs to them unless there is a public interest concern (see below)

c) The person does not have the capacity to make the decision (see below)

17.10 Public interest concern

There are some circumstances in which sharing confidential information without consent will normally be justified in the public interest. These are:

a) When there is evidence or reasonable cause to believe that the person is suffering, or is at risk of suffering, significant harm.

b) To prevent significant harm to a child or serious harm to an adult, including through the prevention, detection and prosecution of serious crime.

(From Information Sharing: Guidance for practitioners and managers HMSO2010, Section 3)

17.11 Consent and Capacity

Consent: For a vulnerable adult to give consent they should be able to understand and retain relevant information that is being given to them, believe it to be true and weighing it in the balance, be able to make a choice.

Capacity: The starting point should be based on the presumption of mental capacity and on the right of an adult to make their own choice in relation to their own personal safety.

17.12 Domestic Abuse. Women are more likely to face issues of domestic abuse but *not* uniquely. When supporting a person who is experiencing domestic abuse:

- Do believe what s/he is telling you
- Do reassure him/her
- Don't minimise the danger
- Do support and respect their choices – even if they choose to return to their abuser
- Protect confidentiality*

*Where there are children in the household consideration will need to be given to their protection. Under these circumstances total confidentiality cannot be promised as the family may need to be referred to Children's Social Services.

17.13 The advice of the Diocesan Safeguarding Adviser should be sought on any domestic abuse case whether or not it involves children. Contact details can be found in section 15.0 and on the Safeguarding Action Flowchart in Appendix K.

18.0 Disciplinary Procedures

18.1 During an investigation it may be necessary for the person who has allegedly abused another to be withdrawn from work with children or vulnerable adults. This is normal practice and does not imply guilt.

18.2 If a member of the church (ordained, lay, paid or volunteer) is thought to have harmed a child or vulnerable adult and/or has behaved in a way that raises questions about their suitability to work with children or vulnerable adults a referral must be made to the Diocesan Safeguarding Adviser, who may decide to inform the Local Authority Designated Officer (LADO).

18.3 There may be many reasons why a case may not come to court, including of course that the person is innocent of the initial allegations. However sometimes concerns remain. Even following an acquittal there may be evidence of inappropriate or misguided behaviour. This will need to be addressed. The advice of the Diocesan Safeguarding Adviser needs to be sought regarding any continuing risk to children or vulnerable adults.

18.4 Where unresolved matters of concern remain a professional risk assessment should be carried out to try to ascertain whether it is safe for the person to continue work with children and/or vulnerable adults. The Diocesan Safeguarding Adviser will provide guidance on this.

19.0 Whistle Blowing

All paid staff, volunteers and members of the congregation should be encouraged to bring matters of unacceptable practice, performance or behaviour to the attention of the Rector, Parish Safeguarding Coordinator or Diocesan Safeguarding Adviser. Safeguarding is the responsibility of everyone within the church and wider community.

20.0 Publicity

Any requests from the media about child or vulnerable adult abuse or protection issues should be referred to the Rector.

21.0 Keeping Records

The Data Protection Act 1998 contains principles governing the use of personal data.

21.1 All records pertaining to individuals, such as application forms, references, personal information etc., should be kept in secure storage. Any such records kept on computer should be password protected and backed up (also password protected).

21.2 Records relating to safeguarding issues, even if they have not been proven, should not be destroyed without reference to the Diocesan Safeguarding Adviser.

21.3 Any records relating to safeguarding issues, proven or not, must be kept in a secure locked filing cabinet by the Team Rector as instructed in Diocesan policies and procedures.

21.4 There is, however, nothing in Data Protection legislation which limits appropriate disclosure in order to protect a child or vulnerable adult who may be at risk. Any information sharing should be reasonable and proportionate. **Safeguarding issues always take precedence over data protection.**

22.0 Review of this Policy and Procedures Document

This document will be reviewed and agreed by the PCCs on an annual basis and updated accordingly.

END OF DOCUMENT

APPENDIX A – Role Outline

This page is intentionally blank. A new document will appear here shortly.

APPENDIX B

Summary of House of Bishops Model Code of Safer Working Practice

Church-sponsored groups and activities should provide a warm happy and nurturing environment for children and young people, while avoiding any inappropriate behaviour or the risk of allegations being made. Child abuse is harm of a very serious nature so that it is possible that any type of physical contact in the course of children and youth work could be misconstrued as abuse. All volunteers must work with or within sight of another adult.

Very occasionally it may be necessary to restrain a child or young person who is harming her/himself or others. Use the least possible force and inform the parents as soon as possible. All such incidents should be recorded and the information given to the Parish Safeguarding Coordinator.

All physical contact should be an appropriate response to the child's needs not the needs of the adult. Colleagues must be prepared to support each other and act or speak out if they think any adult is behaving inappropriately.

- Treat all children and young people with respect and dignity;.
- Ensure that your own language, tone of voice and body language is respectful;
- Always aim to work 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;
- Ensure that children and young people know who they can talk to if they need to speak to someone about a personal concern;
- Respond warmly to a child who needs comforting, but make sure there are other adults around;
- If any activity requires physical contact, ensure that the child and parents are aware of this and its nature beforehand;
- Administer any necessary First Aid with others around;
- Obtain consent for any photographs/videos to be taken, shown or displayed;
- Record any concerning incidents and give the information to your Group Leader. Sign and date the record;
- Always share concerns about a child or the behaviour of another worker with your group leader and/or the safeguarding coordinator.

You should not:

- Initiate physical contact. Any necessary contact should be initiated by the child;
- Invade a child's privacy while washing or toileting;
- Play rough physical or sexually provocative games;
- Use any form of physical punishment;
- Be sexually suggestive about or to a child even in fun;
- Touch a child or young person inappropriately or obtrusively;
- Scapegoat, ridicule or reject a child, group or adult;

- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying;
- Show favouritism to any one child or group;
- Allow a child or young person to involve you in excessive attention seeking that is overtly physical or sexual in nature;
- Give lifts to children or young people on their own or on your own;
- Smoke tobacco in the presence of children;
- Drink alcohol when responsible for young people;
- Share sleeping accommodation with children;
- Invite a child to your home alone;
- Arrange social occasions with children (other than family members) outside organised group occasions;
- Allow unknown adults access to children. Visitors should always be accompanied by a known person;
- Allow strangers to give children lifts.

Additional guidelines for group leaders

- Ensure any health and safety requirements are adhered to;
- Undertake risk assessments with appropriate action taken and record kept;
- Keep register and consent forms up to date;
- Have an awareness, at all times, of what is taking place and who is present;
- Create space for children to talk – either formally or informally;
- Liaise with Safeguarding Coordinator over good practice for safeguarding;
- Always inform the Safeguarding Coordinator of any specific safeguarding concerns that arise.

Children with Special Needs

Premises, toilets and access should be suitable for children and people with disabilities in order that the Church can welcome them. The parent should be asked how best to meet the child's special needs.

Disability legislation requires organisations to take reasonable steps to meet the needs of disabled people and this includes children.

Consent

Consent needs to be from a parent or person with parental responsibility. It can be from the child or young person if he or she has sufficient age and understanding in relation to the specific issue. So, for example, while parental consent is always required for a group residential holiday, a teenager would usually be able to consent to the photos from the holiday being displayed in church. A record must be kept of those who have given consent for any specific activity.

Registration

A registration form should be completed for every child or young person who attends groups or activities. The form should be updated annually and include the following:

- Name and address;
- Date of birth;

- Emergency contact details;
- Medical information;
- Any special needs including activities that the child is unable to take part in;
- Consent for emergency medical treatment;
- Consent for photographs and videos if relevant;
- Separate consent should be obtained for one-off events and activities, for example swimming, and also for outings, weekends away;
- All personal details and consent forms must be stored securely.

Staffing levels

Any group that includes children who are under six years old and that meets regularly for more than two hours in any one day or for more than fourteen days a year must register their group. Please contact your local branch of OFSTED for advice.

Recommended staffing levels

The recommended minimum staffing levels for children's groups are given below.

More help may be required if children are being taken out, are undertaking physical activities or if circumstances require it.

0–2 yrs 1 person for every 3 children 1 : 3

2–3 yrs 1 person for every 4 children 1 : 4

3–8 yrs 1 person for every 8 children 1 : 8

Over 8 yrs 1 person for the first 8 children then 1 extra person for every extra 12 children
Each group should have at least two adults and it is recommended that there should be at least one male and one female if possible. If small groups are in the same room or adjoining rooms with open access between them then it is possible to have only one adult per group, dependent on the nature of the activity.

Young people who are being encouraged to develop their leadership skills through helping should always be overseen by an appointed worker who will be responsible for ensuring that good practice and safeguarding procedures are followed and the work they are doing is appropriate to both their age and understanding.

Adults who assist on one or two occasions must be responsible to an appointed worker. Thereafter they should become part of the team and be properly appointed through the normal recruitment process.

Safe environment

Display both the Childline telephone number in a prominent place where children and young people can see it and the Family Lives number for parents.

Meeting places should be warm, well lit and well ventilated. They should be kept clean and free of clutter. Toilets and handbasins should be easily available with hygienic drying facilities. Appropriate space and equipment should be available for any intended activity. If food is regularly prepared for children on the premises, the facilities will need to be checked by the Environmental Health Officer and a Food Handling and Hygiene Certificate acquired. Children's packed lunches should be kept refrigerated. Drinks should always be available.

- Groups must have access to a phone in order to call for help if necessary.
- Adults should be aware of the fire procedures. Fire extinguishers should be regularly checked.

- A fire drill should be carried out regularly.
- Unaccompanied children and young people should be encouraged not to walk to or from premises along dark or poorly lit paths.
- A First Aid kit and Accident Book should be available on the premises. The contents of the First Aid kit should be stored in a waterproof container and be clearly marked. Each group should designate one worker to check the contents at prescribed intervals. Staff and volunteer workers should be encouraged to have some First Aid knowledge and the parish should encourage access to First Aid training. A list of first aiders in the parish should be compiled and kept available. All accidents must be recorded in the accident book.

e-safety

- Ensure all electronic communications are appropriate and professional.
- If using e-technology as a group activity, ensure that an adult worker knows and understands what is happening within the group.
- Do not make any relationship with a child (other than family members) through a social networking site.
- Maintain a log of all electronic contact with individuals or groups including messaging and texting. (See Diocesan Guidance on e-Safety).

RECORD-KEEPING AND DATA PROTECTION

The Data Protection Act 1998 contains principles governing the use of personal data. These are reproduced below for convenience. Personal data should be:

- processed fairly and lawfully;
- obtained and used for specific purposes;
- adequate, relevant and not excessive;
- accurate;
- not kept for longer than is necessary;
- processed in line with a person's rights;
- secure;
- not transferred to non-UK countries without adequate protection.
- The parish should also maintain records relating to parish appointments, including a note of when a DBS check was obtained. Records should be kept secure and retained after the people concerned have left the diocese.
- Records of child protection matters should be kept, together with a note of the outcome.

  These should be retained even if the information received was judged to be malicious, unsubstantiated or unfounded. Records of known offenders against children should be retained indefinitely, together with a copy of any agreement and reviews.

The House of Bishops Safeguarding Children Policy reminds parishes that nothing in data protection legislation seeks to limit appropriate disclosure in order to protect an individual who either is, or may be, at risk. What matters is that the process of information sharing is reasonable and proportionate.

The full text of the Model can be found in the HOB Safeguarding Children policy 2010 (pages 63- 70)

APPENDIX C

Checklist for Good Practice Requirements for Children's Groups

- ☐ A register should be kept and be available at all group meetings.
- ☐ A registration form should be completed for every child or young person who attends groups or activities which should include up to date information on parents/carers contact numbers, medical information such as allergies and any special needs. A suggested registration form is available to download from the Diocesan website. Details of the website address can be found in Section 13. This form is then kept by the group leader but should be available for key workers in the leader's absence.
- ☐ A First Aid kit should be available at any premises that are used by children.
- ☐ An accident and incident logbook should be available and all accidents should be recorded. The logbook should be kept in a secure place.
- ☐ Any significant incidents should be recorded.
- ☐ There should be access to a telephone.
- ☐ In premises where children's groups are held the Childline and Family Lives telephone numbers should be displayed.
- ☐ Parents must sign a consent form before children are taken off site for activities. A suggested consent form is available to download from the Diocesan website.

APPENDIX D

Good Practice in Working with Children

The following information is taken from the Diocese of Canterbury Safeguarding Children and Vulnerable Adults from Harm guidelines.

Sympathetic attention, humour, encouragement and appropriate physical contact are needed by children as part of their coming to understand human relationships. Some physical contact with children, particularly young children, is wholly appropriate. The following guidelines regarding touching are suggested:

- Keep everything public. A hug in the context of a 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.
- Touch should be age appropriate, welcome and generally initiated by the child, not the worker.
- Avoid any physical activity that is, or could be construed as, sexually stimulating to the adult or the child.
- Allow the child to determine the degree of physical contact with others except in exceptional circumstances (e.g. when they need medical attention).
- Ensure that workers at all levels take responsibility for monitoring one another in the area of physical contact with children. They should be encouraged to challenge another worker if necessary. Concerns about possible abuse should always be reported.

The Diocesan website has a Model Code of Safer Working Practice in the Safeguarding section.

APPENDIX E

Safeguarding Guidance for Off-Site, Overnight Or Other One-Off Activities

Holidays and Residential trips

Permission for the holiday or trip, and insurance

A detailed description of the holiday or trip must be presented to the Parochial Church Council so that permission may be given by the PCC, and the holiday covered by the parish insurance. If there are to be any potentially hazardous activities undertaken this description must include an assessment of the risks involved, with adequate insurance;

OR alternatively, a written assurance from the activity centre that it has carried out its own risk assessment and has adequate insurance.

Recruitment of leaders to take children and young people away

- Any trip must have a group leader. The group leader will have overall responsibility for supervision of the visit whilst also paying great attention to health and safety guidelines
- *All leaders must be recruited according to the safer recruitment procedure*
- Occasional helpers who have not been safely recruited can be used on day trips but must work under the direct supervision of a named leader. Helpers cannot work on trips involving overnight stays
- All leaders must be clear about their specific responsibilities. The group leader should hold a face to face briefing session for leaders before the trip begins. It may also be appropriate to hold such a session for parents
- All leaders must know who to go to if they have a concern about a child or have any other worries

Staffing ratios for offsite activities

The Department for Education suggests the following:

Staff to children	**Visit or trip**
1:15	for all visits where the element of risk is similar to the risks encountered in daily life;
1:10	for all trips abroad;
1:6	for children under eight and/or where the children have special needs
1:5	or fewer for high risk activities.

There must always be a minimum of two leaders from the church.

Communication

- All leaders must carry a mobile phone, and have the phone numbers of other leaders saved on their phone
- All leaders must carry a list of details of all children, including emergency contact details for parents at all times
- A copy of this list must be held by a designated person at home, who will act as the intermediary in the event of emergency between the group and the church, and with parents
- Leaders must report all serious incidents to the designated person at home, who will in turn pass on appropriate information. Written records must be made as soon as possible after the incident and submitted

Premises

- Insurance, Food and Hygiene, First Aid kit and Fire precautions must be checked in advance of the event; written confirmation must be obtained, before the trip, of Employers and Public Liability insurances held by the operators of the premises
- There must be a qualified first-aider on site

Risk assessment

- If the residential trip is to a recognized, established venue, leaders must check in advance that the organization has carried out a risk assessment for the premises and the activities which will be undertaken, and is itself carrying the risk.
- A risk assessment identifying risks in relation to specific needs of service users and actual risks for the holiday must be carried out by the church, and evaluated in advance of the holiday, and action taken to minimize these risks
- On arrival, leaders must carry out a further risk assessment of the accommodation to ensure the environment is safe for all parties present. If on arrival it is found that the situation is not as expected the leaders should not let the activities take place.
- Staff must familiarize themselves with the Fire Exits and appliances where they are staying and ensure that they are working. Any health and safety hazards should be reported and dealt with immediately

Transport for holidays and trips

Transport, travel or escort arrangements to or from church activities are the responsibility of parents if they make informal arrangements amongst themselves. They are the responsibility of the PCC if the PCC formally organizes them. It should be clearly understood by all concerned at which point responsibility for the child is passed from parent to church officer and at which point it is returned to the parent.

Drivers need to have appropriate insurance and to comply with the law in relation to seatbelts, child seats and booster cushions. Children should travel in the back seats of cars. Appropriate arrangements, for example regarding insurance and driving qualifications, should be made by those driving minibuses on behalf of the church. Transporting children on behalf of a church is a regulated activity and DBS checks are required

Parental consents for holidays and residential trips

No child under the age of 8 can be taken away on residential activities without his or her parent or guardian.

Each child or young person under the age of 18 (unless they are over 16 and living away from home or married) must have the written consent of parent or guardian, which gives authority to the person named as responsible for the activity to take the young person away and to act “as a careful parent would”.

The model *parental consent* form can be customized to suit local needs. It should include, as necessary:

- details of any child/young person’s special needs or medical requirements
- explicit consent to taking photographs or making videos
- consent to the child/young person smoking, if they are known to smoke, on holidays & residential trips

Information to parents

It is important that parents have full information before giving consent. This must include as a minimum:

- aims and objectives of the trip and activities
- date of the trip and its duration
- details of venue including arrangements for accommodation and supervision
- travel arrangements
- name of group leader and contact numbers
- information about financial, medical and insurance arrangements

Accommodation

For all residential or overnight trips & events:

- Boys and girls must have separate sleeping and washing facilities which are private to them
- Mixed groups of young people must have adults of both genders involved
- Adults should have separate accommodation but in close proximity to the young people
- Young people under the age of 18 must not be left alone overnight
- There should be a rota of adults awake during the night at least until all the young people have settled down

Any other arrangements e.g. Sleepovers, Lock-ins, All-night events must be carefully explained to parents beforehand and their consent sought to the arrangements.

Supervision

- Ratios of helpers to young people should be strictly followed
- Every group must be led by at least two adults, however small the group
- When physical activities are planned, staffing levels should be increased accordingly
- Individual adults must never be alone with children or young people
- Children will be told to act responsibly whilst not taking any unnecessary risks and must also follow the instructions of any adults in a supervisory position
- An agreement should be reached between the organiser and parents/carers as to how much independence is appropriate for older children and teenagers, but the leadership should be clear that they will make decisions on site in any given situation
- If a child is seen to cause any potential risk to themselves or others they must be withdrawn from the trip
- For trips to established premises, clarification of responsibility for leadership and supervision of children between the organization and the church leaders should be clearly established. Normally the organization's staff lead the activity but the church leaders remain responsible for the welfare of the children
- Leaders must not consume alcohol on the trip, even when off duty
- Parents must be informed beforehand if it is intended to allow groups of young people to go off unsupervised, e.g. for shopping

Sleepovers on church premises

Churches sometimes arrange sleepovers for children, or church premises may be used, for example, during pilgrimages or missions. The guidance for holidays and residential trips should be followed as far as possible.

- ☞ When part of the activity is for young people to remain together as a group, separate sleeping areas must be organized for girls and boys
- ☞ If possible separate washing and toileting should be provided, or different times for washing arranged, to ensure privacy
- ☞ The required ratio of adult leaders should be followed, including a gender balance
- ☞ Young people under the age of 18 must not be left alone overnight
- ☞ Ensure a rota of awake adults during the night or at least until all the youngsters have settled down

Risks of fire when on church premises:

Great care must be taken to ensure the safety of the young people from the risk of fire:

- ☞ There should be two separate routes out from the sleeping accommodation
- ☞ It must be possible to open all external doors. They should not be locked
- ☞ All exit routes should be clearly marked
- ☞ All internal doors should be kept closed at night to prevent the spread of smoke or fire
- ☞ Portable fires should be placed in safe positions and turned off at night
- ☞ All adults should have access to a torch and a telephone
- ☞ There should be no smoking anywhere on the premises
- ☞ A list of those present should be hung up near the main exit door. Everyone should know where outside to assemble and a roll call completed
- ☞ Anyone discovering a fire should raise the alarm by shouting FIRE
- ☞ The fire service should be called to all fires. Use the 999 facility
- ☞ Make sure that cars do not block the exits or access for emergency vehicles
- ☞ Adults should know where to locate fire fighting equipment and how it is operated
- ☞ This equipment should only be used if safe to do so

Safeguarding children and young people is everyone's responsibility and basic common sense has a significant part to play. The safety, welfare and meaningful experience of the participants must always be at the forefront in any decision taken beyond the scope of these guidelines. We are always happy to discuss any particular concerns about running a trip, event or activity.

APPENDIX F

Visits or Trips – Preliminary Information

Visit to ……..

Date of visit …….. **Maximum number of Children** ……

Age range …… **Ratio of Adults: Children** ……..

Names of Proposed Leaders (where known)

…… **Current DBS?** Yes No

…… **Current DBS?** Yes No

…… **Current DBS?** Yes No

…… **Current DBS?** Yes No

…… **Current DBS?** Yes No

…… **Current DBS?** Yes No

(continue on a blank sheet if necessary)

Parish Safeguarding Coordinator asked to check DBS certificates are in place? Yes No

Nature of or reason for trip

……

Time of departure …… **Time of Return** ……

Costs ……

……

Has the site been used before by the Church? Yes No

If 'Yes' has any change in use, terms or similar been notified to you? Yes No

Do children/leaders need particular clothing/equipment for the visit? Yes No

(if 'Yes' please provide details) ……..

……

Name of Church's designated first aider(s) ……..

……

Is additional first aid available on site? Yes No

Is a place to eat lunch available (where applicable)? Yes No

Is shelter and/or alternative activity available in the case of adverse weather? Yes No

Potential risks (bridges, rivers, open stairs, main roads, steep slopes etc.,) where known

……

……

Emergency procedure clearly displayed at the site (fire evacuation etc.,)? Yes No

Other comments ……..

……..

Parish Health and Safety Coordinator informed re Risk Assessment advice? Yes No

Signed: **Group Leader** ……

Print Name .……

Date: ……

Approved: **PCC** ……

Print Name ……

Date: ……

APPENDIX G

Checklist for Day Trips

Name of leader ……..

Name of person responsible for first aid equipment ……

Venue ……

Telephone Number …….. **Visited before?** Yes No

Date of Visit …….. **Transport mode** ……..

Departure time …… **Time back at Church** ……..

Insurance arranged Yes No **Number of children** ……

Ratio Adults:Children …… **Parental consents obtained** Yes No

Helpers briefing date ……..

Medical conditions listed ……..

……

……

Special needs listed ……

……

……

Checklist to take (tick)

First Aid …….

Children's medications …….

Sick bucket/bags …….

Consent forms …….

Mobile phones …….

Telephone numbers …….

Comments ……

……

APPENDIX H

Good Practice Regarding Vulnerable Adults

VISUAL IMPAIRMENT

- Identify yourself by name
- Reserve seats near the front at events so the partially sighted person has the option to sit closer to what is happening. Offer to assist the person to find their way around. Do not physically push; always allow the individual to take your arm and if necessary provide space for a guide dog to lie down.
- Make sure that all corridors, approaches and circulating areas are free from obstructions.
- Ensure large print versions are available for songs/hymns and other written material (e.g. Bible, news sheets, etc.) Print for partially sighted people should be in a Sans Serif typeface (e.g. Arial).
- Good lighting is required for partially sighted people.

HEARING IMPAIRMENT

- Get the attention of a deaf person before speaking to them.
- Address the deaf person directly, not the person who may have accompanied them.
- Be aware that they may not be able to speak if they have been deaf from birth.
- Ensure that your face and mouth can be seen clearly. Look directly at the person and speak at normal speed and volume with clear lip patterns. Avoid exaggerated lip patterns that are harder to read. Keep your hands away from your face and remember eating or chewing gum whilst talking hinders effective lip reading. Don't speak directly into the person's ear.
- A hearing induction loop should be provided whether you are aware of people using hearing aids or not. It is not always obvious someone has a hearing aid and most people do not like to draw attention to the fact.
- Where someone is asked to sign what is said and sung they need to be in a clearly visible well lit place.
- Be aware that background noise can make life very difficult for people who use a hearing aid because it often distorts sounds they are trying to hear.
- Be prepared to write things down if necessary; the important thing is not to give up if communication is difficult. Change/simplify your language if the deaf person does not understand, avoiding jargon.

IMPAIRED MOBILITY

- Internal and external access needs to be level or ramped.
- Don't designate one area for wheelchair users; this unnecessarily draws attention to their disability.
- Think about a seat being reserved alongside a wheelchair user so that a friend can sit next to them.
- When talking to a wheelchair user it is polite to sit down so that you are on the same level, making eye contact easier.
- Remember that a wheelchair is part of the user's personal space – so don't lean on it, hold it or attempt to move it/push it unless asked. However, offers are usually welcome, even if declined.

LEARNING DISABILITY

- Adults with learning difficulties may well have limited or no reading ability so where possible signpost facilities and directions (fire exits, toilets etc.) using images as well as words.
- Offer assistance if people seem to be experiencing difficulties understanding or if they require help with certain instructions.
- Speak in short sentences.
- Check that they have understood. Beware of someone giving the impression of understanding when they do not.

- Give them time to process questions and answers.
- Avoid completing sentences for them.
- It can sometimes be helpful to check how best to communicate with the person by referring to someone who knows him or her well.
- Be patient if individuals are noisy or move about when it seems inappropriate; don't immediately pick up on the norms of how things are usually done within your place of worship.

DEMENTIA

- Those with dementia have varying skills dependent on where they are on the wide spectrum of dementia. It is important to find out what those skills are, therefore get to know them and consult with them and their carer.
- Those with dementia require stability, attention, calm ordered routines, familiar faces and a familiar home environment. These can make a huge difference to their contentment and wellbeing.
- Some of the good practice points in the previous section can assist in speaking to those with dementia namely: speaking in short sentences, checking that what is said is understood, and giving time for people to process and answer questions.

APPENDIX I

E-Policy

DIOCESE OF CANTERBURY

ESAFETY GUIDELINES

Given the nature of social media and the whole realm of online interactions, this document needs to be updated more regularly than most guidelines. The version will always be displayed on the file name and the top right hand corner of the page. Parishes will be notified of any updated versions, but please check back every now and then to ensure you have the most recent version. If you have any experience of dealing with Social Media which would add to the scope of effectiveness of these guidelines, please let us know.

WEB 2.0

The internet and the online world is a paradox. It is constantly changing but increasingly fixed as an integrated part of our contemporary lifestyle. One of the fundamental shifts in the culture of internet users was the change from Consumer to Contributor. Web 2.0 identifies this shift - newspapers, radio and TV were received; the internet is now wholly interactive. Younger generations are growing up in a world where contributing to the media we all receive is a completely natural part of life; whereas older generations find the public nature of Social Media disconcerting and see it as potentially dangerous.
It is against this backdrop that we need to consider how to use Social Media safely and effectively.

GRiD PLAN GOOD —

RISK — DON'T



GOOD*: What is the benefit and potential?*

RISKS*: What are the relative risks involved?*

DON'T*: What practises and habits are best avoided?*

The **GRiD** plan uses three sections to explore using the internet to support the relationships and communities that churches are seeking to build. **'GOOD'** identifies the benefits of each including some ideas that are worth considering. While **'RISKS'** outlines the relative dangers involved, it is important to recognise that our intuition is often wrong in evaluating relative risk: planes *feel* more dangerous than cars but the real risk of injury is far higher on the road *than in the air. Risks must be reasonably*

evaluated and considered within the appropriate context. Lastly, **'DON'T'** identifies that which is simply best avoided when using Social Media and other online tools.

EMAIL



GOOD

- Using email to communicate is quick, cost effective, paperless and unlimited in terms of the number of people that can be reached at once.
- Setting up a 'distribution list' is a good way to send newsletters, information and adverts to a securely held list of email addresses without the need for a database. Yahoo and Google operate free distribution lists called 'Groups' and Mailchimp[1] is also widely used but has limited free use.

[1] http://www.mailchimp.com

RISKS

- When considering using email to communicate with children and young people, consent from both the individual and their parent/guardian should be obtained. This is done most simply when an individual registers to join a group, and email consent wording can be added to the general consent that is signed on the form.
- A leader should use a specific and known account to communicate with the children and young people, the address of which should be known to the young people, children, parents and the leader's supervisor. It should be possible for the leader's supervisor to access all messages, both sent and received on this account. Under no circumstances should messages be sent or received on a separate account. Children, young people and parents should be aware that the supervisor has access to the account, which is most simply done at the time consent is given.

DON'T

- Assume too much!
- Clear and unambiguous language should be used. Nuance and tone in email can sometimes be hard to read, and ambiguity, flirtation, crude humour, ridicule or insulting language should never be used, even in jest. Be careful to avoid abbreviations that can be misinterpreted, such a 'lol' (laugh out loud or lots of love).
- Say anything in an email that you would not say face to face to the child or young person.

ONLINE PRESENCE

1. BLOGS





*A **blog** (a portmanteau of the term **web log**) is a personal journal published online consisting of discrete entries ("posts") typically displayed in reverse chronological order so the most recent post appears first. Blogs are usually the work of a single individual, occasionally of a small group, and often are themed on a single subject. Although not a must, most good quality blogs are interactive, allowing visitors to leave comments and even message each other on the blogs and it is this interactivity that distinguishes them from other static websites.*[wiki 2]

GOOD

- Simplest and cheapest form of website
- Allows for automatically archived and categorised content, which makes blogs ideal for sharing sermons, small group notes, reports on events, immediate response to relevant news and more.
- Enabling comments on posts provides an online discussion forum for the Church Community, as well as a pace to gather feedback.
- Posts can also be used to gather a library of resources or articles from around the World Wide Web.

RISKS

- Anything posted on a blog is immediately within the public domain – there is no way to un-say something. Care should always be taken: if you wouldn't say it to a crowded room, don't say it on a blog post.
- Enabling comments on posts is generally open to anyone. There is a risk of abusive or offensive language being used by those not known to your or your community. Such comments are easily removed by the blog's author. To avoid this risk, comments can be disabled (which removes the advantage of discussion) OR comments can be made subject to approval by the blog author. In this case the author or administrator of the blog will be notified that a comment is awaiting approval. The risk of abusive comments is most likely outweighed by the advantage of an open forum, especially if inappropriate comments are quickly removed.

DON'T

- Use inappropriate, offensive or illegal content. Including pictures, video, text and audio.
- Plagiarise. Most bloggers are happy to have their content reposted on another blog, but they do expect to be credited and for readers to be able to click through to the original site. A link-back is easily inserted into the post referencing where the content has be copied from. If you don't know already then please ask the author's permission first!
- Forget that blogs are in the public domain.

[2] http://en.wikipedia.org/wiki/Blog

2. PHOTO-SHARING

Photo-sharing sites such as Flickr/Snapfish/Twitpic/Photobucket/yfrog offer an opportunity to store, sort, search and share photographs online. Whilst some Photo-sharing sites are themselves a form of Social Media, when integrated with other Social Media forums users are able to upload a picture to illustrate their experiences.

GOOD

- Photos of events or group activities are accessible to the whole community
- Taking pictures in the moment can greatly increase the effectiveness of sharing stories or advertising events.

RISKS

- As with all online content, care must always be taken to ensure that consent is obtained before making any photographs public.

  Please Note: The Diocesan Policy and Guidelines for photographs applies in all contexts!

- An image (or text) taken out of context may give a very misleading impression. Be mindful of what impression an image will give to someone seeing it out of context.

DON'T

- Take offensive, inappropriate or illegal images.
- Assume that something you think is funny will be considered so by everyone else.

3. VIDEO-SHARING

Video-sharing sites, such as YouTube*, similar to Photo-sharing, offer users the ability to upload, view and share videos. They display a wide variety of user-generated video content, including movie clips, TV clips, and music videos, as well as amateur content such as video blogging and short original videos.*

GOOD

- Film and video is an art-form that may engage a wide section of a church community. Consider how you might use YouTube to broadcast short video messages from a group or about a subject.
- Recording talks, sermons or drama makes them accessible to the whole church community, including those who are not always physically present.
- Similarly, VoxPops (short edited interviews with a large number of people) can be an excellent record of an event, or can be excellent discussion starters.
- Video is incredibly effective in advertising events or regular groups.

RISKS

- As with photos, it is vital to remember the need for consent.
- Video (and audio) is relatively easy to edit and there is a risk of being misquoted or a comment to be used out of context.

DON'T

- Upload any video featuring someone without their consent.
- Upload any portion of video that is subject to copyright.
- Forget that the internet is in the public domain!

SOCIAL MEDIA

Social Media is a form of communication across web-based software and mobile technologies. It is typical of a form of media usage known as 'Web 2.0' which is characterised by the ability of each user to contribute to the media. Traditional forms of media are simply received by a user – newspapers, television, radio etc. – Social Media in contrast offers the user the opportunity to also be a part of the production of media that is in turn received by others. Social Media is essentially conversation. The biggest criticism of Social Media is the matter of security and data protection - it is important to remember that the User is in control. All Social Media platforms are very careful to ensure that the user has full control of the security settings of their profile (including comments, picture, personal information etc.) There will always be a default security setting but as with all computer and internet usage it is the user's responsibility to customise their settings.

1. FACEBOOK



Founded in 2004, Facebook's mission is to make the world more open and connected. People use Facebook to stay connected with friends and family, to discover what's going on in the world, and to share and express what matters to them. [fb newsroom](#) [3] *Users must register before using the site, after which they may create a personal profile, add other users as friends*[4]*, and exchange messages, including automatic notifications when they update their profile. Additionally, users may join common-interest user groups, or 'Like' organisation's Facebook Pages.* [wiki](#) [5]

GOOD

- Facebook is an excellent way to develop the community of a church or group. It provides a more constant source of connection for those on the edge of the community, or those who struggle to be physically as present as they may prefer.
- Facebook has two mechanisms to help organisations connect and interact with users: a 'Facebook Group' or a 'Facebook Page'. With a Facebook Group, a community of people and friends to promote, share and discuss relevant topics is created. A Facebook Page can be used to advertise a youth group, workplace or organisation and can be used to send bulk messages to its followers. Groups, Pages and Events (below) are created by a Facebook user who automatically becomes the 'Admin'. They then have control of the settings of the group, page or event. The 'creator' is able to assign 'Admin' status to other members of the group, page or event and designate how much control they each then have.
- Events can also be created in Facebook, which allow users to advertise events. Anyone invited will become members of the event and can RSVP, share photos before or after the event, comment and engage in discussions.

- Sharing photos, links, videos and engaging in forum discussions can all add another element to how churches and youth groups develop discipleship outside of the Sunday Service.
- Facebook allows a unique opportunity to build relationships with young people's parents as parental consent should be sought for interactions with young people. It could also include an invitation for the parent to be a member of the Group or to 'Like' the Page.

RISKS

- Given its global size, Facebook attracts a great deal of media attention. It is important to remember that it is only sustainable as long as its reputation is maintained. As a company it is in their own best interest to ensure that their security and safeguarding systems are above reproach. However, control lies ultimately with the user. All those using Facebook need to be encouraged to customise their security settings. [i.e. the extent of personal information shared and with whom],
- Leaders should be assigned 'Admin status' on all Groups and Pages and monitor comments, the wall, images and the behaviour of members of the Group or Page. Leaders should feel free to challenge, educate or intervene as necessary. If a Facebook Group or Page is set up in the name of the church or youth group, it is essential that a leader becomes a member of it and oversees the content and activity.
- Facebook Protocols need to be agreed within any Youth Ministry Team (including leaders and workers, whether employed or voluntary).
- Similarly, Young People need to be openly encouraged to be conscious of their activity on Facebook; including the information and photos that may be shared and when it is appropriate for members of the Facebook Page/Group to communicate with each other.
- There is a risk in any adult being 'friends' with a young person on Facebook. This is often the most effective way of communicating with young people. If this is agreed to be the case in a local context it is important that some strict boundaries are agreed with any adults who interact with young people. These may include:
    - Parental consent
    - Curfew for interactions (e.g. 11pm).
    - Accountability from a member of the church leadership – someone who is given complete access to the leader's Facebook account to eliminate secretive activity.
    - The realisation that allowing young people to be 'friends' give them access to all of the leader's Facebook actions.

DON'T

- Set up a separate Facebook profile. Whilst encouraged in some sectors, this practise is in fact in direct contradiction to Facebook's Terms & Conditions. Any one person is only allowed to manage one Facebook account. See above for notes on creating a Facebook Page or Facebook Group.
- Delete any messages sent to a young person in case of future allegations.
- Say anything on Facebook that you wouldn't say in public or want repeated.
- Encourage anyone under the age of thirteen (13 years old) to register on Facebook. The safeguarding policy and practice should include agreed protocols such as minimum age of users, which should be set at or above the minimum required by Facebook terms and conditions.

[3] http://newsroom.fb.com/content/default.aspx?NewsAreaId=22
[4] http://en.wikipedia.org/wiki/Friending
[5] http://en.wikipedia.org/wiki/Facebook

2. TWITTER



At the heart of Twitter are small bursts of information called Tweets[6]. Each Tweet is 140 characters long, but don't let the small size fool you—you can discover a lot in a little space. You can see photos, videos and conversations directly in Tweets to get the whole story at a glance, and all in one place. twitter.com [7] Twitter is the most public of all Social Media communications. Whilst it is possible to send a Direct Message [DM] to another Twitter user, all general Tweets are public. This openness is Twitter's greatest advantage as long as all users remember it.

GOOD

- Twitter users tend to be students and young professionals, whereas Facebook has a far broader mix across all age groups.
- Unlike Facebook, multiple accounts per user are allowed. As such many people have both a corporate and personal Twitter account.
- Hashtags (#tags) are very useful in filtering comments and interactions and provide a mechanism for conversations on Twitter.
- Integration between Twitter, Facebook and Blogs means that Social Media is a very powerful mechanism for churches and youth groups.

RISKS

- All Twitter users need to be conscious that it is, by its very nature, a public forum. Used appropriately this has immense benefits, but it is easy to forget 'where you are'.
- One of Twitter's selling points is that a user may be 'followed' by anyone, anywhere. If this is not appropriate or desirable, the account can be hidden from public searches.

DON'T

- Say anything on Twitter that you wouldn't say live on the radio. Remember all Tweets are public.

MOBILE COMMUNICATION



Mobile devices have become handheld computers. Users can create presentations, word documents and send emails all whilst walking to work. It also enables users to connect to their chosen Social Media on the move, while retaining the standard mobile functions of text, voice and even video calls.

GOOD

- Mobile communication offers the user the ability to contact or be contacted whilst away from the office environment. Given that ministers are often on the road, between clubs, schools and meeting people, mobile phones can increase availability.

RISKS

- Being constantly available risks the work-life balance. If mobile communication (including Social Media) is used in ministry it is up to the leader to ensure appropriate boundaries. It takes self-discipline to disengage from emails, texts, Facebook and Twitter, but it is incredibly important to safeguard free-time.
- As with other forms of digital communication, a record of conversations needs to be kept.
- It is important to check the security settings of any mobile devices. The manufacturers default settings may be sufficient, but it is the users' responsibility to customise their own devices.

DON'T

- Send inappropriate texts or images.
- Allow anyone else access to the mobile device. It is important to safeguard the contact information that will be within the mobile device.
- Allow the mobile device to control your work patterns: you are allowed to turn it off!
- Use your mobile phone whilst driving!

YOUNG PEOPLE ONLINE

1. CYBER BULLYING

Cyber Bullying is all too commonplace and can happen to a child of any age. It provides the potential for 24 hour bullying and is very distressing. Previously, young people could leave school and the bullying may stop; now with the advancement of technology, bullying follows the young people home through their mobile telephones, emails and Social Networking Sites. Beatbullying is an online website working at the forefront of cyber bullying and offers online mentoring from other young people that have been trained by Beatbullying. It is essentially a safe Social Networking Site. Free counselling is also available. www.beatbullying.org [8]
The practice of cyber-bullying is not limited to children but it is often referred to as cyberstalking or cyberharassment when perpetrated by adults.
If you have concerns about the conduct of anyone you know then please contact a member of the Diocesan Safeguarding Team.

The best defence for the potential anonymity offered by the internet is education. While there is a risk of interacting with someone who claims to be a different age or gender, this needs to be weighed up against the overall benefit of online communication. Any children or young people who have access to the internet need to be made aware of the relative risks and given some basic advice and oversight to keep them safe.

- Never give out personal information to online friends. This includes an instant messaging ID, email address, mobile number, school name and any pictures of you, your family and friends.
- Remember that online friends are just that and if they are not known to you in the real world, they may be lying about who they are.
- Children and young people should never meet up with a person they have met online unless they take a trusted adult with them.
- If something is published online, anyone can access it, change it or share it with others. Keep social network profiles private.
- Use webcams with caution and only with family and friends who are already known in the real world, as images can be copied, changed and shared.
- Do not post inappropriate images of yourself online which send out the wrong impression and make you vulnerable.
- Think before opening files from people you do not know in the real world. They may contain anything from a virus to an inappropriate image or film and should be deleted.
- Know how to block someone online and report them to the Child Exploitation and Online Protection Centre (CEOP) if you feel uncomfortable. Save the http://www.clickceop.net website to your favourites so that you can report any suspicious behaviour straight away.

[8] http://www.beatbullying.org/

USEFUL LINKS

http://www.youtube.com/ceop
http://www.childnet-int.org
http://ceop.gov.uk
http://thinkuknow.co.uk
http://ccpas.co.uk
http://www.beatbullying.org
http://www.cybermentors.org.uk

APPENDIX J

The Diocese of Canterbury

THE CHURCH OF ENGLAND

Photo consent Form

Parish .....

We sometimes take photographs or video footage which may appear in our printed publications and/or on our website. We will, however, only include images of children in our publicity with the consent of their parents or guardians.

For completion by a Named Representative of the Church:

Name .....

Role .....

Group (if applicable) .....

Consent being sought for a one off event ☐

Consent being sought as blanket use* ☐

*Blanket use means that a child can be photographed at any time during the course of the normal activities within a group. By signing this document parents/carers agree that any photograph taken may be used in publicity without further consent being sought.

Specific purpose for which the image is to be used:

Church Notice Board ☐

Church Magazine Church ☐

Website ☐

Other ☐

(Please note that websites can be viewed throughout the world, not just in the United Kingdom where UK law applies)

The image will be stored:

Computer file ☐

Album ☐

Filing Cabinet ☐

The image will be destroyed after use ☐

Consent of Parent or Guardian

I consent to images of my child named below being used and stored, solely for the purposes specified above.

(please ensure you are clear whether this is consenting to a one off event or for group blanket coverage)

I agree that my child may be identified by name

OR

I wish the identity of my child to be protected in all publication of images

(Please delete as applicable)

Name of Child ……..

Name of Parent/Guardian ……..

Address ……..

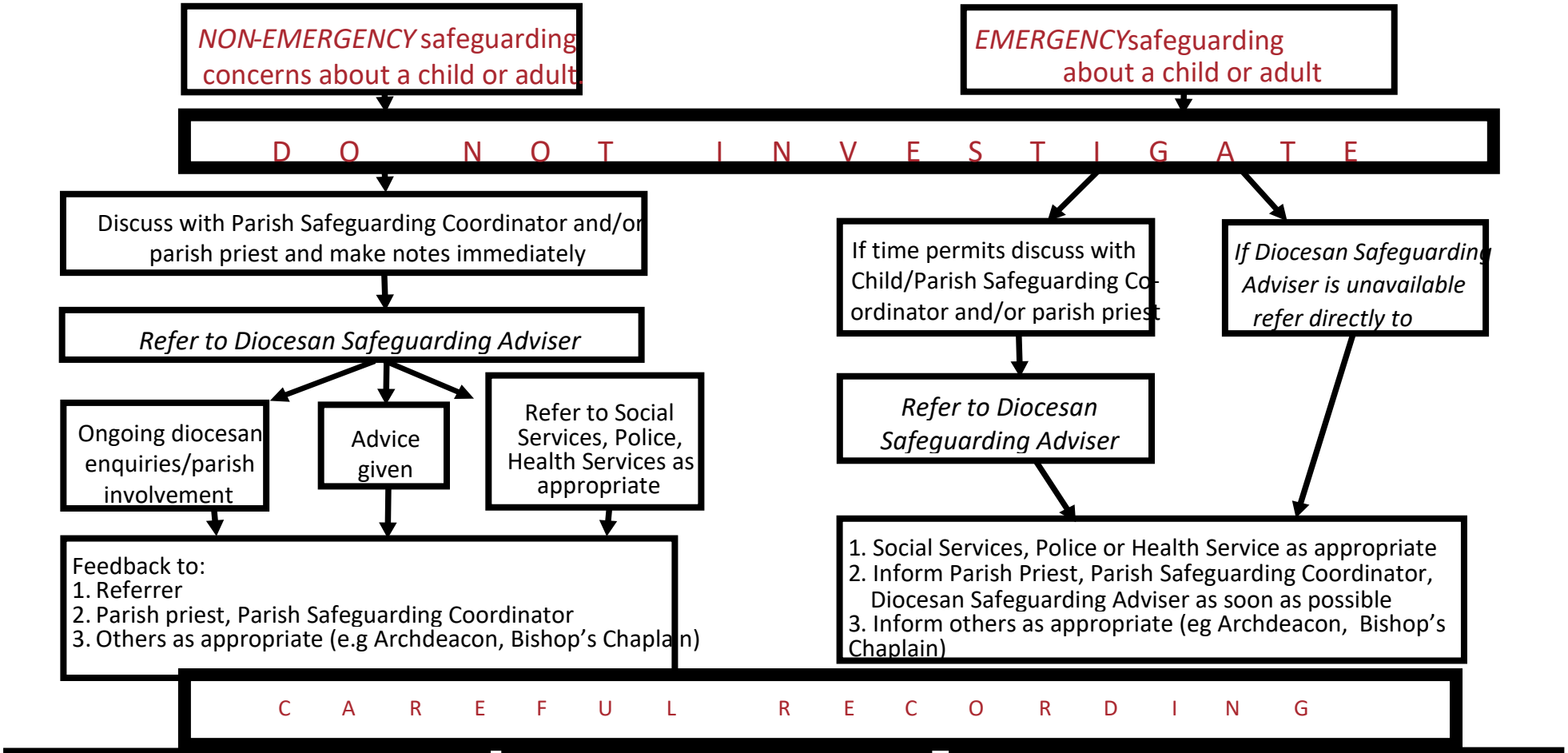
……..

Signature ..... Date ……

Canterbury Diocesan Board of Finance (Custodian Trustee to Canterbury Diocesan Board of Education) Diocesan House, Lady Wootton's Green, Canterbury, CT1 1NQ.
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APPENDIX K -ACTION FLOW CHART



Diocesan Safeguarding Advisers:
Fiona Coombs
07548232395 fcoombs@diocant.org
Paul Brightwell
07398 009951 pbrightwell@diocant.org

Kent County Council Social Services:
Children—03000 41 11 11
Adults— 03000 41 61 61
Out of Hours—03000 41 9191
Police: 101 (24 hours)

Smarden Child and Adult Safeguarding Lead
Name: Sian Newman Tel: 0774 5806730
Biddenden Child and Adult Safeguarding
Name: Hazel Ralph Tel: 0773 9837260

APPENDIX L

Responding to Disclosures

Occasionally a child or vulnerable adult might disclose abuse to a person they trust within the church. It is important not to discourage the person concerned from doing this.

Do

- Actively listen
- Clarify if necessary – e.g. “can you say a bit more about that” or “what happened next?”
- Stay calm and reassure the individual
- Make notes as soon as possible afterwards – within an hour. Record:
  - Their own words where possible
  - Your responses
  - Circumstances leading up to the disclosure
  - Their emotional and physical presentation – e.g. crying, distressed, obvious bruising etc.
  - Date and time
  - Length of discussion
  - Sign your notes
  - Put your notes somewhere secure
- Tell your supervisor, Parish Safeguarding Coordinator, Vicar or Diocesan Safeguarding Adviser as quickly as possible
- Consider the immediate safety of the person concerned

Don’t

- Ask leading questions – e.g. “was it your Grandad who bruised you?”
- Investigate yourself
- Speak to the person against whom the allegation is made
- Draw your own conclusions
- Promise confidentiality
- Keep it to yourself