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Safeguarding Children and Adults at Risk

Policy, Procedures and Codes of Conduct

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| **Part 1: Safeguarding Policy**   1. **Purpose**   This policy outlines how Centre Church Droitwich will:   * 1. Ensure that we provide a healthy and spiritually nurturing environment for everyone who engages with our church community.   2. Strive to protect every member of our church community from harm and abuse, and if harm or abuse is identified, handle it promptly, proportionately, and effectively.   3. Equip our Trustees, Elders, staff and volunteers to be clear about their responsibilities and to competently and confidently fulfil them.   4. Support the development of an open and transparent culture that listens to the views and wishes of every person within our church community and supports the raising of concerns and complaints.   5. Provides leadership and accountability for everyone in our church community in relation to safeguarding. |
| 1. **Scope**    1. This policy applies to staff and volunteers who work on our behalf with children and adults at risk.    2. This policy also applies to those who have leadership and oversight of the church’s activities including Trustees, Elders and ministry team leaders.    3. It includes the responsibility of every member of our church community to raise concerns about individuals or practice in the church with the appropriate officers. |
| 1. **Context**   Centre Church Droitwich was planted out of Woodgreen Church in Worcester in September 2021. We became an independent charity in May 2002 - Charitable Incorporated Organisation (CIO) charity number 1199135.  Droitwich is a medium sized town with a population of approximately 23,000. There is a mixed demograph, with a large proportion of residents remaining settled in the area for a long time. This brings a strong sense of community and family ties, and there is a thriving network of clubs and sporting activities.  We rent premises at Droitwich Baptist Church on Sundays to hold our meetings. Alongside our main morning service, we have provision for young children. We also hold a monthly church lunch after the morning service with family prayers afterwards. There are two mid-week youth groups for young people in school years 5-11. Small groups meet with a degree of autonomy around frequency and content, which is designed to foster deeper relationships within the membership of the church. We are also involved in Droitwich Foodbank and provide a café for Foodbank clients staffed by church volunteers. |
| 1. **Values and beliefs**    1. Everyone who engages with Centre Church Droitwich has the right to be protected from any form of bullying or harassment, exploitation or abuse and we will seek to ensure that we provide a caring and nurturing environment that is open and transparent, and that promotes the raising of concerns.    2. We have a particular responsibility to protect and promote the wellbeing of those who are vulnerable, particularly children and adults at risk, ensuring they are safe while in our care and that we respond appropriately to disclosures or indicators that they may be experiencing abuse or neglect while in our care or elsewhere.    3. Every member of Centre Church Droitwich has a responsibility to act to support the values and commitments outlined in this policy.    4. Everyone who engages with Centre Church Droitwich has the right to be treated with dignity and respect.    5. Our approach to safeguarding is rooted in, and is a practical outworking and expression of, our biblically based values and supports and confirms our gospel witness:       1. Every human life, including that of the unborn, is valuable to God and each person bears his image.       2. We live in a fallen and sinful world, where there are many risks and dangers and we must seek to protect everyone, but particularly the vulnerable in our midst, from those dangers.       3. God cares for the widow, the orphan, and the stranger; he calls us to protect and care for those who are vulnerable in our society and to oppose exploitation, oppression, abuse, and the inflicting of harm due to negligence.       4. Jesus’ example was one of valuing, accepting and caring about everyone.       5. We are to love those around us as God loves them and to seek to bring healing, restoration, and reconciliation to broken and damaged lives by the manifestation of the love of God through us.       6. The church is not a gathering of sinless and perfect people, but rather a community of grace where we seek to encourage one another to grow in faith and obedience to God.       7. We are to honour those that God has set in authority over us and to live as responsible and good citizens in the time and place that God has set us.       8. We are called to encourage and challenge each other lovingly, and to spur one another on to greater holiness and obedience to God in an attitude of humility, grace and forgiveness.       9. Where necessary, the Elders and/or Trustees of Centre Church Droitwich may impose formal discipline on its members in accord with its foundational documents. |
| 1. **Responsibilities and Commitments**    1. **Our responsibilities**       1. To ensure that the protection of all members of our church community, but particularly children, young people, and adults at risk of abuse. The promotion of their welfare and that best practice in safeguarding is embedded into the culture of our church is of paramount importance.       2. To treat each person as equal in the sight of God: equally sinful, equally loved, equally offered the gift of salvation and reconciliation to God.       3. To seek to minister to, and to encourage growth in obedience to God and his word with equity, transparency, and sensitivity, in accordance with our fundamental beliefs as laid out in our Basis of Faith and foundational documents.       4. To value and respect every member of our church community and to listen to their wishes, particularly those who are vulnerable or find it difficult to make their voice heard.       5. To ensure that as a church we are alert to our obligations in reporting to and liaising with statutory agencies.       6. To ensure that everyone who ministers or serves within the life of the church is suitable and competent to do so and that they understand the responsibilities of their role.    2. **How we will seek to fulfil these responsibilities**       1. We aim to visibly demonstrate our commitment to safeguarding throughout the church and our Elders / Trustees will support the development of best practice and provide accountability to everyone who works (whether paid or voluntarily) on our behalf; including providing accountability and challenge to each other.       2. Elders will promote the need for every member to be vigilant to safeguarding concerns through the processes, teaching and culture of the church and by personal example.       3. We will ensure that those who are responsible for safeguarding at the various levels of the church are appropriately trained and supported to fulfil their role competently and confidently.       4. Prior to a membership process commencing with individuals, Elders will consult with the DSL to screen for known safeguarding concerns.       5. We will actively seek to create and maintain a culture that is consistent with our biblical beliefs and best practice in safeguarding.       6. We will ensure that we have robust and relevant policies, procedures and systems that support the culture of our organisation and the work of all those involved in safeguarding, and that these are reviewed annually for effectiveness.       7. We will appoint a Designated Safeguarding Lead and at least one deputy who together will take responsibility for leading the safeguarding of children and adults across the organisation.       8. Delegation of tasks and responsibilities will be clearly outlined in the relevant role descriptions and the organisation’s safeguarding structures, complete with contact details, will be included in our procedures, and made publicly available.       9. We will adopt safer recruitment best practice in the recruitment and selection of staff and volunteers.       10. We will provide effective leadership, management, and support to the staff and volunteers who deliver services on our behalf including ongoing training and pastoral support.       11. We will ensure that we consider safety in all areas of our work and ministry by:           1. Managing health and safety through effective policies and procedures; using risk assessment processes and proportionate systems.           2. Considering the online as well as the physical environments; including our use of social media and technology.       12. We will ensure that we monitor the conduct of our staff and that we have policies, procedures, and systems for managing allegations against staff or volunteers, supported by a culture of listening to allegations and responding with rigor, fairness, and transparency.       13. We will ensure that our expectations in relation to the conduct of members of Centre Church Droitwich are clear through codes of conduct, policies and training.       14. We will seek to clearly identify concerns about the safety or wellbeing of everyone who is part of our church community at Centre Church Droitwich, and to respond appropriately and proportionately:           1. To signpost or refer them to local or national services that can help them.           2. To provide information, guidance, and support as we are able.           3. To share information appropriately with partner agencies where we have concerns about the safety of an individual and where statutory thresholds and / or criteria are met.       15. We will record and store information accurately, keeping it securely in line with our legal duties, information sharing policies and national and local guidance and agreements. This will include records such as:           1. Consent forms           2. Registers from organised events with children           3. Accident and incident reporting           4. Confidential recording of safeguarding concerns       16. We will consider the needs of children, their parents/carers and adults at risk who are involved in a safeguarding process wherever possible; making reasonable adjustments where necessary to enable them to participate in the decisions that affect them.       17. We will ensure that we have a culture, policies, and procedures for raising concerns by anyone in our church community including children, adults at risk and their parents/carers, and for dealing with those concerns in an efficient, open, honest, and fair manner.       18. We will support a culture that enables every member of our community to raise a complaint, supported by a clear Complaints Policy and a Whistleblowing section within the Safeguarding Policy.       19. We will ensure that relevant policies, procedures, codes of conduct etc are publicly available.  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **Part 2: Safeguarding Procedures** | | 1. **Purpose**   These procedures aim to provide staff and volunteers with clear and simple instructions as to how safeguarding is promoted and how concerns should be handled. They are not provided for training purposes and will not be used as a substitute for training. | | 1. **Scope**   These procedures apply to all staff and volunteers and others who act on behalf of Centre Church Droitwich. | | 1. **Definitions**   **Adult:** Refers toa person who is at least 18 years of age.  **Adult at risk:** Refers to any person who at a particular time:   * Is aged 18 years and over * Is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness; and * Is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.   **Allegation:** Is the claim or concern that someone who has access to vulnerable people including children and adults at risk of abuse has:   * Caused harm to an individual * Committed a criminal offence involving such a person * Behaved in a way that may indicate that they are unsuitable to work with such people   **Child:** Refers to a person who is under 18 years of age.  **Church Community:** Refers to any gathering of members and/or regular attenders at Centre Church Droitwich.  **Concern about Practice:** Is a concern that methods of operation within the organisation may be placing, or potentially placing individuals at risk of harm.  **Designated Safeguarding Lead (DSL):** Refers to the individual who retains oversight of safeguarding policies, procedures and practice at Centre Church Droitwich.  **Deputy Designated Safeguarding Lead:** Refers to the individual who supports the DSL and performs DSL duties in their absence.  **Elder(s):** Refers to those appointed by the church to that office to provide spiritual leadership and instruction.  **Local Authority Designated Officer (LADO):** Person within the local authority who has responsibility for dealing with concerns about adults who work with children.  **Low Level Concern:** A concern involving an adult staff member or volunteer that may have acted in a way that is inconsistent with the Code of Conduct but is otherwise not serious enough to consider a referral to the LADO. The term ‘low-level’ concern does not mean that it is insignificant.  **Member of Centre Church Droitwich:** Refers to an adult who has been accepted into formal membership of the church.  **Ministry Team Leader:** Refers to an adult who has responsibility for a group, event or church function on an ongoing basis.  **Safer Recruitment:** A set of practices to help ensure that staff and volunteers are suitable to work with children and adults at risk.  **Single Central Record:** Is the master record of all pre-appointment checks and processes that were completed prior to appointment to a role.  **Staff:** Refers to any paid employee of Centre Church Droitwich, volunteer member of staff, or co-worker seconded to us and functioning as a member of the Centre Church Droitwich staff team.  **Trustee(s):** Refers to those who are legally responsible for the governance and oversight of Centre Church Droitwich. Currently at Centre Church Droitwich the Elders are the recognised Trustees.  **Volunteer(s):** Refers to anyone who is appointed by the church to a role, or who performs identified tasks on behalf of the church for which they receive no payment (other than out-of-pocket expenses that are appropriately authorised).  **We:** Refers to Centre Church Droitwich as a church body, principally defined through membership status.  **Whistleblowing**: Is raising a concern externally in circumstances where:   * The individual has raised concerns internally, but the concerns have not been adequately addressed or * The individual does not feel safe or able to address the concerns internally | | 1. **Governance and oversight**   Legal responsibility for the commitments stated within this policy lies with the Trustees. The Trustees will provide effective oversight of safeguarding across the church by:   * 1. Ensuring that they appoint from amongst their number a nominated Safeguarding Trustee who will act on their behalf to provide leadership and guidance on matters related to safeguarding.   2. Ensuring that the church eldership promote the importance of safeguarding and lead the development of a culture that is biblically faithful, transparent, and that its profile is maintained.   3. Ensuring that a suitably knowledgeable and appropriately trained and skilled Designated Safeguarding Lead (DSL) and a deputy are appointed and that they are adequately supported and resourced.   4. Ensuring that a proportionate and legally compliant safeguarding policy is in place and that it is reviewed by the Trustees with input and support from the DSL and Deputy DSL at least annually, but more frequently as required.   5. Ensuring that the DSL provides a written or verbal update to trustee meetings on a quarterly basis and that a written annual report is provided to the Trustees by the DSL and Deputy DSL.   6. Ensuring that the effectiveness of the safeguarding arrangements is monitored on an ongoing basis and reviewed annually in line with the review of the policy and procedures.   7. Ensuring that safeguarding roles and responsibilities are clearly defined, and that appropriate accountability is provided. | | 1. **Recruitment and ongoing support of staff and volunteers**   The recruitment and support of staff and volunteers is of critical importance to Centre Church Droitwich and to our work and ministry. In order to fulfil our legal duties and to ensure we meet the still higher standards dictated by The Bible, all staff and volunteers will be subject to appropriate recruitment processes, as detailed in the remainder of this section:   * 1. **Management of recruitment processes**      1. At least one person who is involved in the process of recruitment of staff or appointment of volunteers will be trained in Safe Recruitment.      2. Staff and volunteers will be provided with written Job/role descriptions and person specifications prior to deciding whether to take up the position/role.      3. Appropriate records will be kept of all recruitment processes and decisions.      4. A “Single Central Record” of recruitment checks and a training log will be maintained.      5. DBS certificates will be retained by the applicant and not stored by Centre Church Droitwich. The Single Central Record is the only record that will be retained by the church.   2. **Recruitment process**      1. Prior to appointment, all staff and volunteers will be required to submit an application form (see appendix C). Where necessary and appropriate (e.g. lack of literacy skills, English as a second language etc) support can be provided for completion of the forms.   3. **Paid staff positions**      1. Prior to appointment all paid staff will be required to attend a formal interview, regardless of whether a competitive process is in operation.      2. Prior to appointment of a new member of staff references will be sought, including, where possible, a reference from the current or most recent employer.      3. Upon commencement of their position, all staff will be required to complete a formal induction process as outlined in their role description and including any matters identified during the recruitment process.      4. The Single Central Record will be updated as appropriate throughout the process.   4. **Volunteer positions**      1. Prior to appointment, all volunteers will be required to attend a formal discussion to ensure their suitability and clarity of understanding of the role and its requirements.      2. Prior to appointment, references will be sought. Where an appropriate reference was obtained at the time of application for formal church membership, this may be used.      3. Following appointment and prior to commencement of the role, volunteers will receive some induction for the role by a suitable ministry team leader, including relevant safeguarding training.      4. The Single Central Record will be updated as appropriate throughout the process.   5. **DBS Checks**      1. Following appointment and prior to commencement of the role, staff and volunteers will be required to complete a DBS check.      2. Under normal circumstances, the individual will not commence their role until the result of the DBS check has been received.      3. Once formal notification of a clear DBS check has been received, the Single Central Record will be updated with the relevant information.   6. **Blemished DBS Checks**      1. The applicant will be asked to present the DBS certificate to the ministry team leader.      2. Following receipt of a blemished DBS check (whether from self-disclosure or examination of the certificate), a formal assessment will be conducted to ascertain the applicant’s suitability for the role.      3. The applicant will be given every opportunity to provide input to the assessment and the outcome will be explained to them.      4. A blemished DBS check does not necessarily prevent the individual from engaging in regulated activity. The risk assessment may conclude:         1. That the individual is unsuitable for the role         2. That further investigation is required         3. That the person is suitable for the role with restrictions         4. That the blemish does not indicate unsuitability      5. If the risk assessment concludes that the individual is unsuitable for the role, consideration will be given to whether the “Management of ex-offenders or those who pose an actual or potential risk to others; particularly to vulnerable people” *(see section 14 of this policy)* process needs to be triggered.      6. Once the details of the certificate have been recorded in the Single Central Record, the certificate will be returned to the applicant and no copies will be retained   7. **Probationary periods**       1. All staff will be subject to a formal probationary period, and volunteers to an informal period during which they and an appropriate ministry team leader assess their suitability for the role, based on the written job/role description and person specification, and on their performance in the role.      2. Support, guidance and review will be provided as needed through the probationary period and a further discussion will take place at the end, at which time the outcome (suitable, unsuitable, or probation extended) will be clearly communicated by the ministry team leader to the team member. Where appropriate, the Single Central Record will be updated.   8. **Ongoing support and supervision.**      1. All staff and volunteers will receive proportionate supervision and support in their roles.      2. Where DBS checks are required, these will be updated at least every three years.   9. **Training**       1. All new staff and volunteers who fall within the scope of this policy and procedures will be receive initial safeguarding training, and a copy of this policy.      2. Trustees will receive initial training. While there is no legal requirement for formal update training, the Trustees will ensure that they are competent in their roles and that their knowledge of compliance with legislation and Charity Commission guidance is up to date.      3. Church Elders will refresh their Safeguarding training every three years.      4. Volunteers and staff involved in working with children, young people, or adults at risk of abuse are required to update their training at least every three years.      5. The Designated Safeguarding Lead and the Deputy DSL are required to attend formal update training at least every two years.      6. All staff, volunteers and Trustees will undergo an informal update activity annually.      7. A record of training and DBS checks will be maintained by the church within the Single Central Record. | | 1. **Ensuring a safe and healthy environment**   Centre Church Droitwich fully recognises that there are many factors that impact on and contribute to the safety of the environment for everyone; some of these being procedural and others cultural. This section refers to the procedural aspects.  **Health and Safety**  The Trustees will seek to protect the health and safety of everyone in our church community by:   * 1. Reviewing our health and safety policy at least annually to maximise effectiveness and ensure ongoing legal compliance.   2. Maintaining and implementing proportionate Risk Assessments for both the premises and the activities of the church.   3. Maintaining and analysing Accident and Incident Reports on receipt to ensure appropriate lessons are learned and timely responses are implemented. An overview analysis of reports that examines trends and recurring themes will be conducted at least annually.   4. Ensuring that adequate First Aid cover is available, and that only qualified First Aiders administer First Aid wherever possible.   5. Ensuring that appropriate safety equipment such as First Aid kits, Fire Extinguishers etc are available and maintained on an ongoing basis.   6. Ensuring that information relating to safeguarding, including contact details and other relevant information is prominently displayed in the building and online.   7. Ensuring that key Health and Safety information will be prominent and best practice will be promoted and communicated effectively.   **When engaging in ministry to children:**   * 1. Registers of children and leaders present will be maintained.   2. Those involved in such ministries will have been appointed in accordance with our Safe Recruitment procedures.   3. Ensure that consent is obtained for their attendance at the group and that contact details and information about any additional or specific needs are recorded.   4. Ensure that appropriate child: adult ratios are maintained in line with guidance from the NSPCC: * 0 – 2 years – one adult to three children * 2 – 3 years – one adult to four children * 4 – 8 years – one adult to six children * 9 – 12 years – one adult to eight children * 13 – 18 years – one adult to ten children   1. Ensure that appropriate accident / incident reporting is in place and that any accidents or incidents are reported to parents / carers in a timely manner.   2. Ensure that appropriate order and discipline are maintained.   **When children are present at meetings that are primarily aimed at adults and childcare is not provided and their parent / carer is present:**   * 1. During these times, children remain the responsibility of their parent / carer and that person is responsible for their safety and care.   2. Any concerns or support needs identified will be recorded and reported to the DSL in the usual way.   **When children are present at meetings that are primarily aimed at adults and participating in that meeting in their own right:**   * 1. Although there are not specific procedures for such meetings, the normal principles of safeguarding will apply.   2. If the young person is not believed by the ministry leader to be competent to consent to attendance, consent will be sought from their parent / carer.   3. If the young person is believed to be competent to consent to attendance, the ministry leader will encourage them to be open and transparent with their parent / carer and consent will be sought for the church to contact the parents and establish open communication and transparency.   4. The ministry leader of the meeting in question will be vigilant to ensure that the young person is adequately protected.   5. Any concerns or support needs identified will be recorded and reported to the DSL.   **When ministering to Adults at Risk of Abuse or Adults with additional support needs:**   * 1. If the individual is not believed by the ministry leader to be competent to consent to attendance, consent will be sought from their carers.   2. If the individual is believed to be competent to consent to attendance, the ministry leader will encourage them to be open and transparent with their carers, and consent will be sought for the church to contact them with a view to establishing open communication and transparency.   3. The ministry leader of the meeting in question will be vigilant to ensure that the individual is adequately protected.   4. Any concerns or support needs identified will be recorded and reported to the DSL. | | 1. **Responding to and reporting safeguarding concerns and disclosures**   Please also refer to appendix D for flow charts depicting the processes to be followed when reporting concerns and / or disclosures.  **Managing imminent risk**   * 1. Upon identification of a concern or receipt of a disclosure, the worker involved should make an assessment as to whether any immediate action is necessary to protect the individual and keep them safe.   2. The worker may seek advice from the DSL, however, the seeking of advice should not unnecessarily delay or prevent the protective action, or place the individual at risk of further or increased harm.   3. In such urgent situations and if the DSL cannot be immediately contacted, the worker should contact either the police on 999 or Social Care to obtain support. Under such circumstances, the DSL should be notified at the earliest possible opportunity.   **Reporting concerns to the Designated Safeguarding Lead**   * 1. Once it has been established that the individual is not, or is no longer in imminent danger, the concern will be reported to the DSL.   2. The concerns will be discussed with the DSL at the earliest opportunity, to ensure clarity of understanding.   3. Details of the concern must be recorded on the “Incidents and Concerns reporting form” (See appendix C) either before, during, or immediately after the discussion with the DSL.   **The role of the Designated Safeguarding Lead in managing the risks**   * 1. In discussion with the worker reporting the concern, the DSL will review any immediate actions taken and will be responsible for follow-up or further action that may be required.   2. Upon receipt of the completed form, the DSL will establish a Confidential File in relation to the person at risk.      1. A Chronology (See appendix C) will be established and inserted at the front of the confidential file.      2. The confidential file will be updated with any further discussions or actions, including any advice sought or referrals made, and updates will continue on an ongoing basis.      3. The DSL will confirm to the person raising the concern that the matter has been actioned. The DSL will not provide any unnecessary information. Information is only shared on a “need to know” basis.   3. Where the concern meets the statutory threshold, the DSL will notify the parent or carer of the individual concerned (or the individual themselves if they are a competent adult) that a referral is being made to Social Care.   4. Information will not be shared with the parent / carer in situations where:      1. To do so would place a child at increased risk of harm or neglect      2. To do so would place an adult at increased risk of harm or abuse      3. The concern relates to Fabricated or Induced Illness   5. The referral will be made to the appropriate Social Care service (See appendix B for contact details).   6. If the referral has not been acknowledged within 3 working days, the DSL will follow up with Children’s / Adult’s Social Care.   7. The DSL will work with the Local Authority and other partners on behalf of Centre Church Droitwich to ensure that we fully participate in the safeguarding process.   8. All conversations, correspondence, and documentation will be placed into the confidential file and the Record of action and Chronology will be maintained on an ongoing basis.   9. Confidential files will be stored in the Centre Church Droitwich online storage system.   10. The DSL will share information as necessary with other individuals in the church to facilitate effective safeguarding. | | 1. **Allegations against or concerns about staff and volunteers**   Centre Church Droitwich takes allegations against our staff and volunteers very seriously and will ensure that they are investigated thoroughly, via a transparent process in a timely manner. We recognise that that we have a responsibility to take any allegation seriously, to manage the situation effectively while the investigation takes place, and to support the person accused throughout the process.   * 1. Allegations against staff or volunteers within the church should be reported to the DSL.   2. If the allegation is against the DSL, it should be reported to the deputy DSL.   3. Full details of the allegation will be recorded.   4. The DSL will initially assess whether any immediate action is required to ensure the safety of everyone involved.   5. Dependent upon circumstances and the immediate action required, notifying the individual that an allegation has been received may be unavoidable.   6. If so, care will be taken not to compromise the gathering of evidence.   7. If it is necessary to notify the individual at this stage, details of the allegation should not be divulged.   8. A suspension from duties may need to be considered.   9. Appropriate pastoral support must be offered to the subject of the allegation as well as any potential victims.   10. At the earliest opportunity, the LADO (Local Authority Designated Officer) should be consulted.   11. If the LADO cannot be contacted due to working hours, initial advice can be sought from Christian Safeguarding Services (CSS).   12. If the allegation meets the threshold for LADO, the church’s investigating officer will work with LADO to ensure that the allegation is thoroughly investigated, and all issues raised are addressed.   13. If the allegation does not meet the threshold for LADO, the allegation will be classed as a ‘low level concern’. The DSL / Deputy DSL will consult with CSS, who will provide independent support and advice to ensure transparency.   14. Thorough records of all aspects of the handling of the allegation will be retained throughout the process.   15. These records will be held confidentially in the Centre Church Droitwich online storage system. | |  | | 1. **Concerns about practice and whistleblowing**    1. Staff and volunteers are encouraged to raise concerns about process, practice, or culture with the Elders.    2. The concerns will be carefully considered by the Elders, and a response will be provided to the individual explaining the decision.    3. Resolution to a concern may involve consultation over a period of time and is not necessarily limited to a single response.    4. If the complainant is not satisfied with the response they should inform the Elders, explaining their concerns about the inadequacy of the response.    5. Elders will then provide details of how to raise the complaint externally as part of the formal response. This will include contacting the Charity Commission, details of the NSPCC whistleblowing helpline, and any other measures that they wish to offer. 2. **Management of ex-offenders or those who pose an actual or potential risk to others; particularly to vulnerable people**   As a church, we believe in the power of God to forgive and transform individuals. We also believe that every individual is valuable to God and should be protected; particularly those who are vulnerable.   * 1. Where Centre Church Droitwich becomes aware that an individual is an ex-offender or that they may pose a risk to vulnerable people, the church elders will enter into an open discourse with that individual to understand the context and the risks.   2. Where appropriate, and with the consent of the individual, the church will seek to work in partnership with the Probation Service or other agencies supporting the individual.   3. The DSL will assess the risk posed by the individual and a formal risk assessment will be formulated.   4. If the risk assessment deems necessary, a formal agreement with the individual will be drawn up and will be signed by a church elder, DSL and the individual. The agreement will include:      1. The church’s commitments to the individual who poses the risk.      2. The steps the church will take to support the individual while simultaneously protecting everyone in the church community.      3. The restrictions and conditions that will be applied to the individual’s involvement in the life of the church.      4. The consequences of failure to comply with the agreement.      5. When and how the risk assessment and formal agreement will be reviewed.   5. All decisions and agreements will be formally recorded and confidentially stored in the Centre Church online storage system.   6. The individual who poses a risk will be fully involved in the planning process and information will only be shared with church members by the elders either:      1. With the agreement of the individual who poses a risk      2. Where information needs to be shared to protect vulnerable people and then, only the minimum information that is essential will be shared and the individual will be informed in advance what information will be shared.   7. If the individual chooses to leave the church to avoid the management of the risk and starts to attend elsewhere, the church elders will take specialist advice as to whether this information should be passed on.  1. **Management of Safeguarding at CCD Foodbank Café (CCDFB Café)**    1. Whilst Foodbank clients are in the café there should always be two volunteers from CCD present.    2. The DSL, DDSL or Safeguarding Trustee (ST) will be available for consultation by telephone during each CCDFB Café session and will take responsibility for any resulting safeguarding conversations with Foodbank staff.    3. The Foodbank supervisor and the CCD DSL/DDSL/ST will jointly decide which organisation will take responsibility for managing the safeguarding concern at the earliest possible opportunity.    4. Information will be shared with the CCD DSL on a case-by-case basis depending on which organisation is managing the concern / incident.    5. It is accepted that decisions may need to be made at speed using personal judgement, please refer to the code of conduct on p18 for further practical guidance. | | **Basis of policy and legal framework**  This policy is consistent with:   * Current legislation * National guidance * Local arrangements * Our charitable objectives, governing documents, and doctrinal statements | | **Related policies and procedures**  This policy should be read in conjunction with:   * Our Basis of Faith * Our Foundational Documents | | |

**Part 3: Codes of Conduct**

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| **Code of conduct for staff and volunteers working with children** |
| Those working with children will:   * Ensure that they understand the policies, procedures, systems, guidelines, and risk assessments etc that are provided and that they are implemented. * Attend safeguarding training on the frequency stipulated in this policy. * Work in a transparent and responsible manner that ensures that they are accountable to the church elders and that they are open to discussion with and challenge from parents. * Ensure that their conduct embraces their responsibility for the safety of the children in their care. * Maintain a state of vigilance to identify and report any safeguarding concerns, including concerns about adults who may pose a risk to children. * Refrain from any abuse of their power or authority as adults and leaders within the group. * Seek to avoid being alone with children (including in a car), and that should this occur on an unplanned occasion, it is reported in written form to the DSL. * Only take responsibility for children if they are physically and mentally fit and able to do so. * Treat them with respect and dignity. * Treat them in an age-appropriate way that recognises their developmental stage and ability. * Treat those with additional needs in a way that accommodates their individual needs, seeks to understand the challenges they face, and strives to promote equality with their peer group. * Provide them with appropriate levels of choice. * Treat them as individuals. * Respect their views and wishes. * Promote and ensure appropriate behaviour towards one-another. * Ensure that appropriate professional boundaries are maintained. * Ensure that whatever age-appropriate boundaries are necessary are clearly explained and consistently applied. * Ensure that any age-appropriate physical contact is proportionate, appropriate to the circumstances, and where possible is child led. * Ensure that physical intervention is only used as a last resort to ensure the safety of an individual child or the group. * Refrain from any physical chastisement. * Refrain from making any social media connections with any child they work with apart from their own child or a close relative. * Not engage in electronic communication with children, unless with express permission of the parent / carer. * Not engage in any sexualised, aggressive, humiliating, demeaning or discriminatory (etc) language or behaviour with them. * Refrain from taking photographs of children, unless with the express permission of the parent / carer. * Refrain from publicly sharing photographs of children, unless with the express permission of the parent / carer. * Act with fairness and treat children equitably, avoiding discrimination or any kind of favouritism. * Seek to avoid any language or behaviour or adopting any attitude that could lead to misunderstanding of the worker – child relationship. |

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| **Code of conduct for staff and volunteers working with adults who are or may become at risk** |
| Those working with vulnerable adults including adults at risk of abuse will:   * Ensure that they understand the policies, procedures, systems, guidelines, and risk assessments etc that are provided and that they are implemented. * Attend safeguarding training on the frequency stipulated in this policy. * Work in a transparent and responsible manner that ensures that they are accountable to the Trustees and that they are open to discussion with and challenge from them. * Ensure that their conduct embraces their responsibility for the safety of those with whom they are working. * Maintain a state of vigilance to identify and report any safeguarding concerns, including concerns about people who may pose a risk to the adults they work with. * Refrain from any abuse of their power or position and always seek to act in the best interest of the individual. * Only engage in activity for which they are physically and mentally fit. * Treat them with respect and dignity. * Ensure that the support offered to the adult is appropriate and that their views, wishes, and choices are respected. * Treat the adults they work with as individuals. * Promote and seek to ensure appropriate behaviour towards one-another. * Ensure that appropriate professional boundaries are maintained. * If working in groups, seek to ensure that necessary behavioural and interpersonal boundaries are clearly explained and consistently implemented. * Ensure that any physical contact is appropriate and led by the adult at risk. * Ensure that physical intervention is proportionate and only used as a last resort to ensure the safety of an individual or the group. * Not engage in any sexualised, aggressive, humiliating, demeaning or discriminatory (etc) language or behaviour with them. * Act with fairness and treat each person equitably, avoiding discrimination or favouritism. * Seek to avoid any language or behaviour or adopting any attitude that could lead to a misunderstanding of the worker – adult at risk relationship. * Ensure that methods of communication between staff / volunteers and any adult at risk are appropriate and defensible, minimising any risk of misunderstanding or misinterpretation of the worker – adult relationship. |

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| **Code of conduct for 121 Pastoral Meetings** |
| There will be occasions within the life of the church family when it is appropriate for a leader to arrange to meet someone else on a one-to-one basis. This could be a Pastor meeting with a church member to counsel them, or a youth leader meeting with a child to help them understand the bible for example. There will always be a power dynamic at play in these meetings, (where there is a clear leader/non-leader relationship) and as such we want to protect both parties whilst allowing this valuable work to take place.  **121 Meeting with a young person**   * 121 pastoral work with a child under 11yrs is not recommended. * Written parental / carer consent should be obtained to meet with and text a young person. This will be held in the Centre Church Droitwich Single Central Record. * Parents / carers should be informed of each specific meeting. * Pastoral meetings with a young person should be undertaken in a public place, or at their home with a parent present without exception. * The young person and adult should not travel to or from any meeting point alone in a vehicle, unless written consent has been given by a parent / carer. * It is the leaders responsibility to review this consent on a 6 monthly basis in order to actively monitor the appropriateness of any pastoral relationship with a young person. * Children with additional needs should not be seen alone.   **121 Meeting with Adults**   * Leaders should keep an easily accessible record of all pre-arranged meetings with an individual. This should include where it is taking place, when and with whom. * The most suitable location for a meeting is at the discretion of the Elder / Leader making the arrangement, based on individual circumstances, risks and vulnerabilities. * Long term, regular meetings should be avoided. * Adults at Risk (as defined in the Safeguarding Policy) should not be seen alone. |

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| **Code of conduct for staff and volunteers at the CCD Foodbank Cafe** |
| **During the Foodbank Café volunteers will:**   * Ensure that they understand the policies, procedures, and risk assessments in place. * Work in a transparent and responsible manner that is accountable to the church leaders. * Maintain a state of awareness to identify and report any safeguarding concerns, including concerns about people who may pose a risk to them. * Commit to reporting any safeguarding concerns to the designated CCD Foodbank Café lead / CCD Designated Safeguarding Lead as soon as reasonably practical. * Commit to discussing any difficult, confusing or worrying conversations with the CCD Foodbank Café lead. * Only engage in activity for which they are physically and mentally fit. * Ensure that support is client led and that their views, wishes, and choices are respected. * Treat clients as individuals. * Act with fairness and treat each person equitably, avoiding discrimination or favouritism. * Ensure that there is no physical contact between a Foodbank client and CCD volunteer. * Seek to avoid any language or behaviour or adopting any attitude that could lead to misunderstanding. * Seek to signpost Foodbank clients experiencing problems and hardship to appropriate organisations. * Seek to utilise the expertise available from others at the Foodbank - Foodbank staff and Citizens Advice where appropriate. * Ensure that the Foodbank café lead is made aware of any clients who are invited to church. * Remember that they are not responsible for a client’s situation, choices, or outcomes.   **During the Foodbank Café volunteers will not:**   * Offer to transport a client home. * Exchange personal contact details. * Guarantee confidentiality during conversation. * Arrange to meet up outside of the Foodbank Café. * Form an exclusive relationship with a client.   **Outside of the Foodbank Café volunteers will:**   * Be expected to use personal judgement when unplanned contact occurs, as to the wisest course of action to take. * Be expected to keep themselves safe at all times. * Be expected to avoid lone contact where reasonably possible. * Ensure that where unplanned contact occurs outside of a Foodbank session, it is reported to the CCD Foodbank Café lead as soon as reasonably possible. * Consult the CCD Foodbank Café lead if contact outside of the café setting seems appropriate. * Respect the clients right to make decisions that they don’t agree with or find hard to accept. * Be prepared to decline a request for help made by a client if it breaches guidelines.   **Outside of the Foodbank Café volunteers will not:**   * Give a client money. * Have planned contact with clients. * Form an ‘exclusive’ relationship with any Foodbank clients. * Transport a client alone in their vehicle. * Invite a client into their home. |

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| **Appendix A**  **Key safeguarding contacts** | |
| **Internal**  **Governance / Strategic Level**  Legal compliance and final responsibility for safeguarding rests with the Trustees.  **Designated Safeguarding Lead**  Name: Rachel Marshall  Email: [safeguarding@centrechurchdroitwich.co.uk](mailto:safeguarding@centrechurchdroitwich.co.uk)  Phone: 07779 642680  **Deputy Designated Safeguarding Lead**  Name: Hannah Allen  Email: [safeguarding@centrechurchdroitwich.co.uk](mailto:safeguarding@centrechurchdroitwich.co.uk)  Phone: 07866 808300  **Allegations against staff or volunteers and concerns about practice should be directed to the Designated Safeguarding Lead as above.**  If they are unavailable, or the complaint relates to them please contact:  Name: Ben Putt  Role: Centre Church Droitwich Elder  Email: [ben@centrechurchdroitwich.co.uk](mailto:ben@centrechurchdroitwich.co.uk)  Phone: 07852 242573  External Specialist Support:  Christian Safeguarding Services (CSS) advice line  Phone: 0116 218 4420 (8am–10pm)  Email: [info@thecss.co.uk](mailto:info@thecss.co.uk) | **External**  **Call 999 where there is an imminent risk posed.**  **Call 101 to report an incident to West Mercia Police.**  **Safeguarding children**  Worcestershire Children’s First  Family Front Door  Phone: 01905 822666 (Mon-Thurs 9-5, Fri 9-4.30)  Emergency out-of-hours: 01905 768020  Local Authority Designated Officer (LADO – where there are concerns about an adult working with a child)  Phone: 01905 846221  **Safeguarding Adults**  Worcestershire Adult Social Care (report a concern)  Phone: 01905 768053  Adult Safeguarding Team (advice only)  Phone: 01905 843189  **Safeguarding Families**  Wychavon Early Help Family Support  Phone: 01905 844229  Email: [familysupportwychavon@worcschildrenfirst.org.uk](mailto:familysupportwychavon@worcschildrenfirst.org.uk) |

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| **Appendix B – Basis of the policies and procedures and the legal framework** | |
| This policy reflects Centre Church Droitwich’s fundamental biblical beliefs and should be read in conjunction with our Basis of Faith and Foundational Documents. The policy has been formulated using a template from Christian Safeguarding Services, which is informed by the following legal framework: | |
| **Safeguarding Children** | **Safeguarding Adults** |
| * National legislation and guidance (Safeguarding Children)   + Children Acts (1989 & 2004)   + Children and Families Act 2014   + Children and Social Work Act 2017   + Working together to safeguard children (2018)   + What to do if you’re worried a child is being abused: advice for practitioners (Department for Education, 2015)   + Protection of Children Act 1999   + Safeguarding vulnerable groups act 2006   + Protection of freedoms Act 2012   + Disqualification under the childcare act 2006 (2018 amended)   + Prevent duty guidance 2016   + Sexual offences Act 2003   + The Safe Network Standards (available from the NSPCC website)   + After School Clubs, Community Activities and Tuition Safeguarding Guidance for Providers (DfE) 2023   + The policy also takes account of the principles outlined in:     - Keeping children safe during community activities, after school clubs and tuition     - Keeping children safe in education 2023     - FGM duty guidance     - Prevent duty guidance | * National legislation and guidance (Safeguarding adults)   + The Care Act 2014   + Human Rights Acts 1998   + Care Standards Act 2000   + Mental Capacity Act 2005   + Deprivation of Liberty Safeguards 2007   + Sexual Offences Act 2003   + Police and Criminal Evidence Act 1984 of Fraud Act 2006   + Public Interest Disclosure Act 1998   + Health and Social Care Act 2008   + Disclosure and Barring Service (DBS)   + Multi-Agency Public Protection Arrangements (MAPPA)   + Multi-Agency Risk Assessment Conference (MARAC)   + LSAB Multiagency Policy and Procedures |
| * Local guidance and procedures   + *Local Safeguarding Children Board procedures*   + *Local authority guidance* | * Local guidance and procedures   + *Local Safeguarding Adults Board procedures*   + *Local authority guidance* |

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| **Appendix C**  **Standard Document Templates** | |
|  | Application to Volunteer |
|  | Reference Request Form |
|  | Concerns Reporting Form |
|  | Notes for completion of Concerns Reporting Form |
|  | Confidential file Chronology |
|  | Confidential file record of Conversations and Actions |
|  | Template Report from DSL to Trustees |

**Centre Church Droitwich**

**Volunteer application form**

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| --- | --- | --- | --- | --- | --- | --- |
| **About You** | | | | | | |
| Full name: | | Address: | | | | |
| Phone number: | | | | | | |
| Mobile number: | | | | | | |
| E-mail address: | | | | | | |
| **About the role (to be completed by the Ministry Team Leader)** | | | | | | |
| Department /Group / ministry area: | | Role applied for: | | | | |
| Is the role subject to a DBS check? | | | | | | |
| Children only | Adults only | | | Children and adults | | |
| **Personal statement** | | | | | | |
| Please outline how you became a Christian? | | | | | | |
| Please describe your reasons for applying for this role and any appropriate experience in similar roles. | | | | | | |
| Do you have any questions or concerns about the role, or your ability to fulfil it? | | | | | | |
| **References** | | | | | | |
| Please supply details of 2 people who can comment on your suitability for this role. One should be a church leader if possible and neither should be a family member. | | | | | | |
| Reference 1 | | | Reference 2 | | | |
| Name | | | Name | | | |
| Relationship to you or capacity in which you are known to them: | | | Relationship to you or capacity in which you are known to them: | | | |
| Address | | | Address | | | |
| Phone | | | Phone | | | |
| E-mail address | | | E-mail address | | | |
| **Self-declaration** | | | | | | |
|  | | | | | Yes | No |
| Do you have any criminal convictions that would affect your ability to perform this role? | | | | |  |  |
| Is your state of physical, mental, emotional, and spiritual health adequate to fulfil this role? | | | | |  |  |
| If the role involves working with children, young people, or vulnerable adults, are you, or have you ever been barred from such work? | | | | |  |  |
| Have you read our basis of faith and are you in agreement with the church’s beliefs as outlined in it? | | | | |  |  |
| Do you agree to abide by the policies, procedures, codes of conduct and risk assessments that are relevant to this role? | | | | |  |  |
| Is there anything that you wish to add or that you wish us to take into account in relation to this self-declaration? | | | | | | |
| I confirm that the information supplied in this form is accurate to the best of my knowledge.  Signature:  Date: | | | | | | |

Your personal data will be stored securely according to Centre Church Droitwich’s data protection policy and the GDPR privacy notice on our website <https://www.centrechurchdroitwich.co.uk/User/PrivacyPolicy.aspx>

Volunteer appointed by:

Appointment date:

Probationary period review date:

**Centre Church Droitwich**

**Reference Request Form**

|  |  |
| --- | --- |
| **About the Applicant and Role (to be completed by the Ministry Team Leader)** | |
| Full name of Applicant: | |
| Ministry Team Leader name and contact details: | |
| Ministry area and Role applied for: | Role Requirements: |
| **About the Referee** | |
| Full name: | Address: |
| Phone Number: | |
| Mobile Number: | |
| Email Address: | |
| **Reference** | |
| Capacity in which you know the applicant: | |
| Length of time that you have known the applicant: | |
| Please tell us what you know of their Christian life and character: | |
| Please tell us what you know of their suitability to work in this role, and your experience of seeing them work in this area of ministry: | |
| Do you have any concerns about their suitability for this role? | |
| I confirm that the information supplied in this reference is true and accurate to the best of my knowledge.  Signature:  Date: | |

If you would like to discuss the contents of this reference, please contact the Ministry Team Leader who sent the reference to you or the Designated Safeguarding Lead (Rachel Marshall) via [safeguarding@centrechurchdroitwich.co.uk](mailto:safeguarding@centrechurchdroitwich.co.uk)

Your personal data will be stored securely according to Centre Church Droitwich’s data protection policy and the GDPR privacy notice on our website <https://www.centrechurchdroitwich.co.uk/User/PrivacyPolicy.aspx>

**Centre Church Droitwich**

**Incident / Concern Reporting Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **About this form and the person completing it** | | | |
| Your name | Your phone number | Your mobile number | Your e-mail address |
| Are you reporting:  *Please tick the appropriate box(es)* | An incident | A disclosure | A concern |
| Department /Group / ministry area | | | Date completed |
| **About the person or people we are concerned about or involved in the incident** | | | |
| Their name(s) | Their Address and contact details | Their Date of birth | Name & contact details for parent / (where appropriate) |
| *Please insert more lines as required* |  |  |  |
|  |  |  |  |
| **Details of the incident / disclosure / concern** | | | |
| *What happened / was said / have you noticed etc?* | | | |
| **Context of the incident / disclosure / concern** | | | |
| *Where / when / who else was present etc*. | | | |
| Date of incident / disclosure | | Time of incident / disclosure | |
| Action taken to ensure immediate safety | | | |
| Other action taken or advice sought | | | |
| Signature  Date | | | |
| **For office use only: Form reference –** | | | |

**Incident / Concern Reporting Form**

**Notes for completion**

**About this form and the person completing it**

Please complete all sections.

**About the person or people we are concerned about or involved in the incident**

When reporting a concern involving a child, please complete all sections.

When reporting a concern about an adult, the parent / carer details may not be required. Where this is recorded, please include the relationship to the person involved. Please insert additional lines as required.

**Details of the incident / disclosure / concern**

Please include as much relevant detail as you can.

When reporting a disclosure, please quote the individual word for word where possible. Please also comment on their body language or any other non-verbal communication that might be useful.

When drawing conclusions, please include the evidence that has led to that conclusion.

**Context of the incident / disclosure / concern**

Please include as much relevant detail as you can.

**Action taken to ensure immediate safety**

Please provide details. If no action was required, please indicate by writing “None”.

**Other action taken or advice sought**

If any advice was sought, please provide details including who you spoke to, their contact details and what advice was given or action that was taken.

**Signature**

Please ensure that you sign and date the form.

**Centre Church Droitwich**

**Confidential File Chronology**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Document reference** | **Document type** | **Brief summary of content** | **Entered by** |
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**Centre Church Droitwich**

**Record of Safeguarding Conversations and Actions**

|  |  |
| --- | --- |
| **Date of action / conversation** | **Document reference** |
| **Description of record** | |
| **Information given** | |
| **Advice received** | |
| **Actions to take** | |
| **Outcomes** | |
| **Recorded by** | **Date recorded** |

**Centre Church Droitwich**

**Safeguarding report to the trustees and officers**

|  |  |  |  |
| --- | --- | --- | --- |
| **Report from the Designated Safeguarding Lead and Deputy**  **covering the period from \_\_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_** | | | |
| Report completed by: | Date: | | |
| Summary of safeguarding activity | | | |
| Number of concern / incident reports received in relation to children | |  | |
| Number of concern / incident reports received in relation to adults | |  | |
| Number of cases referred to Children’s Social Care | |  | |
| Number of cases referred to Adult Social Care | |  | |
| Number of allegations received | |  | |
| Number of allegations investigated by Local Authority | |  | |
| Number of reportable incidents reported to charity commission | |  | |
| Number of ongoing incidents | |  | |
| Number of incidents closed in this period | |  | |
| Were there any common themes or issues in the reports submitted? | | Yes / No | |
| If so, what? | | | |
| Do you have any concerns about the effectiveness of the safeguarding arrangements that are in place? | | Yes / No | |
| If so, what? | | | |
| What training or informal update activity been completed this year? | | | |
| Any recommendations to or requests of the trustees? | | | |
| Declaration from Safeguarding Leads | | Yes | No |
| Has the policy been reviewed for legal compliance and effectiveness?  *(CSS can be consulted to check whether any significant changes have occurred)* | |  |  |
| Are DBS checks up to date for all staff and volunteers? | |  |  |
| Is the Single Central Record up to date? | |  |  |
| Is staff and volunteer training up to date? | |  |  |
| Is DSL training up to date? | |  |  |
| Is the training log up to date? | |  |  |
| Any other comments | |  |  |

**Appendix D Procedural Flow Charts**

**Diagram

Description automatically generated**

Diagram

Description automatically generated

**Appendix E**

**Safeguarding Training Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Initial** | **Annual Update** | **2yr Training** | **3yr Training** |
| **Elders and Trustees** | ✔️ | ✔️ |  | ✔️ |
| **DSL / Deputy DSL** | ✔️ |  | ✔️ |  |
| **Staff (Paid or voluntary)** | ✔️ |  |  | ✔️ |
| **Youth and Children’s Volunteers** | ✔️ |  |  | ✔️ |
| **Church Members** | ✔️ |  |  |  |

Elders annual update will be in the form of a summary of safeguarding activity during the past year to be given at the same time as the annual policy review.