

# KEEPING PEOPLE SAFE



KingdomFaithSW

April 2023

Registered Charity no 1107721



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## SECTION ONE: DETAILS OF KINGDOM FAITH SOUTH WEST

This policy is based on a model safeguarding policy supplied by the Christian Safeguarding Charity *ThirtyOne:eight*, previously known as CCPAS. This policy must not be copied by other churches/ organisations without the written agreement of *ThirtyOne:eight*.

KFSW aim to implement safe practices to facilitate God's best for the children, young people and adults in our care. We meet weekly as a whole church when groups for children and young people aged 1-16, are led by volunteers.

Little Builders : 1-3 yrs  
Superkids : 4-9 yrs  
Elevate : 10-16 yrs

Throughout the year there are additional events planned for our children and young people, designed so they can grow in their relationship with God.

### 1.1 CONTACT INFORMATION

**Organisation:** Kingdom Faith South West Church  
Crescent House, 3-7 The Mount  
Taunton, Somerset  
TA1 3NR

**Telephone:** 01823 259226 (office hours only)  
In an emergency via Admin mobile: 07723-393677

**Email:** [hello@kingdomfaithsw.com](mailto:hello@kingdomfaithsw.com)

**Church Leadership:** Pastor Judith Butler and Pastor Andrea Aspinall

**Safeguarding Co-ordinator:** Mairi McCulloch: 07852-260615  
[mairi@kingdomfaithsw.com](mailto:mairi@kingdomfaithsw.com)

**Deputy Safeguarding Co-ordinator:** Sandra Mathers: 07723-393677  
[sandra@kingdomfaithsw.com](mailto:sandra@kingdomfaithsw.com)

**Insurance Company:** Congregational  
Curren House  
Curren Street  
Bradford  
BD1 5BA

**Type of insurance:** Public Liability Insurance

## INTRODUCTION

### 1.2 CHURCH STATEMENT

Pastor Judith Butler and Pastor Andrea Aspinall recognise the need to provide a safe and caring environment for children, young people and adults and take seriously their responsibility to protect and safeguard the welfare of children, young people and adults entrusted to the Church's care. The Church acknowledges that individuals can be the victims of physical, sexual, emotional abuse and neglect and they have a right to be protected and have therefore adopted the procedures set out in this policy in accordance with statutory guidance including Children's Act 2004 & Working Together to Safeguard Children 2022.

Within the area of safeguarding KFSW is committed to:

- Listening to, relating effectively to and valuing individuals whilst ensuring their protection within church activities
- Ensuring that the premises are welcoming and inclusive
- Endorsing and following national and local safeguarding legislation and procedures
- Providing appropriate training for workers/volunteers and regularly reviewing the operational guidelines attached
- Supporting the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and adults at risk with care and support needs
- Ensuring that individuals at KFSW are informed about our policies and procedures as relevant to them
- Encouraging and supporting parents / carers
- Ensuring that children, young people, adults at risk, youth & children's workers are given support and training
- Ensuring that all paid workers and volunteers are fully aware of their duty to protect individuals
- Ensuring that all children's and young people's activities at KFSW are planned and appropriate
- Having a system for dealing with concerns about possible abuse
- Maintaining good links with the statutory child care authorities.

### 1.3 AREAS OF POLICY

The Leadership recognise that many young and vulnerable people today are the victims of neglect, physical, sexual or emotional abuse. Accordingly, they have adopted the safeguarding policy contained in this document (hereafter 'the policy'). The policy sets out agreed guidelines relating to the following areas:

- Prevention - safe recruitment and management of workers
- Recognising and responding to allegations or suspicions of abuse, including those made against leaders or members of the church
- Pastoral Care - supporting those affected by abuse and working with offenders
- Good Practice Guidelines - for workers/volunteers and organised activities.

The Leadership recognise that safeguarding is not just the responsibility of those who volunteer in our children and young people's groups. Everyone has a responsibility to safeguard others but particularly those involved with pastoral care.

## 1.4 HELPING VICTIMS OF ABUSE

As a church we are committed to supporting victims of abuse, and encouraging them in their faith. People who have been abused need love, care and acceptance. We believe that as they come to know the Truth of Jesus Christ, it is the Truth that sets them free from all of the past.

## 1.5 CONTACT WITH CHILD AND ADULT AT RISK CARE AGENCIES

These guidelines have been prepared in consultation with the 'ThirtyOne:eight', who hold a copy of this policy. The 'ThirtyOne:eight' safeguarding helpline is 03030031111. They can be contacted by anyone needing advice around safeguarding. Other childcare agencies that may be called upon for support are:

- The local Children's Social Services office telephone number between 8am-6pm is: 0300 123 2224
- The local Community Services for Adults at Risk office telephone number between 8am-6pm is: 0300 123 2224
- Contact the Local Authority Designated Officer (LADO) to report allegations of abuse against a person who works with children : 0300 123 2224 (page 13 for more details)
- The out of hours Emergency Duty Team number is: 0300 123 2327
- The NSPCC can also offer help and advice: 0800 8005000.

## SECTION TWO - PREVENTION

### 2.1 SAFE RECRUITMENT

The Leadership will ensure that all workers, paid or unpaid, will be appointed, appropriately trained, supported and supervised in accordance with government guidance on safer recruitment. This includes ensuring that:

- There is a written job description and person specification for the post
  - Applicants will have been met by a Leader in the church
  - A disclosure and barring check (DBS) has been completed (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
  - Volunteers have completed an information form and a self declaration form. Due to GDPR laws, the declaration form will be securely stored in the Church office but the information form will be destroyed when the DBS has been successful
  - Written references have been requested, and followed up where appropriate. These will be kept until the DBS has been successful
  - Qualifications where relevant have been verified
  - Safeguarding training is provided for all volunteers
  - The volunteer will have a probationary period of 6 months
  - The volunteer has been given a copy of KFSW's Safeguarding Policy, agrees to the Code of Conduct below as well as the job description and knows how to report concerns
  - Sometimes we have students or individuals coming from abroad to work for short periods of time. KFSW will carry out whatever checks are possible: references from reliable sources; and ensure that such people do not have unsupervised contact with children, young people and vulnerable adults.
- N.B Volunteers with previous offences against young people will not be appointed as children's or youth workers. If the leadership has reservations about an individual's behaviour, lifestyle, attitudes and spiritual commitment then these may also be reasons for not accepting that person to work with children and young people.

### 2.2 CODE OF CONDUCT

The Leadership ensure that there is a culture of dignity and respect towards those being cared for, which is achieved by workers/volunteers through:

- Listening to children, young people and vulnerable adults
- Respecting boundaries and privacy of those being cared for
- Knowing how to deal with issues of discipline in line with KFSW's code of conduct
- Understanding KFSW's safeguarding policy and good working practice.

## 2.3 SUPPORT AND SUPERVISION OF VOLUNTEERS

The Leadership requires volunteers who work with children, young people and adults at risk to be committed to the vision of KFSW, working with accountability to leadership and involved in the training offered.

- Teamwork and mutual accountability is a priority in all KFSW teams
- It is accepted that anyone seeing another worker acting in a way that could be misinterpreted, or that raises legitimate concerns, should be able to speak to the individual or the supervisor about the concern
- Workers will meet to review procedures and to ensure common approach. It is also a time to share successes and concerns. There may well be other matters needing clarification and guidance
- All workers should follow these guidelines. In exceptional circumstances where it is necessary to depart from agreed procedures, say in an emergency or for some valid reason (perhaps to protect a child or young person), permission should be sought in advance from the Safeguarding Co-ordinator
- Feedback sessions will be organised to report incidents during which the guidelines have not been adhered to. This provides protection to the individual and draws the Leadership's attention to shortcomings and problem areas
- A written record of issues / decisions discussed at meetings should be kept.

## 2.4 GUIDANCE ON PHYSICAL CONTACT

- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors
- Touch should be related to the child, young person or adult at risk's needs, not the worker's
- Touch should be age-appropriate and generally initiated by the child, young person or vulnerable adult, rather than the worker
- Avoid any physical activity that could be sexually stimulating
- All individuals are entitled to personal privacy and the right to decide how much physical contact they have with others, except in circumstances such as a medical emergency
- When giving first aid or supporting toileting, encourage the individual to do what they can themselves but, in their best interests, giving appropriate help where necessary
- Team members should monitor one another in the area of physical contact. They should be free to help each other by constructively challenging anything which could be misunderstood or misconstrued
- Concerns about abuse should always be reported to the Safeguarding Co-ordinator/ deputy (see p11 for more information)
- Section 5 of this policy covers more practical guidelines on working with children, young people and adults at risk.



## SECTION THREE - RECOGNISING AND RESPONDING TO ABUSE

### 3.1. Abuse and neglect

Abuse and neglect are forms of maltreatment of a child or an adult at risk. Somebody may abuse or neglect an individual by inflicting harm, or by failing to act to prevent harm. Abuse can take place in a family or in an institution or community setting; by those known to them or, by a stranger. They may be abused by an adult or adults, or another child or children.

There are four main categories of abuse: physical, emotional, sexual and neglect. Detailed definitions and signs of abuse can be found in appendix 1 and 2.

#### Position of Trust

All adults working with children, young people and vulnerable adults are in a position of trust. All those in positions of trust need to understand the power this can give them over those they care for and the responsibility they have because of this relationship.

It is vital that all workers ensure they do not, even unknowingly, use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted.

As of April 2022 it is illegal (in England, Wales and Northern Ireland) for those in Positions of Trust to engage in sexual activity with a 16 or 17 year old under their care or supervision. It is also an offence for that person to engage in sexual activity with or in the presence of that child, or to cause or incite that child to engage in or watch sexual activity.

Additional definitions can be found in the appendix 1.

### 3.2. RECOGNISING SIGNS OF ABUSE

A detailed list of signs are provided in appendix 2. Signs can be indicators that abuse has taken place but they are not proof and therefore, should be considered in context of the persons whole life. It is important to be objective but also sensitive to the child or adult at risk, who may be suffering from abuse. Many signs of abuse can be evident in more than one type of abuse so be observant but do not assume a category of abuse.

### 3.3 RESPONDING TO A DISCLOSURE OF ABUSE

#### General Points:

- Above everything else: listen, listen, listen
- Show acceptance of what they say (even if the story sounds unlikely)
- Keep calm
- Look at the child, young person or adult at risk directly
- Be honest
- Tell them you will need to let someone else know - don't promise confidentiality
- Even when a child, young person or adult at risk has broken a rule, they are not to blame for the abuse
- Be aware that the individual may have been threatened or bribed not to tell
- Never push for information. If they decide not to tell you after all, then accept that and let them know that you are always ready to listen.

#### Helpful Responses:

- 'Thank you for telling me
- 'I will help you'
- 'It's not your fault'

#### Don't Say:

- 'Why didn't you tell anyone before?'
- 'I can't/don't believe it!'
- 'Are you sure this is true?'
- 'Why?' 'How?' 'When?' 'Who?' 'Where?' \*
- Never make false promises
- Never make statements such as "I am shocked, don't tell anyone else"

#### Concluding

- Again reassure the individual that they were right to tell you
- Let them know what you are going to do next, who you will need to tell and that you will let them know what happens (you might have to consider referring to Children's (or Adult) Social Services or the Police to prevent a child, young person or adult at risk returning home if you consider them to be seriously at risk of further abuse)

#### Take Action

- Fill out a Concern Form (if using a paper version, give to either Safeguarding or Deputy Safeguarding Co-ordinator)
- Do NOT try to investigate the matter yourself - it is not your job!
- Seek pastoral support if needed

#### Avoid asking leading questions

Do not ask leading questions as you might put something into the individual's mind that wasn't there, which could damage an official investigation. Instead repeat back what is being said, allowing them to express themselves or use phrases such as:

- Can you **tell** me what happened to your arm?
- Can you **describe** how that made you feel?
- Can you **explain** what happened when....

### **3.4 WHAT TO DO WHEN AN INDIVIDUAL HAS TALKED TO YOU ABOUT ABUSE**

#### **The procedure**

1. Fill out a Concern Form as soon as possible (preferably within an hour of being told), writing down exactly:
  - what the child, young person or adult at risk said and when s/he said it
  - what you said in reply
  - what was happening immediately beforehand (e.g. description of activity)
  - the action that you took (if any)

Give all hand written forms to your Safeguarding Co-ordinator. Such records should be kept for an indefinite period in a secure place, in case they are needed for an investigation.

2. Report your discussion as soon as possible with the Safeguarding Co-ordinator. If the latter is implicated or unavailable then report to Deputy Co-ordinator. If both are implicated, report to the Church Leadership.
3. You should not discuss your suspicions or allegations with anyone other than those nominated in the point above.
4. Once an individual has talked about abuse, the volunteer / Co-ordinator should consider whether or not it is safe for them to return home to a potentially abusive situation. On rare occasions it might be necessary to take immediate action to contact Social Services and/or Police to discuss putting into effect safety measures for the child, young person or adult at risk so that they do not return home.

### **3.5 CONSENT AND CAPACITY**

Anyone over the age of 18, including adults at risk, must give consent for an allegation of abuse to be taken further, i.e. to follow the procedure set out above. For an adult at risk 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 balance, be able to make a choice. All actions should be based on the presumption of mental capacity and on the consequent right of an adult to make their own choices in relation to their own personal safety.

### 3.6 RESPONDING TO ALLEGATIONS OF ABUSE

Under no circumstances should a church volunteer carry out their own investigation into the allegation or suspicion of abuse. The person in receipt of allegations or suspicions of abuse will do the following:

- Concerns must be reported - using a Concern Form (see 5.7) - as soon as possible to Mairi McCulloch (hereafter the "Safeguarding Co-ordinator") tel no: 07852-260615 who is nominated by the Church Leadership (CL) to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities
- The Safeguarding Co-ordinator is then required to inform Pastor Judith Butler (01823 664186) of any concerns (she may have to inform the church insurance company)
- In the absence of the Safeguarding Co-ordinator, or if the suspicions in any way involve the Safeguarding Co-ordinator then the report should be made to the relevant Deputy Co-ordinator Sandra Mathers (Tel no: 07723-393677). If the suspicions implicate the Safeguarding Co-ordinator and the Deputy, then the report should be made to Pastor Judith Butler. In the rare circumstance that this is not possible the report should be made to *ThirtyOne:eight*. Alternatively contact either Children's Social Services, Adult Social Services or the police as appropriate. All contact details are to be found on page 5 of this document
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with church procedures and kept in a secure place
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to the Children's or Adult Social Services Department as appropriate
- The CL will support the Safeguarding Co-ordinator/Deputy in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis
- It is, of course, the right of any individual as a citizen to make a direct referral to the child protection agencies or seek advice from *ThirtyOne:eight*, **although the Church Leadership hope that members of the church will use this procedure.** If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral, they are free to contact an outside agency direct. We hope by making this statement that the CL demonstrate the commitment of the church to effective safeguarding and the protection of all those who are vulnerable
- The role of the Safeguarding Co-ordinator/ Deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to the statutory agencies who have a legal duty to investigate.

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

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

- Speak with Pastor Judith Butler or Pastor Andrea Aspinall as soon as possible
- For low level concerns, (e.g. poor parenting or difficult behaviour), encourage parent/carer to seek help
- Where the parent/carer is unwilling to seek help, offer to accompany them
- If parents fail to act seek and follow advice given by *ThirtyOne:eight* (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services
- Contact Children's Social Services for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home
- Having contacted Children's Social Services do not tell the parents/carers unless advised to do so
- Seek medical help if needed urgently, informing the doctor of any suspicions
- The appropriate lines of Pastoral Care will be followed for the child/young person and their parents.

## **ii. Allegations of sexual abuse**

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

- Speak with Pastor Judith Butler or Pastor Andrea Aspinall as soon as possible
- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. The Safeguarding Co-ordinator will NOT speak to the parent/carer. (The parents may confront the abuser themselves and hinder/prevent the Police/Social Services investigation, they may take physical action. The alleged abuser may then have time to remove evidence; the parents themselves may be involved). Pastoral Care for the parents (or the alleged abuser) can only begin after the investigation has begun
- If for any reason the Safeguarding Coordinator is unsure whether or not to contact Children's Social Services/Police seek and follow the advice given by *ThirtyOne:eight*. *ThirtyOne:eight* will confirm its advice in writing for future reference.

## **iii. Allegations of abuse against a person who works with children**

If an accusation is made against a worker (whether a volunteer or paid member of staff) at KFSW Church whilst following the procedure outlined above, the Safeguarding Co-ordinator will:

- Follow procedures in accordance with Local Safeguarding Children Board (LSCB) which includes making a referral to the LADO through Somerset Direct (contact information below)
- Liaise with the Church Leadership in regards to the suspension of the worker
- Seek and follow advice given by Children's Social Services

Contact details: [sdinputters@somerset.gov.uk](mailto:sdinputters@somerset.gov.uk)

Somerset Direct: 0300 123 2224

Emergency Duty Team: 0300 123 2327 ( out of hours )

## 3.7 ADULTS AT RISK IN NEED OF PROTECTION PROCEDURE

### Allegations or suspicions of physical or sexual abuse

If a vulnerable adult has a physical injury or symptom of sexual abuse, the Safeguarding Co-ordinator Deputy will:

- Discuss any concerns with the individual themselves, giving due regard to their autonomy, privacy and rights to lead an independent life (see Consent and Capacity notes on page 13 of this document)
- Complete an ADULT Concern Form online - info available from Church Admin
- Speak with Pastor Judith Butler or Pastor Andrea Aspinall as soon as possible
- If the adult at risk is in immediate danger or has sustained a serious injury, contact the Emergency Services, informing them of any suspicions
- For advice, contact the Adult Social Care Adults At Risk team who have responsibility under Section 47 of the NHS and Community Care Act 1990 and government guidance, 'No Secrets', to investigate allegations of abuse
- Alternatively, ThirtyOne:eight can be contacted for advice
- The appropriate lines of Pastoral Care will be followed for the vulnerable adult.

## SECTION FOUR - PASTORAL CARE

### 4.1 SUPPORTING THOSE AFFECTED BY ABUSE

The Leadership is committed to offering pastoral care and support to all those who have been affected by abuse, who have contact with or are part of KFSW Church. The Leadership will work with statutory agencies as appropriate.

### 4.2 CONFIDENTIALITY AND ACCOUNTABILITY

Confidentiality is crucial within pastoral care and this includes written records. Information will only be divulged to a third party with the permission of the person or because they:

- Are considered a danger to themselves or others
- Give information relating to significant harm to another child, young person or vulnerable adult

**If information is given that needs to be shared with the appropriate statutory agencies, the person must be informed that this is going to happen and what procedures will be followed.**

### 4.3 WORKING WITH SEX OFFENDERS

Where someone attending the church is known to have abused children or young people, or is known to be a risk to adults at risk, it is important to extend friendship and Christian love to the individual. We believe in redemption and justification. It is not the place of the Church to hold a person guilty who has been forgiven by Christ. The Leadership, and/or those assigned to the sex offender, will offer their full pastoral care and support.

However, temptation to sin in an area of previous addiction is very strong and so the Leadership, in their commitment to the protection of all young people and adults at risk, will meet (or their representatives will meet) with the individual to discuss boundaries that the person will be expected to keep. Any person not willing to live by the guidelines set by the Leadership will be asked to leave the church. These boundaries are not set to punish the individual but rather are formally agreed to protect both the individual (from future temptations or false allegations) and to protect children, young people and adults at risk who are involved with KFSW.

Persons who have offended will not be allowed to work with children, young people or vulnerable adults in the church, nor should the person allow him/herself to be in a situation where he or she may find themselves alone with children, young people or vulnerable adults.

In addition to the CL, certain key people - those with responsibility over young people or adults at risk - will need to know the person is at KFSW: this will include the relevant local leader for any group which the person may attend where young people or adults at risk may also be present. These leaders will inform CL and others within their team as necessary.

In agreeing the boundaries, normally a written contract will be made. This is because of the manipulative nature of sex-offenders. The contract should start with the pastoral care and support being offered, including naming the key pastor responsible. Offences of this nature are addictive and strong love is needed to help the person walk in freedom. Family and friends can be involved in this contract. The following is a list of some points that should be included, but each contract will need to fit the individual. For example, if the individual's Probation Officer feels that the person concerned is a high-risk repeat offender the contract will be very strict and controlled compared to someone estimated to be very low risk.

## SECTION FIVE - PRACTICE GUIDELINES

As we work with children, young people and adults at risk, KFSW wish to operate and promote good working practice. This enables workers to run activities safely, develop good relationships and minimises the risk of false accusation. As well as a general Code of Conduct for workers (see Section 2), we also have specific good practice guidelines for every activity we are involved in and these are set out below.

### 5.1 ARRIVAL AND DEPARTURE

Extra care should be taken when individuals are being dropped off and collected by their parents/carers. With under 12s, check with a parent before allowing them to leave by themselves at the end of activities. Never send under 12s home before the published end of an event.

If parents/carers are late collecting their child or adult at risk from an event, do not leave the individual behind on their own.

### 5.2 ACCESS TO GROUP ACTIVITIES

- The only people allowed into a group/activity are the workers assigned to that group. Other adults are not allowed free access
- Parents/carers can be permitted to observe groups, but not take part. If a parent/carer wishes to continue to stay, consideration will be given to them becoming a worker, undergoing the same recruitment process as any other worker.
- If an adult needs to be in that group for a specific reason, whether a parent or a guest speaker, ensure their name, the time they came/left etc is noted in the logbook.

### 5.3. UNEXPECTED ATTENDANCE AT ACTIVITIES

Sometimes children, young people or adults at risk will want to join in with church activities (e.g. children's club, Sunday school) without the knowledge of their parents or carers, for example children playing outside or wandering the streets with no adult supervision.

The following should be applied:

- On arrival, welcome them and try to establish their name, age (children), address and telephone number. Record their visit in the register
- Ask if a parent/carer is aware where they are, and what time they are expected home. If this is before the session ends, they should be encouraged to return home, unless permission to stay can be obtained from the parent/carer via a telephone call. In any event suggest they seek the parent/carer's permission to return the following week
- Link the visiting person with a regular attendee who can introduce them to the group and show them the ropes
- On leaving, give the person a leaflet about the group with contact telephone numbers etc and perhaps a standard letter to the parent/carer inviting them to make contact if they wish. Without an interrogation, you will need to find out as soon as possible whether they have any special needs, (e.g. medication), so that you can respond appropriately in an emergency.

### 5.4 IDENTIFICATION

Workers should wear identifiable badges and guests should be given guest badges. Individuals should be encouraged to report any adult they see who has not been identified.

### 5.5 REGISTRATION

When a child, young person or adult at risk becomes a member or becomes involved in a group, a register of the people attending that group should be taken and kept. A general information and consent form should also be completed. Parents can scan a QR code to access the form online or request a form from the group leader. These are all kept in a secure cabinet. The register should be stored and reviewed regularly.



## 5.6 ADULT TO CHILD RATIOS

Ratios for our children's groups are as follows:  
Adults to children

Little Builders :	1 yrs - 1:3
	2-3 yrs - 1:4
Super Kids :	4-9 yrs - 1:8
Elevate :	10-16 yrs - 1:8

These are **suggested figures** from the NSPCC that we have adapted for the age groups KFSW work with. In practice it is not always possible, but the church leadership will always ensure that children's activities are adequately supervised.

Where possible our ratios will include at least one male and female leader. Following a risk assessment, these ratios might need to be increased for outdoor activities/trips, or when catering for children with disabilities/special needs.

## 5.7 KEEPING RECORDS

Concern Forms are available for for all activities where workers should record unusual events or conversations with each leader recording what they witnessed. This can be very helpful if leaders have to deal with a child who may subsequently make accusations of assault. A child, young person or adult at risk who constantly makes throwaway sexual comments about church workers may later make an allegation of actual abuse. Records of previous examples of this behaviour will enable any allegation to be seen in context. Records are kept securely by the Safeguarding Team.

Patterns of behaviour might also emerge from records, such as bruising being noted on a regular basis or a number of children or young people all make similar comments about one worker that raises concerns. Other incidents, such as fights, should also be recorded, included any action taken by the leaders. Concern Forms safeguard children, young people, adults at risk and workers. As accusations of abuse may be made many years later, records will be kept in a secure place for as long as possible. Insurance companies advise that records should be kept indefinitely.

Concern forms are accessible in paper form or by scanning the QR code - both of which are available in the groups admin box.

## 5.8 ACCIDENTS / FIRST AID

All accidents or incidences, should be recorded on a First Aid form (found in the First Aid boxes) if First Aid has been administered. *If the injury occurred due to misbehaviour/an incident then it should also be recorded on a Concern Form.*

Provision is made for an appropriately qualified first aider to be available at all activities together with a First Aid kit.

## 5.9 FOOD & DRINK SAFETY AND HYGIENE

If food and drink are provided during an activity, the following should be considered:

- workers should follow good personal hygiene; basic health and hygiene regulations should be adhered to e.g. washing hands
- all food and drink should be stored properly and be in date
- snacks and mealtimes should be appropriately supervised and fresh drinking water is available at all times.

Food allergies should be recorded on the child's consent form which is completed by parents. All workers/volunteers should be informed of these and any potential risks.

## 5.10 RISK ASSESSMENTS

We have a responsibility to assess the risk involved in the activities that are provided. Before each activity, it is good practice to identify any hazards, consider who might be harmed and how this might happen, take action to remove or reduce the risks. Regular reviews of the safety of the building and equipment used are carried out to ensure proper maintenance is upheld.

## **5.11 BEING ALONE WITH A CHILD, YOUNG PERSON OR ADULT AT RISK**

Where possible ensure that a worker is not alone with an individual, but be realistic in acknowledging circumstances when this might be necessary or helpful. Sometimes it might be advisable to leave doors open when seeing a child, young person or vulnerable adult. In any case other adults should know where you are and be free to enter the room at any time. Where confidentiality is important (e.g. counselling) and an individual is being seen on their own, then ensure that others know the meeting is taking place and that someone else is around in the building. Only senior / experienced leaders should spend time one to one with a child, young person or adult at risk. In any case, very often the best solution is to talk quietly in the corner of a much larger room where there is a lot of activity going on.

## **5.12 GIFTS, REWARDS AND FAVOURITISM**

The giving of gifts or rewards to individuals can be part of an agreed policy for supporting positive behaviour or recognising particular achievements. Any gifts should be given openly and not be based on favouritism.

Workers should show wisdom when receiving gifts - a small token of appreciation from a child, young person, parent or adult at risk is acceptable. However, it is unacceptable to receive gifts on a regular basis or of any significant value.

## **5.13 INTIMATE CARE**

Intimate care may be provided for small children and for children or adults with disabilities. These responsibilities should not be given to someone new on the team. Avoid doing things for the child or adult if they are able to do it alone or for themselves.

In situations of dressing and undressing for over 8's, male workers should work with boys and female workers with girls. Male workers are not advised to be with girls in these situations for any age group. On residential activities male workers should not enter the girls' sleeping area and vice versa.

For more detailed information please refer to our 'Guidelines To Intimate Care' leaflet which is available online or in Appendix 3.

## **5.14. TRANSPORTATION**

Ensure that arrangements for transporting children and young people are with the knowledge of the leadership and have WRITTEN parental consent (see form 'Consent for Transporting Children'). In some circumstances it may be unwise to transport a particular child or young person on their own. When taking young people home try to keep the time when there is just one leader and one child or young person in the vehicle to a minimum.

## **5.15. PEER-GROUP ACTIVITIES**

While KFSW greatly encourages young people serving in the wider church, no person under 16 years of age should be left solely in charge of children, young people or adults at risk. Nor should children, young people or adults at risk attending a group be left alone at any time.

## 5.16 DISCIPLINE

### i. Working with disruptive children and young people

Sometimes children, and young people become angry, upset and disruptive. Occasionally their behaviour may endanger themselves or others. The Government has developed national standards in relation to early years and day care. The following guidelines can be adopted by churches providing services to children and young people.

If a child/young person is being disruptive:

- Ask them to stop
- Speak to them to establish the cause(s) of upset
- Inform them that they will be asked to leave if the behaviour continues
- Warn them that if they continue to be disruptive, this might result in longer-term exclusion from the group and ask parents to support within the session.

If a child/young person is harming him/herself, another person or property then other children/young people present should be escorted away from the area where the disruption is occurring. At the same time, and with a second worker present, request the child/young person to STOP. If your request is ignored, you might need to warn the individual that you will consider calling for additional help, (e.g. Police) if they do not stop. In exceptional circumstances and with assistance, you might need to restrain the child/young person to prevent them harming themselves, others or property whilst you wait for the police.

The workers involved should always record what happened as soon as possible after the incident, using a Concern Form. This should include the following:

- What activity was taking place
- What might have caused the disruptive behaviour
- The child's/young person's behaviour
- What was said and how you and others responded
- A list of others present who witnessed the incident

This should be shared with the groups leader and the Safeguarding Co-ordinator.

## ii. Guidelines for Discipline

Discipline is the education of a person's character. It includes nurturing, training, instruction, chastisement, verbal rebuke, teaching and encouragement. It brings security, produces character, prepares for life and is an expression of God's love for an individual. (Hebrews 12:5-12 & Proverbs 22:6)

- Ask God for wisdom, discernment and understanding for the children in your care
- Work on each individual child's positives, do not compare a child with another, but encourage and affirm them, giving them responsibility for simple tasks
- Build healthy relationships with children and be a good role model by setting an example. You can't expect children to observe the ground rules if you break them yourself
- If children are bored they often misbehave, so review your programme regularly
- Take care to give quieter and well-behaved children attention and resist allowing demanding children to take all your time and energy
- Be consistent in what you say and ensure that other team members know what you have said. This avoids manipulation
- **NEVER** smack or hit a child and don't shout. Change voice tone if necessary
- Discipline out of love, NEVER in anger. (Call on support from other leaders if you feel so angry you may deal with the situation unwisely.)
- Lay down ground rules e.g.. no swearing, racism or calling each other names, respect for property, and make sure the children understand what action will be taken if not kept
- Every child is unique and will respond in different ways to different forms of discipline. It follows therefore, each child should be dealt with on an individual basis
- Some children have a tendency to be disruptive in a group. Give them a chance, warn them and only separate if they are disruptive as a last resort
- Have a disruptive child sit right in front of you or get a helper to sit next to them
- Be pro-active and encourage helpers to be pro-active rather than waiting to be told to deal with a situation
- Take a disruptive child to one side and engage with them, challenging them to change, whilst encouraging their strengths
- Remedial action can be taken against a constantly disruptive child. They can be warned that you may speak to their parents/carers about their behaviour, they may be sent outside the room (under supervision), back into the church service or, after consultation with a church leader and advising the parent/carer, be banned from attending the group for a period of time
- If a child's behaviour continues to be disruptive despite measures taken above, seek advice and guidance from a leader. Parents may be asked to attend the group to manage their child's behaviour, if appropriate
- Pray with the other workers before the session and take time to debrief before you leave.

### iii. The Use of Physical Intervention

Under section 550A of the 1996 Education Act, people who are authorised to have control or charge of young people, may use such force as is reasonable in all the circumstances to prevent a young person from doing, or continuing to do, any of the following:

- Committing a criminal offence (including behaving in a way that would be an offence if the young person were not under the age of criminal responsibility)
- Injuring themselves or others
- Causing damage to property (including the young persons own property)
- Engaging in any behaviour prejudicial to maintaining good order and discipline on site or among young people, whether that behaviour occurs, on or off site

The provision applies when a youth worker or other authorised person is at a youth work delivery point (e.g. Elevate, Youth Connect, Super Kids) and when he or she has lawful control or charge of the young people concerned elsewhere e.g. on a trip or other authorised activity.

There is no legal definition of 'reasonable force'. It will always depend on all the circumstances of the case. Wherever possible, the leader of the team should seek the support from another team member, if they make a judgement to intervene physically in an incident. Call the emergency services if you feel that the situation is beyond your control. Physical force would never be justified in dealing with trivial misdemeanours or any incident that could clearly be resolved without using force. The force used should be the minimum required to achieve the desired result in the shortest possible time. Whether it is reasonable to use force and the degree of force that should reasonably be employed, might also depend on age, understanding and sex of the child / young person. Physical intervention should always be seen as a last resort measure.

Parents who wish to complain about the use of physical intervention in a specific incident should approach the church pastoral staff. That member of staff should raise the issue with the Safeguarding Co-ordinator and the worker(s) concerned. The complaint should be considered and a report made back to the parent.

### iv. Practicalities regarding physical intervention

Before intervening physically the responsible person (whether a youth worker or a volunteer) should:

- Wherever practicable, tell the young person who is misbehaving to stop, and advise what will happen if he/she does not
- Continue attempting to communicate with the young person throughout the incident
- Make it clear that physical contact or restraint will stop as soon as it ceases to be necessary
- Adopt a calm and measured approach to the situation. Staff should never give the impression that they have lost their temper, or are acting out of anger or frustration, or to punish the young person
- Physical intervention can never be used as part of a punishment as this would be seen as corporal punishment and leave the worker liable to legal action. KFSW policy is that corporal punishment is not used under any circumstances
- Physical intervention should never be used to humiliate a child / young person
- Even though force may be necessary, every effort should be made to preserve the dignity and safety of all concerned
- Care should be taken not to touch the person being restrained in a way considered indecent, such as touching the person's genitals. Sexual assault is a deliberate and intentional touching, but no-one would want to find themselves in a position of having to demonstrate that the touching was unintentional
- Workers and leaders should talk through how intervention could take place, what is and is not acceptable
- If situations are anticipated which would require regular physical intervention then further written protocols and training (outside of KFSW) should be undertaken
- Incidents should be recorded using a Concern Form for that event (as soon as possible) and reported to the Safeguarding Co-ordinator if physical intervention is observed by another worker, who should also record the incident using a Concern Form. When such an incident has occurred parents should be informed and given the opportunity to discuss.

### Reasonable Restrictive Physical Intervention:

- ✓ Physically standing between children / young people
- ✓ Leading a young person by the hand / arm, or by gentle pressure on the centre of the back
- ✓ Standing in the way of a young person
- ✓ Holding, pushing or pulling
- ✓ In **extreme** circumstances using more restrictive holds

### Force which could cause injuries includes:

- ☒ Holding around the neck
- ☒ Any hold that might restrict breathing
- ☒ Kicking, slapping or punching
- ☒ Forcing limbs against joints
- ☒ Tripping
- ☒ Holding by the hair
- ☒ Holding the young person face down on the ground

## 5.17 THE USE OF TECH

### i. General advice for communicating with children, young people or adults at risk using email, texting and other electronic methods

- Keep communications short
- Use an appropriate tone - friendly, but not over-familiar or personal
- Do not let communications suggest or offer a special relationship
- Where appropriate use group rather than individual texts/messages/emails
- Respect the person's confidentiality unless abuse is suspected or disclosed, or there is a risk of harm to the person or others. Ensure the boundaries of confidentiality are explained.

### ii. Email

- Obtain parental agreement before using email services to communicate with a child
- Use clear, unambiguous language
- Never use words like 'love', 'luv' or 'lol' to round off an email
- Ensure all messages can be viewed if necessary by the worker's supervisor. This policy should be explained to the children, young people or vulnerable adults

### iii. Social Networking sites, Chat and Messenger Services

- Encourage children, young people and adults at risk to use moderated chat rooms
- If chatting online, agree a length of chat time and have a curfew, for example, no chatting between 10pm and 8am.
- Save any significant conversation as a text file, keep a log of when and with whom they communicated
- Set out any procedures regarding webcams and Skype
- Note that Facebook stipulates **a minimum user age of 13 years old** and Snapchat stipulates **a minimum age of 12 years old**. Facebook also recommends that children over the age of 13 obtain parental consent.
- ALL Facebook pages/groups (whether public, closed, secret, private) relating to KFSW **MUST** include the Church Administrator/Deputy Safeguarding Co-ordinator - Sandra Mathers - as a member.

### iv. Video calling using Zoom

- As Zoom 'joining information' is only communicated with parents, parental consent will be assumed for any child who joins
- Group calls will be organised when possible with at least 2 leaders with DBS checks
- All participants should be in the house with their parent/carer and with day time clothes on
- Each video call will be password protected and details will only be sent to known participants. New members must be confirmed before the meeting starts
- All members can choose to have their video on/off as they can join in with audio only. Participants are encouraged to mute themselves while they are not speaking
- Permissions in Zoom will be checked so the leaders are able to mute or rename participants and will be the only one who can screen share. If there is any inappropriate behaviour or language the host will be able to remove those involved from the meeting
- These meetings will NOT be recorded unless specific permission is granted before the meeting

### v. Transferring / Sending files

- Keep a log of significant files
- Only legal or non-offensive content is sent
- Use anti-virus software, have a firewall installed on computer used

## vi. Mobile Phones

- Workers are accountable for what they say in texts
- Have another means of communication, as well as texting
- Use group texts wherever possible
- Be careful of the language used, do not end with 'love', 'luv' or 'lol', always end with the worker's name
- Any texts or conversations that raise concerns should be saved and passed on to the supervisor
- Have curfews on texting e.g. no texts between 10pm - 8am
- **It is unwise to take photos on your mobile, even with parental consent, and do not store them on your mobile. It is better to download them and store them securely on the church's computer.**

As a general rule regarding communication, workers must recognise that they will also be viewed in that role/responsibility by the child, young person or adult at risk outside of their specific group or activity.

So, workers need to maintain the highest standards of integrity in everything that they do, including when they communicate by email, text and social networking sites.

## 5.18 PROMOTING INTERNET SAFETY

All workers are encouraged to promote the Internet Safety Code to children, young people, adults and their parents or carers. Adopting a few simple strategies to help them stay safe online, while continuing to enjoy the internet, can be achieved by following the digital code of '**Zip it, Block it, Flag it**'.

- **Zip It** - keep personal information private, keep passwords private and think about what you say and do online
- **Block It** - block people who send nasty messages and do not open unknown links and attachments
- **Flag It** - flag up with someone you trust if anything upsets you or if someone asks to meet you offline

Workers should also be aware of other general E-safety considerations and help teach children, young people and vulnerable adults how to protect themselves. For example, issues such as sexting (texting sexually explicit images) and cyberbullying.



## Appendix 1 - DEFINITIONS

The following definitions are taken from HM Government documents: Working Together to Safeguard Children : A Guide to inter-agency working to safeguard and promote the welfare of children, (2018), Vulnerabilities: Applying all our health (2022).

### 1. Definition of a CHILD

Anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.

### 2. Definition of an adult at risk

A vulnerable adult is someone over 18 who is unable to take care of themselves, or unable to protect themselves against significant harm or exploitation. Many factors influence adult vulnerability including: age, disability, illness, unstable living situation or income.

### 3. Vulnerability

Being vulnerable is defined as in need of special care, support, or protection because of age, disability, risk of abuse or neglect.

### 4. Definitions of Abuse (Adults at Risk)

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

"Abuse is a violation of an individual's human and civil rights by any other person or persons. In giving substance to that statement, however, consideration needs to be given to a number of factors: Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it."

### 5. Physical abuse

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

### 6. Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child or adult at risk, such as to cause severe and persistent adverse effects on the their emotional development.

It may involve conveying to them that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving them opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children or adults at risk. These may include interactions that are beyond the their developmental capability, as well as over protection and limitation of exploration and learning, or preventing them participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying) causing them frequently to feel frightened or in danger.

Some level of emotional abuse is involved in all types of abuse of a child and adults at risk, though it may occur alone.

## **7. Sexual Abuse**

Sexual abuse concerning specifically children, involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening.

The activities may involve physical contact, including penetrative or non- penetrative acts. They may also include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse can be perpetrated by adult males, females and/or other children.

Child Sexual Exploitation (CSE) is defined by the NSPCC as a specific type of sexual abuse when a child or young person is given things (for example: gifts, drugs or money) in exchange for performing sexual acts, for either their abuser or others.

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

## **8. Neglect**

With regards to children, neglect is the persistent failure to meet their basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food, clothing and shelter (including exclusion from home or abandonment), failing to protect a child from physical and emotional harm or danger, failing to ensure adequate supervision (including the use of inadequate care-givers), and failing to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Neglect or an 'Act of Omission' involving adults at risk, is the repeated deprivation of assistance that the adult at risk needs for important activities of daily living, including the failure to intervene in behaviour which is dangerous to the adult at risk or to others. A vulnerable person may be suffering from neglect when their general well being or development is impaired.

## **9. Economic Abuse**

Economic abuse involves behaviours that interfere with an individual's ability to acquire, use and maintain economic resources such as money, transportation and utilities. It can be controlling or coercive. It can make the individual economically dependent on the abuser, thereby limiting their ability to escape and access safety.

## **10. Discriminatory Abuse**

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

## **11. Institutional Abuse**

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

## **12. Domestic Violence**

Domestic abuse or violence is defined across Government as any incident of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members, regardless of their gender or sexuality.

### **13. Spiritual Abuse**

Linked with emotional abuse, spiritual abuse could be defined as an abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves. Some indicators of spiritual abuse might be a leader who is intimidating and imposes his/her will on other people, perhaps threatening dire consequences or the wrath of God if disobeyed. He or she may say that God has revealed certain things to them and so they know what is right. Those under their leadership are fearful to challenge or disagree, believing they will lose the leader's (or more seriously God's) acceptance and approval.

### **14. Child Sexual Exploitation (CSE)**

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

### **15. Significant Harm**

This relates to the degree of harm that triggers statutory action to protect a child. It is based on the individual child's health or development compared to that which could reasonably be expected of a similar child. e.g. severity of ill treatment, degree and extent of physical harm, duration and frequency of abuse and neglect, premeditation. Department of Health guidance suggests that 'significant' means 'considerable', noteworthy or important.'

### **16. Fabricated or Induced Illness by Proxy**

Previously known as Munchausen's Syndrome by proxy. This is defined as a form of abuse caused by parents or carers giving false accounts of symptoms in their children and may fake signs of illness (to draw attention to themselves). They seek repeated medical investigations and needless treatment for their children.

## Appendix 2 - SIGNS OF ABUSE

### RECOGNISING POSSIBLE SIGNS OF ABUSE (Children and young people)

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

#### 1. Physical

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

#### 2. Sexual

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

#### 3. Emotional

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

#### 4. Neglect

- Under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc.

#### 5. Notes on Race, Culture & Religion

Crucial to any assessment is a knowledge and sensitivity to racial, cultural and religious issues. While different practices must be taken into account, it is also important to remember that all children have a right to be protected from harm. Differences in child-rearing do not justify child abuse.

\*These signs may indicate the possibility that a child or young person is self-harming, mostly by cutting, burning, self-poisoning.

## RECOGNISING POSSIBLE SIGNS OF ABUSE (Adults at Risk)

### 1. Physical

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

### 2. Sexual

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

### 3. Psychological

- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of the carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia.

### 4. Financial or Material

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

### 5. Neglect or Omission

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

### 6. Discriminatory

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

### 7. Institutional

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

### Key Information

- All volunteers that change nappies or take children to the toilet need to have DBS clearance
- All intimate care is completed in a safe and secure bathroom facility
- Good personal hygiene routines will be adhered to by leaders and children
- Only Little Builders / Super Kids Leaders will be facilitating children in the toilet
- Nappy bins are provided within the toilet
- If there are any issues parents will be contacted/ informed during the service or when they collect their child.

### Little Builders (1 - 3 years)

- Adults with DBS / parents can change nappies in the Little Builders room or use the individual disabled toilet on the middle floor
- All supplies are provided for by parents and can be left with the child in Little Builders
- Adults will facilitate children's use of the potty or toilet.

### Superkids (4 - 9 years)

- 1 adult can monitor and facilitate children using the individual disabled toilet on the middle floor or take a maximum of 6 children to the female toilets (upstairs)
- Other adults continue the session in SK room (wedge door if necessary)
- All children should wait to be escorted back to SK together (waiting in the toilets not the corridor)
- Adult facilitates child using the toilet e.g. help with clothing
- Leave door of the cubicle open and encourage child to do as much as they can independently
- Facilitate children washing and drying hands
- Ensure other adults wait outside the toilets until all children have finished.



Kingdom Faith South West

[hello@kingdomfaithsw.com](mailto:hello@kingdomfaithsw.com)

[www.kingdomfaithsw.com](http://www.kingdomfaithsw.com)