

# SAFEGUARDING

If you have any questions or concerns about anything in this document, please don't hesitate to get in touch with any signatory below:

E-mail:	<b>safeguarding@riverside-church.org.uk</b>
Telephone:	<b>0121 442 4484</b>

This policy is reviewed annually, and has been signed off as follows:

Signed by:

	Sarah Auger, <b>Safeguarding Co-ordinator</b> 07747 865447 : saraha@riverside-church.org.uk
	Judy Moore, <b>Deputy Safeguarding lead</b> 07850 454046 : judym@riverside-church.org.uk
	Julian Mander, <b>Centre Manager for Riverside Money Advice</b> 07749 848176 : julianmander@riverside-moneyadvice.org.uk
	Tim Chilvers, <b>Senior Pastor</b> timc@riverside-church.org.uk

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## INTRODUCTION

This guide helps you understand the topic of safeguarding – and how we ensure that the children and adults within our care and contact will be appropriately safeguarded and their wellbeing protected. This protection includes everyone who serves on behalf of Riverside.

Riverside Church has a leadership team, with oversight by a team of Trustees.

This document is written by the leadership team and reviewed by the Trustees, and is cascaded down through every setting, ministry and service provided or supported by Riverside.

We aim to pro-actively train every leader and person who may represent Riverside, with this guidance. The main document guides you through the five key steps of safeguarding, and trains intentionally on each:

- **Recognize**
- **Respond**
- **Record**
- **Report**
- **Review**

We identify clear measures to prevent safeguarding incidents arising in the first place – see *APPENDIX 2 – Preventive measures* for detailed instructions.

As a church we welcome all people regardless of race, ability, vulnerability or background, which may include victims of abuse and abusers, as well as other vulnerable people and children in contact with social care and/or the police. At Riverside Church, we aim to love and protect all of our members whatever age with good policies and practice.

This one document covers every context that Riverside operates. The variety of settings entails that we may come across different terminologies, like “client”, “member”, “centre manager”, “youth leader”, “volunteer”, “staff”, “worker”.

For the purposes of clarity and simplicity, we use the following terms:

“worker”	any person working on behalf of Riverside, whether paid or unpaid, appointed or operating in a particular role, or taking part in the community of the church or an identified ministry.
“child”	a person under the age of 18 and under the care of a parent or guardian.
“young person”	a child between the ages of 11 and 18, usually in secondary school or college
“adult”	a person aged 18 or over.

## WHO WE ARE

Name of the organisation	Riverside Church (hereafter, "the Church")
Location (Central Hub)	Riverside House 21 Alcester Road, Moseley, Birmingham B13 8AR
Telephone	(0121) 442 4484
Website	<a href="http://www.riverside-church.org.uk">www.riverside-church.org.uk</a>
Charity Number	1099487
Company Number	4479264
Insurance Company	Ansvar Insurance
Trading Name	Riverside Money Advice
Public facing identities	Riverside Money Advice, Riverside Performing Arts, Miff, Pineapple Youth Project, Roc, Stay & Play, Sunday morning groups, Re:Act, The Well, Riverside Pantry, Open Lunch, Riverside Café, Breathe, Gather

For a full list of activities covered by this document, see APPENDIX 5 - Scope of activities

## RECOGNISE ABUSE AND NEGLECT

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

In order to safeguard those in our places of worship and organisations we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

- Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.
- Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5 which states:

- No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Detailed definitions, and signs and symptoms of abuse, are included in APPENDIX 3 - Definitions for your reference.

## RESPOND TO AN ALLEGATION OF ABUSE

**Anyone** making a complaint, allegation, or expression of concern, should be assured that:

- they will be taken seriously.
- their comments will usually be treated confidentially but their concerns may be shared if they or others are at significant risk.
- they will be given immediate protection from the risk of reprisals or intimidation.
- they will be given support and afforded protection (if they are working on behalf of Riverside).

**Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse.**

## EFFECTIVE LISTENING

- Ensure the physical environment is welcoming, giving opportunity for the child or vulnerable adult to talk in private but making sure others are aware the conversation is taking place.
- It is especially important to allow time and space for the person to talk.
- Above everything else listen without interrupting.
- Be attentive and look at them whilst they are speaking.
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used.
- Try to remain calm, even if on the inside you are feeling something different.
- Be honest and don't make promises you can't keep regarding confidentiality.
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.
- Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, Braille etc.
- Don't ask leading questions or put words into their mouth. Let them tell you what they feel comfortable saying. Avoid asking questions, and only use open questions if at all.

## HELPFUL RESPONSES

- You have done the right thing in telling me
- I am glad you have told me
- I will try to help you
- I will have to tell somebody about this

Do not say:

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- I am shocked, don't tell anyone else
- I'll keep it a secret

## ACTION

Immediately write down everything they have said as accurately as you can remember, using their words where possible.

Use the reporting form (overleaf) if possible, if it is not easily accessible at that moment, write it down elsewhere, trying to include all of the information possible.



## RECORD A CONCERN OR DISCLOSURE<sup>1</sup>

<p><b>*CONFIDENTIAL*</b></p> <p>This form should be completed immediately after any accident or significant incident.</p>	
<p>Name of child/young person/vulnerable adult:</p> <p>Address:</p>	
<p>Date of birth:</p>	<p>Telephone number:</p>
<p>A} Please give an account of your concern(s) and why you are concerned:</p>	
<p>B} Please give an accurate and factual account of any disclosure. Consider the sequence of events, actual words used, and any observations (continue on separate sheet if necessary):</p>	
<p>Are the other people/agencies aware?</p>	
<p>Name of church group /context and location:</p>	
<p>Date and time of incident:</p>	
<p>Action(s) taken:</p>	
<p>Reported by (name &amp; contact details). Include witness details</p>	
<p>Date and time this form is completed:</p>	

<sup>1</sup> A printable copy of this form is available for download direct from [www.riverside-church.org.uk/safeguarding](http://www.riverside-church.org.uk/safeguarding)

Reported to (Staff member):
Safeguarding Lead/Deputy: Date and time this was received: Action taken:
Staff member's signature:

## REPORT A CONCERN OR DISCLOSURE

### FOR CHILDREN

The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to **Sarah Auger (hereafter the "Safeguarding Co-ordinator")**:

Telephone: 0121 442 4484 E-mail: [saraha@riverside-church.org.uk](mailto:saraha@riverside-church.org.uk)

Sarah is nominated by the leadership team 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.

**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 Judy Moore (hereafter the "Deputy")

Telephone: 0121 442 4484 / 0121 247 9283.

Riverside has a central e-mail address for reporting safeguarding concerns:

[safeguarding@riverside-church.org.uk](mailto:safeguarding@riverside-church.org.uk)

This copies to both the Safeguarding Co-ordinator and deputy. It is not a substitute for direct contact to ensure timely receipt and acknowledgement.

**If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy**, then the report should be made in the first instance to thirtyone:eight (A Christian charity offering support, advice and training on all safeguarding issues):

Telephone: 0303 003 1111. (PO Box 133, Swanley, Kent, BR8 7UQ)

Alternatively, contact Social Services or the police.

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### GUIDANCE

- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place (see APPENDIX 11 – Secure storage policy for DBS disclosures).
- 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 Children's Services, the Police or taking advice from thirtyone:eight.
- The Leadership 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 safeguarding agencies or seek advice from thirtyone:eight. However, wherever possible safeguarding enquiries should be reported to the Safeguarding Co-ordinator/Deputy or a Senior Church Leader. If, however, the individual with the

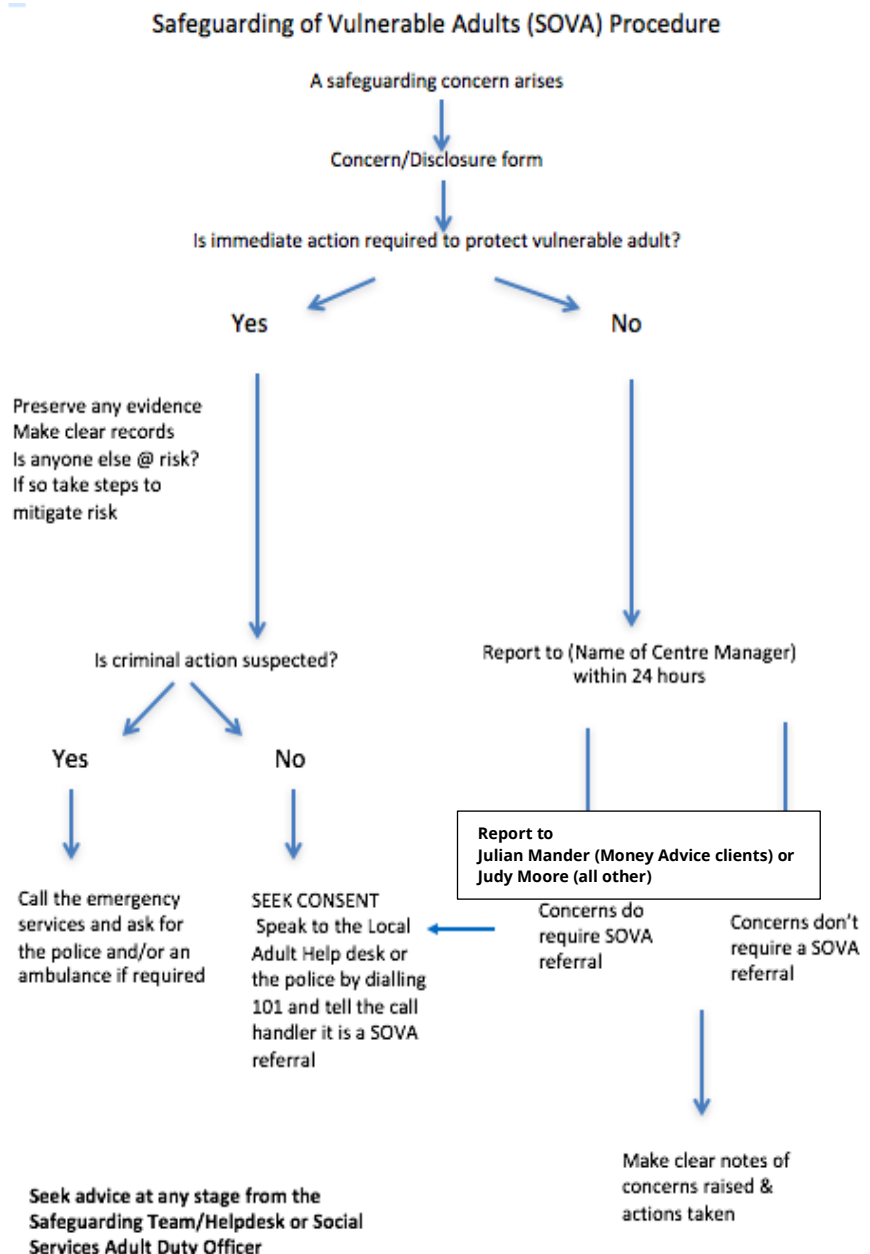
concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct, e.g. thirtyone:eight.

## FOR ADULTS

If you have been told about the allegation of abuse in confidence, attempt to gain the consent of the person to make a referral. However, the gaining of the consent is not essential in order for information to be passed on. Consideration needs to be given to:

- The scale of the abuse.
- The risk of harm to others.
- The capacity of the victim to understand the issues of abuse and consent.

The person in receipt of an allegation or suspicious of abuse should record the concerns and follow this flowchart.



## RESPONSE TO A REPORT OF CONCERN OR INCIDENT

### FOR CHILDREN

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 statutory agencies who have a legal duty to investigate.

Where the concern is about **a child** the Safeguarding Co-ordinator should contact Birmingham's Children's Advice and Support Service (CASS)

Telephone: 0121 303 1888 E-mail: [CASS@birminghamchildrenstrust.co.uk](mailto:CASS@birminghamchildrenstrust.co.uk)

Detailed guidance can be found in *APPENDIX 6 - Detailed procedures where there is concern about a child.*

### FOR ADULTS

The Centre Manager or Adult Safeguarding Lead should

- interview the person reporting the concern with a witness present.
- make arrangements for interviewing the vulnerable adult with a support person. This should be done with a different worker present.

The purpose of the meeting is not to investigate but to establish whether there are grounds for the allegation.

If the meeting can't be in person for any reason, you will want to find out:

- where they are
  - whether they are alone (other people may be able to help)
  - if they have taken any drugs, alcohol, or medication.
- If grounds are confirmed, make a written record of the allegation or suspicion of abuse and contact local Social Services helpdesk as follows (If there is any doubt about whether or not to report an issue to Social Services then it should be reported):

Birmingham Adult Social Care (office hours)

Telephone: 0121 303 1234 extension 1

E-mail: [CSAdultSocialCare@birmingham.gov.uk](mailto:CSAdultSocialCare@birmingham.gov.uk)

Webpage: <https://www.lscpbirmingham.org.uk/index.php>

The out of hours emergency number is 0121 464 9001 for all adult services.

The out-of-hours Social Services emergency number is 0121 675 4806.

Webpage: <http://www.birmingham.gov.uk/safeguardingadults>

For urgent mental health support 24 hours a day

Call 0121 262 3555 or 0800 915 9292

- Contact the emergency services if any of the following is true:

- The adult:

is currently significantly harming themselves, just has, or is about to  
is unable to respond (e.g. is losing consciousness)  
clearly intends to take their own life  
has a suicide plan in place

Be aware that the risk of suicide is higher if the client has:

- also taken alcohol, drugs, or medication
- attempted suicide previously
- a mental health problem / history of these problems

- this is clearly an emergency situation
- or where a crime has been committed and immediate action is needed to safeguard the health or safety of the individual or anyone else who may be at risk

Police: 999

Use 101 for urgent help and safeguarding referrals.

- Where required, inform the insurance company and the Senior Pastor Tim Chilvers 0121 442 4484 (or Judy Moore 0121 442 4484 if Tim is not available).

Confidentiality is crucial to our work and relationships and confidentiality policy should be adhered to except where the welfare of vulnerable clients is at risk. All concerns relating to potential abuse of vulnerable adults should be reported.

Confidentiality may NOT be maintained if the withholding of information will prejudice the welfare of the adult or other individuals.

Detailed guidance can be found in *APPENDIX 7 - Detailed procedures where there is a concern that an adult with care and support needs is in need of protection*

## REVIEW HANDLING OF A CONCERN OF DISCLOSURE

The final stage of dealing with a concern or disclosure is to review how you handled the process. Consider

- What was done well?
- What could have been improved?

A review of the details set out in this document may help you, or may lead to suggestions for a refinement or alteration to the policy or guidelines. Do consider what you learnt from your experience or report suggestions for the organisation to improve.

# APPENDICES



## APPENDIX 1 - LEADERSHIP COMMITMENT

The leadership team and trustees for the Church recognise the need to provide a safe and caring environment for children, young people and adults.

We acknowledge that children, young people and adults can be the victims of a variety of abuse.

**We will not tolerate any worker on behalf of Riverside Church being abusive to any person. Any report of abuse is taken seriously, investigated and appropriate action is taken in a timely manner.**

We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” We aim to reflect Jesus’ own desire to protect the vulnerable in society (Matthew 25:31-45), including children and young people (Matthew 19:13-15).

As a leadership team we have therefore adopted the procedures set out in this safeguarding policy in accordance with legislation and guidelines. We commit to rigorously ensuring all of our activities and practices reflect the values outlined within this policy. We will make sure that all of our workers have up to date safeguarding training. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

This policy and attached practice guidelines are based on:

- the ten Safe and Secure safeguarding standards published by Thirtyone:eight.
- Children Act 1989 and guidance in Children Act 2004
- Care Act 2014 and guidance
- Working Together to Safeguard Children 2018
- The Children and Social Work Act 2017
- Safe and Secure Safeguarding Standards 2018 published by thirtyone:eight (previously known as CCPAS)
- Safeguarding Guidance published by Charity Commission and other relevant Safeguarding Guidance
- Consumer Duty Policy of Community Money Advice, following regulatory requirements from the Financial Conduct Authority.
- Principles found within the ‘Abuse of Trust’ guidance issued by the Home Office

The leadership team undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going up to date safeguarding training for all its workers and will at least annually review the operational guidelines attached.
- ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- support the Safeguarding Coordinator(s) in their work and in any action they may need to take in order to protect children and vulnerable adults.
- The leadership team agrees not to allow the document to be copied by other organisations.
- Ensure a named senior member of the leadership team takes overall responsibility for Safeguarding and Wellbeing. This is currently Judy Moore.
- Ensure a named member of staff acts in the role of Safeguarding Lead for the church. This is currently Sarah Auger.
- Consult with and comply with the guidance from thirtyone:eight. Thirtyone:eight provides expert information and advice to faith bodies.
- Fulfil duties under the Charity Commission.

## SAFEGUARDING AWARENESS

The leadership team is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake safeguarding training on a regular basis, using professionals in the church and local community and following thirtyone:eight guidelines. The Safeguarding co-ordinators will attend one training event annually provided by recognised external agencies to maintain awareness of current changes in legislation and practice.

The matrix below identifies who should be trained in safeguarding awareness and subject to DBS checks.

Role	Annual training from ThirtyOne:Eight		Annual Riverside training			DBS
	Safeguarding children & young people and read policy	Safeguarding adults and read policy	Safeguarding children & young people and read policy	Safeguarding adults and read policy	Awareness training and read policy	
Leadership team	✓	✓				child and adult
Worship director	✓	✓				child
Safeguarding trustee	✓	✓				child and adult
Safeguarding coordinators	✓	✓				
Head of Children's Ministry	✓					
Head of Youth Ministry	✓					
Children: Kids Church team			✓			child
Children: Kids LG leaders			✓			child
Children: Stay and Play team			✓			child

Role	Annual training from ThirtyOne:Eight		Annual Riverside training			DBS
	Safeguarding children & young people and read policy	Safeguarding adults and read policy	Safeguarding children & young people and read policy	Safeguarding adults and read policy	Awareness training and read policy	
Youth: Roc team (Fri/Sun)			✓			child
Youth: Miff team			✓			child
Pineapple youth project team			✓			child
Youth: LG leaders			✓			child
Performing Arts			✓			child
Academy trainees (children, youth, worship, performing arts)			✓			child
Chaplains (depending on area of ministry)			✓	✓		adult
Money Advice				✓		adult
Pantry				✓		adult
Academy trainees (social justice)				✓		adult
Community Group leaders					✓	
Life Group leaders					✓	
Young leaders - Children or Youth					✓	child (if over 16)

The leadership team will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern. This will be shown by posters and flyers around our premises and emailed to anyone who requests it.

Our Safeguarding and Wellbeing Statement that follows overleaf will be published on our website and this full policy will be emailed or printed off to anyone who requests it and those involved with relevant activities.

All workers appointed to a role will undergo appropriate safeguarding training and any other relevant training for their role at least every three years, with an update each year.

## SAFEGUARDING AND WELLBEING STATEMENT

- Riverside Church is committed to the safeguarding of children and adults with care and support needs and ensuring their wellbeing. We recognise that we have a responsibility to help prevent harm or abuse to children and adults with care and support needs in all their recognised forms.
- We recognise the personal dignity and rights of adults and children and will ensure all our policies and procedures reflect this.
- We believe all people should enjoy and have access to every aspect of the life of Riverside Church.
- We undertake to exercise proper care in the appointment and selection of those who will work with children and adults with care and support needs.
- We believe every child and adult should be valued, safe and happy. We want to make sure that all those we have contact with know this and are empowered to tell us if they are experiencing significant harm.

### WE ARE COMMITTED TO:

- Following statutory denominational and specialist guidelines in relation to safeguarding children and adults and will ensure that as a place of worship, all workers will work within the agreed procedure of our safeguarding policy.
- Implementing the requirements of all relevant legislation including, but not limited to; Working Together to Safeguard Children 2018, the Disability Discrimination Acts 1995 and 2005, Equality Act 2010 and referring concerns about adults with care and support needs to the local authority under the Care Act 2014.
- Supporting, resourcing and training those who undertake this work.
- Ensuring that we are keeping up to date with national and local developments relating to safeguarding.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by Riverside Church
- Supporting those affected by abuse.

### WE RECOGNISE:

- Children's Social Services has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.

**WE WILL REVIEW THIS STATEMENT AND OUR POLICY ANNUALLY.**

If you have any concerns for a child or adult, then speak to one of the following who have been approved as safeguarding co-ordinators for Riverside Church:

<b>Safeguarding Co-ordinator</b>	<b>Deputy Safeguarding Co-ordinator Adult Safeguarding</b>	<b>Centre Manager for Riverside Money Advice</b>
Sarah Auger	Judy Moore	Julian Mander
07747 865447	07850 454046	07749 848176
saraha@riverside-church.org.uk	judym@riverside-church.org.uk	julianmander@riverside-moneyadvice.org.uk

A copy of our Safeguarding policy can be viewed via our website at [www.riverside-church.org.uk/safeguarding](http://www.riverside-church.org.uk/safeguarding)

## APPENDIX 2 – PREVENTIVE MEASURES

The following policies and practical guidance will effectively enable a safe and caring environment across the church community.

### SAFER RECRUITMENT

The leadership team will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post.
- A statement about safeguarding is on the website and given to all workers.
- Those applying to a role have completed an application form and a self-declaration form, where they complete a full record of their employment history.
- Those short listed have been interviewed.
- Safeguarding has been discussed at interview.
- Relevant written references have been obtained, and verified before positions are filled.
- A DBS (Disclosure and Barring Service) criminal records check has been completed (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information). An Enhanced DBS will be completed by those in roles who need it, in accordance to DBS guidance.
- For people coming from overseas, a Certificate of Good Conduct or an equivalent is obtained.
- Relevant qualifications have been verified.
- A suitable safeguarding training programme is provided for the successful applicant.
- The applicant has completed a probationary period.
- The applicant has been given a copy of this safeguarding policy and knows how to report concerns.



## CODE OF SAFER WORKING PRACTICE

We are committed to supporting all workers and ensuring they receive support and supervision. It is our responsibility to ensure that any worker operating on behalf of the church has been issued with a code of conduct towards children, young people and adults with care and support needs. It follows that it should *always* apply, even with other adults.

It is unacceptable for those in a position of trust to engage in any behaviour which might allow a sexual relationship to develop for as long as the relationship of trust continues.

Riverside Church values and respects people of all ages and backgrounds equally. We want to create an environment where everyone can be safe and happy, and feel secure. We value and encourage good behaviour and people in our care to treat other people of all ages, equipment and buildings with respect.

The Code of Safer Working Practice expresses our commitment to demonstrating God's love by placing the highest priority on the safety of those to whom we minister. It sets out what we expect from anyone who ministers in our church, in both paid or voluntary roles, and is one of the ways we ensure high standards of safeguarding in all we do.

All workers are expected to report any breaches of this code to the Safeguarding Coordinator. Workers who breach this code may be subject to disciplinary procedures or asked to leave their role. Serious breaches may also result in a referral made to the relevant statutory agency.

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### YOU MUST:

- Treat all individuals with respect and dignity
- Respect people's rights to personal privacy
- Ensure that their own language, tone of voice and body language are respectful
- Ensure that people know who they can talk to about a personal concern
- Record and report any concerns about a child or adult and/or the behaviour of another worker with the Safeguarding Coordinator. All written records should be signed and dated
- Obtain written consent for any photographs or videos to be taken, shown, displayed or stored

Working with children and young people:

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

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### YOU MUST NOT:

- Use any form of physical punishment

- Be sexually suggestive about or to an individual
- Scapegoat, ridicule or reject an individual or group
- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying
- Show favouritism to any one individual or group
- Allow an individual to involve them in excessive attention seeking
- Allow unknown adults access to children, young people and adults who may be vulnerable. Visitors should always be accompanied by an approved person
- Allow strangers to give lifts to children, young people and adults who may be vulnerable in the group
- Befriend children, young people and adults who may be vulnerable on social media
- Take photographs on personal phones or cameras as this means that images are stored on personal devices

Working with children and young people:

- Give lifts to children you are supervising, on their own or your own (unless there are exceptional circumstances e.g. in an emergency for medical reasons or where parents fail to collect a child and no other arrangements can be made to take a child home. In such situations, the circumstances and your decision must be recorded and shared with an appropriate person at the earliest opportunity)
- Smoke or drink alcohol in the presence of children and young people, except when this is a social situation with family members/carers present
- Arrange social occasions with children and young people (other than events which also include family members/carers) outside organised group occasions.

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## ACCEPTABLE TOUCH

Sympathetic attention, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children, particularly younger children, can be wholly appropriate. However, abusers can use touch that appears safe to 'normalise' physical contact which then becomes abusive. As a general rule, the use of touch between adults in positions of responsibility and those with whom they are working or volunteering should be initiated by the person themselves, and kept to the minimum. In addition to this, always follow the guidelines below:

- Ask permission before you touch someone
- Allow the other person to determine the degree of touch except in exceptional circumstances (e.g. when they need medical attention)
- Avoid any physical contact that is or could be construed as sexual, abusive or offensive
- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors
- Touch should be in response to a person's needs and not related to the worker's needs.
- Touch should be age appropriate, welcome and generally initiated by the child or adult, not the worker.

## SUPERVISION OF CHILDREN'S ACTIVITIES

### STAFFING RATIOS

Riverside Church is committed to the following Adult to Child ratios for Sunday and Mid-week groups:

	Adult	:	Child
0 to 2 years	1	:	3
2 to 3 years	1	:	4
3 to 8 years	1	:	8
Over 8 years	1	:	10

There is to be a minimum of two leaders in any one group, preferably one of each sex, including pastoral and travel scenarios. (Except for midweek youth small groups, where there will normally be one leader with a very small group of youth; there should be another adult present in the house.)

These ratios also need to be abided by on online video calls.

Children with special needs will be supported if needed by extra adults.

### CONTACTING CHILDREN

As a general rule, workers should not phone, text or email children.

Any contact must be made with the parent's knowledge and permission.

Letters should be printed and distributed via the office, not from a home environment.

### CONTACTING YOUNG PEOPLE

Wherever possible, parental consent should be obtained for contact with young people by phone, text, social networking sites or email.

Wherever possible, copies of emails, online and text messages sent to young people should be saved.

Group emails are preferable.

### TRANSPORTING CHILDREN AND YOUNG PEOPLE

The church is responsible for ensuring that leaders who give lifts to children / young people have fully completed the recruitment process and have read and agreed to follow the Safeguarding Policy.

In addition, they must have a full driving licence and their car must be roadworthy and insured.

(Paid employees of the church should have business cover on their car insurance.)

Wherever possible, a leader should avoid being alone in a car with just one child / young person for any length of time. Where possible, you should have two DBS checked adults in the car with any child or young person.

Parental permission should be obtained before transporting children.

When minibuses are used, the church is responsible for checking that the driver has the required permits, and there should be at least one additional adult travelling in the minibus wherever possible.

All children / young people and adults should wear seatbelts at all times while travelling.

Leaders should remain with children / young people until collected by parent / carer.

If parents make private arrangements between themselves for transporting children to and from activities, these arrangements are the responsibility of the parents involved, not the church.

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## VISITING CHILDREN AND YOUNG PEOPLE

Team members are advised not to go into a child / young person's home if a parent / carer is absent, unless the child would be at risk of significant harm if you did not do so. If it is necessary, or you been given parental permission, you should keep a record of the visit including time, who else was present, and what was discussed. Leave a note for the parent/carer to identify yourself and a summary of what was discussed.

One to one meetings with young people if required should ideally take place in public eg a restaurant. The leader should be fully cleared and have read and agreed to follow the Safeguarding and Wellbeing Policy. The Youth Pastor should be informed of any such visit.

It is recommended that children / young people do not visit a leader's home. If it is necessary, it should be with permission from the Youth / Children's Pastor and also permission from the parents. Group visits are preferable to individuals. If possible, there should be at least two adults present, who are fully cleared to work with children and have read and agreed to follow the Safeguarding Policy.

Note-keeping: It is recommended that team members working with youth keep a brief record of pastoral discussions and email these to the Youth Pastor regularly.

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## WRITTEN REQUIREMENTS

A leader of any event involving children will be responsible for ensuring the following are completed:

- Risk Assessment forms for all activities.
- Registration forms with details of child's and parent/s names, address, child's date of birth, medical or special needs (if any), and Use of Photographs consent. Kept and collected in accordance with our Data Protection Policy.
- Registers of children/adults present at each activity
- Accident and Incident Records
- Records of Child Protection disclosures or suspicions

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## RESIDENTIAL, DAY TRIPS AND OUTDOOR ACTIVITIES

The ratio of adults to children and youth will be much higher. Children with special needs such as autism or physical disability will have a one-to-one helper if required in addition to the above guidelines.

Wherever possible, a First Aider will be present during activities.

The following information will be required:

- Parental Consent forms
- Medical information and consent for Emergency Treatment
- Risk Assessment forms for all activities.
- Registration forms with details of child's and parent/s names, address, child's date of birth, medical or special needs (if any)
- Use of Photographs consent forms
- Accident and Incident Records
- Records of Child Protection disclosures or suspicions

If staff employed at Residential Centres are to lead activities with the children, it is the Youth or Children's Pastor's responsibility to ensure that such staff are properly trained and are operating under nationally recognised Safety and Child Protection Guidelines, and that children are properly insured for hazardous activities.

General practice will reflect the values and policies within our safeguarding policy. Workers will aim to create a safe and open environment that protects both themselves and any children or adults they are working with.

## **VENUE CONSIDERATIONS**

All workers responsible for running a church activity in a venue – whether a church building, home or hire venue, should consider prior to the event which areas/room should be locked or inaccessible and communicate this to participants.

If the venue is a home, consider how access to “out of bounds” areas (which might include but are not limited to bedrooms) should be managed during the event/occasion.

There should be no situation where one or more attendees can be alone in an out-of-bounds area of the venue without the knowledge of those leading the event.

The same staffing ratios should be utilised as other church activities, unless parents are included in the same group as their children.

## **LOOKING AFTER THOSE WITH PARTICULAR NEED OF CARE AND SUPPORT**

As a church working with children, young people and adults in need of care and support, we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false accusation.

Workers running a particular ministry or service provision will be responsible for finding out as much information as possible from the parents, support worker, and/or person themselves about what good care looks like, and will make appropriate arrangements so they can be included as fully as possible in the activities/service being provided.

This may include one-to-one support and may involve more physical contact and help with personal care. All such support will be given by workers who are fully cleared and have read and agreed to follow the Safeguarding Policy. Additional training will be provided for them to understand and meet the particular needs of the individual.

## BEHAVIOUR POLICY AND SANCTIONS

- We will not tolerate bullying, aggressive, destructive or abusive behaviour.
- We expect workers to set an example of fair, considerate and tolerant behaviour.
- Verbal abuse and humiliation of any kind is not acceptable.
- Smacking or other physical punishment is not acceptable under any circumstances. Parents are asked not to smack their children within Children's Church.
- Affirm and encourage good behaviour at all times. Make sure that children know and understand what is expected of them. Proactively praise good words or deeds.
- Be clear with instructions, and make sure it is clear what is happening next.
- When dealing with poor behaviour, where appropriate, state what it is.
  - o A good phrase to use is "We don't do that here."
  - o Don't say "Don't do that." but rather "Don't kick Fred—we don't do that here." This should be done discreetly, with regard to developmental stage, and avoid humiliation in front of others.
  - o Don't use a question when asking for poor behaviour to stop eg "Could you be quiet?" If given a choice, guess which they'll go for!
  - o Keep eye contact and keep smiling—look calm!
  - o Keep your voice firm but don't shout. Remember, there is usually a reason for poor behaviour. Try to listen to both sides and don't jump to conclusions.
  - o Sanctions should follow a rising scale eg apologise to leader/child; move to sit by a leader; time out in another area of the room; talk to parents at end with child present; consult with other leaders, parents and Children's / Youth Pastor if further measures are needed.
  - o The next level of sanction is that the child stays with their parent in the main church for a session. For other groups, they can be asked to miss the following session.
  - o An adult may need to be accompanied by a support worker or friend to enable them to engage appropriately or have the additional support they need.
  - o Further sanctions to include barring for more than one session, and barring completely, following discussions with a leader and parents/others as appropriate.
  - o Always ask advice from other leaders if you are struggling. In some circumstances it may be good to discuss sanctions/behaviour with parents as 'time outs' or other sanctions may not be appropriate
- Serious incidents involving children/workers being injured or threatened should always be reported through line management on the same day as it occurs.

## ONLINE SAFETY POLICY

Thirteen:eight's Online Safety definition:

Online safety is the collective term for safeguarding involving the use of electronic devices and applications to communicate and access the Internet; often referred to as Information and Communications Technology. An online safety policy should be adopted and adapted to reflect all communications between church's workers and children (those under 18 years of age).

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### POLICY GUIDELINES FOR WORKERS

- Generally, maintain good and open relationships with parents and carers regarding communication with them and their children.
- Use an appropriate tone: friendly, but not over-familiar or personal.
- Be warm and friendly, but do not suggest or offer a special relationship.
- Be clear and explicit about information that you need to share; don't abbreviate or shortcut your communications.
- Be circumspect in your communications with children to avoid any possible misinterpretation of your motives or any behaviour which could be construed as grooming.
- Do not share any personal information with children, or request or respond to any personal information from a child other than that which might be appropriate as part of your role.
- Only give personal contact details to children that are within the public domain of the church / organisation, including your mobile telephone number.
- If children want you to have their mobile phone numbers, e-mail addresses or similar, and communicate with them this way, make sure that their parents know and have agreed.
- Only make contact with children for reasons related to the work of the church/organisation and maintain a log of all electronic contact with individuals or groups including messaging and texting.
- Respect a child's right to confidentiality unless abuse/harm is suspected or disclosed.
- Ensure your church/organisation domain name/logo appears with every Internet post made by a church computer user. Any user may thus be viewed as a representative of your church/organisation while conducting business on the Internet.
- Email should only be used to communicate specific information. (e.g. times and dates of events). It should not be used as a relationship building tool.
- Email history should be kept and dated.



- When using email/internet for communication with children, it is advised that it should take place between the hours of 9am-5pm. Where working with children outside normal office hours workers should seek advice from their leader but there should be no email communication after 9pm.
- Use of skype and any other web camera or visual communication via the internet is generally not permitted, unless risk assessed as the safest way to meet and communicate with children and youth and with clear permission from parents. Parents should be aware of the way that online video calls are set up, with parents present and aware of what is going on, with permission to mute and switch videos off, and videos should not be recorded. But there should be a written record of the children and adults present.
- Workers should refrain from using such methods on a one to one basis as they cannot be recorded. (It can be used for conference calls and is considered appropriate if a project or group uses a web camera/Skype in a group environment for project purposes, and has clear aims and objectives for its use).

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## SOCIAL MEDIA POLICY

- All social media interaction between workers and children shall be limited to monitored/administrated groups.
- **Workers setting up an administered group that may include children should proactively ensure that parents/guardians are also included.**
- **Members of groups should be instructed about not sharing photos without explicit consent. Workers need to record consent for members.**
- Text and any other media posted shall be subject to the acceptable use policy
- All interaction on social media groups shall be recorded for safeguarding purposes
- Any private messages shall be recorded for safeguarding purposes
- Any safeguarding concerns/allegations arising from social media shall be referred onto the safeguarding co-ordinator.
- All users of social media must be above the minimum age limit i.e. 13 for Facebook
- Workers should ensure their privacy setting ensure the highest levels of security in order to restrict children being able to see any more than what is relevant to communication within the group
- All social media groups should provide links to statutory authorities such as CEOP, to enable children to report online abuse.

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## CONSENT FOR PHOTOGRAPHIC IMAGES AND VIDEOS ONLINE

- Permission will be sought before any images are taken or displayed and images will only be used for the specific purpose for which permission was sought for and how the image will be stored if not destroyed. If the intention is to use an image on the internet this must be clearly stated and further permission must be acquired if an image is to be used in a way not originally stated.
- Digital images/video that include children will be selected carefully and will endeavour to prevent children from being easily identified. Names and personal details should not be present. Images of children and young people should be of groups, not individuals.
- Photographs/video taken by workers must not be circulated among friends or published on any external website. Photos may be published on a group's closed Facebook page if parents have given permission.
- Use of images will reflect diversity of age, ethnicity and gender of the activity.
- Parents/carers in all contexts must ensure that they only take photos of their own child and not of any other child in the group.
- Live streaming of events must be clearly advertised in advance and where children are involved permission should be sought in line with the photographic guidelines.

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## VIDEO CONFERENCING WITH YOUNG PEOPLE

This outlines the measures in place to safeguard the youth/children and our teams while video-calling within our youth ministry:

- Video-calling should only take place on Zoom, rather than social media tools such as Skype or Facetime, in the interest of keeping our young people's contact details secure and in one place.
- This should only be used in the normal running of youth ministry groups at the set dates and times that have been communicated, unless explicit parental consent has been given and in conversation with our safeguarding team for exceptional circumstances.
- Parents have been requested to set up Zoom accounts for their children to use, but they may have their own account at the discretion of their parents. For children ministry zooms, parents must consent to setting up and starting the zoom call, not leaving their children and being aware of what their children are doing and where they are.
- The same adult to child ratios required of physical gatherings should be adhered to on zoom calls, as outlined in our safeguarding policy.
- The leaders on the call will be our usual group leaders. New leaders will be recruited safely in line with the standard safeguarding policy in place for physical groups, all leaders need to have read the safeguarding policy and undergone relevant safeguarding training.

- Codes of conduct – appropriate behaviour for leaders and young people should be followed as we would expect in the usual youth group setting. But also including ensuring they have got an appropriate background, are fully dressed and name themselves appropriately. Leader should be able to and know how to switch other user's screens and microphones off or kick them out of the zoom call should anything inappropriate appear on their screen.
- We have disabled certain features from our children's/families and youth accounts, from which we will host the meeting. These settings should mean that participants are not able to share their screen, take control of anyone else's camera, or private message anyone in the group except the host. Messages in the chat are visible to the whole group and cannot be saved.
- The Meeting ID and passwords are only circulated on the emails to parents and not on any public platforms. The Meeting ID is also changed each week for security.
- All participants are held in a waiting room when connecting to the call and can only be admitted by the host (team member). Therefore, no strangers will be able to access the call and the leader is aware of when young people start to enter the zoom call.
- We will never record any part of the meetings and have disabled the ability to do so in the settings. One of team members may take a screenshot for the purposes of publicity in line with the consent given at the start of the year from parents, but we will not take a screenshot without prior knowledge and permission from the young people.

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## ACCEPTABLE USE POLICY

(This can be included with consent/registration forms for children and young people with a request for acknowledgement by both parent and child)

- Where access to the internet is provided on our organisation devices or devices owned by an individual via WiFi, we will exercise our right to monitor usage which includes access to websites, interception and deletion of inappropriate or criminal material or unlawfully copied text, video, images or sound.
- WiFi Access will be via a secure password that will be changed quarterly.
- Social media groups must be used in compliance with Riverside Church's policy on social media.

Children and Workers should not:

- Search for or download pornographic, racist or hate motivated content.
- Illegally copy or play copyrighted content where permission has not been given.
- Send, request or display offensive messages or pictures.
- Harass, insult or bully others.
- Access the internet using another person's login details.

- Access, download, send or receive any data (including images), which Riverside Church considers offensive in any way, including sexually explicit, discriminatory, defamatory or libellous material.

Sanctions for violating the acceptable use policy in the opinion of Riverside Church may result in:

- A temporary or permanent ban on internet use.
- Additional disciplinary action in line with existing practice on inappropriate language or behaviour.
- Where applicable, police or local authorities may be involved.

Parent Carer Agreement

As the parent/guardian of \_\_\_\_\_ I declare that I have read and understood the Online Safety acceptable use policy for Riverside Church and that my child will be held accountable for their own actions. I understand that it is my responsibility to set standards for my child when selecting, sharing and exploring online information and media.

Child/Young person Agreement

I understand the importance of safety online and the church guidelines on acceptable use.

I will share any concerns, where I or another person may be at risk of harm with the safeguarding coordinator or a trusted adult.

Child Name (Please print)	Child Signature	Date
Parent/Guardian (Please print)	Parent/Guardian Signature	Date

If you have any queries, complaints or would like to withdraw consent please contact (name) on (contact email and/or phone).

## APPENDIX 3 - DEFINITIONS

### SAFEGUARDING AND WELLBEING

The “Working Together to Safeguard Children Guidance” defines safeguarding children as:

- Protecting children from maltreatment
- Preventing impairment of children’s health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable children to have the best outcomes

It includes child protection, which is part of safeguarding and promoting welfare. It ‘refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm’.

The Charity Commission Strategy for dealing with safeguarding issues in charities paper (2017) defines safeguarding as:

- Protecting the rights of adults to live in safety, free from abuse and neglect
- Protecting children from maltreatment; preventing impairment of children’s health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.’

The Care Act 2014 defines wellbeing as including:

- Personal dignity (including treatment of the individual with respect);
- Physical and mental health and emotional wellbeing;
- Protection from abuse and neglect.

### STATUTORY DEFINITIONS OF ABUSE (CHILDREN)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

We are aware that children with disabilities and young carers are more vulnerable to abuse. The Working Together to Safeguard Children (2018) defines a young carer as: ‘a person under

18 who provides or intends to provide care for another person (of any age, except generally where the care is provided for payment, pursuant to a contract or as voluntary work).

## **WHAT IS ABUSE AND NEGLECT?**

A form of maltreatment of a child.

Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others.

Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

The four definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2018)'.

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### **PHYSICAL ABUSE**

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

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### **EMOTIONAL ABUSE**

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

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### **SEXUAL ABUSE**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact

activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

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

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## NEGLECT

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

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

## ABUSE OF VULNERABLE ADULTS

Vulnerable adults are often more open to abuse. Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take a number of forms:

- Physical abuse e.g. hitting, pushing, shaking, inappropriate restraint.
- Sexual abuse e.g. involvement in any sexual activity against his/her will, exposure to pornography, voyeurism and exhibitionism.
- Emotional/psychological abuse e.g. intimidation or humiliation.
- Financial abuse e.g. theft or exerting improper pressure to sign over or give money for the advice received.
- Discriminatory abuse e.g. racial, sexual or religious harassment.
- Personal exploitation – involves denying an individual his/her rights or forcing him/her to perform tasks that are against his/her will.
- Violation of rights e.g. preventing an individual speaking his/her thoughts and opinions.

## **STATUTORY DEFINITIONS OF ABUSE (ADULTS)**

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14. Safeguarding. (This replaces the previous guidelines produced in 'No Secrets' (Department of Health 2000))

The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.

The Safeguarding duties apply to an adult who;

- has need for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating 'safety' measures that do not take account of individual well-being, as defined in Section 1 of the Care Act.

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Incidents of abuse may be one-off or multiple and affect one person or more.

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### **PHYSICAL ABUSE**

including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

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### **DOMESTIC VIOLENCE**

including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

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### **SEXUAL ABUSE**

including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.



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## PSYCHOLOGICAL ABUSE

including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

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## FINANCIAL OR MATERIAL ABUSE

including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

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## MODERN SLAVERY OR PERSONAL EXPLOITATION

encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. Any violation of the individual's rights, such as preventing an individual speaking his/her thoughts and opinions.

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## DISCRIMINATORY ABUSE

including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

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## ORGANISATIONAL ABUSE

including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going illtreatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

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## NEGLECT AND ACTS OF OMISSION

including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

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## SELF-NEGLECT

this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

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## FEMALE GENITAL MUTILATION (FGM)

comprises all procedures (not operations) that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. (WHO-2008)

## FURTHER DEFINITIONS OF ABUSE

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### 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.'

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### CHILDREN IN WHOM ILLNESS IS FABRICATED OR INDUCED (FORMERLY KNOWN AS MUNCHAUSEN'S SYNDROME BY PROXY)

This is a form of child abuse in which the parents or carers give 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. The government guidance on this is found in 'Safeguarding Children in whom Illness is Fabricated or Induced' (2002).

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### 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.

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### DOMESTIC VIOLENCE

The shared Association of Chief Police Officers (ACPO), Crown Prosecution Service (CPS) and government definition of domestic violence is:

*“any incident of threatening behaviour, violence, abuse (psychological, physical, sexual, financial or emotional) between adults, aged 18 and over, who are or have been intimate partners or family members, regardless of gender and sexuality.”*

(Family members are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or step-family.)

The definition of domestic violence in Working Together 2018 states:

*“Domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. Domestic abuse*

is not limited to physical acts of violence or threatening behaviour, and can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse. Types of domestic abuse include intimate partner violence, abuse by family members, teenage relationship abuse and adolescent to parent violence. Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background and domestic abuse can take place inside or outside of the home.”

Nearly a quarter of adults in England are victims of domestic violence. Although both men and women can be victimised in this way, a greater proportion of women experience all forms of domestic violence and are more likely to be seriously injured or killed by their partner, ex-partner or lover.

Forced marriage and honour-based violence are human rights abuses and fall within the Government’s definition of domestic violence and if you are concerned about a child or adult then in this area then contact the [Forced Marriage Unit](#) or call 020 7008 0151 or 999 in an emergency.

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## EXTREMISM

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.

## APPENDIX 4 – SIGNS OF POSSIBLE 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. Incidents of abuse may be one-off or multiple, and affect one person or more.

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#### PHYSICAL

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

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#### SEXUAL

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

\*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

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#### 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
- Neglect
- Under nourishment, failure to grow, constant hunger, stealing or gorging food
- Untreated illnesses,
- Inadequate care, etc

## **VULNERABLE ADULTS**

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### PHYSICAL

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

### DOMESTIC VIOLENCE

- Unexplained injuries or 'excuses' for marks or scars
- Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and Female Genital Mutilation (Age range extended to 16 yrs)

### 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

### 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

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## 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

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## MODERN SLAVERY

- Physical appearance; unkempt, inappropriate clothing, malnourished
- Movement monitored, rarely alone, travel early or late at night to facilitate working hours
- Few personal possessions or ID documents
- Fear of seeking help or trusting people

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## DISCRIMINATORY

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

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## ORGANISATIONAL

- No confidence in complaints procedures for staff or service users
- Neglectful or poor professional practice

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## NEGLECT AND ACTS OF OMISSIONS

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support
- Lack of medication or medical intervention

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## SELF-NEGLECT

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs

## APPENDIX 5 - SCOPE OF ACTIVITIES

Riverside Church provides a multitude of services to the congregation and members of the public. Each of the following activities has been actively considered as part of this policy document.

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### CHILDREN AGED 0-11 YEARS

- Sunday School Groups, meeting on Sunday mornings, including Special Needs group for children with severe disabilities, at Riverside House or online video calls.
- Stay and Play for pre-school children plus parents or carers meeting one morning a week at Riverside House or in local parks
- Children's discipleship groups, once a fortnight or every three weeks, midweek, at Riverside House, in local homes or online video calls
- Children's / Youth Drama Group meeting at Riverside House or online during school holidays
- Children's holiday club days meeting at Riverside House during school holidays
- Family outreach activities meeting occasionally during the year at various locations.
- Mentoring in local primary schools
- Weekend Away for children annually at residential centre
- Other one-off activities arise from time to time during the year
- Riverside Performing Arts work in schools and the community.
- Riverside Performing Arts holiday clubs and 'play in a day'

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### YOUTH GROUPS: YOUNG PEOPLE AGED 11-18 YEARS

- Sunday group for ages 11 – 14 at Riverside House or online.
- Friday Night groups for ages 11 – 14 and 14 – 18 meeting at Riverside House weekly or online
- Small groups of teenagers meeting in various locations midweek
- Workshops and teaching in local secondary schools
- Youth group work on the Pineapple Estate.
- Weekend away annually at residential centre; camps during school holidays, bi-annual overseas mission trips
- Riverside Performing Arts work in schools and the community.
- Other one-off activities arise from time to time during the year

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## WORK WITH ADULTS

- Riverside Money Advice Team providing advice on handling debt
- Counsellors providing one to one counselling for adults face to face or over the phone
- Sunday and Midweek meetings and social events for the whole church
- General Christian pastoral care for adults in large and small groups as well as one to one meetings online or in person.
- Gardening team at Riverside House with a small group gardening, catch up and devotions at Riverside House on Saturdays
- Riverside Pantry at Riverside House on Thursdays
- Home visits

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## INTERGENERATIONAL WORK

- Community groups running from a home
- Open Lunch at Riverside House on Sundays and Christmas Day
- Community lunch at Church of the Ascension
- Worship rehearsals



## APPENDIX 6 - DETAILED PROCEDURES WHERE THERE IS CONCERN ABOUT A CHILD

### ALLEGATIONS OF PHYSICAL INJURY, NEGLECT OR EMOTIONAL ABUSE

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional or spiritual abuse (see Appendix 1), the Safeguarding Co-ordinator (Sarah Auger)/Deputy (Judy Moore) will:

- Contact Children's Social Care (or thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Care, or decided on a case by case basis with the safeguarding co-ordinator or deputy.
- Seek medical help if needed urgently, informing the doctor of any suspicions.

For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.

Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Care direct for advice.

Seek and follow advice given by thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Care.

Make note of concerns and record them securely

Any allegations of abuse which implicate a person working in a position of trust with children/vulnerable adults should be referred to LADO (Local Authority Designated Officer) in first instance for advice.

### ALLEGATIONS OF SEXUAL ABUSE

In the event of allegations or suspicions of sexual abuse, the Safeguarding Coordinator/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will not speak to the parent/carer or anyone else unless decided with safeguarding team/social services it is appropriate.
- Seek and follow the advice given by thirtyone:eight if, for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

## APPENDIX 7 - DETAILED PROCEDURES WHERE THERE IS A CONCERN THAT AN ADULT WITH CARE AND SUPPORT NEEDS IS IN NEED OF PROTECTION

### SUSPICIONS OR ALLEGATIONS OF ABUSE OR HARM

including physical, sexual, organisational, financial, discriminatory, neglect, self neglect, forced marriage, modern slavery, domestic abuse (see APPENDIX 3 - Definitions).

If there is concern about any of the above, the Safeguarding Co-ordinator / Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

### ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH CHILDREN/YOUNG PEOPLE

If an allegation is made against a worker whilst following the procedure outlined above, the Safeguarding Co-ordinator, in accordance with any partnerships with outside organisations, should seek advice from Children's Services in regards to the allegation and decide on the action to take.

The designated officer formerly called a Local Authority Designated Officer (LADO) for where the person works will give advice and a strategy meeting may be convened to discuss the issues and make decisions about the person concerned. Advice from the LADO will be followed when considering whether to refer to the Disclosure and Barring Service lists of those people deemed unsuitable for working with children or adults with care and support needs. Advice from LADO will also be followed regarding the immediate action to be taken regarding the allegation. Advice and procedures can also be found on <https://westmidlands.procedures.org.uk/> and on the Children's Partnership Website.

### ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH ADULTS WITH CARE AND SUPPORT NEEDS

- Thirtyone:eight advises: The 2014 Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not the church.

## APPENDIX 8 - WORKING IN PARTNERSHIP

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines in regards to our expectations of those with whom we work in partnership, whether in the UK or not. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding. We recognise our responsibility to ensure that any person working overseas in the name of Riverside Church follows the guidelines of this Safeguarding Policy.

Good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

## APPENDIX 9 - PASTORAL CARE

### SUPPORTING THOSE AFFECTED BY ABUSE

The leadership team is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse, who have contact with or are part of the Church.

This will be the responsibility of the Pastoral staff of the Church to organise on a case by case basis.

### WORKING WITH OFFENDERS

When someone attending the Church is known to have abused children, or is known to be a risk to adults in need of care and support, the leadership team will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults in need of care and support, it will set boundaries for that person which they will be expected to keep.

See APPENDIX 10 - Boundaries and contracts for offenders in church for examples.

## APPENDIX 10 - BOUNDARIES AND CONTRACTS FOR OFFENDERS IN CHURCH

(Thirtyone:eight advice)

Where someone attending the church is known to have abused children, then it will be important to extend love and friendship to the individual, but at the same time the leadership will need to ensure that a frank discussion takes place with the person concerned and efforts made to sustain open communication. It will be necessary to establish clear boundaries for both the protection of the young people and to lessen the possibility of the adult being wrongly suspected of abuse.

Someone who is on an after-care licence for sexual offences against children may be receiving a high level of intensive supervision from a specialist probation officer. There could well be a restriction on where they live and work – particularly if they are thinking of returning to their family when children are still living there, or if they were lodging where there are children, or if they were living close to a school. An offender who has served their sentence may still have restrictions placed on them and be registered with the police. Not everyone who commits sexual offences against children will have a custodial sentence, some will have been placed on probation.

Sexual offences are often addictive, so you cannot assume that they have “learnt their lesson”, “forgive and forget”, etc. They may well be tempted to re-offend, fantasize about abusing and might try to gain access to children and young people by befriending their parents. They may try to manipulate and control and be coming to the church specifically to contact children.

Churches should be looking for direct contact with the person’s supervising probation officer and expect that the supervising officer would be making contact with the church on any issue relating to the safety of children.

With the individual’s agreement, (and, in certain cases, even without the individual’s agreement) it may be possible to explain the circumstances to the church congregation in such a way that promotes understanding and support to the individual, but at the same time ensuring that other church members do not unwittingly allow children contact with the individual concerned. Often church leaders fear the effect that telling everyone would have on the congregation - they may gossip it widely, tell the press or vote with their feet! The offender might not want the church to know anyway, or get sexual pleasure or undue attention from relating their story.

In deciding whether or not to tell the church, it will be important to not only listen to what the offender says but talk to statutory agencies who may be involved. For example, a probation officer will know the person’s background, crime details, risks, treatment plans, etc and will be able to advise you on management. In any event, it will be important for key people, like crèche leader, Sunday school leader, youth leader, etc to know that the person is attending the church and that they should not be having contact with the children. They should never be on their own with children or young people.

In all circumstances we advise that leaders (we suggest more than one) should meet with the offender at an early stage. Boundaries that the person will be expected to keep to should be discussed. A written contract is advisable. Although this sounds very formal, it would need to be because of the manipulative ways of sex offenders. This contract should involve the person's family and partner who may also be attending church and will need to be informed. The statement might begin by setting out the pastoral support and care which is being offered. The following example might be helpful in considering other points to be included:

- I will never allow myself to be in a situation where I am alone with children, young people or vulnerable adults
- I will attend meetings and activities as directed by the leadership
- I will sit where directed at activities (e.g. religious meetings, social gatherings) and will not place myself near children, young people or vulnerable adults
- I will not enter certain parts of the building designated by the leadership, nor any area where activities for children, young people and vulnerable adults are in progress
- I will decline invitations of hospitality where there are children, young people or vulnerable adults in the home
- I accept that "x" and "y" will sit with me during activities (e.g. religious meetings, social gatherings) and accompany me when I need to use other facilities. They will know I am a sex offender.
- I accept there are certain people who will need to be told of my circumstances in order for them to protect the children, young people or vulnerable adults for whom they care
- I accept that contact will need to be made with my probation officer, who will meet with leaders as and when necessary (where appropriate)
- I accept that "z" will provide me with pastoral care.
- I understand that if I do not keep to these conditions, I may be barred from attending activities. In such circumstances the leadership may choose to inform the statutory agencies (e.g. police, probation, Adult Services, Children's Social Services), and any other relevant organisations, as well as members of the faith community or organisation.
- I understand that any other concerns will be taken seriously and reported
- I understand that this contract will be reviewed regularly every \_\_\_\_\_ months and will remain for an indefinite period

The document will need to be signed and dated by the offender and by the church representatives. There is, of course, always the issue of someone not keeping to the boundaries set. The leadership team of Riverside are entitled to prohibit someone coming onto the premises. In circumstances where you have concerns and someone leaves to go elsewhere, then the statutory agencies, such as probation and social services, as well as other

local churches or relevant organisations, should be informed. There should be good contact with probation officers.

These issues do raise a lot of anxiety. However, if you know of someone's past, then you can do something actively to protect children. The fact of the matter is that the majority of those who offend against children are not caught. Of those who are, few are prosecuted, and of those few are convicted. Therefore, there is a sense in which it is easier to deal with one known person than the other ninety and nine we don't know about and who could be coming to our church every week. Sometimes it is worth reminding congregations of this fact. In certain circumstances the grass might seem greener down the road, but that church might not take child protection as seriously as we do!

Every effort should be made to protect children whether or not we have a known problem. If we have established boundaries already as to who has access to the creche, etc then we don't suddenly have to change everything immediately a person with a known problem comes into our church. However, be prepared to re-assess arrangements on a regular basis as well as when a known offender joins the church.

## APPENDIX 11 – SECURE STORAGE POLICY FOR DBS DISCLOSURES

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### GENERAL PRINCIPLES

As an organisation using thirtyone:eight as an umbrella body to process and forward Disclosure forms to the (DBS) Disclosure and Barring Service to help assess the suitability of applicants for positions of trust, Riverside Church complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

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### STORAGE AND ACCESS

Disclosure information is never kept on an applicant's personnel file and is always kept separately and securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

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### HANDLING

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.

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### USAGE

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

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### RETENTION

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six-months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

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### DISPOSAL

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately suitably destroyed by secure means, i.e. by shredding, pulping or burning. While



awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we will keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

## APPENDIX 12 – DOCUMENT HISTORY

15/12/2023 v4	Added scenarios in APPENDIX 5 - Scope of activities to include worship rehearsals, 1-1 auditions and home visits.
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