



*The*  
**United  
Reformed  
Church**



# **Ipswich Road United Reformed Church Safeguarding Policy**

**Children and Adults at risk**

**References to Good Practice 4, are to:**

**Refer to 'Good Practice 4<sup>th</sup> Edition, Handbook for Churches'**

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**Or its supplement:**

**'Adults at risk from Abuse'**

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**Copies of both documents may be purchased from URC or downloaded from  
the website [ww.urc.org.uk](http://ww.urc.org.uk)**

**Notes:**

**1. Our Safeguarding Policy Statement is attached as Appendix 1.**

A policy statement is what you say you are going to do. Policy is what you do, which should be in line with the policy statement.

(From Answers.com Feb 2017)

**2. All workers, paid and volunteer to be given copies of the policy and initial contacts (ie pages 5-12 )**

**In addition, the following appendices should be given:**

- To all paid and volunteer children's workers: Appendices 4,7,10 plus a copy of our "On-line communication with young people policy"
- To all those working with vulnerable adults: Appendices 5,9,11

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## Policy

### Introduction

#### **At Ipswich Road United Reformed Church, Norwich, we take safeguarding seriously:**

- We acknowledge children's and adults' right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs. We consider that the welfare of children is paramount. We will follow legislation, statutory guidance and recognised good practice in order to protect vulnerable people in our church.
- We will seek to establish a caring environment in which there is an informed vigilance about the dangers of abuse.
- We will implement, maintain and regularly review the procedures outlined in this policy, which are designed to prevent and to be alert to such abuse.
- We will appoint two Safeguarding Officers and two Safeguarding Coordinators who will have specific responsibilities for safeguarding, although we recognise that safeguarding is a whole church responsibility.
- The two Safeguarding Officers will be Elders (one of whom must be a serving Elder) who will have responsibility to ensure that all aspects of safeguarding and child protection in the church are carried out and maintained correctly.
- The two Church Safeguarding Coordinators will be nominated by the Elders to act on their behalf in dealing with an allegation or suspicion of neglect or abuse and to whom all allegations should be addressed.
- All appointments to be approved by Church Meeting and reviewed annually  
All contact details can be found on key contacts list on pages 11-13
- We will organise activities in such a way as to promote a safe environment and minimise the risk of harm to children and adults.
- We will follow a safer recruitment process for the selection and appointment of people to work with children or adults at risk, whether voluntary or paid, lay or ordained.
- We are committed to providing support, supervision, resources and training to those who work with children and adults.
- We will use rigorous and careful supervision to protect people from the risks associated with known offenders within the congregation, including implementing contracts with known offenders and those who have been assessed as posing a risk.

- We believe that domestic abuse in all its forms is unacceptable and inconsistent with a Christian way of living and recognised that it can affect both adults and children.
- All concerns and allegations of abuse will be responded to appropriately, including referring to the statutory authorities if necessary.
- We will co-operate with the statutory authorities in any investigation, will follow multi-agency decisions and will maintain confidentiality of any investigations to those directly involved.
- We will refer concerns about staff – volunteers and paid, lay and ordained – that meet the relevant criteria to the Local Authority Designated Officer.

### **Aim and purpose of this policy**

The aim of this policy is to provide procedures for promoting safeguarding, preventing abuse and protecting children, adults at risk and staff. This includes clear procedures for taking appropriate action when safeguarding concerns are raised involving children and adults within our church, or those who attend our activities and events.

### **Who this policy applies to**

This policy is approved and endorsed by the Elders and applies to:

- all those who attend our church
- our trustees and staff (both paid and voluntary)
- See paragraph 6 below for the church's requirements for those hiring rooms in our premises.

The policy and procedures should be interpreted in the light of the most recent URC good practice guidance. Children and parents/carers will be informed of this policy and our procedures.

### **Definitions on which this policy is based (From Good Practice 4):**

- The term 'children' refers to those under the age of 18 years.
- Child protection: Activity undertaken to protect specific children who are suffering, or likely to suffer, significant harm.
- Safeguarding children: More than simply child protection, the practice of safeguarding children seeks to promote the safety and welfare of children by being preventative as well as reactive.
- The term 'adult' refers to anyone aged 18 years or older
- Adult at risk: The term refers to: 'any adult ... who, due to disability, mental function, age, or illness or traumatic circumstances, may not be able to take care or protect themselves against the risk of significant harm, abuse, bullying, harassment, mistreatment or exploitation.'

## **Duty of care and confidentiality**

We have a duty of care to all beneficiaries of the church, whether adults or children. We will maintain confidentiality at all times, except in circumstances where to do so would place the individual or another individual at risk of harm. In this situation, information will be shared on a strictly “need to know” basis.

## **Preventing abuse**

1. The church will appoint Safeguarding Officers and Coordinator(s) who are responsible for safeguarding children and adults. Job descriptions are attached as Appendix 2.
2. Activities will be organised in accordance with URC good practice guidelines so as to promote a safe environment and healthy relationships, whilst minimising opportunities for harm, misunderstanding or false accusation.  
Viz:
  - For each regular church activity, risk assessments will be carried out annually. Risk assessments will also be carried out for one off events.
  - Appropriate consent forms will be used for children’s activities,
  - Appropriate records will be kept
  - Adequate insurance will be in place.
3. We are committed to safer recruitment and selection of all paid staff and volunteers and will ensure that these procedures are followed, which include:
  - asking applicants to complete an application form including a self-declaration statement
  - providing workers with job descriptions and person specifications
  - obtaining Disclosure and Barring Service (DBS) / Protecting Vulnerable Groups scheme (PVG) checks wherever legally entitled to do so
  - taking up two references (not from family members)
  - interviewing candidatesFor details see our Volunteer Policy
4. Safeguarding training will be provided and volunteers and paid staff will be given support and supervision in their role. There is an expectation that those working with children, young people or vulnerable adults in any capacity will attend regular safeguarding training.
5. All trustees, paid staff and volunteers with children and young people, will work within a code of conduct (URC “Code of conduct for working with young people” is attached as Appendix 4) and understand that there may be action taken if this code is not followed, possibly involving suspension or termination

of working with us. (Guidelines for those working with disabilities are in Appendix 5)

6. If we become aware of someone within our congregation known to have harmed children or adults in the past, we will inform the Synod Safeguarding Officer and co-operate with them and the relevant statutory authorities to put in place a plan to minimise the risk of harm to children and adults. We will also ask them to sign a behavioural contract. **See Appendix 16**
7. Organisations wishing to hire our building for activities with children or vulnerable adults must confirm in writing that they will follow the principles of this safeguarding policy as a condition of the letting agreement. If they have their own safeguarding policy, they will be asked to provide a copy. If they do not have their own safeguarding policy, the church will encourage them to adopt one before agreeing to the hire. The Lettings Coordinator will request this when taking a booking and the booking form will include an acceptance line.
8. We will follow the advice given in section 9 of the Good Practice Guide 4 with regard to on-line communication. We will:
  - encourage children to stay safe online and direct them to age appropriate guidance
  - ensure access to the internet on premises in which we work is as safe as possible
  - provide workers with policies and procedures for safer online communication with children

See Appendix 6. Reference should also be made to our “On line communication with young people “and “Public Access Wifi” policies. See Policies file

9. We will conform to the guidelines on page 56-57 of the Good Practice Guide 4 with regard to taking photos. Photos will be stored on SD cards and locked away in the office. No photos of children, young people or vulnerable adults will be taken without a carer’s permission and none will be stored on private cameras or phones.(see Appendix6)

### **What are we protecting people from?**

The definitions of abuse differ between children and adults. A copy of the definitions relating to children is attached to this policy at Appendix 8. The definitions of abuse in relation to adults is attached as Appendix 9

## **How to recognise abuse**

It is important to be aware of possible signs and symptoms of abuse. Please see Appendix 10 for those relating to children and Appendix 11 for those relating to adults at risk. Some signs could be indicators of a number of different categories of abuse.

It is essential to note that these **are only indicators of possible abuse**. There may be other, innocent, reasons for these signs and/or behaviour. They will, however, be a guide to assist in assessing whether abuse of one form or another is a possible explanation for a child or adult's behaviour.

## **What to do if there is a disclosure or allegation of abuse**

If a child, young person or adult makes a disclosure that they are being abused and / or an allegation of abuse against someone, it is important that the person being told:

- stays calm and listens carefully
- reassures them that they have done the right thing in telling
- does not investigate or ask leading questions
- explains that they will need to tell someone else if anyone is at risk of harm, in order to help them
- does not promise to keep secret what they have been told
- informs a church Safeguarding Coordinator as soon as possible (if the coordinator is implicated in the allegation, inform the other Safeguarding Coordinator or Synod Safeguarding Officer)
- makes a written record of the allegation, disclosure or incident and signs and dates this record (using the template in Appendix 15). This should be given to the church Safeguarding Coordinator and stored securely in a locked filing cabinet.

## **Procedure in the event of a concern of abuse**

If there is an immediate threat of harm, the Police should be contacted without delay.

Where it is judged that there is no immediate threat of harm the following will occur:

- The concern should be discussed with the Church Safeguarding Coordinator and a decision made as to whether the concern warrants a referral to statutory authorities (see Key Contacts, pages 11-13 for the relevant statutory contacts)
- A confidential record will be made of the conversation and the circumstances surrounding it using the template at Appendix 15. This record will be kept securely and a copy passed to statutory authorities if a referral is made
- The person about whom the allegation is made must not be informed by anyone in the church if it is judged that to do so could place a child or adult at

increased risk. If the statutory authorities are involved, they should be consulted beforehand

- The Synod Safeguarding Officer should be kept informed of any serious concerns

If someone in the church is alleged or known to have harmed children or adults we will inform the Synod Safeguarding Officer so that they can offer advice and support, and we will contact the relevant statutory authority.

See Appendix 13 for details as to how the Safeguarding Coordinator makes a referral to Norfolk County Council

### **If the allegation is regarding a church staff member or church volunteer**

- For any concerns relating to **an adult working with children**, the Local Authority Designated Officer (LADO) will be contacted. The timing and method of any action to be taken will be discussed and agreed with the LADO. This will cover communication with the worker, suspension, investigation and possible strategy meetings. A decision will be taken by the LADO about when to inform the worker and the church will follow this advice. For LADO contact details, see Key Contacts, [page 11-13](#). For guidance for coordinators, see appendix 12
- For concerns relating to **an adult working with adults**, Adult Social Services will be contacted. See Key Contacts, page 11-13 for details. For guidance for coordinators, see 'Norfolk County Council Adult Social Services' website page
- In accordance with the law, a referral will be made to the DBS / PVG if the church withdraws permission for an individual to engage in work with children / adults at risk OR would have done so had that individual not resigned, retired, been made redundant or been transferred to a position because the employer believes that the individual has engaged in relevant conduct, satisfied the harm test or committed an offence that would lead to automatic inclusion on a barred list.

In such cases, a report will also be made to the Charity Commission, as they deem such a referral to be a 'serious incident' and requires notification.

### **Review**

The Elders will review this policy annually, amending and updating it as required, and informing Church Meeting that this has been done.

Date of the most recent review: 8<sup>th</sup> July 2019 (agreed at Elders 08.07.19)

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Date of the next review: June 2020

Adopted at CM 28.07.19

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## Key Contacts: Sources of advice and support

### 1. Relating to concerns of possible abuse or allegations

**IRURC Safeguarding Coordinators** are the people to whom all concerns in this area should be addressed:

**Contact either**

Name: Bridget Parker

Telephone No: 01603 452129

Email: bidparker@icloud.com

**Or**

Name: Rick Thorne

Telephone No: 01953607063

Email: gunner\_rick@yahoo.co.uk

**If they are not available or for further advice, contact the**  
**Synod Safeguarding Officer**

Name: Nicola Grieves

Telephone No: 01223830770 or mobile 07515721172

Email: cydo@urceastern.org.uk

**The other contacts in this section are for use by the Safeguarding Coordinators**

**URC Safeguarding Officer**

Name: Safeguarding Team

Telephone No: 02075202729

Email: safeguarding@urc.org.uk

**Churches Child Protection Advisory Service (CCPAS)** (This should only be used for urgent advice if you are unable to contact your Synod Safeguarding Officer)  
24 hour helpline: 03030031111

**Local Authority Designated Officer (LADO)**

Name :Go to [www.norfolkscb.org](http://www.norfolkscb.org) for full details (The Norfolk Local Safeguarding Children's Board)

Telephone No01603 223473

Email[LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk) or [cs.norfolkLADOsecure@norfolk.gcsx.gov.uk](mailto:cs.norfolkLADOsecure@norfolk.gcsx.gov.uk)

For further details see Appendix 12

**Statutory contact in the case of a child at risk**

Name: Children's Advice and Duty Service on their direct line:

Telephone No: 0344 800 8021 if in a professional or volunteer role. 0344 800 8020 if a member of the public

Email: Go to: <https://www.norfolkscb.org/people-working-with-children/how-to-raise-a-concern/> for full contact details and other information

**Statutory contact in the case of an adult at risk**

Name: Norfolk Adult Social Services

Telephone No:03448008020

Email: [SCCE@norfolk.gov.uk](mailto:SCCE@norfolk.gov.uk)

For further information, go to: <https://www.norfolk.gov.uk/care-support-and-health/protecting-someone-from-harm/help-an-adult-at-risk-of-harm/report-a-concern>

See also Norfolk Safeguarding Adults Board:  
<https://www.norfolksafeguardingadultsboard.info/> where there is a wealth of information and guidance on referrals, plus leaflets to give to those in need.

**Police Contact**

From Norfolk Constabulary website:

In an emergency dial **999**, otherwise call the non-emergency number **101**.

**Continued overleaf**

## **2. Relating to IRURC safeguarding policy, procedures and practice: IRURC Safeguarding Officers**

Name: Audrey Elliott

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Telephone No: 01603 407149

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Email: [audrey.elliott1@gmail.com](mailto:audrey.elliott1@gmail.com)

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or

Name: Louise Nunn

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Telephone No: 01603 433128

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Email: [louise9cr@gmail.com](mailto:louise9cr@gmail.com)

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## **Appendix 1: Safeguarding Policy Statement**

### **Ipswich Road United Reformed Church, Norwich**

The following statement has been agreed by the leadership of Ipswich Road United Reformed Church, Norwich

**This church is committed to the safeguarding of children and adults at risk, and to ensuring their well-being.**

- We believe that all children and adults at risk should know that they are valued within the church and safely enjoy and have access to every aspect of the life of our church
- We respect the personal dignity and rights of children and adults at risk (for example, as set out in the Human Rights Act 1989 and the United Nations Convention on the Rights of the Child) and will ensure that our policies and procedures reflect this
- We recognise that we all have a responsibility to help prevent the physical, sexual, emotional abuse and neglect of children under 18 years of age
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, emotional, financial, discriminatory abuse and neglect of adults at risk
- We recognise that domestic abuse affects both adults and children and believe that domestic abuse in all its forms is unacceptable and inconsistent with a Christian way of living
- We will report any abuse of children or adults at risk that we discover or suspect
- Where an allegation suggests that a criminal offence may have been committed, the police will be contacted as a matter of urgency
- We recognise that Norfolk Children Safeguarding Board has responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child, and that Norfolk County Council (Adult Social Services) do so for adults at risk
- We acknowledge that Local Authority Designated Officers (LADOs) have responsibility for dealing with all allegations and concerns about people working with children, whether paid or voluntary workers, lay or ordained
- We recognise that safeguarding is the responsibility of the whole church

**We are committed to:**

- The establishment of a loving environment, which is safe and caring, and where there is an informed vigilance about the dangers of abuse

- Following the relevant legislation, statutory, denominational and specialist guidelines in relation to safeguarding children and adults at risk
- Ensuring that we keep up to date with national and local developments relating to safeguarding
- Building constructive links with the relevant Voluntary and Statutory Authorities
- Taking all reasonable steps to ensure that as a church, everyone works within the agreed procedures of our safeguarding policies
- Supporting the Safeguarding Coordinators and Officers in their work and in any action they may need to take in order to protect children and adults at risk
- Following safer recruitment principles in the appointment and selection of all those who work with children and adults at risk, be they volunteer or paid staff, lay or ordained
- Supporting, supervising, resourcing and training all those who undertake work with children and adults at risk
- Ensuring that the children and adults we have contact with know that they are valued and feel empowered to tell us if they are suffering harm
- Reporting any abuse of children or adults at risk that we discover or suspect
- Supporting all those in our church who are affected by abuse
- Supporting and supervising those who pose a risk to children or adults at risk, implementing contracts of behaviour, whilst bearing in mind the overarching principle that the welfare of the child is paramount
- If an assessment is made that someone poses an unmanageable risk to those in need of protection and could not safely attend our church, we will ensure that they continue to be offered pastoral care and will signpost them to appropriate agencies for support

Name: .....

(on behalf of the church leadership)

Signed: .....

Date: .....

## **Appendix 2: The roles of the Church Safeguarding Officers and Safeguarding Coordinators**

### **Context**

We believe that children and adults at risk deserve the best possible care that the church can provide and that the church should be a safe place for everyone involved.

We recognise and give thanks for the time and devotion given by anyone carrying out this role.

### **Responsibility for Safeguarding at Ipswich Road URC**

#### **Church Safeguarding Officers:**

In June 2015, “Safeguarding” became one of the areas of church life as detailed in the document “Elders For...” The two dbv verifiers for the church became the Elders with responsibility for this area—the “Safeguarding Officers”

#### **Purpose of their role:**

- To coordinate safeguarding policy and procedure in the church, ensuring that all paperwork, policies, training etc are in place, up to date and shared as relevant and that the church conforms to them.
- To support the safeguarding co-ordinators
- To be advocates for good safeguarding practice in the church.

#### **Church Safeguarding Coordinators**

#### **Purpose of their role:**

- To be the first point of contact for safeguarding issues. These are the people to whom any concerns are taken.
- To be advocates for good safeguarding practice in the church.

#### **Church Safeguarding Officers: Responsibilities**

- To coordinate safeguarding policy and procedure in the church
- To familiarise themselves with church policies and procedures and URC good practice guidelines in safeguarding and to keep abreast of any changes and developments.
- To ensure that church policies and procedures are reviewed annually, kept up to date, and are fit for purpose.
- To make others in the church aware of the church safeguarding policies and procedures, as well as URC guidelines.
- To ensure safer recruitment practices are operated in the recruitment of all workers (both volunteers and paid) including, but not exclusively, ensuring that the relevant workers have up to date Disclosure and Barring Service (DBS) / Protecting Vulnerable Groups scheme (PVG) checks.
- To ensure that appropriate records are kept by the church, and that information in relation to safeguarding issues is handled confidentially and stored securely.

- To update their own safeguarding training every three years.
- To seek appropriate support and advice in carrying out this role.
- To make arrangements for a suitable person to carry out this role when they are on leave, and to publicise who this is and the dates of the alternative arrangements.
- To report summary safeguarding information annually to the Synod Safeguarding Officer to enable them to monitor safeguarding in the Synod.

### **Church Safeguarding Coordinators: Responsibilities**

- To be the first point of contact for safeguarding issues
- To be a named person that children / adults at risk, church members and outside agencies can talk to regarding any issue to do with safeguarding.
- To be aware of the names and telephone numbers of appropriate contacts within Social Care and the Police in the event of a referral needing to be made.
- To be aware of when to seek advice, and when it is necessary to inform Social Care, the Police or the Local Authority Designated Officer (LADO) or the equivalent in Scotland and Wales of a concern or incident.
- To take appropriate action in relation to any safeguarding concerns which arise within the church, ie collate and clarify the precise details of the allegation or suspicion, complete relevant referral forms and inform relevant authorities.
- To cooperate with Social Care or the Police in safeguarding investigations relating to people within the church.
- To ensure that appropriate records are kept by the church, and that information in relation to safeguarding issues is handled confidentially and stored securely.
- To inform the Synod Safeguarding Officer at the time of any referrals made to the statutory authorities, or of any information received from the statutory authorities.
- To familiarise themselves with church policies and procedures and URC good practice guidelines in safeguarding and to keep abreast of any changes and developments.
- To update their own safeguarding training every three years.
- To seek appropriate support and advice in carrying out this role.
- To make arrangements for a suitable person to carry out this role when they are on leave, and to publicise who this is and the dates of the alternative arrangements.
- To report summary safeguarding information annually to the Safeguarding Officer to enable them to report it Synod for the Synod Safeguarding Officer to be enabled to monitor safeguarding in the Synod

## Appendix 3: Who needs a DBS check?

**In England and Wales, criminal records checks are called Disclosure and Barring Service (DBS) checks, previously known as Criminal Records Bureau (CRB) checks. In Scotland, they are called Protecting Vulnerable Groups Scheme (PVG) checks.**

### Section 7 Criminal Records Checks

DBS Checks What is a DBS check? A DBS check enables the United Reformed Church (URC) to check the criminal records of workers and potential workers in order to ascertain whether or not they are suitable to work with children and/or adults at risk.

#### **There are three types of DBS check:**

- Standard Disclosure – contains any information held on the Police National Computer
- Enhanced Disclosure – contains any information held on the Police National Computer as well as local police information.
- Enhanced Disclosure plus Barred List check – contains any information held on the Police National Computer, local police information and whether the applicant is on the barred list in respect of work with children, adults at risk or both.

#### **Which church roles require a DBS check?**

The URC advises that DBS checks should always be carried out for any role which is eligible for such checks, as part of a safer recruitment process. In order to identify which roles are eligible for a DBS check, it is important to first be clear about what each role entails. This is best achieved by producing a written job description including reference to: the type of work, the frequency and period of time over which the work will be done • whether or not, and how the work will be supervised

#### **DBS eligibility for those who work with children**

**There is a requirement to carry out an enhanced DBS check plus barred list check for all roles that are categorised as ‘Regulated Activity’. It is a criminal offence to appoint someone to such a role if they are on the Barred List.**

In local churches, such roles would typically include:

- any role which involves teaching, supervising or providing advice and guidance to children on a frequent (weekly) basis (for example leaders of weekly children’s and youth groups)
- any role which involves teaching, supervising or providing advice and guidance to children intensively on at least four days in a 30 day period, such as leaders at a children’s holiday club lasting four days or more
- any role which involves supervision of children overnight, irrespective of how many nights or how often (for example leaders staying overnight at a residential event)
- any role which includes personal care of children on account of their illness, disability or age irrespective of how often this takes place, such as leaders helping children with eating, drinking, toileting, washing, bathing or dressing

- those who drive children as part of their church role weekly, four or more days in a 30 day period, or overnight (for example someone who has been asked by the church to transport children to and from a church activity)

### **Supervised workers**

Supervision covers situations where the person being supervised is in sight of a supervisor who holds an enhanced DBS check plus a barred list check, at all times. If a worker is supervised in this way the role no longer falls within the current definition of Regulated Activity, but the role is still eligible for an Enhanced DBS check without a barred list check.

### **Regular, but less frequent work**

Those who work on a regular basis, but less often than every week, such as leaders on a monthly rota for a children's activity, are still eligible for an Enhanced DBS check without a barred list check.

### **Helpers who are under 18 years of age**

Helpers under the age of 18 years should be supervised at all times by an adult. However, the lowest age at which someone can apply for a DBS check is 16 years old and therefore 16 and 17 year olds can apply for a DBS check (without a barred list check) if required.

### **Activities in which parents/carers are present**

If the role of the worker does not involve supervision or care of children because of the presence of parents or carers, such as supporting toddler groups or Messy Church, they do not require a DBS check.

### **DBS eligibility for those working with adults at risk**

The definition of Regulated Activity is simpler for work with adults at risk. An individual is carrying out 'Regulated Activity' relating to adults only when engaging in:

- personal care for adults involving hands-on physical assistance with washing and dressing, eating, drinking and toileting. This includes prompting and supervising an adult with any of these tasks on account of their age, illness or disability. This also includes teaching someone to do any of these tasks
- conveying adults for reasons of age, illness or disability to, from, or between places where they receive healthcare, personal care or social work arranged via a third party

**Even if workers only engage in these activities once, it is still considered 'Regulated Activity' and an Enhanced DBS plus barred list check must be carried out.**

'Regulated Activity' excludes any activity carried out in the course of family relationships or private arrangements made outside of a church role (for example, between friends).

For other church roles in which a worker has a significant level of involvement with adults at risk, an Enhanced DBS check without a Barred List check should be carried out as a matter of good practice.

From Good Practice 4, adapted to exclude parts irrelevant to IRURC

## **Appendix 4:Code of Conduct for Working with Young People**

### **A copy of this should be given to all paid and volunteer workers with children at risk**

We should all be aware that behaviour in a worker's personal life (including online) may impact upon their work with children or young people. Therefore, all workers should agree not to behave in a manner which would lead any reasonable person to question their suitability to work with children or act as a role model within the United Reformed Church.

### **All workers should agree to the following code of conduct when working with children and young people:**

- Do treat all people with dignity and respect
- Don't abuse the power and responsibility of your role. Don't belittle, scapegoat, put down, or ridicule a child or young person (even in 'fun') and don't use language or behaviour with sexual connotations (e.g. flirting or innuendo)
- Do act inclusively, seeking to make everyone feel welcome and valued
- Don't exclude other children or workers from conversations and activities unless there is a good reason
- Do treat people with equal care and concern
- Don't show favouritism (e.g. in selection for activities, in giving rewards, etc) or encourage excessive attention from a particular child (e.g. gifts)
- Do encourage everyone to follow any behaviour agreement or ground rules and apply sanctions consistently
- Don't threaten or use sanctions which have not been agreed, or make empty threats
- Do refer to a more senior worker if a child does not respond to your instructions despite encouragement and warning of possible consequences
- Don't feel you have to deal with every problem on your own
- Do seek to diffuse aggressive or threatening behaviour without the use of physical contact
- Don't use physical restraint except as a last resort to prevent injury. This should use minimum force
- Do relate to children in public. If a child wants to talk one-to-one about an issue, tell another worker and find somewhere quieter, but still public, to talk
- Don't spend time alone with children out of sight of other people

- Do make sure that any electronic communication is done with parental consent and is transparent, accountable, recorded and adheres to safeguarding policies.
- Don't keep communication with children secret, while still respecting appropriate confidences
- Do have a designated photographer to take, store and share photos of your group's activities, in line with URC good practice guidelines
- Don't take photos or videos without consent, store them in a safe place designated by the church and only use them in the ways agreed, in line with URC good practice guidelines
- Do use physical contact wisely; it should be:
  - in public
  - appropriate to the situation and to the age, gender and culture of the child
  - in response to the needs of the child, not the adult
  - respectful of the child's privacy, feelings and dignity
- Don't use physical contact which could be misconstrued as aggressive (e.g. rough games) or sexual
- Do respect children's privacy
- Don't assume that children should tell you anything you ask just because you are a worker
- Do respect the right of children to wash, change and use the toilet in private
- Don't walk in unnecessarily or unannounced
- Do listen to children and tell the church Safeguarding Coordinator if you have any concerns about a child's welfare
- Don't promise to keep something secret if it is about a child being harmed or at risk of harm, but only tell those who need to know
- Do respect and promote the rights of children to make their own decisions and choices
- Don't work in ways that put your needs and interests before those of the children you work with
- Do encourage respect for difference, diversity, beliefs and culture
- Don't discriminate or leave discrimination or bullying unchallenged

**Please sign the slip below and return to a safeguarding officer**

---

I agree to abide by the Code of Conduct relating to working with children or young people

Name of worker: .....

Signature of worker: .....

Signed on behalf of Ipswich Road URC : .....

Date: .....

## Appendix 5

### A copy of appendix E from Good Practice 4:A Guide to those working with disabilities. Communication and Etiquette

## Appendix E

### A guide to working with those with disabilities: communication and etiquette

#### Language

Appropriate use of language is less to do with 'political correctness' but more to do with challenging negative stereotypes and incorrect assumptions about people with disabilities. Often people with disabilities have identified a vocabulary that they feel comfortable with and efforts should be made to accommodate this. People should take care not to address a companion or carer as a conversational go-between or talk in childish language.

*Listed below are words and phrases that are not helpful with acceptable alternatives:*

Unhelpful words / phrases	Helpful words / phrases
Physically challenged, differently abled, cripple, invalid, handicapped. Handicapped has its origins in 'cap in hand', with implications of charity and begging. Invalid can be interpreted as 'not-valid'.	Person with disability
Mentally retarded, mentally handicapped, intellectually challenged.	Person with a learning disability
Deaf aid	Hearing aid
Deaf and dumb	Profoundly deaf, without speech
Disabled toilet	Accessible toilet, wheelchair-accessible toilet
Victim of disability or 'the disabled'- this is impersonal and implies a group separate from the rest of society.	A person with disability
Suffering from, afflicted by.	A person with...
An arthritic, spastic or epileptic.	A person with arthritis, a person who has cerebral palsy or epilepsy
Wheelchair bound, confined to a wheelchair.	Wheelchair user

Consider that the use of euphemisms, irony and jokes for some people with disabilities can be misunderstood and the true meaning may not be grasped, or it may be felt to be offensive.

## Visual impairment

*Below are some guidelines that will help someone with a visual impairment to feel welcome and included:*

Identify yourself by name when you meet someone with a visual impairment.

Reserve seats as near to or at the front of any gathering, so the partially sighted person has the option to sit closer to what's going on. Offer to assist someone who is blind to find his or her way around. Don't push – always allow them to take your arm and, if necessary, provide space for a guide dog to lie down.

As far as possible, make sure that all corridors, approaches and circulating areas are free from obstructions.

Ensure large print paper versions are available for songs and other written material as well as audio recordings of talks.

All print for partially sighted people should be in typefaces such as Arial, Univers and New Century Schoolbook. These are all good examples of clear and legible typefaces. Avoid simulated handwriting and ornate typefaces as these can be difficult to read. No single size is suitable for everyone, but most people prefer their large print in the range of 16 to 22 point, but this may need to be checked with the person using the material. Printing should be on contrasting colour paper (black on white, or black on pale yellow is best) and on matt (non-glossy) paper. This also helps people with dyslexia. Don't use pale coloured type on dark colours or print over photographs. Photocopied acetates make excellent large-print song sheets

It is better not to use hand-written OHP acetates, and if this is unavoidable, it is important not to use all capital letters as it's much harder to read. The size of words on the screen will depend on the size of the venue and position of the OHP/digital projector, but all users should prepare acetates/ projector material to an agreed minimum.

For safety reasons, good lighting is essential for partially sighted people (Deaf people benefit too, as lip-reading is only possible in good lighting).

Use colour contrast as much as possible to designate entrances/exits.

The international symbol should be shown on literature, advertisements and notice boards to indicate what facilities are provided for blind and partially sighted people:



## Hearing impairments

*Below are guidelines that will help those with a hearing impairment feel welcome and included:*

Always address the deaf or hard of hearing person direct, not the person who may have accompanied them.

Make sure that your face and mouth can be seen clearly. Look directly at the person and speak at a normal speed and volume with clear lip patterns. Avoid exaggerated lip patterns that are harder to read. Keep your hands away from your face and remember eating whilst talking hinders effective lip reading. Don't speak directly into the person's ear.

A hearing induction loop should be provided for talks, entertainment, etc, whether you are aware of people using hearing aids or not. It is not always obvious someone has a hearing aid and most people do not like to draw attention to the fact.

If possible, someone should be conveying what is said and sung using British Sign Language (BSL). They should stand in a visible, well-lit place (probably the front). Courses are now readily available for training in BSL, including distance learning. As many people as possible should be trained so that this responsibility doesn't rest on one person's shoulders.

Be aware that background noise can make life very difficult for people who use a hearing aid because it often distorts the sounds they are trying to hear.

Be prepared to write things down if necessary, particularly if communication is difficult. The important thing is not to give up.

The international symbol should be shown on literature, advertisements and notice boards to indicate facilities are provided for the hard-of-hearing.

## Speech impairment

Never finish a sentence or word for a person with speech impairment. It is also important not to get agitated or become impatient when you are waiting for words to be said. In this situation retain your interest in the person, perhaps by nodding affirmingly and/or retaining eye contact.

## Impaired mobility

If possible, mark out reserved parking spaces for those with mobility difficulties as near as possible to the building entrance. Reserve seating that is the most accessible and minimises walking, but remember that it is up to the person to decide where they want to sit. Always enquire if they would like assistance before you help.

### *Wheelchair Users:*

All internal and external access needs to be level or ramped.

Don't designate one area for wheelchair users - this unnecessarily draws attention to their disability.

Make sure that at least one seat is alongside each wheelchair position for a friend to be able to sit with a wheelchair user.

When talking to a wheelchair user, it is polite to sit down so that you are on the same level, making eye contact easier.

Remember that a wheelchair is part of the user's personal space, so don't lean on it, hold it or attempt to move it/push it unless asked.

The international symbol should be shown on literature, advertisements and notice boards to indicate facilities are provided for people with impaired mobility. Please see:

[www.visitbritain.com/en/Accommodation/Disabled-and-elderly/National-Accessible-Scheme-symbols.htm](http://www.visitbritain.com/en/Accommodation/Disabled-and-elderly/National-Accessible-Scheme-symbols.htm)

## Learning disabilities

Adults and children with learning disabilities often experience difficulties dealing with life issues and/or adjusting to new situations. The term 'learning disability' is often used in a general way that, because of people's preconceptions, isn't always helpful. For example, it can include people with conditions like Dyslexia or Asperger's syndrome, where intellectual capacity is unhindered or maybe exceeds the general average, but may affect social skills and the ability to communicate effectively.

Equally none of these 'givens' may apply, which underlines the importance of not making assumptions about people that are known to have a learning disability and not treating them in a childish or patronising way. Below are some guidelines that will help those in this situation feel understood, valued and supported:

- adults with learning disabilities may have limited or no reading ability so where possible, signpost facilities and directions (e.g. fire exit) using images as well as words
- read out written material and, if applicable, include songs with repetitive or uncomplicated words
- offer assistance if people are experiencing difficulties understanding or need help with certain instructions. Keep all communication of information in 'bite-size chunks', taking extra time if necessary to explain. Make explanations clear, concise and uncomplicated
- be patient if individuals are noisy or move about when it seems inappropriate and/or don't immediately pick up on the 'norms' of how things are done within the church

## **Appendix 6: Filming and Photography**

### **From Good Practice 4 page 56-57**

#### **Filming and Photography**

Since the Data Protection Act 1998 certain protocols should be followed in order to comply with legislation, as well as to safeguard children, young people and vulnerable adults:

- permission must be obtained from parents/carers before a photograph is taken or film footage recorded.
- it must be made clear why images or films are being made, what they will be used for, who might see them and where they will be stored
- children and young people should be asked if they want to be filmed or photographed
- use group photographs of children where possible and ensure that individuals cannot be identified by any personal details such as their name, email address, postal address or telephone number
- all photographs should be appropriate and respectful of the subject. For example, the photographer should ensure that the subject is appropriately dressed, etc.
- photos and other digital media should be stored in a secure location. This will be locked away in the church office on an SD card.

#### **Church Website**

- obtain permission from parents/carers/children before using any pictures of children
- use group photographs of children rather than individuals
- do not publish the name or location of any child

## **Appendix 7:**

### **Internet safety**

**See pages 48-59 of Good Practice Guide 4**

**See also our “On line communication with young people” and “Public Access Wifi” policies in the Policies file in the outer office**

#### **The risks and dangers for children on the internet**

Irrespective of which technology or digital space children use they need to be aware of:

- protecting their own safety
- risks involved in meeting people online and the danger of being groomed
- the security of their digital footprints (covered later in this section), which can lead to a loss of privacy, identity theft, data misuse and fraud
- cyber bullying, online fights, making threats and sexting
- sharing, computer security and copyright law
- exposure to dangerous material such as pornography, racist and other hate-focussed materials, self-harm advocacy, drug paraphernalia, suicide and gambling, to name but a few the dangers of overusing technology. Texting, social media and gaming, for example, can all be very addictive

#### **Electronic communication with children and young people**

General advice for communicating with children using email, text and other electronic methods includes:

- communicating via parents rather than directly with children, where possible
- obtaining parental consent for electronic communication with under 18s, making it clear what type of communication will be used (text, email, social media platforms etc)
- not communicating digitally with children under the age of 13 years
- keeping communication purposeful and unambiguous, using language which is friendly without being over-familiar or suggesting a special relationship
- not using text abbreviations which might be misinterpreted (for example ‘lol’ could be interpreted as ‘laugh out loud’ or ‘lots of love’)
- using standardised group communications where possible (group emails and social networking messages etc)
- making communications transparent (such as ensuring that another leader or a parent will also see what is shared by copying them in or keeping a record of any communication which is not visible to others online)
- not communicating at night-time
- not keeping communications secret from those in the church to whom one is accountable maintaining appropriate boundaries regarding the personal information children are allowed to access on social networking sites. The simplest way to do this is to communicate via a public page or a group which includes more than one leader.

- encouraging and educating children on how to manage their privacy settings and to think carefully about what they share online

### **Social Media Platforms**

The URC recommends that workers only engage with children on social networking sites through a public page set up by the church and not a personal social media account.

## **Appendix 8:What is abuse and neglect of Children?**

The below definitions are taken from Working Together to Safeguard Children 2013 and apply to England.

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger, for example, via the internet. They may be abused by an adult or adults, or another child or children.

### **Physical abuse**

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

### **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 a child 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 from 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.

### **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.

### **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)
- ensure access to appropriate medical care or treatment

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

## **Appendix 9:What is abuse of adults at risk?**

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

### **Physical abuse**

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

### **Psychological or emotional abuse**

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

### **Sexual abuse**

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

### **Neglect or Act of Omission**

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

### **Financial or material abuse**

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

### **Discriminatory abuse**

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

### **Institutional abuse**

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

## Appendix 10: Signs of possible abuse in children

### A. Physical abuse

- Physical signs include:
- Unexplained injuries
- Injuries that are inconsistent with the explanation
- Injuries that reflect an article being used e.g. an iron
- Bruising, especially the trunk, upper arm, shoulders, neck or finger tip bruising
- Burns/scalds, especially from a cigarette
- Human bite marks
- Fractures, especially spiral
- Swelling and lack of normal use of limbs
- Serious injury with lack of / inconsistent explanation
- Untreated injuries

#### **Psychological/emotional signs include:**

- Unusually fearful with adults
- Unnaturally compliant to parents
- Refusal to discuss injuries/fear of medical help
- Withdrawal from physical contact
- Aggression towards others
- Wears cover up clothing

#### **Fictitious illness by proxy**

This is a psychiatric illness, whereby a parent or carer deliberately inflicts harm onto a child, normally the child's mother. The child has commonly had genuine serious illness in the first year of life and a dependency on medical attention has developed in the mother. It is very difficult to diagnose/evidence.

#### **Female Genital Mutilation**

A cultural (not religious) procedure whereby parts of female genitalia are removed – also referred to as female circumcision. This is normally undertaken on pre pubescent girls who are either taken abroad for procedure or “practitioners” come to the UK. There can be no anaesthetic and no sterile equipment used. Complications include serious infection, septicaemia, numerous gynaecological problems and in some cases, death.

### B. Emotional abuse

The classic description of emotional abuse is a “Low Warmth, High Criticism” style of parenting.

#### **Signs include:**

- Physical, mental and emotional lags
- Acceptance of punishments, which appear excessive

- Over reaction to mistakes
- Continual self-depreciation
- Sudden speech disorders
- Fear of new situations
- Neurotic behaviour (such as rocking, hair twisting, thumb sucking)
- Self harm
- Extremes of passivity or aggression
- Drug/solvent abuse
- Running away
- Bullying/Aggression
- Overly compliant behaviour
- Overeating or loss of appetite
- Clingy
- Fearful/withdrawn
- Sleep disorders

### **C. Neglect**

#### **Physical signs include:**

- Tired/listless
- Poor personal hygiene
- Poor state of clothing
- Emaciation, potbelly, short stature
- Poor skin tone and hair tone
- Untreated medical problems
- Failure to thrive with no medical reason

#### **Psychological/emotional signs include:**

- Constant hunger
- Constant tiredness
- Frequent lateness/non attendance at school
- Destructive tendencies
- Low self esteem
- Neurotic behaviour
- No social relationships
- Running away
- Compulsive stealing/scavenging
- Multiple accidents/accidental injuries

### **D. Sexual abuse**

#### **Physical signs include:**

- Damage to genitalia, anus or mouth
- Sexually transmitted disease
- Unexpected pregnancy, especially in very young girls
- Soreness to genitalia area, anus or mouth

- Repeated stomach aches
- Loss of weight
- Gaining weight
- Unexplained recurrent urinary tract infections, discharges or abdominal pain
- Unexplained gifts/money

**Psychological/emotional signs include:**

- Sexual knowledge inappropriate for the child's age
- Sexualised behaviour in young children
- Sexually provocative behaviour/promiscuity
- Hinting at sexual activity
- Sudden changes in personality
- Lack of concentration, restlessness
- Socially withdrawn
- Overly compliant behaviour
- Poor trust in significant adults
- Regressive behaviour, onset of wetting – day or night
- Suicide attempts, self mutilation, self disgust
- Eating disorders

## **Appendix 11: Signs of possible abuse in adults**

### **A. Physical**

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

### **B. 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

### **C. 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

### **D. Neglect or Omission**

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

### **E. 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

### **F. Discriminatory**

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

## **G. Institutional**

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

## **Appendix 12: Guidance for Consulting and Referring to the LADO**

Allegations Against Persons who work with Children, Protocol 8.3 needs to be read, when making a referral to Norfolk LADO service.

<https://www.norfolkscb.org/about/policies-procedures/8-3-allegations-against-persons-who-work-with-children/>

Working Together to Safeguard Children, March 2015, also gives information about Section 11 of the Children Act 2004, which places duties on a range of organisations and individuals in relation to the need to safeguard and promote the welfare of children.

All allegations of abuse of children by those who work with children must be taken seriously.

### **DEFINITIONS**

- A child is anyone under the age of 18.
- An employee (person) is anyone working with children, be it in an employed (all sectors and settings) or voluntary capacity.
- An employer is anyone working with or providing services to children (all sectors and settings)

An allegation may relate to a person who works with children who has:

- behaved in a way that has harmed a child, or may have harmed a child:
- possibly committed a criminal offence against or related to a child:
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

### **TIMESCALES**

- Any allegation against a person who works with children should be reported immediately to a senior manager within the organisation.
- The Local Authority Designated Officer (LADO) should be informed within one working day of all allegations that come to an employer's attention or that are made directly to the police.

### **THE ROLE OF THE LADO**

The role of the LADO is to be involved in the management and oversight of allegations against people who work with children. They are not responsible for undertaking investigations. They can provide advice and guidance to employers and voluntary organisations. Please note:

- Incidents where one child harms another child, or a parent who does not work with children harms their own children **do not** need to be reported to the LADO Service, these need to be referred directly to Norfolk Multi Agency Safeguarding Hub (MASH). 0344 800 8020.
- Norfolk LADO service **do not** deal with allegations about bullying, unless there is clear evidence that it is by an adult working with children.
- Parental complaints need to go through the organisational complaints process, initially raising the complaint with the Head teacher/ Manager of the setting in the first instance.
- General dissatisfaction with a school/setting/team or individual needs to go through the settings complaints process.

## NEXT STEPS

Fill in a **referral/consultation form** if you want advice if the behaviour you are reporting meets the LADO criteria or you are unsure. Sometimes behaviours may concern you and make you wonder whether someone is suitable to work with children i.e. there has been a pattern of inappropriate behaviour that has been addressed via disciplinary procedures but the behaviour continues to occur.

For both forms please ensure you give as much detail as possible so we are able to make an informed decision on the way forward.

Once the LADO Referral/Consultation form has been completed, it needs to be returned to [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk) where it will be read by the duty LADO who will then respond with the appropriate advice and information.

If your own email address is secure, i.e. your email address is either GCSX, CJSM or your agency has a secure address such as Police, Health, Ofsted or NSCPCC, please only email your completed form to the secure email address **[cs.norfolkLADOsecure@norfolk.gcsx.gov.uk](mailto:cs.norfolkLADOsecure@norfolk.gcsx.gov.uk)**

Completed LADO referral forms can also be posted to:  
 LADO Service  
 Children's Services  
 1 Norwich Business Park  
 Whiting Road  
 Norwich  
 NR4 6DJ

**Taken from Norfolk County Council Website 03.07.19**

## Appendix 13: Making a referral to Norfolk County Council

From 17 October 2018, the MASH will no longer be accepting written referrals including NSCB1 forms. The new process is explained below.

### Children's Advice and Duty Service

If you are a professional, i.e. working with a child or young person in a formal or voluntary setting and not a family member or member of the public, you can contact the Children's Advice and Duty Service on their direct line: **0344 800 8021**.

If you are a member of the public you can do this through Norfolk County Council's Customer Services on **0344 800 8020**.

For any call raising concerns about a child, the Children's Advice and Duty Service will ask for:

- all of the details known to you/your agency about the child;
- their family composition including siblings, and where possible extended family members and anyone important in the child's life;
- the nature of the concern and how immediate it is;
- Any and what kind of work/support you have provided to the child or family to date.

They will also need to know where the child is now and whether you have informed parents/carers of your concern.

Notice to Callers:

- Preparing for the conversation: please see the tools developed by the Children's Advice and Duty Service to support communication. This includes, FAQs and a flow chart. Please remember to record your concerns for your internal audit trail.
- Consent: Please can you ensure you seek consent for the referrals unless the concerns being raised suggest that the child/children or someone else (including the referrer) would be placed at risk of significant harm, or it might undermine a criminal investigation if the parents/carers are informed. Reasons for not seeking consent should be clearly stated when speaking with Children's Advice and Duty Service and recorded on internal systems for your records.

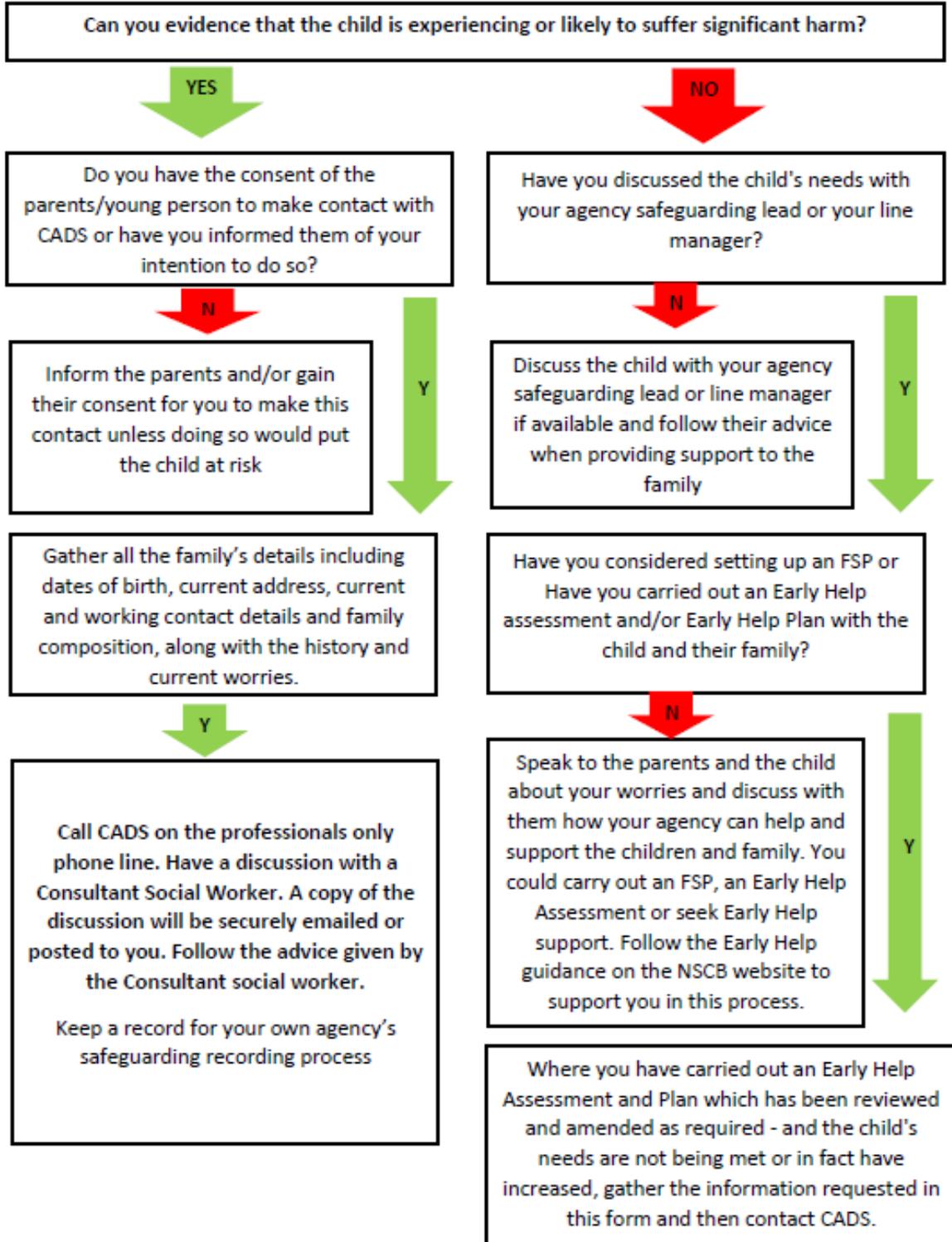
- [CADS FAQs](#)
- [CADS Flowchart](#)-see next page
- [CADS Professional Guide](#)
- [CADS Poster](#)

For more information see the [Norfolk Threshold Guide](#).

Taken from Norfolk County Council website 03.07.19

## Children's Advice and Duty Service- CADS

Before contacting CADS, please answer the following questions and follow the advice provided:



**PROFESSIONAL USE ONLY – CALL CADS ON 0344 800 8021**

## **Appendix 14: Sources of further Information and details of contents of Good Practice 4**

### **A. Additional policies in force at Ipswich Road URC which have relevance to the Safeguarding Policy**

- 1. Volunteer Policy**
- 2. Online communication with young people policy**
- 3. Public Wi-Fi access policy**

### **B. List of chapter headings in Good Practice 4: Safeguarding Children and Adults at Risk URC 2015**

#### **Part1: Safeguarding an Overview:**

(1<sup>st</sup> 4 sections are general)

**Section 5 – Confidentiality and information sharing**

**Section 6 – Safer Recruitment**

**Section 7 – Criminal Records Checks**

#### **Part 2: Safeguarding Children**

**Section 8 – Good working practice with children**

Preventing Harm

- Health & Safety matters.
- Fire Safety
- First Aid
- Food and drink safety & hygiene
- Travel and transport
- Risk Assessment
- Insurance
- Hire of premises

People

- Supervision of activities
- Adult-child ratios
- Code of conduct
- Appropriate physical contact
- Managing the behaviour of children
- Data protection and record keeping
- Record keeping for children's activities
- Information and consent forms
- Particular types of activity
- Detached work
- Working one-to-one

- Trips and outings
- Overnight stays .

**Section 9 – Safeguarding & digital communications**

**Section 10 – Child abuse**

**Section 11 – Responding to safeguarding concerns relating to children**

**Section 12 – Managing allegations against those working with children**

**Section 13 – Managing and supporting those who pose a risk of harm to children**

**Section 14 – Children with sexually harmful behaviour**

**Part 3: Safeguarding Adults at Risk**

**Section 15: Adults at risk of abuse**

**Section 16: Responding to Adult Safety Concerns**

**Section 17: keeping People Safe**

## Appendix 15:Safeguarding incident recording form (URC)

<b>Basic information</b>	
Full name of child, young person or adult concerned	
<b>Address</b> (including postcode)	
<b>Email address</b>	
<b>Telephone number</b>	
<b>Date of birth</b>	
Date and time of incident	
Location of incident	
Other people present (witnesses)	
<b>Record of incident(continue on a separate sheet if necessary)</b>	
<p>Please ensure you are as accurate and detailed as possible. Use quotes wherever possible – do not interpret what was said using your own words.</p> <p>Include details such as tone of voice, facial expression and body language.</p> <p>Record what you said as well as what the child, young person or adult said.</p> <p>If you have formed an opinion please state it, making it clear that it is your opinion and give reasons for forming that opinion.</p>	

**Who has been spoken to about the incident?**

Position/Organisation	Name	Email	Telephone number
Church Safeguarding Coordinator			
Synod Safeguarding Officer			
Children's Services			
Adult Services			
Police			
NSPCC			
Parent/Carer			
Other (please state role and organisation)			

**Feedback and follow up actions (continue on a separate sheet if necessary)**

Name:(person who completed this report)

Position held in the church:

Signed:

Dated: