



SAFEGUARDING POLICY

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INTRODUCTION

1. Introduction & General Safeguarding Organisation

This policy is intended to encourage good practice from the employees and volunteers of CityGates Church Norwich 1205295 (known here as “CityGates Church Norwich”) involved in work or contact with children/teenagers or vulnerable adults, whether on-site, off-site or through outreach.

All these policy guidelines are rooted in Christ’s love with biblical references found in Appendix 1. CityGates Church Norwich is a Member of the Fellowship of Independent Evangelical Churches (FIEC) and is regulated by the Charity Commission.

This policy should be read in conjunction with other church policies including online policy andcomplaints policy

Safeguarding & Pastoral Care Team		Emergency Contact Numbers
Pastors	Senior Pastor - Andy Rees Associate Pastor - Ashley Gardner	
Children	Safeguarding Lead and Elder - Philip Macdonald	
	Head of Youth and Children’s Work - Suzie Kerrison	
Vulnerable Adults	Safeguarding Lead and Elder - Philip Macdonald	
	Welcome and Integration Worker - Iain Ridley	
Admin	Safeguarding Administrator – Becky Andrews	
*Emergency: THIRTY-ONE:EIGHT (24hr line) 0303 003 11 11 (if no safeguarding team members are available)		

Table1: Safeguarding contacts (see “Allegation or Suspicion of Abuse” for procedure):

Address: 2-6 Botolph Street, Norwich, NR3 1DU

Email: safeguarding@citygatesnorwich.org (Designated Safeguarding Lead)

safeguarding.admin@citygatesnorwich.org (Safeguarding Administration)

office@citygatesnorwich.org (General office)

Phone: 01603 619555 (CityGates Church Norwich General Telephone Number)

1. Safeguarding Commitment

- 1.1. The Members, Deacons, Elders, Trustees and Operations Team (Ops Team) of CityGates Church Norwich take seriously their responsibility to protect and safeguard the welfare of children, teenagers and vulnerable adults entrusted to or who are in CityGates Church Norwich’s care.
- 1.2. At CityGates Church Norwich we seek to provide a caring, supportive and Christian environment in which children and vulnerable adults can develop spiritually, mentally, emotionally and physically. We seek to do this in partnership with their parents/carers.
- 1.3. CityGates Church Norwich wishes to prevent any harm and/or abuse of children or vulnerable adults and therefore recognises its responsibility to implement this policy. We recognise, however, that harm and/or abuse can take place, so we are committed to supporting victims through any appropriate means. CityGates Church Norwich also commits to the adequate supervision and management of those who pose a risk to children and/or vulnerable adults.
- 1.4. At CityGates Church Norwich we recognise that there is the risk of harm and/or abuse by those in authority and we seek to ensure this does not happen.

2. Scope Definitions and References

- 2.1. Policy Scope
 - 2.1.1. At CityGates Church Norwich children's and youth work takes the form of on-site clubs and supervised off-site activities, occasionally shared with other churches.
- 2.2. Definitions & References

This policy was drawn up with reference to the ten standards recommended by THIRTY-ONE:EIGHT.

For the purpose of this policy:

 - 2.2.1. **"Child" means anyone under the age of 18 years.**
 - 2.2.2. **Church means CityGates Norwich Church.**
 - 2.2.3. **"Vulnerable Adult" means a person over 18 who appears to be vulnerable to significant harm or exploitation. See "Safeguarding Vulnerable Adults" - section 12.**
 - 2.2.4. **"Relevant Statutory Agencies" means the Police, Council Children's Services and/or Community Services: Adult Care (see Appendix 2).**
 - 2.2.5. **An "Approved Helper" is someone who has undergone our full safe recruitment procedure, including a self-declaration form, an enhanced DBS check, an application form, safeguarding training and character reference for their volunteering and works under the supervision of a Worker.**
 - 2.2.6. **A "Helper" is an occasional volunteer who is not a Worker but assists with activities for children/vulnerable adults, such as a one-off event.**
 - 2.2.7. **A "Worker" is a person who is employed by the Church, and that role involves working directly with children and or vulnerable adults.**
 - 2.2.8. **A "Member" is a person listed on CityGates Church Norwich's Membership roll.**
 - 2.2.9. **A "Disclosure Form" is the form approved by CityGates Church Norwich to record any safeguarding concern and may be subject to amendments in line with best practice from time to time.**
 - 2.2.10. **A "Record Sheet" is the document approved and used by CityGates Church Norwich to record the detail and attendance at any group or event (for both attendees and volunteers/workers), and may be subject to amendments in line with best practice or the requirements of the group or event from time to time.**
 - 2.2.11. **A "Register" is a record of children and or vulnerable adults attending an activity or event organized by the Church.**
 - 2.2.12. **"Regulated activity" means any activity within the meaning of the statutory guidance Regulated activity in relation to children: scope (Department for Education) and / or Regulated activity (adults) The definition of 'regulated activity' (adults) as defined by the Safeguarding Vulnerable Groups Act 2006 from 10th September 2012 (Department of Health)**
3. **Safeguarding Roles and Responsibilities**
 - 3.1. The Safeguarding Team will:
 - 4.1.1 Carry out its duty prayerfully and conscientiously rooted in Christ's love;
 - 4.1.2 Keep this policy current and relevant;
 - 4.1.3 Promulgate these policies through CityGates Church Norwich training sessions;
 - 4.1.4 Keep up-to-date and advise on safeguarding issues;
 - 4.1.5 Carry out the safe recruitment procedure;
 - 4.1.6 Respond to disclosures, allegations and suspicions of harm and/or abuse according to The Children Act 2004
 - 4.1.7 retain/dispose of confidential personal safeguarding records according to EU General Data Protection Regulation (GDPR) 2018
 - 4.1.8 Liaise with THIRTY-ONE:EIGHT and statutory agencies as appropriate;
 - 4.1.9 To work with the Elders as appropriate.
 - 3.2. The Safeguarding Leader is responsible to the Pastor and the Operations Team for ensuring that the safeguarding duties above are carried out.
 - 3.3. The Elders will work with the Safeguarding Team as necessary. The overall role of the Elders incorporates these safeguarding policies.

SAFEGUARDING POLICIES

4. General Policy

- 4.1. **THIRTY-ONE:EIGHT Standard 1** requires CityGates Church Norwich to adopt a formal working safeguarding policy.
- 4.2. This policy will be reviewed annually by the Operations Team and Safeguarding Team. Any material agreed changes may be reported for approval at the CityGates Church Norwich's Annual General Meeting.
- 4.3. CityGates Church Norwich Members are expected to observe the terms of this policy.
- 4.4. As adults in a position of trust, Workers/Approved Helpers are expected to understand and actively practise the guidance and procedures in this policy. They must always consider whether their actions are warranted, proportionate and safe.
- 4.5. The Safeguarding Team and Elders will ensure that their own safeguarding knowledge is current and relevant.
- 4.6. A copy of this policy is available on CityGates Church Norwich premises to all interested parties. The existence of this policy must be drawn to the attention of CityGates Church Norwich's membership.
- 4.7. The Safeguarding Team consists of the Senior Pastor, Safeguarding Leader, and relevant workers (Youth and Children's Worker and Welcome and Integration Worker), at least one of whom is female. Under normal circumstances, at least one of these people will be involved in any safeguarding issue. There may also be administrators to assist with the recruitment process.
- 4.8. Names and contacts for the Safeguarding Team and Elders are prominently displayed on-site.
- 4.9. The numbers of local and national free phone telephone counselling agencies are displayed in prominent positions on-site.

5. Policy for Safeguarding Training

- 5.1. **THIRTY-ONE:EIGHT Standard 2** requires CityGates Church Norwich to provide training.
- 5.2. Workers and Approved Helpers will attend appropriate training a minimum of once every two years. A significant delay or reluctance in attending training will result in a review of the Approved Helper or Worker's involvement with children/vulnerable adults.
- 5.3. Internal safeguarding training provided by the Safeguarding Team will be made available at least once each year. The purpose is to promulgate the guidance in this policy and any new guidance from THIRTY-ONE:EIGHT.
- 5.4. Workers and Approved Helpers are expected to be sufficiently knowledgeable about the safeguarding guidance and receive regular training that they can support and guide Helpers.
- 5.5. Additional THIRTY-ONE:EIGHT safeguarding training will be available to Workers with extensive access to children and/or vulnerable adults (and also to those with regular unsupervised access). The members of the Safeguarding Team who are responsible for delivering safeguarding training for Approved Helpers must complete Level 3 Safeguarding Training with a recognised training body once every two years, ensuring that content and guidance is up-to-date.

6. Policies for Safe Working Practice

- 6.1. **THIRTY-ONE:EIGHT Standard 5** requires CityGates Church Norwich to adopt safe working practice. These policies are to be applied to all those who have sole charge of (or are in contact with) children and/or vulnerable adults for CityGates Church Norwich activities. The principles apply to all forms of communication.
- 6.2. At CityGates Church Norwich evangelism and pastoral care is practised primarily through face-to-face contact.
- 6.3. Rooted in Scripture
 - 6.3.1. Leaders must root themselves in Scripture, attend worship and communion at CityGates Church Norwich and pray routinely for themselves and those in their care.
 - 6.3.2. Workers/Approved Helpers must be willing to meet and pray together for their group.
- 6.4. Respect and consideration
 - 6.4.1. All children/vulnerable adults must be treated with dignity and respect.
 - 6.4.2. Workers/Helpers must be aware of their duty to support parents/carers.
- 6.5. Responsibility and Confidentiality

- 6.5.1. CityGates Church Norwich is not responsible for private childcare arrangements.
- 6.5.2. See section 11 for advice on handling issues of Confidentiality.
- 6.5.3. Appointment and supervision: At the time of appointment, all Approved Helpers must complete the safe recruitment procedure before regularly serving, including a self-declaration form, enhanced DBS, safeguarding training, an application form, and will be asked to provide two character references. In the case of an international volunteer, an additional reference will be sought from a referee who knew the individual in their home country, and where possible, an equivalent background check from their home country will be sought. Helpers will not work directly with children or vulnerable adults unless supervised at all times by an Approved Helper or worker and they shall not partake in any Regulated Activity.

6.6. Principle of Safety in Numbers

- 6.6.1. The Safeguarding Team and overseeing Elder may adjust this principle if a regular and exceptional need is identified. A Risk Assessment and record will be made.
- 6.6.2. Helpers shall not have one-to-one private contact with a child or vulnerable adult at any time.
- 6.6.3. Save in an emergency, there should be no one-to-one private contact between Workers or Approved Helpers with children and or vulnerable adults in any private or non-visible location, including but not limited to rooms with closed doors or where the building is otherwise unoccupied. For the avoidance of doubt, this includes any activity or event run or organized by CityGates Church Norwich whether on or off the premise. In an emergency situation, a signed and dated record should be produced within 24 hours of the event and provided to the Safeguarding Team using the Disclosure Form.
- 6.6.4. Children or vulnerable adults must not be left in sole charge of a child or vulnerable adult. Children or vulnerable adults attending a group must not be left alone;
- 6.6.5. Individual contact must not be made with children, vulnerable adults or their families except on CityGates Church Norwich business unless the reason for contact has been firmly established with the parents or carers their consent given and recorded.
- 6.6.6. Whenever possible and practicable at least two unrelated Approved Helpers (ideally, one male and one female) must be present for activities with children or vulnerable adults. Typically, at least one Worker will also be present.
- 6.6.7. Recommended minimum ratios for children's activities are:
 - < 2 years 1:3 adult to child ratio with a minimum of two Approved Helpers or Workers (i.e 3 children require 2 adults and 5 children require 2 adults). All adults forming the ratio must be an Approved Helper or a Worker. Additional non-Approved Helpers will not count towards the ratio for this age group.
 - 2-3 years 1:4 adult to child ratio with a minimum of two Approved Helpers or workers per group.
 - 4-8 years 1:6 adult to child ratio with a minimum of two Approved Helpers or Workers.
 - 9-12 years 1:8 adult to child with a minimum of two Approved Helpers or Workers per group.
 - 13-18 years 1:10 adult to child ratio with a minimum of two Approved Helpers or Workers for the first 20 children.

For the avoidance of doubt a parent/ carer present in a group to support their own child will not be counted towards the ratio.

Use of Technology and Electronic Communication,

This section should be read in conjunction with the **CityGates Church Norwich Online Safety Policy**, which records relevant details for Whatsapp groups and general practice:

- 6.7.
 - 6.7.1. Workers, Approved Helpers and Helpers need to understand the environment in which children and vulnerable adults operate, including electronic communication;

- 6.7.2. Electronic communication and CityGates Church Norwich communication equipment are incorporated into Data Protection as a formal CityGates Church Norwich activity and are overseen by an Elder. The Group Leader will formally discuss proposals with this overseeing Elder;
- 6.7.3. Electronic communication will normally be used to access or provide information, manage events and coordinate logistics. It will not normally be initiated by CityGates Church Norwich representatives for any other reason;
- 6.7.4. Only Approved Helpers and Workers will represent the Church through electronic communication with children or vulnerable adults, according to the Online Safety Policy at 1-2-1 policy for working with under 18s;
- 6.7.5. Social networking groups used by CityGates Church Norwich representatives will be closely defined and members will be “by invitation” only;
- 6.7.6. If an online group discussions forum exists, it will be on general topics and will not address issues more suitable for pastoral care. Online discussion groups will be moderated by an Approved Helper or Worker. The overseeing Elder will also be aware of the initiative;
- 6.7.7. Electronic communications on pastoral issues initiated by a child or vulnerable adult will be moved to a face-to-face footing as soon as possible;
- 6.7.8. Electronic communication is not normally used for pastoral care, but a member of the Elders will be made aware of any regular exchange. No Approved Helper or Worker will conduct pastoral care electronically without support from a Worker or Elder; and the child or vulnerable adult will be made aware of such a need as soon as possible. An incident record will be made under these circumstances;

6.8. Transport

- 6.8.1. Transport arrangements for children or vulnerable adults on CityGates Church Norwich activities will be made with the written consent of a parent/carer and acceptance of responsibility by an Approved Helper and agreed by a Worker, for example for off-site visits.
- 6.8.2. A risk assessment will be undertaken and approved by a member of the Safeguarding Team prior to any transport arrangements being established.
- 6.8.3. Typically, parents/carers will be responsible for organizing regular transport to/from events/clubs. In the case of one-off events or an emergency, no transport arrangements will take place unless there is a minimum of two adults, both of whom are Approved Helpers or Workers with an agreed ratio of adults to children or Approved Helpers or Workers to vulnerable adults.

6.9. Other uses of CityGates Church Norwich premises; and CityGates Church Norwich activities off-site

- 6.9.1. **THIRTY-ONE:EIGHT Standard 10** requires CityGates Church Norwich to provide safeguarding procedures for the use of its premises by other individuals and organisations.
- 6.9.2. It is the responsibility of the Approved Helper or Worker running any activity or outing in this category to satisfy themselves that CityGates Church Norwich is insured for activities undertaken and that all reasonable measures are taken to minimise situations in which harm and/or abuse could occur. If in doubt, advice will be sought from the Ops Team Chairman.
- 6.9.3. Approval must be sought from the Ops Team for CityGates Church Norwich premises to be used by non-CityGates Church Norwich individuals and organisations. When the premises are to be used for such activities with children and/or vulnerable adults, a formal agreement will be made before the activity takes place including the following statement: “The user confirms that they are fully aware of this policy and agrees to abide by it.”

7. Safe Leadership: Children’s Activities

- 7.1. **THIRTY-ONE:EIGHT Standard 4** requires the appropriate management, supervision and support of all Workers/Approved Helpers. Work is planned in such a way as to minimise situations in which the harm and/or abuse of children could occur.

An Approved Helper / Worker is required to (see also section Safe Recruitment – section 9):

- 7.2. Safeguard children in their care:

- 7.2.1. Put this Safeguarding Policy into practice, especially the Principles of Safe Working Practice and Good Practice Guidelines.
- 7.2.2. Ensure that trust never replaces vigilant teamwork by rigorously maintaining the Principles of Safety in Numbers above;
- 7.2.3. Control adult access to the group activities.
- 7.2.4. Make it clear to parents/carers before each session that when they arrive in the room at pickup time the child becomes their responsibility.
- 7.2.5. Encourage teamwork and mutual accountability; including constructively discussing anything which could be misunderstood or misconstrued;
- 7.2.6. Check with the Ops Team that proposed activities are insured.
- 7.3. Assist the Safeguarding Team:
 - 7.3.1. Undertake the initial assessment of prospective Approved Helpers, Workers and Helpers, including a strictly supervised trial for mutual assessment; and ensure that any probation recommendations of the Safeguarding Team are rigorously applied;
 - 7.3.2. Ensure that the Safeguarding Team is aware of active team Workers/ Approved Helpers /Helpers;
 - 7.3.3. Report to a Safeguarding Team member any concerns about actual or potential harmful or abusive situations.
- 7.4. Support their Workers/Helpers:
 - 7.4.1. Ensure roles and responsibilities are clear and that Workers/Approved Helpers/Helpers are aware of the provisions of this Policy, especially as regards direct work with children/vulnerable adults and activities requiring transport or technology;
 - 7.4.2. Provide resources, practical support, guidance, training and prayer to individuals as required. Encourage attendance at team meetings, safeguarding and any other appropriate training. Join the team in prayer for the work; the team; the children and their families, providing always that the dignity and privacy of any individual is respected;
- 7.5. Actively use the Record Sheets:
 - 7.5.1. Maintain information about the group e.g. names of Workers/Approved Helpers/Helpers; details of current activities; target age range; and identifying potential safeguarding risks. These details are to be recorded on the Record Sheet, then handed to Suzie Kerrison or Annie Creed, who upload the details to the secure ChurchSuite system. Record Sheets, once the information has been uploaded to ChurchSuite, are disposed of using confidential waste disposal or shredding.
 - 7.5.2. Use the Record Sheet to record session details. A record is also kept of the given name and initial of surname of young people attending, which may be via separate register. Where practical a record must be made of who else is present in the building while a children's activity is in progress, e.g. if a meeting is being held in an office at the same time as a club. The record is signed and dated by two Approved Helpers or Workers kept as the property of CityGates Church Norwich for as long as is practical, or until the information is entered into ChurchSuite.
- 7.6. Respond properly to concerns (see also Allegation or Suspicion of Abuse – section 17):
 - 7.6.1. Complete a Disclosure Form recording any accidents, safeguarding incidents, pastoral or health and safety concerns. The Accident Book, kept in the First Aid cupboard in room through the glass doors in the Foyer, may also be used for reporting accident details.
 - 7.6.2. The Disclosure Form must be emailed to safeguarding@citygatesnorwich.org as soon as possible and in any event within 24 hours of the concern arising. If the concern is an urgent concern in that there is an imminent risk of significant harm in the opinion of an Approved Helper or Worker, the Safeguarding Team and if appropriate a statutory authority must be contacted immediately.
 - 7.6.3. Ensure safeguarding concerns are not included on Record Sheet.

8. Safe Recruitment

- 8.1. **THIRTY-ONE:EIGHT Standard 3** requires CityGates Church Norwich to adopt a formal recruitment policy for all Workers/ Approved Helpers / Helpers.

- 8.2. All Helpers working with children/vulnerable adults must be supervised by a Worker or Approved Helper at all times. No Helper who is not an Approved Helper shall carry out a Regulated Activity.
- 8.3. Workers and Approved Helpers must normally have an unblemished record to work with children or vulnerable adults. An applicant who has a compromised record will be subject to a review by statutory agencies and risk assessment by the Safeguarding Team. Persons with a record of violence or sexual offences against children or vulnerable adults will not be permitted to be Approved Helpers or Workers.
- 8.4. A prospective Worker who will work with children or vulnerable adults is required to:
 - 8.4.1. be a member of the congregation at CityGates Church Norwich or a similar church;
 - 8.4.2. declare any offences, incidents or history which would cause concern to parents/carers of children/vulnerable adults;
 - 8.4.3. declare any prior contact/work with or near children/vulnerable adults;
 - 8.4.4. provide personal details and employment history (especially children's work)
 - 8.4.5. supply 2 references (at least one from outside CityGates Church Norwich);
 - 8.4.6. read this Safeguarding Policy and formally agree to abide by it;
 - 8.4.7. know what the job entails and be prepared to commit the necessary time;
 - 8.4.8. undergo vetting/id checks, and/or complete an enhanced DBS (or provide details for a DBS on the update service);
 - 8.4.9. be assessed by at least one Worker or Approved Helper from the proposed group;
 - 8.4.10. attend safeguarding and other relevant training;
 - 8.4.11. Complete a strictly supervised trial and a probationary period of 6+ months.
- 8.5. Approved Helper
 - 8.5.1. read this Safeguarding Policy and formally agree to abide by it;
 - 8.5.2. know what the job entails and be prepared to commit the necessary time;
 - 8.5.3. undergo vetting/id checks, and/or complete an enhanced DBS (or provide details for a DBS on the update service);
 - 8.5.4. be assessed by at least one Worker or Approved Helper from the proposed group;
 - 8.5.5. attend regular safeguarding training and other relevant training;
 - 8.5.6. be a regular attender at CityGates Church Norwich or a similar church;
 - 8.5.7. declare any offences, incidents or history which would cause concern to parents/carers of children/vulnerable adults in a self-declaration form
 - 8.5.8. complete the application form for joining a youth and children's team;
 - 8.5.9. provide 2 character references (in the case of an international volunteer, an additional reference will be sought from a referee who knew the individual in their home country, and where possible, an equivalent background check from their home country will be sought).
- 8.6. Helper
 - 8.6.1. be assessed by at least one Worker or Approved Helper from the proposed group;
 - 8.6.2. work alongside Approved Helpers or Workers at all times
 - 8.6.3. work with children for one-off events involving no regulated activities
- 8.7. In order to appoint a prospective Approved Helper or Worker, the Safeguarding Team will:
 - 8.7.1. respond as soon as possible to a Worker's request to appoint;
 - 8.7.2. ensure that the applicant has adequately satisfied all the above requirements;
 - 8.7.3. take up references as required above and be particularly vigilant if:
 - an applicant is acquiring more extensive responsibilities;
 - an applicant is not previously known to CityGates Church Norwich
 - 8.7.4. be aware that what constitutes an offence/abuse in the UK may differ from that in the country of the home church and consider assigning an experienced Worker to the new appointee and/or extend the probationary period;
 - 8.7.5. abide by the current guidance from THIRTY-ONE:EIGHT and statutory agencies for recruitment, vetting and barring;
 - 8.7.6. follow the procedure for an allegation or suspicion of abuse, if necessary.

9. Policy for Pastoral Care

Allegation and Disclosure:

- 9.1. **THIRTY-ONE:EIGHT Standard 8** requires CityGates Church Norwich to ensure that pastoral care and support is available to all those affected by harm and/or abuse.
- 9.2. Provision of pastoral care following notification of a safeguarding case will be assessed by the Safeguarding Team and Elders together with the statutory agencies, taking into consideration all those who are likely to be affected.
- 9.3. CityGates Church Norwich will ensure that ongoing pastoral care is available (whether provided in-house or by referral) for all those affected by abuse.
- 9.4. CityGates Church Norwich recognises that handling a disclosure can be a difficult and trying experience and anyone who has to do so is required to seek the prayerful support of an Elder.

Managing Suspected Threats:

- 9.5. **THIRTY-ONE:EIGHT Standard 9** requires CityGates Church Norwich to supervise and manage those posing a risk.
 - 9.6. Where someone attending CityGates Church Norwich has been convicted of child abuse or is otherwise known or suspected to pose a risk to children or vulnerable adults, then the Safeguarding Team will usually approach THIRTY-ONE:EIGHT for advice.
 - 9.7. Subject to THIRTY-ONE:EIGHT advice, a Safeguarding Team member may approach statutory agencies to identify the level of risk posed:
 - 9.7.1. Is the person subject to a multi-agency protection programme? (Children's Services)
 - 9.7.2. Is the person on the child protection register? ("Sarah's Law" - Police)
 - 9.7.3. Does the person have a social worker? (Community Services: Adult Care)
 - 9.8. A written safeguarding contract will normally be drafted by the Safeguarding Team to describe the scope of the pastoral care CityGates Church Norwich will offer as well as the restrictions that would be applied.
 - 9.9. Where appropriate, the contract will be drawn up in conjunction with the relevant statutory agencies and an ongoing dialogue will be encouraged.
 - 9.10. An accountability team will be identified to ensure that the contract is carried out. The team will usually include the Pastor, an Elder and a Safeguarding Team member.
 - 9.11. The accountability team will be at least the minimum required to satisfy legal requirements. Where necessary for the safety of its members, other CityGates Church Norwich Members will be informed. Wherever possible, the person's business will be treated as confidential.
 - 9.12. CityGates Church Norwich would, if the situation demanded, prohibit access to CityGates Church Norwich and also inform other churches and statutory agencies.
 - 9.13. When a person posing a threat to children or vulnerable adults moves away from CityGates Church Norwich, the statutory agencies will be informed as soon as possible.
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GOOD PRACTICE GUIDANCE

10. Appropriate Conduct

THIRTY-ONE:EIGHT Standard 6 requires that Workers/Helpers know how to talk with, listen and relate to children (or vulnerable adults) with whom they come in contact.

10.1. General

10.1.1. Workers/Approved Helpers/Helpers must always apply the Policies for Safe Working Practice.

10.1.2. Adults in a position of trust must always consider whether their actions are warranted, proportionate and safe and applied equitably. Adults must also be conscious of their actions and aware of the impression they give to other adults. Most mistakes can be overcome if a person's actions are rooted in Christian love.

10.1.3. It is this visible culture which will deter those who might wish to exploit and encourage those who might be afraid to trust.

10.1.4. If in doubt, seek support from the team, but in an emergency, act.

10.1.5. At CityGates Church Norwich evangelism and pastoral care is practised primarily through face-to-face contact.

10.2. Personal Style, Attitude and Behaviour Management

Each person's individual style is incorporated into a supportive culture of open and positive Christian care. When talking with children/vulnerable adults Workers/Helpers should pay particular attention to:

11.2.1 Their voice: e.g. tone, volume, silence

11.2.2 Their physical presence: e.g. proximity, stance

11.2.3 Their style: e.g. humour, choice of words, empathy; dress and appearance

When managing difficult behaviour, avoid any kind of degrading treatment and parents/carers will be advised of any management strategies used. Positive behaviour will be praised, whilst inappropriate behaviour will be lovingly, verbally challenged. If negative behaviour persists, a Worker will meet with a parent(s)/carer to put together a behaviour plan for the individual, if required. For any child posing a particular risk to themselves or others, an individual risk assessment will be put into place.

10.3 Physical Contact

Touch is a particularly powerful technique which can easily be abused or misconstrued.

10.3.1 Keeping everything public. A hug in the context of a group is very different from a hug behind closed doors. Avoid any physical activity that is, or may be perceived to be, sexually stimulating to the vulnerable adult or the child. Avoid favouritism.

10.3.2 Touching must be related to the child's or vulnerable adult's needs, not yours. Touch must be age- and gender-appropriate and initiated by the child or vulnerable adult, e.g. helping a toddler to settle by holding them in the view of others. With older children, no touch to be used at all except if completely necessary, e.g. when providing first aid or in an emergency.

10.3.3 If a child or vulnerable adult needs physical assistance (e.g. medical attention, toileting or recovering from a fall), be sensible. As a principle:

10.3.3.1 Always ask the child's or vulnerable adult's permission.

10.3.3.2 Remember, even children and vulnerable adults are entitled to privacy and personal dignity.

10.3.3.3 Give help where it is clearly needed. Regulated activities such as personal care should only be undertaken by an Approved Helper or Worker save in an emergency and any such emergency must be recorded in writing immediately using the Disclosure Form and provided to the Safeguarding Team within 24 hours.

10.3.3.4 A child or vulnerable adult should only be physically restrained in emergency circumstances (e.g. for reasons of safety) where there is no alternative.

10.3.3.5 Toileting: for babies/toddlers, parents are responsible for changing nappies. For children who are toilet trained but need support, an Approved Helper should take the child to the accessible toilet downstairs, leaving the door slightly ajar (closed enough to maintain

the child's dignity but never fully closed or locked). The team member should inform other Approved Helpers where they are going, and there will typically be another adult present in the foyer.

10.4 Non-Face-to-Face Communication

10.4.1 All the principles above apply for any type of contact with children or vulnerable adults;

10.4.2 Leaders must keep language and images appropriate to their Christian role.

11. Safeguarding Vulnerable Adults

11.1. Defining Vulnerability

11.1.1. CityGates Church Norwich's setting is such that it opens its doors to all and encourages inclusive social interaction. Successful social interaction requires vigilance.

11.1.2. CityGates Church Norwich is concerned to ensure that everyone in church enjoys a positive and inspiring experience in which their Christian faith can develop. CityGates Church Norwich believes that the development of Christian faith helps with difficulties of all sorts: permanent or temporary; large or small.

11.1.3. CityGates Church Norwich includes people who need physical, emotional or spiritual assistance; and who might benefit from CityGates Church Norwich's Christian pastoral care.

11.1.4. A person who might be in need (i.e. vulnerable) can be referred to the Elders for coordinated help. If the person is accompanied by a carer, then it may be relevant to refer both together.

11.2. Recognising a Vulnerable Adult at CityGates Church Norwich: a vulnerable person may seem:

11.2.1. to be incapable of appropriate social interaction;

11.2.2. to need professional help;

11.2.3. to be incapable of making an important decision for themselves, (e.g. unable to understand, retain or weigh up the information relevant to a decision; or unable to communicate a decision by speech, gesture or other means)

11.3. Referral to the Elders

11.3.1. A person who has been identified as potentially "vulnerable" as above will be referred to the Elders who will ensure that the person receives the appropriate attention.

11.3.2. A person will normally be presumed to have capacity (lack of wisdom is recognised as different from incapacity). A person will be treated as able to make a decision unless all practical steps to help them to do so have failed;

11.3.3. Any decision made on the person's behalf will be taken in their best interests; i.e. to promote wellbeing or prevent deterioration; and where possible:

12.3.3.1 The person's rights and freedom of action will be respected;

12.3.3.2 The person's participation will be encouraged in any decision made on his behalf.

11.3.4. The Elders will contact a known carer or Social Services if appropriate.

11 Principle of Confidentiality

11.3 Workers must distinguish between the different types of information they receive and the implications. If a person (particularly a child or vulnerable adult) confides personal information, then the Worker is in a position of trust.

11.4 Personal information must remain private unless the Worker has a suspicion that someone is being abused or may be abused, or otherwise at risk of harm, in which case, confidentiality is inappropriate.

13.2.1 Protect the person's personal dignity and privacy;

13.2.2 Never promise confidentiality: you will need to seek advice and support;

13.2.3 Discourage secrets unless they are for fun (eg a surprise birthday party);

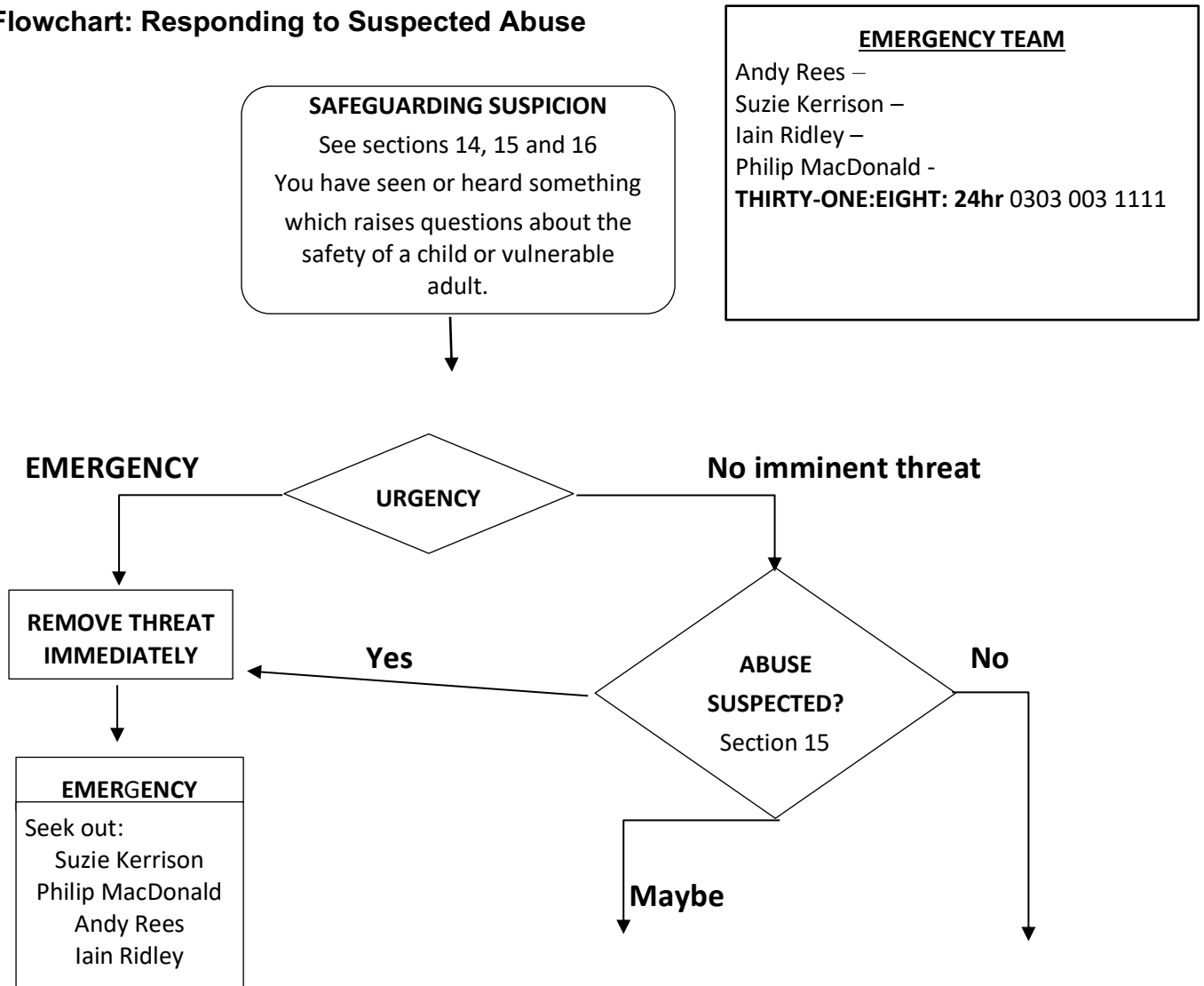
13.2.4 Limit discussion of disclosures or allegations to the Safeguarding Team, Police and NCC Social Services (Children's or Adult Care) unless they give you permission;

13.2.5 Disclosures, suspicions and allegations are not to be the subject of communal/public prayer

13.2.6 Remember not disclosing a suspicion is the same as collusion.

RESPONDING TO SUSPECTED ABUSE

12 Flowchart: Responding to Suspected Abuse



↓
HANDOVER to
Member of Emer-
gency Team

↓
**WRITE SAFEGUARD-
ING DISCLOSURE
FORM**

**WRITE CONFIDEN-
TIAL DISCLOSURE
FORM**

**DISCUSS WITH PASTORAL
ELDER**

↓
ALL DOCUMENTS
to safeguarding@citygatesnorwich.org within 24 hours
and immediately in an emergency, who will take neces-
sary action

ABUSE IS CRIMINAL OFFENCE
Do NOT share your concerns with parents/carers

You must contact the safeguarding team as soon as possible and complete a Disclosure Form within 24 hours.
If it is an emergency call 999
Appendix 2 contains numbers for statutory agencies, etc.

**DISCUSS WITH PAS-
TORAL DEACONS**
(confidential session
report optional)

ALL DOCUMENTS
to Gary Ryan or
Anthea Spray or
Safeguarding Box

12. Signs and Symptoms of Abuse

THIRTY-ONE:EIGHT Standard 7 requires Workers and Approved Helpers to be able to recognise possible signs and symptoms of abuse. Workers should be careful not to jump to conclusions.

12.1. Neglect

15.1.1 The failure to take appropriate action can be a form of abuse

12.2. Signs of Physical Abuse

15.2.1 Any injuries not consistent with explanation; bruises on a baby; injuries to unexposed parts of the body; cuts/scratches/burns/substance abuse; untreated illnesses or lack of appropriate medical attention

15.2.2 Repeated urinary infections or unexplained tummy pains; eating disorders – anorexia, bulimia; neglect – under nourishment, failure to grow, constant hunger, gorging food, other signs of inadequate care

12.3. Signs of Sexual Abuse

15.3.1 Any allegations made by a child concerning sexual abuse; child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play; sexual activity through words, play or drawing; child who is sexually provocative or seductive with adults

25.3.2 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

12.4. Emotional Abuse

15.4.1 Emotional abuse stands on its own as well as being part of all other abuse

15.4.2 Results from abusive/condemnatory language; domestic abuse; parents with health issues, psychiatric/addictive conditions; cyber- and text-bullying

Possible signs:

15.4.3 Changes or regression in mood or behaviour, particularly where a child withdraws; becomes unduly anxious; is unusually attention-seeking or persistently tired and unable to concentrate.

15.4.4 Nervousness, frozen watchfulness, obsessions or phobias; inappropriate relationships with peers and/or adults; running away/stealing/lying.

12.5. Racial, Cultural and Religious Factors

15.5.1 It is sometimes hard to appreciate that people are not all the same.

15.5.2 Crucial to any assessment is an understanding of the families we work with, and sensitivity to racial, cultural and religious context.

15.5.3 However, differences in child-rearing or social attitudes do not justify harm or abuse.

15.5.4 FGM (Female Genital Mutilation) and Forced Marriage are illegal in this country and must be reported to the police.

12.6. Abuse of a Vulnerable Adult

As above, abuse of a vulnerable adult can take the form of physical, domestic violence, psychological, emotional, financial or sexual maltreatment; or neglect of that adult by another person, including organisational abuse, denial of human rights and modern slavery. The abuse may be a single act or repeated over a period of time. It may take one form or a multiple of forms. Abuse can occur in an apparently trusting relationship: for example, a perpetrator may be in a position of influence over the dependent adult.

12.7. Domestic Abuse Act 2021

Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading and/or violent behaviour, including sexual violence. In the majority of cases, it is by a partner or ex-partner but can be other family members or carers.

It can include: Coercive behaviour, psychological/emotional abuse, physical abuse, sexual abuse, financial abuse, harassment and stalking, online and digital abuse

Children can be victims if they see, hear or otherwise experience the effects of abuse.

12.8. Remember: abuse is a criminal offence.

13. Disclosure of Abuse

THIRTY-ONE:EIGHT Standard 7 requires that Workers can respond appropriately to possible abuse. See 'Signs and Symptoms of Abuse' for help to identify an abusive situation. **Abuse is a criminal offence.**

13.1. DO

- Listen Try to understand what is being said.
- Accept Show acceptance of what is said (however unlikely the story may sound). A victim of abuse is not to blame for the abuse.
- Affirm Keep calm; accept the feelings shown without projecting your own. Consider that the person may have been threatened or bribed not to tell. Be aware of your own limitations.
- Allow Allow the person to decide not to tell and communicate your willingness to listen in future.
- Be Honest Be honest and look directly at the person. Say what action you will take.
- Repeat back Make sure you have heard correctly by calmly repeating back what they have said, then asking 'is that what you said'. Be prepared that they may add additional information at this stage.
- Pray Ask the person whether it would help to pray together.
- Record As soon as possible, make notes, record times; setting; people present; physical and emotional observations; and what is said by the person and by you.
- Refer On Tell a member of the Safeguarding Team and hand over your records.
- Follow Up Subject to the advice of the Safeguarding Team and/or Elders retain a general interest in the person. Pray for the person privately.
- Keep Quiet Remember that a person's dignity and privacy are at stake. Say only what must be said and no more.

Helpful things to say:

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

Members of the Safeguarding Team will appropriately and carefully use 'professional curiosity' where necessary to ensure the individual is receiving the support they need.

13.2. DON'T

- 16.2.1 Don't promise confidentiality: you will need advice and support.
- 16.2.2 Don't push for information or ask leading questions.
- 16.2.3 Don't stop someone who is freely recalling events.
- 16.2.4 Don't make comments or judgements eg: 'Why didn't you tell anyone before?', 'I can't believe it! Are you sure this is true?' or 'Why? How? When? Who? Where?'
- 16.2.5 Don't touch the person without permission unless absolutely necessary.

13.3. Confidentiality

- 16.3.1 Don't discuss this with anyone other than the Safeguarding Team without permission, especially anyone implicated or accused. Remember this is a serious issue as a crime may have been committed.
- 16.3.2 Don't instigate a return to the conversation with the person concerned.
- 16.3.3 Don't hold onto records yourself.

13.4. Finally

- 16.4.1 Consider your own feelings: you may yourself need pastoral support.

14. Allegation or Suspicion of Abuse

- 14.1. **THIRTY-ONE:EIGHT Standard 7** requires that Workers can respond appropriately to possible signs of criminal abuse

Procedure

- 14.2. **The flowchart section: “Responding to Abuse” is also held in the Log Book.**
- 14.3. Table 1 in the Introduction lists the Safeguarding Team members
- 14.4. The relevant statutory agencies are listed in Appendix 2.
- 14.5. If a CityGates Church Norwich Member suspects criminal abuse, then the matter will be referred to the Safeguarding Team as soon as possible.

Emergency Procedure

- 14.6. In a safeguarding emergency, where criminal abuse appears to be imminent then the priority is to remove the threat.
- 14.7. If possible, the matter will be referred to an Emergency Response member on site (see Table 1). Otherwise the emergency number will be called, and the team will be contacted in rotation until contact is made.
- 14.8. An emergency incident will be recorded on a Safeguarding Concern form which can be found in the Log Book with the flowchart.

Recording a Suspicion

- 14.9. Whether or not a member of the Safeguarding Team is on site, the Worker who first suspected the abuse will normally make the appropriate record.
- 14.10. Sometimes, the matter will be out of CityGates Church Norwich’s immediate control and the concerned Worker can only listen (see “Disclosure of Abuse” – section 16).
- 14.11. As soon as possible, the concern should be recorded on the Safeguarding Concern Form, and sent to the Safeguarding team within 24 hours of the concern being made/raised. Typically, an Approved Helper or Worker will speak to the Safeguarding Team immediately after the concern arises.
- 14.12. All records of the incident must be handed over and confidentiality maintained as directed by the Safeguarding representative(s).
- 14.13. The Worker may be asked to assist the on-going support team where appropriate.

Actions by the Safeguarding Team

- 14.14. The Safeguarding Team’s top priority is to protect children/vulnerable adults from further harm and if the team believes that the matter is a safeguarding issue according to guidance and statute, then it will be referred to the relevant statutory agencies.
- 14.15. Alternatively, if after taking advice from the statutory agencies, it emerges that there is no clear safeguarding issue, the Elders will take over in pastoral care.
- 14.16. Where others are affected by the case, and subject to guidance from the statutory agencies, the Elders will be involved to help draw up a CityGates Church Norwich support programme, which may also involve other Members.
- 14.17. Although any individual has the right to make a direct referral or seek advice, CityGates Church Norwich Members are asked to accept that this procedure in God’s hands is more likely to result in a course of action which will be in everyone’s best interests, and trust the Safeguarding Team and Elders to act appropriately.
- 14.18. This procedure will be adjusted appropriately where the allegation, suspicion or disclosure implicates a CityGates Church Norwich Member or Worker, or member of the Safeguarding Team. The wider impact will be managed by the Elders.
- 14.19. When an allegation is made by an adult about past abuse (i.e. while they were a minor) it is for the victim to decide whether or not to report the matter. However, if the alleged perpetrator is still involved in working with children/vulnerable adults, then you must refer the matter to the Safeguarding Team.

Appendix 1: SAFEGUARDING: BIBLICAL CONTEXT

It seems Jesus was probably one of the first to inculcate to his disciples and the crowds that followed him, the concept of service to children and the dire consequences of causing them harm. If we are committed to a Christian response in our dealings with children and vulnerable adults, we cannot afford to ignore the teachings of Jesus, but it started with Isaiah...

Vision of the future:

- Isaiah 11:6 – ‘The wolf will live with the lamb, the leopard will lie down with the goat, the calf and the lion and the yearling together; and the little child will lead them.’

Jesus’ attitude towards children:

- Mark 10:13-16 – ‘Let the little children come to me, and do not hinder them, for the kingdom of God belongs to such as these.’
- Mark 9:37 – ‘Whoever welcomes one of these little children in my name welcomes me.’
- Matthew 18:6 – ‘if anyone causes one of these little ones to sin, it would be better for him to have a large millstone hung round his neck and to be drowned into the depths of the sea.’
- Mark 9:42 - ‘And if anyone causes one of these little ones who believe in me to sin, it would be better for him to be thrown in the sea with a large millstone around his neck.’

Perfect love:

- 1 Corinthians 13:7 - ‘[Love] always protects, always trusts, always hopes, always perseveres.’
- 1 John 4:18 – ‘There is no fear in love. But perfect love drives out fear...’

Watchful care:

- Proverbs 31:8 - ‘Speak up for those who cannot speak for themselves.’
- James 5:20 - ‘Remember this: Whoever turns a sinner from the error of his way will save him from death and cover a multitude of sins.’
- Acts 20: 28-31 – ‘Keep watch over yourselves and all the flock of which the Holy Spirit has made you overseers’ ... ‘Even from your own number, men will arise and distort the truth in order to draw away disciples after them. So be on your guard!’

Duty:

- Romans 13:1 – ‘Everyone must submit himself to the Governing Authorities, for there is no authority except that which God has established.’

Appendix 2: Useful numbers and contacts

If a person is in imminent danger call 999

Statutory Agencies

Social Services Norfolk

Children's Advice and Duty Service (CADS) or Adults: 0344 800 8020

Norfolk Police Child Abuse Investigation Unit

01603 276313

www.norfolk.police.uk

www.ceop.gov.uk for concerns about grooming or sexual abuse of young people online

THIRTY-ONE:EIGHT

www.thirtyoneeight.co.uk

PO Box 133, Swanley, Kent, BR8 7UQ

24hr Incident Helpline: 0303 003 11 11

Advice and Support about policy formulation and help in dealing with specific cases.

THIRTY-ONE:EIGHT confirmation of advice should be sent to safeguarding@surreychapel.org.uk

NSPCC FGM Helpline

0800 028 3550 (fgmhelp@nspcc.org.uk)

Norfolk Forced Marriage Unit

(+44) (0) 207 008 0151 Monday – Friday 9 – 5pm (or (+44) (0) 207 008 1500 for Global Response Centre – out of hours)

Other Agencies

NSPCC

www.nspcc.org.uk

42 Curtain Road, London, EC2A 3NH

24hr Child Protection Helpline: 0808 800 5000

Helpline for advice to anyone about child abuse issues.

Leeway

www.leewayssupport.org

PO Box Leeway, City Hall, Norwich NR2 1NH

Tel: 0300 561 0077

Free, confidential and non-judgemental support for people who are experiencing domestic abuse, or you know someone who is.

Childline

www.childline.org.uk

Freepost 1111, London N1 0BR

Counselling Centre: 0207 650 3200

24hr Helpline for children: 0800 1111

National free helpline for children in trouble or worried.

National Domestic Violence Helpline

0808 2000 247

24/7 confidential freephone for men and women suffering from domestic violence

www.womensaid.org.uk

www.refuge.org.uk

Kidscape

www.kidscape.org.uk

2 Grosvenor Gardens, London, SW1W 0DH

Parent Advice line: 0300 102 4481

National charity teaching children how to keep safe.

They publish a lot of useful information on protecting children from abuse and bullying as well as details of useful agencies and helplines.