



Safeguarding Procedure

.....	1
SAFEGUARDING PROCEDURE.....	1
1) DEFINITIONS	3
2) INTRODUCTION.....	3
3) APPOINTMENT OF TRUSTEES.....	4
4) SERVICES AND ACTIVITIES PROVIDED WITH OR BY PARTNERS	4
5) TREATMENT OF VOLUNTEERS.....	4
AD-HOC FOR ONE OFF ACTIVITIES OR EVENTS.	4
REGULAR VOLUNTEERS.....	4
6) SELECTING THOSE WHO WILL BE WORKING WITH CHILDREN & VULNERABLE ADULTS.	4
7) TRAINING, SUPPORT AND ACCOUNTABILITY OF WORKERS.....	5
8) PASTORAL ISSUES (E.G. PRAYER, PASTORAL SUPPORT AND COUNSELLING	5
9) HEALTH AND SAFETY.....	6
A) PHYSICAL ENVIRONMENT	6
B) RATIO OF CHILDREN TO ADULTS – GUIDELINES.....	7
C) ACCIDENTS/INCIDENTS.....	7
D) FIRST AID.....	7
E) PLANNING AND SUPERVISION OF ACTIVITIES	7
F) PARENT/GUARDIAN/CARER CONSENT	8
G) OUTINGS	8
<i>Transport.....</i>	<i>8</i>
<i>Parent/Guardian/Carer Consent</i>	<i>8</i>
<i>General.....</i>	<i>8</i>
H) HAND-OVERS.....	8
I) PASTORAL CARE	8
10) DEALING WITH SUSPECTED ABUSE.....	9
A) HOW TO RECOGNISE SIGNS OF ABUSE	9

B) WHAT TO DO WHEN ABUSE HAS EITHER BEEN DISCLOSED OR IS ALLEGED OR SUSPECTED	9
C) HOW TO BEHAVE TOWARDS AN INDIVIDUAL WHO HAS DISCLOSED SOME FORM OF ABUSE.....	10
D) WHAT WILL HAPPEN NEXT.....	10
APPLICATION TO WORK WITH CHILDREN OR VULNERABLE ADULTS	12
<i>Appendix I</i>	12
THE FOLLOWING SECTION NEED ONLY BE COMPLETED IF THE ROLE INCLUDES WORKING WITH CHILDREN OR VULNERABLE ADULTS AND THE TRUSTEES CONSIDER THAT DBS CHECKS ARE NECESSARY.....	13
<i>Appendix II</i>	14
GENERAL CONSENT FORM	14
SPECIFIC CONSENT FORM.....	16
<i>Appendix III</i>	16
PARTNERSHIP AGREEMENT.....	18
<i>Appendix IV</i>	18
RECORD KEEPING	19

Contact Details

Heart 4 Harlow (Hereafter H 4 H)

Office: St Mary's Church,
Churchgate Street,
Old Harlow,
Essex,
CM17 0JT

e-mail: admin@heart4harlow.org.uk

Tel: 01279 883662

1) Definitions

In this document 'Children' refers to all those aged under 18.

'Vulnerable Adults' refers to any adult aged 18 or over who, by reason of mental or other disability, age, illness or other situation is permanently or for the time being unable to take care of her or himself, or to protect her or himself from significant harm or exploitation.

'Leaders' refers to those appointed by the Trustees to lead activities, events or services provided by H 4 H.

'Workers' refers to those working specifically with children or vulnerable adults as individuals or groups, whether paid or voluntary.

'Partners' refer to those organisations that heart 4 Harlow works with to provide services and activities.

'DBS' refers to the 'Disclosure and Barring Service'

2) Introduction

The trustees of H 4 H want to promote and encourage activities, events and services that are consistent with our ethos and vision. The approach of H 4 H to the care of children and vulnerable adults is contained in the accompanying Safeguarding Policy.

This procedure seeks to lay down guidelines that will assist those working with children and vulnerable adults as part of H 4 H to help care for the children and vulnerable adults entrusted to us and as part of this to prevent abuse and to recognise and to respond appropriately to any signs of abuse that become apparent.

3) Appointment of Trustees

Where Heart 4 Harlow provides a service which requires staff or volunteers to have DBS checks (according to the relevant Risk Assessment), then Trustees will be required to provide evidence of DBS checks, at least at a basic level. Where Trustees are involved in providing or supervising such activities directly, then an enhanced DBS will be required.

4) Services and Activities provided with or by Partners

In many cases, Heart 4 Harlow will work through or alongside partner organisations, e.g. Churches, local charities and companies.

Where the services or activities being provided relate to children or vulnerable adults then we will ensure that:-

- The partner organisation has in place relevant Policies and Procedures for safeguarding & Health and Safety, including appropriate safeguarding checks for staff and volunteers.
- A joint Risk Assessment for each activity or event will allocate responsibility and determine how issues should be dealt with.
- The Partner Organisation has in place all necessary insurance.

Where staff or volunteers work for Heart 4 Harlow sections 5 to 9 will apply as below.

5) Treatment of volunteers

Ad-hoc for one off activities or events.

Volunteers for single events or activities where there is no unsupervised access to children or vulnerable adults will need to agree to an informal reference from their Church Leader.

Regular Volunteers

All those who volunteer regularly for Heart 4 Harlow will need to complete an application form (see Appendix I) including the provision of references and, where the role warrants it, provide proof or appropriate DBS checks (see ? below).

6) Selecting those who will be working with children & vulnerable adults.

We believe that choosing to work with children or vulnerable adults is a real privilege and should come out of having a 'heart' for them, and from a personal calling.

If a person expresses a desire to work in this area, they will need to -

- Speak to the leaders of the relevant event/activity/service

- Complete an application form (see Appendix I), which includes agreeing to a DBS Check being provided or made, where appropriate.
- The leaders and/or, if appropriate, the Trustees, will consider the application and the decision about whether to accept the application will be clearly communicated to the applicant.

For ongoing services

- If accepted, attend an induction session.
- Begin a probationary/training period after which a review will be carried out.

This process is at the discretion of the Trustees and appointment is not automatic. All applicants will be treated with love and respect and offered feedback as appropriate.

7) Training, Support and Accountability of Workers.

The following will be carried out within each area of work: -

- ✓ The leaders will ensure that this policy is read and understood.
- ✓ Meeting to take place with existing leaders of the specific group to ensure that the vision and aims of the group/programme are understood.
- ✓ Initially new helpers will work alongside more experienced workers to build confidence and gain experience.
- ✓ Each person will be accountable to the leader of their specific group. This is a two-way process, enabling support to be given and received.
- ✓ Opportunities will be provided for workers to attend relevant conferences / training from time to time.
- ✓ Children's workers are required to undertake Safeguarding training every three years, with copies of certificates of attendance kept on file. Free, on-line training is available via Essex Safeguarding Children Board at [Safeguarding Children Level 1 - Basic awareness \(esccb.co.uk\)](https://www.esccb.co.uk/safeguarding-children-level-1-basic-awareness)

8) Pastoral Issues (e.g. prayer, pastoral support and counselling)

H 4 H is committed to working in partnership with parents/guardians/carers. We encourage good communication between workers, children, vulnerable adults and their parents/guardians/carers. Any problems encountered will be dealt with according to the following principles. Clear boundaries and procedures will be followed at all times –

- ✓ Parents/guardians/carers are free to talk over any issues relating to their child/vulnerable adult with the workers/leadership team;
- ✓ Children/vulnerable adults are free to discuss issues with workers/leadership team. Although the child's/vulnerable adult's privacy will normally be respected, issues of concern may be discussed with parents/guardians/carers, and further action may be necessary to prevent harm to the child/vulnerable adult (e.g. in cases of abuse or bullying – see 10) below;
- ✓ Where information needs to be shared, this will happen with the previous knowledge of the parents/guardians/carers and children/vulnerable adults involved (except in the circumstances described in 10)b) below if no parent/guardian/carer is available);
- ✓ Prayer is available for all, including children and vulnerable adults. This may be requested, or offered in response to a situation;
- ✓ If on-going support is needed in order to work through an issue, this can be arranged as appropriate in liaison with the H 4 H Trustees providing parents/guardians/carers have given their consent;
- ✓ If specific counselling is needed, referrals to trained counsellors can be arranged through the H 4 H Trustees;
- ✓ Debriefing and ministry for workers dealing with difficult issues is encouraged through the ministry leadership and liaison with the H 4 H Trustees.

9) Health and Safety

Health and safety issues should always be taken seriously and will be included in the on-going training of our workers, this should include: -

a) Physical environment

- ✓ Buildings – glass/windows, doors, moving around, lighting, flooring, security, out of bounds, kitchen area, maintenance/cleanliness;
- ✓ Respect for regulations when hiring buildings and a good knowledge of their facilities;
- ✓ Equipment, fixtures and fittings, and all resources should meet relevant safety standards;
- ✓ Fire procedures for the relevant venue should be displayed & observed (Leaders for relevant meeting/activity are responsible for being aware of and enforcing the relevant procedures);

- ✓ Risk Assessments should be carried out for each new activity and/or new venue.
Individual Risk Assessments should be carried out whenever the children/vulnerable adults leave the premises under the care of the workers.

b) Ratio of Children to Adults – guidelines

Age of children	Adult to Child ratio
0 – 2 years	1 to 2
3 – 4 years	1 to 4
5 – 8 years	1 to 8
9 to 11 years	1 to 10
12 years +	1 to 15

In addition there should be a minimum of two workers per group, one of whom must be an adult.

c) Accidents/Incidents

If an accident or incident occurs which results in injury or potential injury to any child or adult, then a record should be kept by completing an accident report form from the official accident book. This will include a description of the accident/incident – statements of any witnesses, and comments about how such an accident/incident might be prevented in future. Once completed then the original should be filed in the H 4 H Accident Log book held by the H 4 H Administrator – one copy should be given to the leader and one copy to the H 4 H Trustees – for consideration of action to be taken to prevent future accidents/incidents of this nature.

d) First Aid

Leaders should ensure that a basic First Aid Kit should be available at any venue that is used for any organised activity. In the case of minor cuts and bumps & bruises then assistance should be given and plasters applied as necessary. For more serious injuries, if a trained First Aider is available they should deal with the incident. If felt necessary by the First Aider, and for all serious injuries when no First Aider is available the parents/guardians/carer should be contacted and where necessary an ambulance called – or transport arranged to an Accident and Emergency department.

An up-to-date list of trained first aiders/medical staff should be maintained. Emergency/First Aid training should be updated every three years and copies of certificates kept on file.

e) Planning and Supervision of activities

- ✓ All activities should be well supervised;
- ✓ Appropriateness of activities to age and sex should be considered;
- ✓ Children/vulnerable adults should be made aware of relevant rules;

- ✓ Where some helpers are themselves children or vulnerable adults, a worker should always be present in the same room;
- ✓ Food Hygiene and Health & Safety regulations should be followed during food preparation;
- ✓ Adequate toilet & washing facilities should be available.

f) Parent/Guardian/Carer Consent

Parents/guardians/carers of children/Vulnerable adults attending regular activities/services should complete a 'general consent form' unless the parent/guardian/carers is remaining with the child/vulnerable adult throughout the event or activity.

Parents/guardians/carers of children/Vulnerable who are attending one off events/activities or services who have not completed a 'General Consent', will be asked to complete a 'Specific Consent' for each activity that they attend (see Appendix III), unless the parent/guardian/carers is remaining with the child/vulnerable adult throughout the event or activity.

g) Outings

Transport – Where transport is organised, then insurance cover should be checked, and maximum vehicle numbers observed, as well as general travel safety guidance applied – including the wearing of seatbelts and use of booster seats, where appropriate.

Where public transport is used then all children/vulnerable adults should be closely observed at all times – and numbers checked at every change of transport.

Where private transport is used, the driver should hold a full driving licence and have undergone a DBS check.

Parent/Guardian/Carer Consent – Where the outing involves return on the same day – then the consent rules identified in f) above should be applied. When the trip involves staying overnight then a 'Specific Consent' form should be completed for every attendee, irrespective of whether a 'General Consent' has been completed. The venue/s being used should be detailed on the form, and contact number obtained. The mobile number of one of the workers should also be provided.

General – All other Procedures included within this document will apply equally to trips out – leaders planning the trips should make sufficient enquiries to ensure that this is known in advance.

h) Hand-overs

Children/vulnerable adults should only be handed over to parents /guardians/carers, unless prior notification has been received of alternative arrangements.

i) Pastoral Care

All pastoral care and prayer for children and vulnerable adults should be handled sensitively, using good listening and response skills. If the child/vulnerable adult asks not to receive support of prayer – or appears distressed or uneasy, then this should not proceed without first checking with the parent/guardian/carers as appropriate.

Body language and speech should be appropriate for the age.

Workers should not operate on a 1 to 1 basis unless specific permission has been obtained from the parent/guardian/carer.

10) Dealing with suspected abuse

a) How to recognise signs of abuse

The following *may* indicate abuse, but do not jump to conclusions. There could be other explanations.

Physical:	Unexplained or hidden injuries, lack of medical attention
Emotional:	Reverting to younger behaviour, nervousness, sudden under-achievement, attention seeking, running away, stealing, and lying
Sexual:	Pre-occupation with sexual matters evident in words, play, drawings; being sexually provocative with adults; disturbed sleep, nightmares, bedwetting; secretive relationship with adults or children; tummy pains with no apparent cause.
Neglect:	Looking ill cared for and unhappy, being withdrawn or aggressive, and having lingering injuries or health problems.

b) What to do when abuse has either been disclosed or is alleged or suspected

- ✓ Act immediately but ...
- ✓ Remain calm, sensitive and focussed;
- ✓ Take whatever steps are necessary to ensure the safety of the child(ren)/vulnerable adult(s) involved;
- ✓ Involve one of the Leaders or Trustees – or if you are the leader involve another leader or helper;
- ✓ Do not ask the child(ren) or adult(s) any leading or searching questions as the responsibility for investigating abuse rests with Social Services department and it may jeopardise their enquiries;
- ✓ Write down what the child(ren) or adult(s) making the allegation is telling you. Only record the facts and avoid including personal opinions and judgements. Record the exact words spoken by the informant as much as possible. This should be hand-written, signed and dated and completed within 24 hours of the disclosure;
- ✓ Report what has been said and pass on your written recording to the assigned Trustee for the event/activity or to Martin Harris as chair of Trustees, who are then

responsible for contacting NSPCC/Local Social Services if appropriate, following appropriate advice and support that they will receive from the Diocese of Chelmsford;

- ✓ Contact the Police immediately if you feel child/adult is at risk of harm once they leave the care of H 4 H;
- ✓ Whatever you say or do make sure that the child(ren)'s/adult's welfare remains paramount;
- ✓ Ensure that H 4 H Chaplain is informed immediately (to ensure that you are given an opportunity to 'offload' how you are feeling – and to ensure appropriate follow up for the child/family involved).

If you feel you need additional help or advice then phone a member of the main leadership team, and/or the **NSPCC: 0800 800 500** (This is a 24-hour helpline).

c) How to behave towards an individual who has disclosed some form of abuse

- ✓ Look at the individual directly;
- ✓ Listen carefully, uncritically and at the individual's pace;
- ✓ Accept what the individual is saying;
- ✓ Clarify essential information using open questions (i.e. 'What day did this happen?' rather than 'Did this happen yesterday?');
- ✓ Be aware that the individual may have been threatened;
- ✓ Reassure and tell the individual they are not to blame;
- ✓ Do not press for information;
- ✓ Reassure the individual they are right to tell and you believe them;
- ✓ Do not promise complete confidentiality, as you will need to pass the information on;
- ✓ Let them know what you are going to do next, who you are going to tell and why, and roughly what will happen;
- ✓ Finish on a positive note;
- ✓ As soon as possible afterwards (and within 24 hours), make hand-written notes of exactly what the individual said and the date and time.

d) What will happen next

- ✓ A strategy discussion involving Social Services, Police Child Protection team, other significant professionals and the person suspecting abuse or to whom the child/adult had talked.

- ✓ A decision will be taken as to whether an investigation is warranted; if so, it will then be planned.
- ✓ The investigation may include:
 - an informal talk with the child/vulnerable adult;
 - a formal police (+/- social services) video recorded interview following disclosure;
 - medical examination;
 - preliminary family assessment.
- ✓ If there is sufficient concern, a child protection conference will be held to decide the best course of action to protect the child and help the family. There may be criminal prosecution of the abuser.
- ✓ The process is confidential and is unlikely to have any comeback.

Application to work with children or vulnerable adults

Full Name:	
Address:	
Telephone No:	
Which Activity/events or service are you interested in working with?	
Please describe why you feel you would like to be involved in this work	
Please provide details of any previous work which is relevant to the role	
Have you talked about working in this ministry with a Trustee, or with one of the activity/event/service leaders – if so who?	

The following Section need only be completed if the role includes working with children or vulnerable adults and the Trustees consider that DBS checks are necessary.	
Are you registered with the Disclosure and Barring Service (DBS) update service?	Yes/No (Please delete as applicable)
If yes please confirm you are happy for us to check your current status on the system by providing the information requested in bold and showing us the DBS certificate used to register with the Update Service	DBS Certificate Number: Surname of the certificate holder: Date of Birth of the Certificate Holder: Original Seen By: Signature:
If no do you have a DBS certificate dated within the last three years?	Yes – Please show us your certificate which will need to be checked and copied. Original Seen By: Signature: No – We will need to discuss with you whether a DBS check may be possible through your church.
Are there any declarations that you are required to make in relation to working with children or vulnerable adults? – If so please detail these.	
Signature	
Date of Application	



General Consent Form

Child's Full Name	
Date of Birth	
Parents/Guardian's Name	
Address	
Telephone Number	
Mobile Number	
Any allergies or other information we should know about your child, including any special needs that you are aware of.	

I hereby give consent for the above to attend any activities or events of Heart 4 Harlow that will be notified to me from time to time. I understand that all such activities and events are dealt with according to Heart 4 Harlow Child Care Policy and Procedure which is available to me on request. *I give permission for photographs of Heart 4 Harlow events including my child to be used in printed material &/or on the Web. I confirm that I will notify in advance the activity/event organiser if my child is to be collected by anyone other than a parent or guardian.	
Signature	
Date	

* Please delete as necessary

Child's Full Name	
Date of Birth	
Parents/Guardian's Name	
Address	
Telephone Number	
Mobile Number	
Any allergies or other information we should know about your child?	
Activity/Event Description	
Date of event (or start date)	
End date (if applicable)	

Mobile Number of Leader		
Venue/s and telephone contacts and dates/times at each venue	Venue/s and telephone number	Dates/Times
I hereby give consent for the above to attend the specified activities/ event organised by Heart 4 Harlow. I understand that all such activities and events are dealt with according to Heart 4 Harlow's Child Care Policy and Procedure which is available to me on request. *I give permission for photographs of Heart 4 Harlow's events including my child to be used in printed material &/or on the Web. I confirm that I will notify in advance the activity/event organiser if my child is to be collected by anyone other than a parent or guardian.		
Signature		
Date		

* Please delete as necessary

Appendix IV

Where Heart 4 Harlow is working in partnership with other agencies to provide services then this agreement shall be completed and signed by an official representative of that organisation.

Name of Event or Activity	
Name of Organisation	
Do you have in place a Safeguarding Policy and/or procedure (or their equivalent) (Please supply copies)	Yes / No (Please delete as appropriate)
Have all of the volunteers and/or staff been checked and verified according to your safeguarding policy/procedure.?	Yes / No (Please delete as appropriate)
Do you have in place Public Liability Insurance that would cover the work of your staff and/or volunteers for this event or activity?	Yes / No (Please delete as appropriate)
The Following Questions relate to premises used for the event or activity and need only be completed by the organisation responsible for these premises.	
Name and Address of Premises hosting the above event/Activity.	
Do you have a Health and Safety Policy and/or Procedure for this venue?	Yes / No (Please delete as appropriate)
Have all checks specified within this policy/procedure been carried out and logged	Yes / No (Please delete as appropriate)
Do you certify that this venue is suitable for the event or activity names above?	Yes / No (Please delete as appropriate)
Do you agree to the joint Risk Assessment produced to cover this event or activity?	Yes / No (Please delete as appropriate)

Signed:	
Print Name	

Record Keeping

- Safeguarding Policy and Procedure – reviewed, updated and approved by Trustees annually.
- Compliance Audit to be carried out annually.
- DBS Checks – Where it is deemed these are necessary then records of the date of checks will be kept and will be renewed every 3 years.
- Safeguarding Training for children's workers – certificates to be kept on file for every children or vulnerable adult's worker, and updated every three years.
- Emergency First Aid Training - certificates to be kept on file for designated first aiders, and updated every three years. Copies of certificates for medically trained staff to be kept on file.