

SAFEGUARDING POLICY

01/05/24

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The City Church (hereafter, 'the Church') is part of *Relational Mission* (relationalmission.org), aligned to *Newfrontiers* (newfrontierstogether.org) and is a member of *The Evangelical Alliance* (eauk.org).

We are members of *Thirtyone:eight* (thirtyoneeight.org) and this policy is greatly shaped by the models and guidance they provide.

This policy will be reviewed at least annually and every new version will be approved by the Elders and Directors of the Church prior to being finalised and distributed. Each policy update will be followed by a compliance report (written by the Designated Safeguarding Lead) detailing what has been implemented successfully and what still requires improvement.

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SECTION 1 - DEFINITONS & WORDING IN THIS POLICY

DEFINITIONS

- Child - a person under the age of 18
- Adult at risk - a person aged 18 or over, whose risk of harm through abuse, exploitation or neglect may be increased by their personal characteristics or life circumstances.

WORKING DEFINITIONS IN THIS POLICY

- Concern – Something that makes someone anxious or worried to any degree.
- Suspicion – A distrust of an individual or group's behaviour to any degree.
- Allegation – A claim or assertion that someone has done something wrong or illegal
- Investigation – The action of investigating something or someone; formal or systematic examination or research.
- Referral - An act of referring someone or something for consultation, review, or further action.

WORDING & ABBREVIATIONS IN THIS POLICY

- The use of the term 'parent' should be understood to mean any person with parental responsibility for a child (gov.uk/parental-rights-responsibilities)
- 'the Church' = The City Church
- 'the Leadership' = Elders, Directors & Designated Safeguarding Leads of The City Church
- AAR = Adult at Risk
- DSL = Designated Safeguarding Lead
- DDSL = Deputy Designated Safeguarding Lead

USE OF THE TERM 'SPIRITUAL ABUSE'

There is debate regarding the use of the term 'Spiritual Abuse'. The Leadership currently shares the position of the Evangelical Alliance, deeming that the existing legal framework and language of 'Emotional and Psychological Abuse is sufficient'. We therefore don't refer to 'Spiritual Abuse' in this policy or in training. However, we will regularly review our position. If you want to read more about this:

For the Evangelical Alliance's position (shared by the Leadership) - eauk.org/assets/files/downloads/Reviewing-the-discourse-of-Spiritual-Abuse-EXECUTIVE-SUMMARY.pdf

For Thirtyone:eight's position in favour of using the term (not shared by the Leadership) - thirtyoneeight.org/media/4upcux21/spiritual-abuse-position-statement.pdf

SECTION 2 – SAFEGUARDING STATEMENT, AIM & COMMITMENT

SAFEGUARDING STATEMENT

We are fully committed to the safeguarding and care of all those that interact with The City Church because we know that everyone is loved by God and created in his image, therefore is of inherent value. Whilst His word commends we love everyone, scripture places particular emphasis on protecting the most vulnerable people, therefore we recognise our profound responsibility to protect children, young people, and vulnerable adults from harm.

Because of this we strive to uphold high standards of safeguarding in all areas of church life and activity, hoping to ensure a safe and nurturing environment where everyone can flourish. We strictly adhere to statutory requirements and best practices in safeguarding, actively promoting the welfare of every individual. Our staff and volunteers are appropriately recruited, trained and supported in line with these principles. Our Safeguarding Team is always available to address any concerns and to provide support and guidance, reflecting our deep commitment to fostering a safe, caring, and respectful environment for all.

OUR AIM

Our aim is to not only meet the requirements of ensuring a safe environment for those accessing our activities but to also build an open culture where:

1. those who lead do so by example and are committed to the safeguarding of all
2. those that work or volunteer are safely recruited and trained for their roles
3. there are accountability structures
4. there is open communication
5. the whole congregation understands their shared responsibility in safeguarding with a leadership continually teaching and increasing awareness of this.

SAFER PLACES PLEDGE

The Church has joined Thirtyone:eight's 'Safer places pledge'. Full details here - thirtyoneeight.org/get-involved/pledge

We pledge to:

1. Speak up
2. Take responsibility
3. Put survivors first
4. Make change happen

5. Conceal nothing
6. Hold each other accountable

OUR COMMITMENT

We recognise the need to provide a safe and caring environment for everyone. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to "all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status". We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from "all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child." We have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

POSITIONS OF TRUST

1. All adults working with children and Adults at Risk are in a position of trust. All those in positions of trust need to understand the power this can give them over those they care for and the responsibility they have because of this relationship.
2. It is vital that all workers ensure they do not use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted.
3. As of April 2022 it is ILLEGAL for those in Positions of Trust in a faith setting to engage in sexual activity with a 16 or 17 year old under their care or supervision.

PARTNERSHIP WORKING

1. The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.
2. We will discuss with all partners our safeguarding expectations and make clear who is responsible for what.
3. We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

SECTION 3 - SAFE RECRUITMENT, SUPPORT & TRAINING

The Church will ensure that all those working with children or AAR will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment.

SAFE RECRUITMENT PROCESS

We will ensure that:

1. An initial set of questions regarding the applicant can be satisfactorily answered by the leader recruiting them. Answers will usually be gained via informal interview and a record of those answers will be available to the DSL.
2. The applicant has completed an application form.

3. A written reference has been obtained. The applicant will provide two personal references. As long as one positive reference is provided this part of the application process is satisfied (of course a negative reference would stop/stall the application process even if the other reference was positive).
4. A self-declaration form and Disclosure and Barring Service check (DBS) has been completed.
5. The applicant confirms that they have read this policy and any other literature specific to the team they're joining.

A new DBS check will be carried out every 3 years in accordance with guidelines from The Charities Commission.

A potential applicant may attend one session as an 'observing visitor' at any point before or during the recruitment process. They must wear a badge stating they are a visitor, remain under the supervision of the team, and must not be left alone with the children/AAR and must not assist in toileting. They also don't contribute to the adult to child ratio (see Section 4).

FOR MINISTRY ROLES - Roles that require a Christian faith. Examples include teaching/preaching, leading of worship/prayer, City Kids or City Youth (as teaching is involved) or pastoral care:

1. Only those who are Church Members will be considered. This is because a relationship between a Member and our leadership has already been built, and therefore a greater level of trust and understanding of that individual's beliefs, character and values. To learn about membership at The City Church - thecitychurch.org.uk/membership-expressions/why-membership
2. An exception to this exists solely in the case of ministries that The City Church runs in partnership with other churches but for which The City Church still formally takes safeguarding responsibility. In this circumstance, The City Church may be willing to recruit a non-member on the formal recommendation of the leader of another church.
3. The recruitment of Pastoral Team Members, Pastoral Course Leaders & Pastoral Workers (see Section 5 for explanation of roles) must always be pre-approved by the Church's Pastoral Leads (see Contacts page)

FOR NON-MINISTRY ROLES - Roles that do not require a Christian faith and are largely practical in nature. For example – setting up and serving refreshments at a parent and toddler group:

Non-members, including those who would not call themselves Christians will be considered.

SUPPORT & TRAINING

1. The worker will be overseen by a more experienced worker and given a clear line of accountability with opportunities for them to discuss any concerns and give feedback.
2. It is compulsory that workers read every new version of this policy.
3. Compulsory safeguarding training will be provided at least annually. How this is delivered (e.g. in person meeting or video training) will be tailored to the team in question.
4. The appointment will be reviewed regularly (at least annually).

BREACH OF THIS POLICY

If the Leadership deems a worker to have clearly breached this policy they may be suspended from their role. Employees of The City Church may be subject to disciplinary procedures (see Staff Handbook)

SECTION 4 - WORKING WITH CHILDREN

SUPERVISING CHILDREN'S ACTIVITIES

In order for the Church to provide a wide range of children's activities, it is necessary to use a variety of venues and teams of workers. It is the responsibility of ALL workers to ensure that the following is implemented effectively in all settings:

1. ALL children under the age of 18 who attend ANY Church activity/club must be registered to do so. To register, the parent must complete a form including each child's name, age, relevant medical/dietary information and emergency contact details.
2. For children over 13, if after every effort has been made to gain parental consent in advance, it has not been possible (e.g. child has arrived alone, provided parent contact details, but parent can't be reached), then as long as the child can give at least the full name and a contact number for their parent, then they may attend the activity. The Youth Coordinator will then continue trying to reach the parent after the activity. If the parent still cannot be reached, the DSL must be consulted as to next steps.
3. Workers will have a means of logging any incidents of concern that occur during an activity and this log will be viewable by the DSL. Of course, a worker may witness something that concerns them before or after the supervised activity, for example during registration, be that involving the behaviour of a parent or child. If this is the case the worker must inform their team leader and still record the incident in the log. If the incident is of serious concern the worker should also contact the DSL as soon as possible.
4. Workers must always work in pairs except for when toileting (guidance below) or in special circumstances in which it clearly isn't possible (e.g. discipleship, guidance below). Team Leaders should make every effort to have male and female workers present at all activities (except single sex meetings), however Team Leaders must consider the needs of each child in the group when deciding if a session may go ahead with workers of only one sex. If a Team Leader is unsure, the DSL should be consulted.
5. **RATIOS** - Leaders must ensure that the ratio of adults to children is maintained as follows:

AGE/GROUP	ADULTS	CHILDREN
Crèche (6 months to 2 years old)	1	3
Explorers (Pre-school)	1	4
Discoverers (Reception)	1	8
Pioneers (Years 1 & 2)	1	8
Adventurers (Years 3 & 4)	1	8
Trailblazers & City Youth (Year 5 to year 13)	1	10

6. When it is necessary to have a lone worker for discipleship (for purposes of confidentiality or a safe setting for the child/ren to be open and honest) the worker must always ensure in advance that the parents & the Youth Coordinator know that the meeting is taking place. Ideally the worker will arrange the meeting to happen in a public place where others are around. If this is not possible/appropriate the worker must ensure that someone

else is on the premises and that doors are left open if possible. A record of all discipleship meet ups that occur must be kept by the Youth Coordinator.

7. Workers must ensure that children are supervised at all times. *The only context in which this isn't possible and therefore does not apply is at some large events that City Youth attend/organise (such as Newday or the Youth Weekend Away). These events must be considered as safely stewarded and to have appropriate safeguarding and health and safety protocols in place.*
8. Children must not be permitted to enter a venue without a worker being present.
9. Workers must ensure that the environment they are using is safe at all times.
10. Workers must treat all children with dignity and respect in attitude, language used and actions.
11. Workers must respect the privacy of children and avoid questionable activity (e.g. rough/sexually provocative games or comments).
12. Physical contact through actions like hugging and playing must be related to a child's needs, not the workers. Physical contact must be age appropriate and generally initiated by the child. It should be kept public. Workers should take responsibility for monitoring each other in this area.
13. When praying with children, workers should choose an open area with others around and ask permission from the child before praying.
14. Workers may only contact children via phone, text, email, post or social media if with written permission from the parent. It's important to be aware that many apps/social media platforms have a minimum legal usage age of 13. Do not communicate with a child on a platform for which they are too young to be using. Note that the minimum age to use WhatsApp is 16. Further guidance on social media below.
15. Parental consent must be formally obtained before using a child's image for promotional purposes. Once a child is over 13 years old, the consent of both the child and parent must be obtained before using the child's image for promotional purposes. No publication or internet transmission will identify an individual child either by full name, address or school.
16. Despite having reached the age of 18, a young person may continue to attend City Youth until the 31st August in their school Year 13. Because at this point they are an adult, they are permitted to self-consent (e.g. fill in a consent form themselves rather than their parent completing it). Of course they must be supervised by workers at all times and in this context be treated like an under 18.

TOILETING GUIDELINES

1. Children under the age of 11, when in the care of the Church's children's workers, must always be accompanied by a worker to the toilets.
2. For toilet blocks (a big room with multiple urinals/cubicles): a worker must go in to check everything is safe, ideally before the children enter.
3. For individual toilets (individual rooms with a single toilet) a worker should first check the room is vacant and safe before allowing the child to enter. The worker should then remain outside of the toilet unless assistance is required (more guidance below).
4. In certain circumstances children may need physical assistance with toileting. If a worker does not feel comfortable in providing this assistance they should request the child's parent to do so. Workers must ensure that the level of assistance given is appropriate and related to the age of the child, accepting that some children have special needs. To give assistance in a toilet cubicle, the worker should close the door to protect a child's dignity. When a worker has to physically assist a child with toileting, if anything unusual occurs the worker must make the parent aware of this.

5. Children aged 11-17 should be encouraged to use the toilets before or after their activities whilst still under the responsibility of their parents. However, should the situation arise, they may leave their meeting to use the toilets, but must go to and from the toilets in same sex pairs. Workers must check that the children return within a reasonable length of time.
6. Care of babies and toddlers in nappies must be agreed with the parent at registration.

TRANSPORTING CHILDREN

No child may be transported by any means unless formal consent has been provided by a parent. Where consent HAS been given the following rules apply:

1. Ensure that arrangements for transporting children are with the knowledge of the Team Leader.
2. When transporting children for Church activities, there must be at least one DBS checked adult present in the vehicle.
3. Drivers must ensure that they have adequate insurance and vehicles must be roadworthy.
4. Seat belts must be worn at all times.
5. Children must not under any circumstances be left unattended at drop-off points unless formal parental consent has been obtained beforehand.

CAMPS AND OTHER RESIDENTIAL ACTIVITIES

No child will be permitted to participate in any such activity without EVENT-SPECIFIC formal parental consent to do so.

HANDLING DISRUPTIVE BEHAVIOUR

1. If a child is regularly disruptive, a team leader must discuss this with the parent/s of the child and appropriate plans should be agreed with them. These plans should be put into writing and shared with all the appropriate workers and the DSL.
2. It will sometimes be necessary to gather key workers together in order to agree specific approaches to handling a child that is regularly disruptive. Minutes must be taken at these meetings and those minutes must be shared with all the appropriate workers and the DSL.
3. If a worker is designated to supervise one specific child (due to that child's disruptive behaviour or additional needs) then they only contribute to the adult to child ratio so far as they take the child they are supervising out of the ratio equation. Because they're not supervising any other children they cannot be counted towards the overall ratio. Time spent alone between the adult and child must be minimised as much as possible and they should remain in the group context unless it becomes too disruptive for the other children.
4. If a child is seriously threatening the safety of themselves or others, in exceptional circumstances only, it may be necessary to restrain them. In this exceptional circumstance, the minimum amount of force possible must be used and restraint should last only as long as is necessary to regain control of the situation.
5. The workers involved should always record what happened as soon as possible after the incident. This record should include the following:
 - What activity was taking place.
 - The child's behaviour.
 - What might have caused the disruptive behaviour.

- What was said and how others responded.
- A list of those who witnessed the incident.

The DSL should be informed as soon as possible and a copy of the record provided to them.

VISITING CHILDREN AT HOME

1. First consider if it is possible to meet in a public place as this is always preferable (see guidance above).
2. Inform the Team Leader of the proposed visit.
3. Never go into a child's home if a parent is absent.
4. Keep a written record of the visit.

INVITING A CHILD TO YOUR OWN HOME

1. First consider if it is possible to meet in a public place as this is always preferable (see guidance above).
2. The invitation of a child to a worker's home must be done with the knowledge of the Team Leader and with the permission of the parent.
3. The worker must not be alone in the home with a child. There must be another adult in the home.
4. Keep a written record of the visit.

CHILDREN WITH SPECIAL NEEDS

As a Church we are aware that children with disabilities can be vulnerable because of their needs and therefore at greater risk of abuse. They will often require more help with personal care, such as washing, dressing, toileting, feeding, mobility etc and may have limited understanding and behave in a non-age appropriate way. There is therefore a need for extra vigilance and understanding in these circumstances and one on one care may be required.

SOCIAL MEDIA AND VIDEO CALLS

1. Interaction on social media (or any digital space) is just as real and can be just as damaging as physical interaction. It is often the platform for emotional or sexual abuse. Allegations or suspicions of abuse taking place on social media must be taken as seriously as any other.
2. Workers must be very wise to the power of social media. They may send or accept friend/follow requests on social media platforms from children in or connected to the church only IF they are confident it is appropriate to do so and if the child is of the minimum legal age to use that platform. If a worker chooses to do this they must accept a heightened responsibility that their visible online behaviour (such as posts and image/video sharing) is appropriate to be seen by the children under their care in their role with Church. They must also accept that if their behaviour on social media with children/viewable to children is deemed to be inappropriate by a person in leadership (such as the Youth Coordinator or DSL) then they will be challenged regarding this and may be asked to step down from their role.
3. Children may be very open and inclined to share sensitive information via private messaging services on social media platforms, however workers should remember that tone of voice and emotional expression are lost in messages and what is said can easily be misunderstood, or can seem more or less serious than it actually is. Therefore, workers should attempt to minimise pastoral conversation via messaging platforms and be deliberate in arranging to meet with young people for this/discipleship.

4. One to one video calls are not permitted. In the case of group video calls, waiting room settings must be applied and the worker/s must only allow the children into the call once more than one are present. Everyone must keep their cameras on at all times in order that the leader knows who they are speaking to. Of course all the other relevant rules and principles in this policy apply to video calls in the same way that they do for physical meetings.

SPECIFIC TO CHURCH ACTIVITIES WHERE THE CHILD REMAINS IN THE CARE OF THEIR PARENT (E.G. PARENT AND TODDLER GROUPS)

1. All workers who will be interacting/playing with the children and their parents must be appointed in accordance with Section 3. A worker who has no contact with the children/parents (e.g. someone who simply comes to set up beforehand and then leaves) will not be subject to our safe recruitment process.
2. If for any (rare) reason a child is permitted to attend one of these activities *without* a parent, a specific worker must be appointed to supervise that child.

YOUTH DISCIPLESHIP TEAM

1. The aim of this team is to facilitate a safe framework in which young people are discipled by adult members of the Church. Those that join the team will be subject to this policy in the same way as any other children's ministry, going through our safe recruitment process and receiving ongoing training and accountability.
2. In those cases where a discipleship relationship is developing organically between an adult and child in the church, the adult will be expected to join this team. The child's parents are responsible for raising this with the adult concerned and the Youth Coordinator in order that this can occur. If the parent doesn't do this the Church cannot be held responsible for the outworking of that discipleship relationship. Similarly, if the adult concerned chooses not to join the Youth Discipleship Team but continues to disciple that child with the blessing of the parents, the Church cannot be held responsible for the outcome.

JUNIOR VOLUNTEERS

JUNIOR VOLUNTEERS IN CRECHE, CITY KIDS OR CITY YOUTH

A young person may serve as a junior volunteer in Creche, City Kids or City Youth until the 31st August in their school Year 13. They must also:

1. be at least 13 years old
2. have a parent who is a member of The City Church.
3. have parental and City Youth leadership affirmation of a hunger to grow in understanding the things of God and to be seeking after Him.
4. be of responsible character.
5. be under the supervision of the adult workers at all times.
6. not be factored into the adult to child ratios. They must not be considered an adult, but have been deemed responsible, so neither do they count towards the number of children.
7. not be left on their own with the children.
8. not assist with toileting or nappy changing.

JUNIOR VOLUNTEERS IN THE WORSHIP TEAM

A young person may serve as a junior volunteer in the Worship Team until the 31st August in their school Year 13. They must also:

1. be at least 11 years old.
2. have a parent who is a member of The City Church.
3. have parental and City Youth leadership affirmation of a hunger to grow in understanding the things of God and to be seeking after Him.
4. be of responsible character.
5. be supervised by an adult worker.*

JUNIOR VOLUNTEERS IN OTHER SUNDAY TEAMS

A young person may serve as a junior volunteer in other Sunday teams until the 31st August in their school Year 13. They must also:

1. be at least 11 years old.
2. be of responsible character.
3. be supervised by an adult worker.*
4. fulfil any other criteria specific to that team.

*Sunday Coordinators will take responsibility for supervising Junior Volunteers in many cases and are therefore subject to our safe recruitment process (Section 3). Those supervising Junior Volunteers should attempt to minimise the time in which a child is left in one to one/isolated situations as much as possible.

JUNIOR VOLUNTEERS OUTSIDE OF THE SUNDAY MEETING CONTEXT

If a child volunteers in a team that also meets outside of the Sunday meeting context (e.g. worship team practice) a parent may be asked to accompany them. The child would therefore remain in the care of the parent. If this is not practical/possible, a nominated adult will be appointed to act as a chaperone and will be subject to our safe recruitment process and must adhere to this policy.

HEALTH AND SAFETY

Risk:

1. Risk assessments must be carried out for Sunday children's provisions and reviewed at least annually.
2. Risk assessments must be carried out prior to any events, outings or residential activities.

Fire:

1. All children's workers must familiarise themselves with, and follow when necessary, the fire procedures relating to the premises in which events are to be held.

First aid:

1. Workers must ensure that a properly equipped first aid kit is available at every activity.
2. There are trained first-aiders present on site at every Sunday morning meeting.

3. The Sunday Coordinator/event overseer must record the details of any injury and treatment in the accident book, which is kept with the first aid kit. The child's parent(s) will be informed and must read and sign the related entry in the book.
4. If an incident of a more serious nature occurs (e.g. such as would require a child to be taken to hospital) then, as well as following the above procedures, the DSL must be informed immediately.

SECTION 5 - WORKING WITH ADULTS AT RISK

SPECIFIC ROLES

The Church has some specific roles that have been introduced for the purpose of (or clearly involve) working with adults who require additional pastoring/care (beyond that which should occur naturally within the Church). The adults who are being pastored/cared for by those in these roles will often be deemed Adults at Risk, even if only temporarily, and therefore those appointed to perform these roles are subject to our safe recruitment process (see Section 3).

Elder/Pastoral Coordinator – Oversees the pastoring of adults in the Church.

Pastoral Team Member/Pastoral Course Leader (e.g. Bereavement Course Leader) – Supports the Elders/Pastoral Coordinator in organising, coordinating & facilitating the pastoring of adults in the Church.

Pastoral Worker – On the request and behalf of The City Church, provides practical support/care such as:

- Assisting with cash/paying bills or obtaining shopping
- Transporting/accompanying to or from places where they will receive - health/personal care, social work services
- Health care or personal care

DETERMINING WHO IS AN ADULT AT RISK

1. Determining whether an individual is (or isn't) an AAR can be difficult and will sometimes be subjective. Similarly, determining whether or not a situation is a safeguarding concern or purely pastoral in nature can be difficult. The Leadership have appointed the DSL to make these determinations when necessary under advice from Thirtyone:eight (or other professionals). Processes are in place to ensure that in the context of pastoral care arranged by the Church, whenever there is a question over whether a person or situation is a safeguarding concern, it will be brought to the DSL.
2. At any point in time, anyone can be vulnerable or at risk, to a wide range of pressures, concerns, and dangers. Some people, by reason of their physical or social circumstances have higher levels of vulnerability than others. The following factors are some examples:
 - A sensory or physical disability of impairment
 - A learning disability
 - A physical illness
 - A mental illness
 - Dementia
 - An addiction to alcohol or drugs
 - Failing faculties of old age
 - An unpaid carer
 - Exposure to or experiences of abuse

- Homelessness
- Immigrant families and refugees
- A permanent or temporary reduction in physical, mental or emotional capacity brought about by life events, e.g. bereavement or trauma

MONITORING THOSE WHO ARE AT RISK

The Pastoral Leads will meet a minimum of 6 times each year with the DSL & DDSL to review and monitor those in the Church who require additional pastoring/care beyond that which should occur naturally within the Church. Those people will often be deemed to be vulnerable/at risk, even if only temporarily, and will be considered as such unless an exception is agreed.

SECTION 6 - CONCERNS, SUSPICIONS & ALLEGATIONS

SHARING ANY CONCERNS (NO MATTER HOW MINOR) WITH THE SAFEGUARDING LEAD

Working definition of 'Concern' – Something that makes someone anxious or worried to any degree.

1. You may observe something that concerns you regarding others in the Church but, as a result of not wanting to blow things out of proportion or unnecessarily get someone 'in trouble', feel reluctant or unsure about sharing it with the DSL.
2. Even if you're unsure if something is a safeguarding concern please DO speak to the DSL knowing that you are very welcome to initially keep those involved anonymous. There's a possibility the DSL will conclude it's not a safeguarding concern and that nothing needs doing/recording (and so the DSL doesn't ever need names). Even if after discussion the DSL concludes they do require the names of those concerned, it is very unlikely a minor concern would lead to a referral to an outside agency.
3. It's vital you do share any concerns, no matter how minor, because they COULD be part of a bigger picture that you're not aware of.

RESPONDING TO CONCERNS OF ABUSE

Working definition of 'Concern' – Something that makes someone anxious or worried to any degree.

Under no circumstances should a worker carry out their own investigation into a concern of abuse.

1. The person in receipt of a concern should report it as soon as possible to the DSL. The DSL is nominated by the Leadership to act on their behalf in dealing with the concern, including referring the matter on to the statutory authorities if required.
2. In the absence of the DSL or, if the concern in any way involves the DSL, then the report should be made to the Deputy Safeguarding Lead (DDSL)
3. If the concern implicates both the DSL and DDSL, then the report should be made in the first instance to Thirtyone:eight. Alternatively, contact Social Services or the police.
4. The DSL may need to inform others depending on the circumstances and/or nature of the concern.
5. The Leadership will support the DSL in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

6. Whilst a concern of abuse will normally be reported to the DSL, the absence of the DSL or DDSL should not delay taking advice from Thirtyone:eight. (or the Social Services/Police)
7. It is, of course, the right of any individual as a citizen to directly seek advice from Thirtyone:eight (or the Social Services/Police), although the Leadership hope that members of the Church will use this procedure. If, however, the individual with the concern feels that the DSL has not responded appropriately, or where they have a disagreement with the DSL as to the appropriateness of a referral they are free to contact an outside agency directly.
8. The role of the DSL is to collate and clarify the precise details of the concern and deem what the appropriate next steps are. This could include referral to an outside agency and/or suspension from working with children/AAR for The City Church while the concern remains.

RESPONDING TO SUSPICIONS/ALLEGATIONS OF ABUSE

Working definitions:

Suspicion – A distrust of an individual or group’s behaviour to any degree.

Allegation – A claim or assertion that someone has done something wrong or illegal

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

1. The person in receipt of a suspicion/allegation of abuse should report it as soon as possible to the DSL. The DSL is nominated by the Leadership to act on their behalf in dealing with the suspicion/allegation, including referring the matter on to the statutory authorities if required.
2. In the absence of the DSL or, if the suspicion/allegation in any way involves the DSL, then the report should be made to the Deputy Safeguarding Lead (DDSL)
3. If the suspicion/allegation implicates both the DSL and DDSL, then the report should be made in the first instance to Thirtyone:eight. Alternatively, contact Social Services or the police.
4. The DSL will contact Thirtyone:eight for advice before in some cases contacting statutory authorities.
5. The DSL may need to inform others depending on the circumstances and/or nature of the suspicion/allegation.
6. The Leadership will support the DSL in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
7. Whilst an allegation/suspicion of abuse will normally be reported to the DSL, the absence of the DSL or DDSL should not delay taking advice from Thirtyone:eight (or the Social Services/Police).
8. It is, of course, the right of any individual as a citizen to directly seek advice from Thirtyone:eight (or the Social Services/Police), although the Leadership hope that members of the Church will use this procedure. If, however, the individual with the concern feels that the DSL has not responded appropriately, or where they have a disagreement with the DSL as to the appropriateness of a referral they are free to contact an outside agency directly.
9. The role of the DSL is to collate and clarify the precise details of the suspicion/allegation and in many cases pass this information on to statutory agencies who have a legal duty to investigate.
10. Whilst an individual remains under suspicion/allegation they will be prevented/suspended from working with children/AAR for The City Church.

FURTHER PROCEDURES WHERE THERE IS AN IMMEDIATE CONCERN FOR A CHILD'S SAFETY

If there are immediate concerns for a child's safety, this would be responded to in the same way as a suspicion/allegation. Additionally, the DSL may:

1. Choose to contact Adult Social Services/Police without first seeking advice from Thirtyone:eight (for speed of action).
2. Seek medical help if needed urgently, informing the doctor of any suspicions.
3. For lesser concerns, (e.g. poor parenting), ensure the parent is encouraged to seek help, but not if this places the child at risk of significant harm.
4. Where the parent is unwilling to seek help, offer someone to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.

The DSL will NOT:

1. Tell the parents unless advised to do so having contacted Children's Social Services.

FURTHER PROCEDURES WHERE THERE IS AN IMMEDIATE CONCERN FOR AN ADULT'S SAFETY

If there are immediate concerns for an adult's safety, this would be responded to in the same way as a suspicion/allegation. Additionally, the DSL may:

1. Choose to contact Adult Social Services/Police without first seeking advice from Thirtyone:eight (for speed of action).
2. If the adult is in immediate danger or has sustained a serious injury, contact the Emergency Services, informing them of any suspicion/allegation.

CONSIDERING THE MENTAL AND EMOTIONAL CAPACITY OF AN ADULT AT RISK

When deeming whether or not a concern, suspicion or allegation warrants referral to an outside agency, the DSL must consider, under advice from Thirtyone:eight, if:

1. the AAR concerned has the mental and emotional capacity to make that decision themselves, because if so they should be allowed that autonomy.
2. the AAR has the mental and emotional capacity to make a referral themselves (with support).
3. the AAR does not have the mental and emotional capacity to make a referral and therefore the DSL needs to do this for them.

ALLEGATION OF ABUSE AGAINST A PERSON WHO WORKS WITH CHILDREN

If an allegation is made against a worker the DSL will always first seek advice from Thirtyone:eight. This will likely lead to:

- Liaising with Children's Social Services regarding the suspension of the worker
- Making a referral to a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children whether in a paid or voluntary capacity.

- Making a referral to Disclosure and Barring Service (DBS) for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Whilst an individual remains under allegation they will be suspended from working with children/AAR for The City Church.

ALLEGATION OF ABUSE AGAINST A PERSON WHO WORKS WITH ADULTS AT RISK

If an allegation is made against a worker the DSL will always first seek advice from Thirtyone:eight. This will likely lead to:

- Liaising with Adult Social Services in regards the suspension of the worker
- Making a referral to Disclosure and Barring Service (DBS) for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs.

The Care Act places the duty upon Adult Social Services to investigate situations of harm to AAR. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Social Services to decide not the Church.

Whilst an individual remains under allegation they will be suspended from working with children/AAR for The City Church.

SECTION 7 - SUPPORTING INDIVIDUALS & PROTECTING THE CHURCH

SUPPORTING THOSE AFFECTED BY ABUSE

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

SUPPORTING WORKERS WHO ARE UNDER SUSPENSION FROM WORKING WITH CHILDREN AND AAR

Any concern, suspicion or allegation will be taken extremely seriously and the above procedures will be followed. However, in a situation where a worker has been suspended from working with children and AAR for The City Church, the Leadership will still endeavour to ensure that individual receives pastoral support, even if is necessary for that support to be provided by another organisation.

WORKING WITH OFFENDERS AND THOSE WHO MAY POSE A RISK

If it becomes known that someone attending (or who wishes to attend) the Church has abused children/AAR, is under investigation, or is known to be a risk to children/AAR:

- The DSL must deem whether the Church is equipped to manage the risk that individual poses, because if not it would be necessary to prohibit that individual from attending (and to put processes in place to ensure they cannot attend).
- If the DSL deems the Church able to manage the risk, the Church will supervise the individual concerned and may also offer that individual pastoral care, but in its commitment to the protection of children/AAR, set strict boundaries for that person (often in the form of a written contract). These boundaries will be based on a risk assessment and through consultation with appropriate parties. Confidentiality will be maintained as much as possible with information only shared on a need to know basis.

CONTACTS

At The City Church

Designated Safeguarding Lead – Joe Robertson

Deputy Designated Safeguarding Lead – Dave Boulding

Director with oversight of Safeguarding – Pete Gregory

Consultant to the Safeguarding Team – Hazel Woods

Elder with oversight of Safeguarding – Martin Segal

Pastoral Leads – John Bailey (Elder) & Jacqui Hopkins (Pastoral Coordinator)

Youth & Student Coordinator – Rhys Poore

Crèche & Kids Coordinator – Julianne Butler

To request to speak to any of those above:

Office phone: 01227 455 440

General email: info@thecitychurch.org.uk

Safeguarding phone: 0787 9626 716

Safeguarding email: safeguarding@thecitychurch.org.uk

Outside agencies

Thirtyone:eight - 03030 03 11 11

Children's Social Services (if concerned about a child):

Daytime: 03000 41 11 11

Out of Hours: 03000 41 91 91

Adult's Social Services (if concerned about an adult):

Daytime: 03000 41 61 61

Out of Hours: 03000 41 91 91

Local Authority Designated Officer (LADO) - 03000 41 08 88

Police - Non-emergency: 101 / Emergency: 999

Kent Safeguarding Children Multi-Agency Partnership - 03000 42 11 26

NSPCC Child Line (Can be offered to children up until their 19th birthday and offers free, confidential advice and support) - 0800 1111

APPENDIX 1 – OPERATING PROCEDURES RELATED TO THIS POLICY

'Youth Discipleship Operating Procedure' - All those involved in the Youth Team or Youth Discipleship Team are required to read this document.

APPENDIX 2 - TYPES AND SIGNS OF ABUSE

Abuse is a single or repeated act, or lack of action, that happens within any relationship where there is an expectation of trust, which causes harm or distress to another person or violates their human or civil rights.

It is the misuse of power and control, and can be perpetrated by a wide range of people, including those who are close to the person or those who have no previous connection to them.

Each nation across the UK has their own statutory definitions of abuse which are defined within their legal framework. These are grouped together into categories or types. Below are the type summaries provided by Thirtyone:eight along with possible signs and indicators.

PHYSICAL ABUSE

Physical abuse is the deliberate use of physical force by one person against another to cause harm.

It may result in physical harm or injury to the other person or it may not, and may be a one-off act or ongoing.

Physical abuse can include:

- Hitting, slapping, biting or pinching.
- Rough handling, shaking, pushing, or throwing.
- Burning or scalding.
- Drowning, or suffocating
- Poisoning, misuse of medication or the denial of treatment.
- Intentional exposure to extreme heat or cold, or force feeding.
- Misuse or illegal restraint, inappropriate physical punishment, or depriving someone of their liberty.

Physical harm may also be caused when a child's Parent/Carer fakes the symptoms of, or deliberately causes illness or ill health in a child.

Injuries caused by accidents such as trips and falls are not uncommon, especially in children, but these usually occur on bony or prominent areas such as knees, shins and elbows.

Abusive injuries tend to involve softer areas that are harder to damage accidentally e.g. upper arms, forearms, chest, back, abdomen and thighs.

Possible signs and indicators:

- Visible injuries and bruising.
- Unexplained cuts, marks or scars.
- Injuries that don't match the explanation given.
- Getting injured often
- Unexplained falls
- Subdued or changed behaviour
- Changes in weight, being excessively under or overweight or malnourished.

- Failing to get medical treatment or changing Doctors often.

EMOTIONAL ABUSE

Emotional abuse (or Psychological abuse) involves harming a person emotionally and includes any persistent emotional ill-treatment that causes severe and long-lasting adverse effects on a person's emotional development.

Some level of emotional abuse is present in all types of abuse and ill treatment of one person by another, but it can also occur on its own.

Emotional abuse can include:

- Consistently telling someone that they are worthless, unloved or inadequate.
- Using intimidation, coercion, and harassment.
- Having inappropriate expectations for a person's age or development.
- Seeing or hearing another person being mistreated, such as in domestic abuse.
- Not giving someone opportunity to express their views or to take part in normal social interaction.
- Bullying, including online bullying.
- Causing someone to frequently feel frightened or in danger.

Possible signs and indicators:

- Low self-esteem, attachment issues, depression, self-harm, and eating disorders.
- Signs of distress, tearfulness or anger
- Reluctance to be alone with a particular person

NEGLECT

Neglect (or acts of omission) is the failure to meet a person's basic physical or emotional needs which is likely to have a serious negative impact on their health or development.

It happens when a person deliberately withholds, or fails to provide an appropriate level of care and support which is needed by another person.

It can involve a Parent/Carer and can also happen during pregnancy e.g. as a result of maternal substance abuse.

Neglect may happen because of a lack of knowledge or awareness, or through a failure to take reasonable action whether deliberate or not.

In its extreme form, neglect can be a significant risk as it can lead to serious long-term effects and even be life-threatening.

Neglect is the most common form of child abuse in the UK.

Neglect can include:

- Not providing adequate food, clothing, or assistance with personal hygiene.
- Not providing adequate shelter and heating.
- Failing to protect someone from harm or danger.

- Not ensuring appropriate supervision (including the use of inadequate care-givers)
- Failing to give prescribed medication or provide access to appropriate health care or treatment.
- Failing to provide access to educational services.
- Ignoring a person's basic emotional needs.
- Failing to take action when a person is taking unnecessary risk (especially when the person lacks capacity to properly assess risk).

Possible signs and indicators:

- Poor appearance or hygiene e.g. being smelly or dirty
- Living in an unsuitable home environment e.g. having no heating
- Inappropriate or inadequate clothing
- Signs of malnutrition or not being given enough food
- Having frequent and untreated medical issues or an accumulation of untaken medication.
- Body issues such as sores, skin complaints, poor muscle tone or prominent joints.
- Poor language or social skills
- Being left alone for a long time
- Being withdrawn, depressed or anxious
- Tiredness or finding it hard to concentrate or take part in activities
- Self-soothing behaviours such as drug or alcohol misuse and self-harm.
- Poor school attendance or performance

SEXUAL ABUSE

Sexual abuse (or Sexual violence) is any behaviour perceived to be of a sexual nature which is unwanted or takes place without consent or understanding.

The abuse may involve physical contact and touching or non-contact activities.

Sexual abuse is found across all sections of society, regardless of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation. It can be perpetrated by family or non-family members, women, men and other children.

CHILDREN AND YOUNG PEOPLE

The sexual abuse of children or young people - also called Child Sexual Abuse - is involving a child or young person in an activity for the sexual gratification or gain of another person, whether or not it is claimed they have consented or agreed.

Sexual abuse of a child can include:

- Forcing or enticing a child or young person to take part in sexual activities, including penetrative or non-penetrative acts, whether they are aware of what is happening or not.
- Including children in looking at adult sexual content or activities, or having their photo taken or being filmed for the production of indecent images.

- Using sexual language towards a child or encouraging them to behave in sexually inappropriate ways.
- Grooming a child in preparation for abuse, either in person or online.
- Female Genital Mutilation* (see end of Appendix 2 for brief definition).

Child sexual exploitation is a form of child sexual abuse where a child is sexually exploited for money, power or status.

Sexual abuse may awaken premature sexual feelings in a child that they find hard to deal with and feel guilty about and they may need reassurance that they are not to blame for the abuse.

Penetrative sex with a child under 13 years by an adult or another child is classed as rape.

One of the ongoing effects of childhood sexual abuse may be that adult survivors experience difficulties forming meaningful relationships with other adults.

PLEASE NOTE - Whilst it is legal for two consenting 16 year-olds to engage in sexual activity, it is ILLEGAL for those in a 'Position of Trust' in a faith setting to engage in sexual activity with a 16 or 17 year old under their care of supervision.

SEXUAL ABUSE OF ADULTS

The sexual abuse of adults involves sexual acts to which the person has not consented or has been pressured into consenting to.

Sexual abuse of adults can include:

- Penetrative or non-penetrative sexual acts, whether they are aware of what is happening or not eg. sexual assault, oral sex, rape, attempted rape, and date rape.
- Indecent exposure, sexual harassment, inappropriate looking or touching, groping, sexual teasing or innuendo,
- Being made to look at or be involved in the production of sexually abusive material, or being made to watch sexual activities.
- Stalking and grooming.

Possible signs and indicators:

- Physical injuries and bruising, particularly to the thighs, buttocks, upper arms and neck.
- Bleeding, pain or itching in the genital area or when walking or sitting.
- Sexually transmitted diseases or infections.
- Pregnancy in a woman who is unable to consent to sex.
- Uncharacteristic or age-inappropriate use of sexual language or significant changes in sexual behaviour or attitude.
- Self-harming.
- Poor concentration, withdrawal, sleep disturbance.
- Excessive fear/apprehension of, or withdrawal from, relationships or being alone with a particular person.

DOMESTIC ABUSE

Domestic abuse (or Domestic Violence) is any incident, or pattern of incidents, of controlling coercive or threatening behaviour, violence, or abuse by one adult against another where they are or have been intimate partners or family members.

It can include violence by a son, daughter, mother, father, husband, wife, life-partner, sibling, grandparent or by an extended family member, whether they are directly related, in-laws or step-family. It happens across all sections of society, regardless of gender, age, ability, religion, race, ethnicity, financial background or sexual orientation.

Both men and women can be victims, although a greater number of women experience domestic abuse and are more likely to be seriously injured or killed because of it.

Children and Young People can suffer this form of abuse and are considered victims if they see, hear or experience the effects of abuse and they are related to the victim or the offender.

It is usually frequent and persistent, can happen inside and outside the home, and can continue even after a relationship has ended.

COERCIVE CONTROL

Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse used to harm, punish, or frighten another person. It is designed to make a person subordinate or dependent by isolating them from sources of support, exploiting them and their resources, depriving them of the means needed for independence, resistance and escape, and regulating their everyday behaviour.

Domestic abuse can include:

- Emotional abuse
- Physical abuse
- Sexual abuse
- Financial abuse
- Forced marriage, Female Genital Mutilation* (see end of Appendix 2 for brief definition), and 'honour crimes'.

Possible signs and indicators:

- Low self-esteem, attachment issues, depression, self-harm, and eating disorders.
- Signs of distress, tearfulness or anger
- Reluctance to be alone with a particular person
- Visible injuries and bruising.
- Injuries that don't match the explanation given.
- Unexplained falls
- Subdued or changed behaviour
- Changes in weight, being excessively under or overweight or malnourished.
- Signs of coercive control
- Feeling that the abuse is their fault when it is not
- Isolation – not seeing friends and family
- Limited access to money

FINANCIAL ABUSE

Financial abuse (or Material abuse) is the attempted or actual misappropriation or misuse of a person's money, property, benefits, or other assets, by means of intimidation, coercion, deception, or other ways to which the person does not or can not consent to.

Financial abuse includes having money or other property stolen, being defrauded or put under pressure in relation to money or other property, and having money or other property misused.

Financial abuse can include:

- Theft, burglary, or fraud (including internet scamming).
- Exploitation and embezzlement.
- Coercion or being put under pressure concerning a person's finances (including wills, property, inheritance or financial transactions).
- Misuse or misappropriation of property, possessions or benefits.
- Withholding pension or other benefits.

Possible signs and indicators:

- Unusual financial activity such as making an unexpected change to a will, a sudden sale or transfer of a property, or unusual activity in a bank account.
- Sudden inclusion of additional names on a bank account or where a signature does not resemble the person's normal signature.
- Reluctance or anxiety by a person when discussing their finances.
- A substantial gift to a carer or other third party.
- A sudden interest by a relative or other third party in the welfare of the person.
- Bills remaining unpaid.
- Complaints that personal property is missing.
- Signs of coercive control or neglect.

SELF-NEGLECT

Self-neglect is when an adult lives in a way that puts their own health, safety or well-being at risk.

It is an extreme lack of self-care that is often related to deteriorating health and ability in older age, poor mental health, or other issues such as addictions, however not everyone who self-neglects needs to be safeguarded.

Incidents of abuse may be one-off or multiple, and affect one person or more. People who self-neglect will often decline help from others.

There are limitations to what help can be offered if the adult has mental capacity to make their own decisions about how they live, even if they may suffer significant harm or death as a result of their own action or inaction.

Any action taken should seek to minimise any risks while respecting the person's choices, trying to engage with the person to offer as much support as possible without causing distress.

It is important that all efforts to engage with and support the person are clearly recorded.

Self-neglect can include:

- Neglecting to care for personal hygiene, health or surroundings to the extent that it threatens personal health and safety.
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs
- Behaviours such as hoarding.

Possible signs and indicators:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

MODERN SLAVERY

Modern slavery (or Human Trafficking) is the recruitment, movement, and holding of a person by improper means, such as force, threat or deception, for the purposes of exploitation or abuse.

Victims of human trafficking can be male or female, children or adults, and may come from migrant or indigenous communities.

Modern slavery is different from illegal immigration as people who are trafficked are tricked, coerced, lured or forced by criminals to work for them or others in their criminal networks around the world.

People are forced into and held by threats of violence and intimidation against them or their family, fear, debt bondage, isolation and the removal of identification or travel documents, or imprisonment and torture.

Children living in the UK can also be targeted and trafficked internally.

Modern slavery can include:

- Forced labour
- Domestic servitude
- Sexual exploitation such as prostitution and pornography
- Bonded labour (forcing someone to pay a debt that can't be paid).
- Criminal activity
- Private fostering

- Forced marriage

Possible signs and indicators:

- Signs of physical abuse or emotional abuse
- Signs of neglect
- Isolation from the community
- Seeming under the control or influence of others
- Lack of personal effects or identification documents
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

DISCRIMATORY ABUSE

Discriminatory abuse is when a person is treated unfairly, bullied, or abused because of a particular characteristic.

It is against the law to discriminate against someone because of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

These are called protected characteristics (under the Equality Act 2010)

Discriminatory abuse links to other forms of abuse and may have similar effects e.g. Physical abuse motivated by racism would be classified as Discriminatory abuse.

Discriminatory abuse can include:

- Unequal treatment
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Physical abuse and emotional abuse
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic

- Substandard service provision relating to a protected characteristic

HATE CRIME

Hate crime is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person's actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity.

Possible signs and indicators:

- Low self-esteem, attachment issues, depression, self-harm, and eating disorders.
- Signs of distress, tearfulness, anger or anxiety
- The person appears withdrawn and isolated
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

ORGANISATIONAL ABUSE

Organisational abuse (or Institutional abuse) is when a person is abused or mistreated within an institution such as a care home or hospital, or by an organisation providing care in the person's own home.

It can include one-off incidents or long-term mistreatment, and can be through neglect or poor professional practice as a result of inadequate resources, structures, policies, processes and practices within an organisation.

The abuse may happen because of a culture that denies or restricts privacy, dignity, choice and independence, and involves the collective failure of a service provider or an organisation to provide safe and appropriate services, and to ensure that the necessary preventative and protective measures are in place.

Organisational abuse can include:

- A run-down or overcrowded environment
- Insufficient staff or high staff turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Not offering choice or promoting independence.

Possible signs and indicators:

- Signs of neglect
- Inadequate staffing levels
- Poor standards of care
- Lack of adequate procedures
- Absence of visitors
- Few social, recreational and educational activities
- Unnecessary exposure during bathing or using the toilet
- Lack of management overview and support
- Signs of physical abuse or emotional abuse

***Female Genital Mutilation (FGM)**

Also sometimes known as 'female circumcision', it is illegal in the UK, and includes all procedures involving the partial or total removal or stitching up of the female genitalia or other injury to the female genital organs for cultural or non-medical reasons.

APPENDIX 3 – POLICY HISTORY

AUTHOR	VERSION	DATE	REASON FOR ISSUE
Trevor Haydon	Children 1	31/01/03	Original policy
Josie Shaw	C 2	30/06/07	Updated
Miriam Maile	C 3	05/05/10	Updated
Miriam Maile	C 4	24/01/11	Updated
Miriam Maile	C 5	16/05/11	Updated
Rachael Christopher	C 6	03/07/12	Handbook and Policy amalgamated
Rachael Christopher	C 7	04/12/12	Updated
Rachael Christopher	C 8	17/08/13	Updated
Rachael Christopher	C 9	16/06/14	Annual review
Rachael Christopher	C 10	25/10/14	Updated
Penny Campbell	AAR 1	26/01/15	Introduction of separate AAR policy
Rachael Christopher	C 11	01/06/15	Updated
Joe Robertson	C 12	18/04/16	Annual review
Penny Campbell	AAR 2	06/02/17	Updated
Joe Robertson	C -	01/04/17	No update required
Penny Campbell	AAR 3	06/10/17	Updated
Joe Robertson	C -	2018	No review due to long term illness of Joe Robertson
Joe Robertson	C 13	07/03/19	Annual review (an amendment was then made to ratios on 29/04/19)
Joe Robertson	C 14	11/03/20	Annual review
Joe Robertson	C -	14/10/20	Contact details updated and outdated information removed.
Joe Robertson	C -	08/03/21	Decision made to delay annual review
Joe Robertson	C 15	10/09/21	Annual review (amendment was then made to toileting guidelines on 19/11/21)
Penny Campbell	AAR 4	14/09/21	Re-write
Joe Robertson	C 16	16/01/23	Annual review
Joe Robertson	Combined 1	01/05/24	Re-write & combining of Children's & AAR policies

