



# Safeguarding Handbook

## *Promoting a Safer Centre*

***Safeguarding children, young people and  
adults at risk***

Updated May 2023



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## Introduction

- The handbook brings into one place the key safeguarding responsibilities for parishes that are outlined in the [House of Bishops' Safeguarding Policy and Practice Guidance](#) and on which the St Philip's Centre models its safeguarding work. It is not exhaustive but is designed to support the day to day safeguarding work of the Centre. The handbook signposts to more detailed guidance that can be accessed as required.
- The handbook is aimed at all those that have a key role to play with children, young people<sup>1</sup> and adults at St Philip's Centre and in its work. This is envisaged to be predominantly the Trustees, staff and Safeguarding Officer. [Section 1](#) is specifically aimed at the Trustees and Director and the safeguarding lead.<sup>1</sup> Sections [10](#), [11](#), [12](#) and [13](#) are specifically aimed at those who work with children, young people and adults.
- The handbook is complemented by a pocket safeguarding guide and a safeguarding reporting template. It is recommended that the pocket guide is made available to all those that have a role with children, young people and adults, including volunteers.
- It is hoped that the use of the handbook and complementary material will contribute greatly to promoting a safer culture and building good safeguarding practice.
- Please see the [glossary](#) for information on the language and terminology used in the handbook.
- The duty to have 'due regard' to guidance under section 5 of the Safeguarding and Clergy Discipline Measure 2016<sup>2</sup> **applies** to the handbook. It does not apply to the model templates and additional good practice reference material that have been offered to complement this handbook.
- In addition, failure to have due regard to House of Bishops' Safeguarding Policy and Practice Guidance may have direct consequences for the validity of your insurance.

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<sup>1</sup>Please note that this may be the same person.

<sup>2</sup>This means that the "relevant persons" as defined in the 2016 Measure (who include but are not limited to the incumbent, the PCC and the church wardens) will need to comply with its terms unless they can point to cogent reasons for not doing so. (To be 'cogent', such reasons must be clear, logical and convincing).

- The most up to date version of the handbook will always be available on the Church of England website.

### **Key messages**

- The welfare of the child, young person and adult at risk is at all times paramount and takes precedence over all other considerations.
- The Diocesan Safeguarding Adviser **must** be consulted whenever a safeguarding concern of any kind arises.
- Safeguarding is part of our core faiths and an integral feature of many religious and belief communities.

## Language

The term "**child**" is used to include all children and young people who have not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently, is in further education, is a member of the armed forces, in hospital, in prison or in a Young Offender's institution, does not change his or her status or entitlement to services or protection under the Children Act 1989. The handbook also uses the term 'young person/people' for those aged between 14 and 17.

The term "**adult at risk**" refers to a person aged 18 or over whose ability to protect himself or herself from violence, abuse, neglect or exploitation is significantly impaired through physical or mental disability, illness, old age, emotional fragility, distress, or otherwise; and for that purpose, the reference to being impaired is to being temporarily or indefinitely impaired<sup>3</sup>.

Please note that some adults may not consider themselves at risk but may be at risk of being abused by individuals in positions of leadership and responsibility. As adults are not inherently at risk and in need of protection it is important to recognise that the factors described below do not, of themselves, mean that a person is at risk. It is a combination of these factors and the circumstances that a person finds him/herself in that can make an individual vulnerable to abuse or neglect.

| Some factors that increase vulnerability include:  |   |
|--|---|
| <ul style="list-style-type: none"><li>• A mental illness, chronic or acute</li><li>• A sensory or physical disability or impairment</li><li>• A learning disability</li><li>• A physical illness</li><li>• Dementia</li><li>• An addiction to alcohol or drugs</li><li>• Failing faculties of old age</li><li>• Those who are homeless</li></ul> | <ul style="list-style-type: none"><li>• Refugee families or individuals (including those seeking asylum)</li><li>• Victims/survivors of domestic abuse – direct violence and/or significant emotional coercion</li><li>• Those who have suffered historic abuse in childhood</li><li>• A permanent or temporary reduction in physical, mental or emotional capacity brought about by life events – for example bereavement, abuse or trauma</li></ul> |
| These factors may not exist in isolation; for example, someone with a drink problem masking underlying dementia; or a frail housebound elderly person with underlying depression.  |   |

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<sup>3</sup> [Section 6 of the Safeguarding and Clergy Discipline Measure 2016.](#)

## Quick Guide to the Handbook

|  | Section                    |
|--|----------------------------|
| What do the Trustees and Director need to have in place?                                 | <a href="#"><u>1</u></a>   |
| What can the Trustees expect from the Diocese?   | <a href="#"><u>2</u></a>   |
| What is child abuse?   | <a href="#"><u>3</u></a>   |
| What is adult abuse?   | <a href="#"><u>4</u></a>   |
| How does the Centre ensure that all recruitment including volunteers is done safely?     | <a href="#"><u>5</u></a>   |
| What safeguarding training am I expected to do?  | <a href="#"><u>6</u></a>   |
| What do I do if have a safeguarding concern or allegation about a child or adult?        | <a href="#"><u>7</u></a>   |
| What do I do if I discover safeguarding concerns in a partner organisation?              | <a href="#"><u>7.2</u></a> |
| What do I do if I have safeguarding concerns about someone who has a role in the Centre? | <a href="#"><u>7.3</u></a> |
| How do I respond to a safeguarding disclosure?   | <a href="#"><u>7.4</u></a> |
| Who can I share information with?  | <a href="#"><u>7.7</u></a> |
| How do we ensure that we support victims/survivors of abuse well?                        | <a href="#"><u>8</u></a>   |
| What do I do if someone that attends a Centre event may be a risk to others?             | <a href="#"><u>9</u></a>   |
| What is expected of me if I have a role working with children or young people?           | <a href="#"><u>10</u></a>  |
| Where can I find guidance on the use of social media?                                    | <a href="#"><u>11</u></a>  |
| Where can I find guidance on transporting children & young people?                       | <a href="#"><u>12</u></a>  |
| Where do I find information about important contacts?                                    | <a href="#"><u>13</u></a>  |

# 1. Roles and Responsibilities

## The Trustees and the Director

The Trustees are the main decision makers. The Trustees and the Director have a duty of care to ensure the protection of the vulnerable at events and activities organised by the Centre. In terms of safeguarding, the Trustees and Director will:

## Adopt and Implement

- The House of Bishops' Safeguarding Policy '[Promoting a Safer Church](#)' (adapted for St Philip's Centre's context).

## Appoint

- An appropriately experienced<sup>4</sup>, named Safeguarding Officer to work with the Director and the Trustees.

## Safer Recruitment, Support and Training

- Have a policy statement on the recruitment of ex-offenders and ensure all those responsible for working with children, young people and adults at risk on behalf of the Centre are safely recruited ([see section 5](#)).
- Ensure all staff, faith practitioners, consultants and volunteers are aware of the safeguarding policy/guidance and are trained appropriately for their roles ([see section 6](#)).
- Provide appropriate insurance to cover for all activities undertaken in the name of the St Philip's Centre which involve children, young people and adults.

## Display

- A formal statement of adoption of the House of Bishops' '[Promoting a Safer Church; Safeguarding Policy Statement](#)'. This should be signed on behalf of the Trustees
- Ensure information is displayed about how to contact the DSA(s), Parish Safeguarding Officer and how to get help outside the church with child and adult safeguarding issues
- Ensure that safeguarding arrangements are clearly visible on the front page of the Centre's website

## Respond

- Have a procedure in place to deal promptly with safeguarding allegations or suspicions of abuse ([see section 7](#)).

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<sup>4</sup> Section 3.3. of '[Roles 2017](#)' states that '*Preferably the SO should be someone who has good pastoral and organisational skills and experience of working with children/young people or adults at risk, although not always currently involved in such work.*

The role of the SO is outlined in section 3 of [Roles 2017](#).

- Report all safeguarding concerns or allegations including those against Trustees or staff members to the Safeguarding Officer/ Director and the DSA ([see section 7](#)).
- Ensure that known offenders or others who may pose a risk to children and/or adults at risk are effectively managed and monitored in consultation with the DSA ([see section 10](#)).
- Comply with all data protection legislation especially in regard to using (e.g. storing) information about any Trustees or staff and any safeguarding records.
- Ensure an “activity risk assessment” is completed and reviewed regularly for each activity which is associated with either children or adults at risk and run in the name of the Centre (see [Model Activity Risk Assessment Template](#)).

## Review and Report Progress

- The SO should regularly report on safeguarding . Safeguarding should be a standing agenda item at each Trustees’ meeting<sup>5</sup>. At the AGM the SO should provide an annual report in relation to safeguarding. In the Trustees’ annual report will be a statement which reports on progress and a statement as to whether or not the Trustees have complied with the duty to have “due regard” to the House of Bishops’ Safeguarding Policy and Practice Guidance.<sup>6</sup>

### **Assurance Check**

Assess your safeguarding arrangements, identify strengths and areas that need further work by using the [Parish Safeguarding Checklist](#). In addition, the diocese may also have its own parish safeguarding audit format.

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<sup>5</sup> Regular reporting means a minimum of twice a year to the PCC.

<sup>6</sup> Church Representation Rules 9(2A).



## 2. What can the Trustees Expect from the Diocese?

### Safeguarding Policy and Practice Guidance

The diocese is responsible for supporting and implementing the House of Bishops' Safeguarding Policy and Practice Guidance. This includes arrangements to monitor the quality of safeguarding arrangements in parishes.

### Safeguarding Advice and Support

The diocese has DSA/s who are experienced safeguarding professionals who offer safeguarding advice and support to the Centre. The Centre **must** copy any safeguarding concerns or allegations to the DSA after the Safeguarding pro-forma has been completed. DSAs will advise on how to respond well. They will manage all concerns or allegations against church officers. The diocese offers an out of hours service for any safeguarding concerns or allegations that arise outside normal office hours.

### Safeguarding Training

The diocese and Centre make safeguarding training available.

### Safer Recruitment Support

The diocese is available for advice on all aspects of safer recruitment, including applications for a DBS check, mostly via a commissioned DBS provider. The DSA is also the person who risk assesses any blemished DBS checks.

### External Scrutiny of Safeguarding

The diocese has a group of senior clergy, church officers and external safeguarding professionals, independently chaired by an external safeguarding expert. The group is responsible for overseeing the implementation of policy, training and the effectiveness and quality of safeguarding arrangements. Details of the group can be found on the diocesan website<sup>7</sup>.

### Complaints Procedure

The diocese has a complaints procedure for those wishing to complain about the handling of safeguarding issues.

### Whistleblowing<sup>8</sup>

The diocese is available for advice and support on whistleblowing. This is when a staff member decides to pass on information concerning a wrong doing, that they consider is in the public interest. This means it must affect others, e.g. the general public. This includes failure to adhere to health and safety requirements that place others in danger, a 'cover up' by someone and/or a criminal offence. It does not cover personal grievance or complaints.

You can also contact the NSPCC Whistleblowing Helpline – 0808 800 5000 or e-mail [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

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<sup>7</sup> Please note that the group is called a number of different names in dioceses e.g. the Diocesan Safeguarding Group, Diocesan Safeguarding Management Group, the Diocesan Safeguarding Advisory Panel.

<sup>8</sup>For information please see the [government's advice on whistleblowing](#) or the safeguarding section of your diocesan website.

### 3. Abuse and Neglect of Children<sup>10</sup>

The abuse of children and young people can take many forms. They have the same right to protection regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation. Children and young people from minority ethnic groups and those with disabilities (physical, sensory and/or learning difficulties) are especially vulnerable and need special care and protection.

#### Statutory Definitions

The UK central government document “[Working Together to Safeguard Children](#)” categorises and defines child abuse in terms of:

- **Physical abuse** including hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating or otherwise causing physical harm to a child.
- **Emotional abuse** including conveying to a child that they are inadequate, humiliation, blaming, controlling, intimidation, verbal abuse, isolation, seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying).
- **Sexual abuse** including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. It may include involving children in looking at, or in the production of, sexual images, watching sexual activities, or grooming a child in preparation for abuse.
- **Neglect** including failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm or danger, to provide adequate supervision and/or access to appropriate medical care or treatment. It may occur during pregnancy as a result of maternal substance abuse.
- **Female Genital Mutilation** (also known as female circumcision or cutting and by other terms, such as sunna, gudniin, halalays, tahur, megrez and khitan, among others). FGM is usually carried out on young girls between infancy and the age of 15, most commonly before puberty starts. It is illegal in the UK and is child abuse.
- **Serious Violence** including homicide, knife and gun crime.

#### Domestic Abuse

Witnessing domestic abuse is child abuse<sup>9</sup>, and teenagers can suffer domestic abuse in their relationships.

#### Sexual Exploitation

Child Sexual Exploitation (CSE) is a type of sexual abuse. Children or young people may be tricked into believing they are in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed and exploited online. Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation.

#### Bullying and Cyberbullying

Bullying is behaviour that hurts someone else – such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone, including child on child bullying and cyberbullying. It can happen anywhere – at school, at home or online. It is usually repeated over a long period of time and can hurt a child both physically and emotionally. Bullying that happens online, using social networks, games and mobile phones, is often called cyberbullying. A child can feel like there is no escape because it can happen wherever they are, at any time of day or night.

<sup>9</sup> Further information is available in the [Types of Abuse Fact Sheet](#).

<sup>10</sup> This is because impairment caused by seeing or hearing the ill treatment of another (e.g. witnessing domestic violence or abuse) is included in the definition of ‘harm’ in the Children Act 1989, (for more information see the [Responding Well to Domestic Abuse Policy and Practice Guidance](#)).

## Online Abuse

With the ever-growing use of the internet, mobile telephones and online gaming (e.g. Xbox/ PlayStation), there has been a corresponding rise in the use of the internet and other electronic communication to target, groom and abuse children. Adults may target chat rooms, social networking sites, messaging services, mobile phones, online gaming sites and the internet generally. Children are particularly vulnerable to abuse by adults who pretend to be children of comparable ages when online and who try to obtain images or engineer meetings.

## Electronic Images

The downloading, keeping or distributing of indecent images of children are all classified as sexual offences<sup>11</sup>. Such offences are sometimes referred to as non-contact sexual offences. However, it must be remembered that children will have been abused in the making of the images. The texting of sexual messages and photographs (sometimes referred to as 'sexting'- see [Fact Sheet - Sexting](#)) can be particularly problematic and abusive amongst children and young people.

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<sup>11</sup> [The Protection of Children Act 1978 Section 1.](#)

## 4. Abuse and Neglect of Adults<sup>12</sup>

All adults, including adults at risk, have a fundamental human right to choose how and with whom they live, even if this appears to involve a degree of risk. They should be supported to make those choices, to live as independently as possible and treated with respect and dignity.

### Who Abuses Adults?

Potentially anyone, adult or child, can be the abuser of an adult. Abuse will sometimes be deliberate, but it may also be an unintended consequence of ignorance or lack of awareness. Alternatively, it may arise from frustration or lack of support. The list can include:

- Relatives of the vulnerable person including husband, wife, partner, son or daughter. It will sometimes include a relative who is a main carer.
- Neighbours.
- Paid carers.
- Workers in places of worship.
- People who are themselves vulnerable and/or are users of a care service.
- Confidence tricksters who prey on people in their own homes or elsewhere.

### Relatives who are Main Carers

Carers can experience considerable stress, exhaustion and frustration without respite or support. This can lead to unintended poor care or abuse. Relatives who are the main carers may also be subject to abuse by those for whom they are caring. This abuse is often endured for long periods and unreported<sup>13</sup>.

### Institutions

All people living in institutions are more likely to have a degree of vulnerability. The Care Quality Commission<sup>14</sup> in England has responsibility for inspecting and regulating the quality of care in institutions such as residential care homes, domiciliary care services and hospitals. In addition, the Local Government Ombudsman<sup>15</sup> deals with complaints that relate to adult social care. The HM Inspectorate of Prisons<sup>16</sup> in England inspects prisons. Some members of the parish may be visiting adults in institutions - hospitals, prisons and residential homes. If, as part of these responsibilities, they have concerns about the care being given and/or the way that someone is being treated, the DSA should be contacted. You can also refer directly to the institution or raise concerns with the appropriate inspection and/or complaints body.

### Definitions of Adult Abuse

The UK central government document “[Care and Support Statutory guidance](#)” categorises and defines adult abuse in terms of:

- **Physical abuse** including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- **Sexual abuse** including rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressurised into consenting.

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<sup>12</sup> Further information is available in the [Type of Abuse Fact Sheet](#).

<sup>13</sup> Further information is available from the [Carers Trust](#).

<sup>14</sup> [The Care Quality Commission \(CQC\)](#). Also note that [The Parliamentary and Health Ombudsman \(PHSO\)](#) deals with complaints that relate to the NHS, including GP services.

<sup>15</sup> [The Local Government and Social Care Ombudsman](#)

<sup>16</sup> [The Prison and Probation Ombudsman](#)

- **Psychological abuse** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect or acts of omission** including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Discriminatory abuse** including racist, sexist, that is based on a person's disability, and other forms of harassment, slurs or similar treatment.
- **Domestic abuse** that is usually a systematic, repeated and often escalating pattern of behaviour by which the abuser seeks to control, limit and humiliate, often behind closed doors.
- **Organisational abuse** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Modern Slavery**<sup>17</sup> including human trafficking; forced labour and domestic servitude; traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment<sup>25</sup>.

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<sup>17</sup> [The Clewer Initiative](#) is currently supporting parishes to recognise and raise awareness of all aspects of modern slavery. For additional further information see anti-slavery partnerships at [Unseen](#).

## 5. Safer Recruitment <sup>18</sup>

A key way of protecting children and adults from harm is to ensure the careful recruitment of those working with them. The House of Bishops' Safeguarding Policy states 'The Church will select and vet all those with any responsibility related to children, young people and adults at risk within the Church'.

|  |  |   |
|--|--|---|
| The Trustees are responsible for the appointment of those working with children, young people and adults at risk, paid or unpaid. Often the responsibility is delegated to the Director or Deputy Director. At least two individuals (which could include the Director) must be responsible for recruitment. All those involved in recruitment must be capable and competent, trained in safer recruitment and able to keep personal matters confidential. |  |   |
| 1.   | <b>Job/Role Description</b><br>Construct a clear and accurate job description and person specification, or for an unpaid role, a role outline, which sets out what tasks and responsibilities the applicant will undertake, and the skills and experience required. This will include what level of DBS check is required.   | <a href="#">Model Parish Safeguarding Officer Role Description</a><br><br><a href="#">DBS Eligibility</a><br><br><a href="#">DBS Frequently Asked Questions</a> |
| 2.   | <b>Advertise</b><br>Advertise unpaid roles within notices and paid roles more widely.<br>A statement will be included in all advertisements about the Centre's commitment to safeguarding.   |   |
| 3.   | <b>Application Form</b><br>Ask all applicants to complete an application form for all paid roles (a Curriculum Vitae may be used for voluntary roles but an application form is good practice and is recommended). All applicants must be required to provide the details of two referees.<br>A statement will be included about the Centre's commitment to safeguarding.                                    | <a href="#">Model Application Form</a>  |
| 4.   | <b>Confidential Declaration Form (CDF)</b><br>Ask applicants to complete a confidential declaration form.  | <a href="#">Confidential Declaration Form</a>   |
| 5.   | <b>Shortlist (Paid posts)</b><br>Shortlist, carefully examining the application forms. Identify any gaps in employment/personal history and ensure those shortlisted have met the requirements of the person specification.<br><br><b>Shortlist (Unpaid roles)</b><br>Review any interest from volunteers and assess suitability against requirements.   |   |
| 6.   | <b>Interview</b><br>Have a face-to-face interview (or informal discussion if unpaid) with pre-planned and clear questions to assess applicants' suitability for the role. Seek explanations for gaps in employment/personal history. It may also be appropriate to ask the individual to complete a test or presentation if applicable.<br>Check identification and the Confidential Declaration Form (CDF). | <a href="#">Model Interview Questions</a>   |

<sup>18</sup> See the [House of Bishops' Safer Recruitment Practice Guidance](#) for further information.

|     |   |  |
|-----|---|--|
| 7.  | <b>Offer the role</b><br>Decide whom to offer the role to. This decision will be made by the interviewing panel. This is subject to completion of all checks to the satisfaction of the Director/ agreed lead. No role can commence until satisfactory checks have been completed.  |  |
| 8.  | <b>Checks</b><br>Once the applicant has been offered the role, subject to satisfactory checks, ask the applicant to complete an enhanced Disclosure and Barring Service check (DBS) application <sup>19</sup> (online or paper depending on the diocese's process). Any blemished DBS checks or information of concern on the CDF must be risk assessed by the DSA.<br>Please note if someone has either never lived in the UK or spent a period of time overseas (i.e. lived abroad), the person making the appointment should request an additional check and ask the applicant to obtain criminality information from the country where he/she was resident <sup>20</sup> .<br>Take up and check the applicants two references.<br>It is also recommended to undertake an occupational health check for paid roles where possible. | <a href="#">Model Reference Request Letter</a> |
| 9.  | <b>Appoint</b><br>Once all checks are satisfactory and support the interview decision, the person can be formally appointed.<br>It is recommended to add an end date to unpaid roles. This can always be extended but helps set expectations for both parties.  | <a href="#">Model Appointment Letter</a>       |
| 10. | <b>Probation Period</b><br>Have a period of probation <sup>21</sup> for any paid role (or a settling in period for unpaid) and review throughout, as well as at the end of this period.   |  |
| 11. | <b>Induct, Train and Support</b><br>Induct new unpaid and paid workers. This should include expectations in relation to behaviour (a Code of Conduct <sup>22</sup> ). Ensure supervision/support is in place and arrange for attendance on safeguarding training ( <a href="#">see section 6</a> ).   |  |

<sup>19</sup> This is either an enhanced criminal record check with barring information or an enhanced criminal record check without barring information. See [Safer Recruitment Practice Guidance, Appendix 7 & 8](#) for further information.

<sup>20</sup> For further details about the recruitment of overseas applicants see the [Safer Recruitment Practice Guidance](#).

<sup>21</sup> This may be 6 months for paid roles, depending on the contract, and shorter for unpaid roles.

<sup>22</sup> [See section 11](#).

## 6. Safeguarding Training

The House of Bishops' Safeguarding Policy states that the Church '*will train and equip church officers to have the confidence and skills they need to care and support children, young people and adults at risk and to recognise and respond to abuse.*'

The [Safeguarding Learning and Development Framework | The Church of England](#) outlines the core safeguarding training that is available from the diocese.

Who gets what training in the parish?

For information about Safeguarding Training and Development in the Diocese of Leicester, please follow this link:

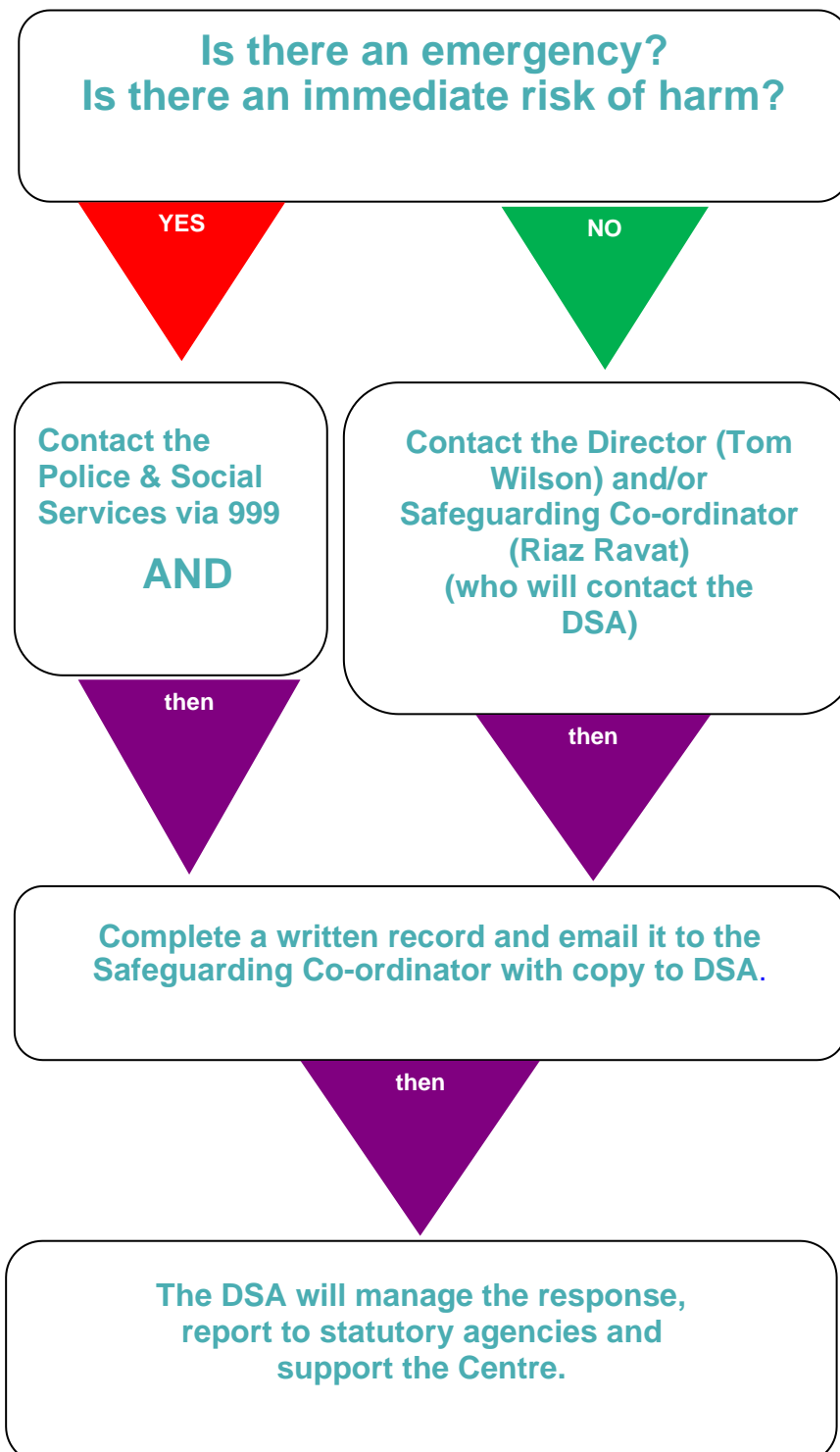
[safeguarding-training-requirements-diocese-of-leicester-march-2022-shaded.pdf \(d3hgrrlq6yacptf.cloudfront.net\)](#)

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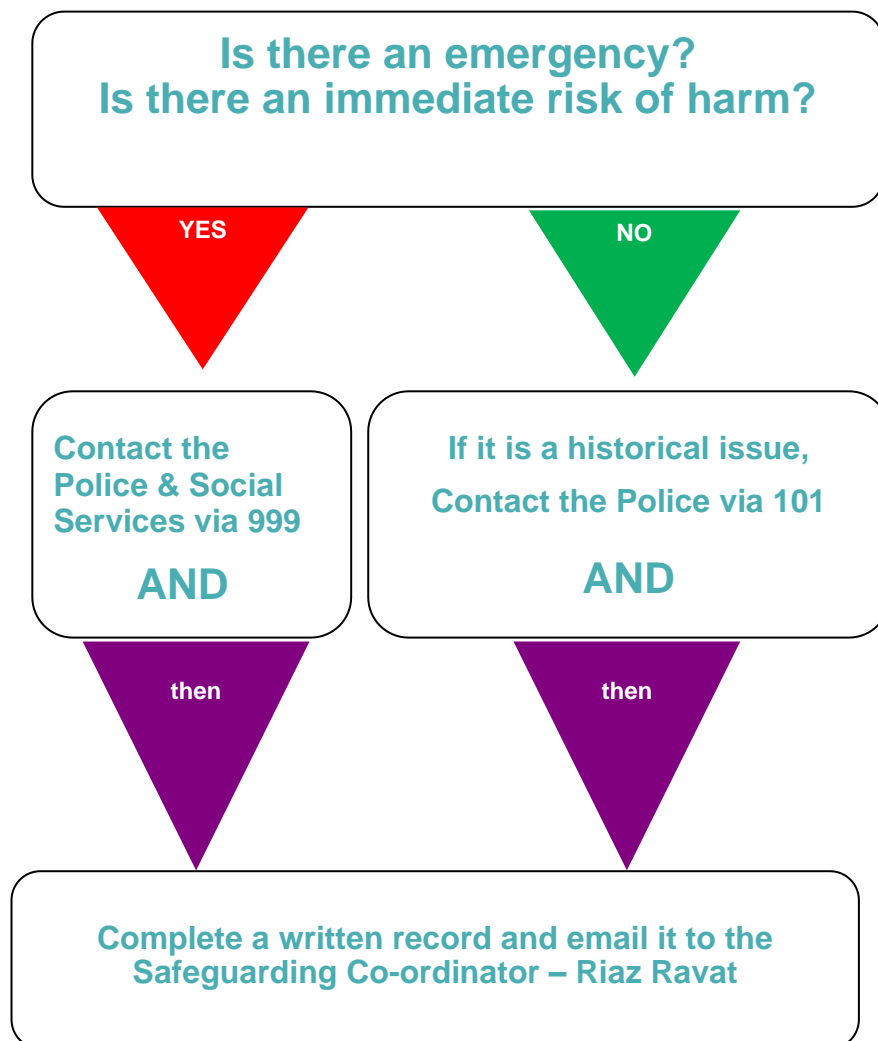
## 7. Responding Promptly to Every Safeguarding Concern or Allegation

### 7.1. Quick Guide



## 7.2 Responding to a safeguarding concern in a partner organisation

In the event that you become aware of a safeguarding concern in a partner organisation, the following steps should be taken:



### 7.3. What to do if you are concerned about a child or adult or you are concerned that a staff member may be abusing a child or adult<sup>25</sup>

If you have a concern that a child or adult is or may be being abused, or that a staff member is or may be abusing a child or adult<sup>26</sup> (see [sections 3 and 4](#) for information on types of abuse):

1. Respond well to the victim/survivor, if it is a direct disclosure, to ensure they feel listened to and taken seriously. Explain what will happen next and check out support requirements. They should be informed that their identity and the identity of the respondent<sup>27</sup> will be shared with key church officers<sup>28</sup>, and may be shared with the statutory agencies<sup>29</sup>, if there is any current risk to children or adults. The concern or allegation should not be shared with anyone other than those who need to know (e.g. the statutory agencies and appropriate staff - see footnote 37) ([see section 7.3](#)).
2. **EMERGENCY:** If you believe a child or adult is in immediate danger of significant or serious harm, contact the emergency services on 999.
3. **NON- EMERGENCY:** Complete the Safeguarding Pro-forma and send to the Safeguarding Officer or Director, in the first instance depending on whom the allegation concerns. They **must** then contact the DSA. If neither are available, contact the DSA directly. If the concern arises in an activity, discuss with the group/activity leader, who will contact the Safeguarding Officer or Director
4. Any safeguarding concerns **must** be reported to the Director/ Safeguarding Officer **within 24 hours**.
5. If the SO/Director or the DSA are not available within 24 hours, contact Children's Social Care or Adult Social Care<sup>30</sup> and/or the police directly, if the concern is that a child or adult is being abused. Contact the Local Authority Designated Officer (LADO)<sup>31</sup> and/or police if the concern is that a church officer may be abusing a child or adult.

<sup>25</sup> A "staff member" is anyone working on behalf of St Philip's Centre – a Consultant, faith practitioner, volunteer or paid staff member

<sup>26</sup> Please see the [House of Bishops' Responding to, assessing and managing safeguarding concerns or allegations against Church Officers Practice Guidance](#) for further information.

Please note that this includes a concern about a staff member's behaviour that is not in line with safer working practices as outlined in [section 11](#).

<sup>27</sup> The person about whom a safeguarding concern or allegation has been made. Sometimes called the 'subject of concerns or allegations' or 'alleged perpetrator'.

<sup>28</sup> This would normally be a Safeguarding Officer, Director and DSA. It may also be a group/activity leader if the concern arose within an activity.

<sup>29</sup> This means the Local Authority and/or the police.

<sup>30</sup> If concerns arise outside of normal office hours contact the diocesan out of hours service.

<sup>31</sup> Please note that in some areas this is called the Multi Agency Safeguarding Hub (MASH). In some areas this will be for children only, in other areas it will be for both children and adults.

<sup>32</sup> Please note that the LADO should be the first point of contact. They will then inform the police, as required.

Advise the Safeguarding Officer or Director as soon as possible that you have made a referral, they will advise the DSA.

**If in doubt don't delay, seek advice from statutory agencies.**

6. Do not contact the respondent<sup>33</sup> or anyone who may be implicated in the allegation or disclosure, even if they would normally be contacted as part of the procedure, until advice has been sought from the DSA or statutory agencies<sup>34</sup>.
7. Record the details of the concern or allegation. Where it is not appropriate to take notes at the time (usually it will not be), make a written record as soon as possible afterwards or before the end of the day. Record the time, date, location, persons present and how the concern or allegation was received, e.g. by telephone, face to face conversation, letter, etc. The record should include details of information provided to that person as well as the information received. Always sign and date the record. Keep it factual. Pass on a copy to the DSA (and/or the SO/Director). The records should be kept secure and confidential (please see [Model Parish Recording Template](#)).

**If the concern is about a child or adult:**

8. The DSA will act in line with the House of Bishops' guidance. They will offer advice, support and guidance and help to make the required referrals. If there is a risk of harm, the concerns must be reported to the statutory agencies within 24 hours of the DSA receiving the concerns. This would be Children's or Adult Social Care and/or the police.

There should be close communication between the DSA, SO/Director until the situation is resolved..

**If the concern is about a Trustee/Director/Deputy Director:**

9. The DSA will act in line with the House of Bishops' guidance. They will offer advice, support and guidance and refer the concerns to the Local Authority Designated Officer (LADO) and/or police within 24 hours. The DSA will now take over the management of the safeguarding concern in conjunction with the core group (which will be convened within 48 hours) and statutory agencies. There may also be a requirement for parish representatives to attend a subsequent core group(s). If there are doubts about the whether or not to make a referral and under what route, the DSA will seek advice from the LADO.

Please note that the procedure is the same for non-recent abuse<sup>35</sup>.

A proper balance must be struck between protecting children and adults and respecting the rights of the person against whom an allegation is made. In such circumstances the welfare of the child, young person or adult must come first. The rights of the person against whom the

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<sup>33</sup>The person about whom a safeguarding concern or allegation has been made. Sometimes called the 'subject of concerns or allegations' or 'alleged perpetrator'.

<sup>34</sup> This means the Local Authority and/or the police.

<sup>35</sup> This means abuse disclosed by an adult which happened to them in the past, either as a child or as a younger adult; and abuse disclosed by a child which happened to them in the past as a younger child.

allegation is made are important and must be given due weight, once the immediate safety and protection of the child, young person or adult has been assured.

## 7.4. Guidelines for Responding to a Person Disclosing Abuse

### Respond

#### Do

- Listen.
- Take what is said seriously.
- Only use open questions (open questions begin with words like: who, what, when, where and how. Open questions cannot be answered with a 'yes' or 'no').
- Remain calm.
- Take into account the person's age and level of understanding.
- Check, if face to face, whether they mind you taking notes while they talk so you can make sure you capture the information accurately. At the end you can check with them that you have understood everything correctly.
- Offer reassurance that disclosing is the right thing to do.
- Establish only as much information as is needed to be able to tell your activity leader/ Safeguarding Officer/ DSA and statutory authorities what is believed to have happened, when and where.
- Check out what the person hopes to result from the disclosure.
- Tell the child or adult what you are going to do next.

#### Do Not

- Make promises that cannot be kept (e.g. that you won't share the information).
- Make assumptions or offer alternative explanations.
- Investigate.
- Contact the person about whom allegations have been made.
- Do a physical or medical examination.

#### Record

- Make some very brief notes at the time, if appropriate, and write them up in detail on the Safeguarding Pro-Forma as soon as possible.
- Do not destroy your original notes in case they are required by the DSA or the statutory authorities.
- Record the date, time, place, words used and how they appeared to you. Record the actual words used, including any swear words or slang.
- Record facts and observable things, not your interpretations or assumptions.
- Don't speculate or jump to conclusions.

#### Report

- If there is immediate danger to a child or adult contact the police.
- Otherwise report to your activity leader/Safeguarding Officer/incumbent immediately.
- Within 24 hours the SO/Director reports the concerns to the DSA.
- The DSA will advise regarding reporting to statutory agencies within 24 hours.
- If there is any doubt seek advice from social services or the police.

## 7.5. Non-Recent Abuse

Safeguarding concerns or allegations may be about something that is going on now and/or something that may happen in the future (recent) or something that happened in the past (non-recent). Non-recent allegations of abuse must be treated as seriously as recent allegations. Research evidences that it may take up to 25 years or longer for an adult to disclose sexual abuse that happened to him/her either as a child or younger adult. A victim/survivor needs to be aware that if a respondent is known to be currently working with children/adults at risk in either a paid or voluntary capacity a referral to the statutory services will be made. The DSA will make this referral<sup>36</sup>.

## 7.6. Domestic Abuse<sup>37</sup>

The House of Bishops' policy states that '*The Church is committed to those who have been victims and survivors of domestic abuse. Domestic abuse in all its forms is contrary to the will of God and an affront to human dignity. All need to play their part in preventing or halting it*'. The welfare of the adult victim of domestic abuse is important, but where there are children in the family it must be understood that they too are victims of domestic abuse. Consideration of the child's welfare always comes first. In all circumstances, contact the DSA who will help clarify the issues and steps needed, which may involve contacting Children's Social Care. There may be a need for a risk assessment and for a Safeguarding Agreement to be put in place. The DSA will undertake this work in conjunction with the parish church and any statutory agencies ([see section 10](#)).

### What do you need to do?

- Trustees to agree a domestic abuse statement including who to contact if there are concerns.
- Appoint a named individual who is a point of contact for any advice and support. This may be the Safeguarding Officer (PSO).
- Follow the process on how to respond to safeguarding concerns or allegations.
- Support those in leadership positions, pastoral and safeguarding roles to engage in diocesan domestic abuse training.
- Consider the best place to display the domestic abuse statement including information about helplines and local services.
- Challenge inappropriate comments and behaviour by staff members.

#### **Recommended good practice:**

- Consider including activities around healthy relationships within activities for children and young people.

<sup>36</sup> Please note that any safeguarding concern or allegation made against a staff member who has died must also be reported to the DSA.

<sup>37</sup> For further information please see [House of Bishops' Responding Well to Domestic Abuse Practice Guidance 2017](#).

## 7.7. Ministry of Deliverance

Concerns may be expressed that a child, young person or adult is troubled by or possessed by evil spirits or demons and that this may account for behavioural issues in the individual or be considered to justify harsh treatment by the family, guardians, friends or carers.

If anyone becomes aware of the above situation and/or a request is made for deliverance ministry, the SO and DSA must be contacted. They will contact the appropriate person.

## 7.8. Recording, Data Protection and Information Sharing

### Opening a Safeguarding Case File

Good record keeping is an important part of the safeguarding task. A record, called a case file, should be opened whenever a safeguarding concern or allegation occurs.. The record in the form of the Safeguarding Pro-Forma includes key contact details, dates of when the information became known and the nature of the concerns. The record should include ongoing actions with dates, other key documents on the case file (e.g. observation notes, reports, consent forms etc.) and the case closure date. Records should use straightforward language and be concise and accurate so that they can be understood by anyone not familiar with the case. Please see [Model Parish Recording Template](#).

### Record Retention and Security

The safeguarding case files, whether electronic or paper, must be stored securely by the Director and the SO. This should include identifying who should have access to them. Records in relation to safeguarding issues, even if they have not been proven, should be maintained in accordance with the Centre's [retention guidance](#). If the Director moves from the Centre, the records should be passed to the new Director.

### Data Protection and Information Sharing

In May 2018, the General Data Protection Regulation (GDPR) and the [Data Protection Act 2018](#) replaced the Data Protection Act 1998. The GDPR contains the principles governing the use of personal data. It should be noted that the GDPR and the Data Protection Act 2018 place greater significance on organisations being accountable and transparent in relation to their use of personal data. Those handling personal data need to have the proper arrangements for collecting, storing and sharing information<sup>38</sup>.

Personal information in relation to safeguarding will often be sensitive and is likely to be classed as what is called “special categories of personal data” under the GDPR, which means extra care will need to be taken when handling such data. Nevertheless, it is important to be aware that the Data Protection Act 2018 includes specific reference to processing data in relation to the “safeguarding of children and individuals at risk” and allows individuals to share, in certain situations, personal data without consent (see below)<sup>39</sup>. “The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of

<sup>38</sup> [More information for parishes](https://www.parishresources.org.uk/gdpr/) about the new data protection regime can be found at <https://www.parishresources.org.uk/gdpr/>.

<sup>39</sup> There are also provisions that allow the sharing of personal data without consent for the prevention or detection of unlawful acts or to protect members of the public from dishonesty, malpractice or seriously improper conduct. However, you should always seek legal advice before relying on these provisions.

keeping children and young people safe” and this can equally be said to apply to adults at risk<sup>40</sup>.

### Reporting Concerns about Adults

Referrals of suspected abuse are made to Adult Social Services and the police. Where possible, for a person over 18, this should be done with their written consent.

The starting point is the presumption that an adult can give consent and has the mental capacity to do so. The provisions of the [Mental Capacity Act 2005](#) are complex and questions and concerns about consent and mental capacity should always be discussed with the DSA.

### Sharing without consent

Information can be shared legally without consent, if a person is unable to or cannot reasonably be expected to gain consent from the individual concerned; or if to gain consent could place somebody at risk. Relevant personal data can be shared lawfully without consent if it is to keep a child or vulnerable adult safe from neglect or physical, emotional or mental harm, or if it is protecting their physical, mental or emotional well-being.

Never make these decisions on your own. If you are going to share personal data, this should always be discussed with the DSA. Of course, you may be able to share data, at least initially, without identifying the individual concerned both within the church and with the statutory services.

Ultimately, the most important consideration is whether the sharing of information is likely to support the safeguarding of a child, young person or vulnerable adult.

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<sup>40</sup> [Information Sharing – Advice for practitioners providing safeguarding services to children, young people, parents and carers \(July 2018\)](#).



## 8. Caring Pastorally for Victims/Survivors of Abuse and Affected Others

The [House of Bishops' Safeguarding Policy 2017](#) states that '*The Church will endeavour to offer care and support to all those that have been abused, regardless of the type of abuse, when or where it occurred...Those who have suffered abuse within the Church will receive a compassionate response, be listened to and be taken seriously. Our first response to those who have suffered abuse, especially abuse within the Church, should be compassionate; we must listen and take what we are hearing seriously.*'

Many places of worship or faith groups are likely to have amongst their congregations/ members, children and young people who have been abused and/or adults who have experienced abuse, either as adults or when they themselves were children.

Responding well to a disclosure of abuse is essential to being able to build trust and support ([see section 7.3](#)). For some, just being able to talk to a trusted person about their experiences can be a powerful, healing event. Some may be seeking pastoral support from faith groups/ places of worship. Some may need advice about how best to seek professional help. This may involve support to access local specialist services. Victims/survivors who are children or young people will require specialist support. If you need any advice about how best to support a victim/survivor of abuse, please contact the DSA.

We journey alongside those who have been abused, for some forgiveness may be a part of that journey, for others, it may not be so. In any event, there should not be any pressure or expectation from the place of worship on the victim/survivor to forgive<sup>41</sup>.

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<sup>41</sup> Please see [House of Bishops' "Responding Well to Those Who Have Been Sexually Abused" Practice Guidance 2011](#) for further information.

## 9. Responding to those that may present a known risk to children, young people or adults at risk

There are likely to be those with criminal convictions for sexual offences and other forms of abuse whom the Centre may come into contact with. In addition, there may be those who do not have convictions or cautions but where there are sound reasons for considering that they still might pose a risk to others. Where people may pose a risk to others, their position at the Centre will need to be carefully and sensitively assessed to decide whether they pose a present risk to others and to put in place arrangements to ensure that these risks are mitigated. In these circumstances it is not only about monitoring individuals but offering support to lead a fulfilled life. As such, the Centre has an important role in contributing to the prevention of future abuse.

Some examples of the risk that individuals may pose to children, young people and adults are:

- **Sexual offences – against both adults and children:** This includes accessing indecent images of children on the internet.
- **Financial abuse:** targeting of adults at risk for financial gain, for example, asking for money, the acceptance of large 'gifts' or offering to do a job for someone at an extortionate rate of pay.

### Take action

Always contact the Director/ SO as soon as practicable, but within 24 hours, if you learn that any of the following people have come into contact with the Centre:

1. Anyone placed on the sex offenders register, with a violent offence or conviction and/or who is barred from working with children or adults by the Disclosure and Barring Service.
2. Anyone who admits to being an abuser including non-recent abuse.
3. Anyone who is subject to an investigation for suspected abuse, including possession of indecent images of children, and/or is suspended from their usual role.
4. Anyone who may pose a risk to other church members due to their behaviour, irrespective of their criminal status.

Category (4) above may include a person in relation to whom:

- An allegation of abuse against a child or adult has been investigated, but the matter has not proceeded to court, or the person has been acquitted, or the matter is currently the subject of proceedings in the criminal or civil courts but the person may still pose a risk.
- A complaint or grievance has been received alleging inappropriate behaviour, which is not criminal.
- There have been concerns about the person's alleged abusive behaviour to a previous or current partner.

If the DSA is made aware by any other source of any person in the above categories who is intending to or has come into contact with the Centre, s/he will notify the Safeguarding Officer/ Director in the first instance.

The DSA will determine the appropriate action to be taken to best safeguard the Centre based on the particular facts and circumstances of each case. They will undertake a risk assessment and the formation of a risk management plan known as a [Safeguarding Agreement](#).

This will involve the respondent and usually the Director, Safeguarding Officer and if involved, statutory agencies e.g. police, National Probation Service and Children's Social Care. Who is involved will depend on the case.

If a person is assessed as posing a risk to children or adults, the DSA, together with any statutory agencies involved, will support the Centre to:

- Form a small group of people to offer pastoral support, friendship and to monitor the respondent.
- Maintain the highest levels of confidentiality unless there is a breach of the agreement and it is necessary to inform others to protect a child or vulnerable adult.
- Ensure the respondent is never offered any official role in the Centre or position of responsibility where he/she may be trusted by others, for example that of education leader any in which a child or vulnerable adult may, as a result, place trust in that person.
- Consider whether, with the person's agreement and that of any statutory authorities involved, the staff and volunteers should be informed.
- Meet with the respondent to draft a Safeguarding Agreement, setting out the parameters of his/her behaviour in the Centre setting.

The Safeguarding Agreement may include the following elements:

- Attend designated events or meetings only.
- Sit apart from children.
- Stay away from areas of the building where children or adults at risk meet.
- Attend events where there are no children or adults at risk.
- Decline hospitality where there are children or adults at risk.
- Never be alone with children or adults at risk.
- Never work or be part of a mixed group with children or adults at risk.
- Take no role or office at the Centre which gives him or her status or authority as others may deem that person to be trustworthy.

The Trustees should be involved in the drawing up of the written agreement with the respondent.

The Safeguarding Agreement will be monitored and reviewed at least annually.

Should the respondent refuse to sign the agreement the DSA will advise the Centre and liaise with the police and other relevant agencies, as required, to seek a resolution. Any breach should be shared with the DSA immediately, who will liaise with the statutory agencies, as required.

## 10. A Safe Environment and Activities<sup>42</sup>

The House of Bishops' Safeguarding Policy Statement states that '*The Church will strive to create and maintain environments that are safer for all, that promote well-being, that prevent abuse, and that create nurturing, caring conditions within the Church for children, young people and adults at risk...The Church will strive to support all church officers to adhere to safer working good practice and to challenge the abuse of power*'.

### 10.4. Code of Safer Working Practice<sup>43</sup>

#### **Code of Safer Working Practice**

All those working on behalf of the Centre with children, young people and adults

**Must:**

- Treat all individuals with respect and dignity.
- Ensure that their own language, tone of voice, and body language is respectful.
- Ensure that children, young people and adults know who they can talk to about a personal concern.
- Record and report any concerns about a child, young person or adult and/or the behaviour of another worker with their activity leader and/or Parish Safeguarding Officer. Sign and date the record.
- Obtain written consent for any photographs/videos to be taken, shown, displayed or stored (Model Consent Form to be linked shortly).
- Administer any First Aid with others around.

In addition, for children and young people must:

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

**Must not:**

- Invade an individual's privacy whilst washing and toileting.
- Use any form of physical punishment.
- Be sexually suggestive about or to an individual.
- Scapegoat, ridicule or reject an individual or group.
- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying.
- Show favouritism to any one individual or group.
- Allow an individual to involve you in excessive attention seeking.
- Allow unknown adults access to children, young people and adults that may be vulnerable. Visitors should always be accompanied by an approved person.
- Allow strangers to give children, young people and adults who may be vulnerable in the group, lifts.

<sup>42</sup> Safer Environment and Activities Practice Guidance will be available shortly.

<sup>43</sup> A 'Model Code of Safer Working Practice' will be available shortly in Safer Environment and Activities Practice Guidance.

- Befriend children, young people and adults who may be vulnerable on social media.
- Take photographs on personal phones or cameras as this means that images are stored on personal devices.

In addition, for children and young people, must not;

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

## 10.5. Acceptable Touch

Sympathetic attention, humour, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children, particularly younger children, is wholly appropriate. The following guidelines regarding touching are suggested:

- **Always** ask permission.
- Be mindful of your body position.
- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be in response to a child's needs and not related to the worker's needs. It should be age appropriate, welcome and generally initiated by the child, not the church officer.
- Avoid any physical contact that is or could be construed as sexual and/or abusive/offensive.
- Allow the child to determine the degree of physical contact with others except in exceptional circumstances (e.g. when they need medical attention).

In addition:

- ✓ You can allow people you support to give you brief hugs if you feel comfortable with this.
- ✓ You can allow people you support to hold hands or link arms with you to help with travel and stability.
- ✓ You should discourage people you support from touching your face. You can offer your hand instead.
- ✓ You should discourage people you support from sitting on your lap. You can offer to sit side by side.
- ✓ You should avoid using touch if the person you support is very distressed and is unlikely to tolerate it.

Ensure that staff at all levels must take responsibility for monitoring one another in the area of physical contact. They should be encouraged to challenge one another if necessary. Concerns about possible abuse or inappropriate behaviour should always be reported.

## 10.6. Children's Activities

Groups that involve children need to ensure good practice standards across a wide range of areas including: recruitment of group leaders; DBS checking; staffing ratios; suitability of premises; health and safety arrangements; and facilities for children with special needs.

The minimum staffing levels for groups should be as follows<sup>44</sup>:

|               |                        |      |
|---------------|------------------------|------|
| 0 – 2 years   | 1 adult to 3 children  | 1:3  |
| 2 – 3 years   | 1 adult to 4 children  | 1:4  |
| 4 – 8 years   | 1 adult to 6 children  | 1:6  |
| 9 – 12 years  | 1 adult to 8 children  | 1:8  |
| 13 – 18 years | 1 adult to 10 children | 1:10 |

Each group should have at least two workers, even for smaller groups, and if possible one male and one female. Staff ratios for all groups should always be based on a risk assessment. For example, staffing numbers would need to be increased for outdoor activities and more so if that activity is considered higher risk, potentially dangerous or when children with disabilities or special needs are involved.

For all groups and activities:

- Undertake a health and safety risk assessment- see [Model Activity Risk Assessment Template](#).
- A First Aid kit must be available on any premises that are used by children.
- An accident and incident logbook must be available, and all accidents recorded. The logbook should be stored in a secure place. Any significant incidents must be recorded (e.g. a fight between children).
- There should be access to a telephone, if possible.
- In premises where children's groups meet, the Childline and Family Lives telephone numbers should be displayed ([see section 13](#)).
- Parents must sign a consent form before any photography or images are taken - [see Model Consent Form – Transport](#).
- A risk assessment must be undertaken, and confirmation obtained that the activity is covered by Centre insurance.
- A leader must be designated to take responsibility for First Aid.

Many of these items are equally applicable to groups involving adults at risk.

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<sup>44</sup> The above ratio is based on [NSPCC guidance](#).

If there is an emergency involving injury to a child or young person:

- Stay calm
- Provide immediate first aid when needed
- Alert others to the need for help
- Ensure that somebody is supervising the other children or young people
- Call an ambulance if needed
- Contact the parents/guardians of the child or young person
- Provide an appropriate handover and information about the situation to the parents/guardians
- Complete the accident book
- Consider whether there are implications for the Health & Safety policy and/or practices and report these to the SO.

#### Activities away from Centre premises

Adequate arrangements must be made for the education programme which takes place away from St Philip's Centre and clear protocols for responsibility must be laid down in the contract with the school. The school will be required to take responsibility for:

- Ensuring consent has been received from the parent/guardian/carer to take the child off-site
- Consent forms must be received in advance of the event taking place
- Ensuring the details of the arrangements are given to the school's Safeguarding Co-ordinator
- Ensuring a risk assessment has been undertaken and confirmation obtained that the event is covered by the Centre's insurance
- Leaving a detailed programme and list of contacts with someone at the school
- Ensuring that a teacher/leader has been designated to take responsibility for First Aid.

## 11. Use of Social Media

Social media sites enable users to create and share content and keep in touch with other users. They include maintaining a profile page on a networking site such as Facebook, Twitter, Instagram, Snapchat; writing or commenting on a blog, whether it is your own or the blog of another person; taking part in discussions on web forums or message boards. For many, especially young people, using social media is an extension of physical face to face relationships. It is therefore important that churches also engage with their community and worshippers through these platforms. However, this must be done safely to avoid the risk of:

- Forming inappropriate relationships.
- Saying things you should not, such as offensive, sexual or suggestive comments.
- Blurring the boundaries between public work/ministry and your private life.
- Grooming and impersonation.
- Bullying and harassment.

Communication by electronic means or by texting will not be used with children under the age of 13. All communication in these forms will be via their parents. The rest of the principles relate to communication with children and young people aged 13 and over. Communication should be in a context of transparency and accountability.

### Guidance for all who work with children and adults at risk

#### DO

- ✓ Have your eyes open and be vigilant.
- ✓ Maintain the upmost integrity – honesty, transparency, consistency and accountability are key. Treat online communication with children, young people and adults as you would communication that is face to face. Always maintain the same level of confidentiality.
- ✓ Avoid one-to-one communication with a child or young person. E-mail and messaged should take place within groups.
- ✓ Use electronic communication and texting only for reasons relating to work and not for general socialising purposes.
- ✓ Ensure other leaders are aware of the situations in which these means of communication are being used.
- ✓ Keep communication by electronic means or texting with children or young people out of school hours and between 9am and 9pm.
- ✓ Give very careful consideration as to whether it is appropriate or necessary to give personal mobile phone numbers to children and young people.
- ✓ Keep records of communications just as you would for written communication. If a worker's mobile phone does not allow text messages to be saved then a written record should be kept.
- ✓ Report any safeguarding concerns that arise on social media to the SO and the DSA.
- ✓ Always assume that everything you write is permanent and may be viewed by anyone at any time; that everything can be traced back to you personally as well as to your



colleagues or the Centre. Always think before you post.

- ✓ Draw clear boundaries around your social media usage associated with your private life and your use of different social media for work. Keep work account/s and profiles separate from your personal social media account/s e.g. only use a Facebook page, Twitter or blogs for work, while keeping a separate Facebook profile for private life.
- ✓ Always ask parents/carers for written consent to use and store photographs of children/young people from activities or events in official publications, or on the Centre's social media, website and displays.
- ✓ Use clear and unambiguous language in all communications and avoid abbreviations that could be misinterpreted.
- ✓ Save and download to hard copy any inappropriate material received through social networking sites or other electronic means and show immediately to the named person, SO, Director or, if appropriate, Diocesan Safeguarding Adviser.
- ✓ Use passwords and log off promptly after use to ensure that nobody else can use social media pretending to be you.

#### **DO NOT**

- Use a personal Facebook or any other social media account in your work with children, young people or adults at risk.
- Add children, young people or adults at risk as friends on your personal accounts.
- Facebook stalk (i.e. dig through people's Facebook pages to find out about them).
- Say anything on social media that you would not be happy saying in a public meeting, to someone's face, writing in a local newspaper or on headed notepaper.
- Comment on photos or posts, or share content, unless appropriate to your work role.
- Use visual media (e.g. Skype, Facetime) for one to one conversations with young people, use only in group settings.

**In particular, do not allow content to contain or share links to other sites that contain:**

- Libellous, defamatory, bullying or harassing statements.
- Breaches of copyright and data protection.
- Material of an illegal nature.
- Offensive sexual or abusive references.

- Inappropriate language.
- Anything which may be harmful to a child, young person or vulnerable adult, or which may bring the Centre into disrepute or compromise its reputation.

### Mobile Phones

Wherever possible, staff should be supplied with a mobile phone dedicated for work purposes. This allows for the phone to be switched off outside working hours, and for usage to be accountable. This means that, the staff member's personal number can remain private. Texts or conversations that raise concerns should be saved and passed on to the named person or the SO, Director (or if unavailable the DSA).

## 12. Guidelines For Transport For Children And Young People Where This Is Arranged By The Centre

### Transport by minibus or coach

- ▶ The minibus or coach must be fitted with seatbelts throughout.
- ▶ All children must have a proper seat.
- ▶ Laws respecting booster seats and child restraints must be respected.
- ▶ An escort must always accompany the children or young people. It is best that they are seated near to the door. They should check that all seat belts remain fastened and should ensure that a reasonable standard of behaviour is maintained during the journey. The adult should also supervise the boarding and alighting to and from the vehicle.

## 13. Use of Photographs and Images

The taking and using of photographs and images of children on websites and other publications

The taking and publishing of photographs of children is usually enjoyed by children and parents and can bring good publicity, but there are some important issues to note. Issues are the same for still photographs, videos and films, and regardless of the particular technology used. For convenience they are all referred to as images.

Images count as personal data under the Data Protection Act 1998. It is therefore important that the consent of the parents/guardians/carers is obtained for the taking and use of images. Youth/children's leaders and those taking photographs need to bear in mind that parents and carers may have good reasons for refusing consent, for example:

- ▶ If individual children are identified, it would be possible for paedophiles to use the images to target prospective victims;
- ▶ Some children may have been subject to disputed custody matters, local authority care, or adoption, and their whereabouts should not be too widely known; parents and carers of the affected children will know this and will appropriately withhold consent without necessarily giving the reason;
- ▶ Photographs which are taken or turned into digital images can be manipulated to create child pornography.

### Advice and good practice guide for the taking and using of images

- ▶ Consider using models or illustrations instead of photographs if you are promoting an activity.
  - ▶ Obtain parental permission before taking images of their child
- ◇
- ▶ It is the leader's responsibility to see that children are not included in photographs if consent has not been given.
  - ▶ Avoid the use of both first name and surname of individuals in a group photograph. Use a general caption instead e.g. 'Making Christmas Decorations'.
  - ▶ If the child is fully named in print, avoid using their photograph.
  - ▶ If a photograph is used, avoid fully naming the child.
  - ▶ After taking photographs, ask for parental permission to use an image of their child if you wish to use it for promotional purposes. This ensures that parents are aware of the way the image of their child is representing the organisation or activity.

- ▶ Consider also asking for the child's permission to use their image.
- ▶ To reduce the risk of inappropriate use, only use images of children in suitable dress. The content of the photograph should focus on the activity not on a particular child and should avoid full face and body shots.

### **Guidelines for the use of photographers (e.g. for a local newspaper) at events**

- ▶ Provide a clear brief about what is considered appropriate in terms of content.
- ▶ Issue the photographer with identification, which must be worn at all times.
- ▶ Inform children and parents that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs.
- ▶ Do not allow unsupervised access to children or one-to-one photo sessions at events.

### **Photographs at a public event**

It is necessary to exercise common sense in the application of these guidelines in the case of a general photograph of a public event, such as a church fete, where no individual or group of people is the focus. It would not be practicable to obtain the prior consent of everyone concerned, nor is this required by data protection law. It is still appropriate to consider carefully where and how such photographs are displayed. Parents attending an activity, if you give them permission, are allowed to take visual images as long as they are only for their own private use e.g. for a family album. This information can be communicated to them by the circular or invitation to the activity before it takes place.

Please Note: It is the person taking visual images for personal use that shall be held responsible for any unlawful processing or misuse.

### **Filming and Videos**

Often a number of sequences are taken by the person(s) producing the video/CD/webcam. Once the final version has been produced it is advisable that further permission is sought from the parents/guardian/carer and they should be given an opportunity to view it before it is shown to a wider audience. This is in case they have any objections as to how their child has been portrayed and the context in which images of him/her have been used.

### **The Internet and Websites**

Apply an increased level of consideration to the images of children and young people on a church or other website. Once it has been decided which visual images to use for these purposes parental consent should be obtained for use in this context.

### **Concerns about use of images**

Concerns about the way in which images are used should be dealt with in the same way as any other child protection concerns.

## 14. Important Contacts

### **An Independent Person**

An Independent Person is nominated to act as somebody to whom children may talk to about any problems in the event that this cannot be done by the Safeguarding Co-ordinator or through other arrangements.

### **St Philip's Centre's Independent Person is:**

Zoe Butler  
Director of Student Services & Marketing  
Leicester College – Freeman's Park Campus  
Welford Road  
Leicester LE2 7LW

Tel: 0116 2242226 Mobile 07717 508185  
ZButler@leicester.ac.uk

### **Contact Numbers for St Philip's Centre Staff:**

#### **Director:**

Dr Tom Wilson  
07759 823104

#### **Safeguarding Officer:**

Mr Riaz Ravat  
07837 551090

### **Contact numbers for Children & Adult services in Leicester, Leicestershire & Rutland:**

- Leicester City Children and Adults Services (incl. out of hours for Children's Services) 0116 454 1004
- Leicester City and Leicestershire Adult Services out of hours – 0116 454 1004
- Leicestershire Children's Service (incl. out of hours) – 0116 232 3232
- Leicestershire Adult Services (daytime) – 0116 305 0004
- Rutland Children's Services (daytime) – 01572 758 307
- Rutland Adult Services (daytime) – 01572 758 122
- Rutland Children's Services (out of hours) – 0116 305 0005
- Rutland Adult Services (out of hours) – 0116 255 1606
- UAVA (United Against Violence and Abuse) -08088020028

## The Leicester Diocesan Safeguarding Team is :

**Rachael Spiers** , Diocesan Safeguarding Adviser  
Tel 0116 2615341 email: [rachael.spiers@leicestercofe.org](mailto:rachael.spiers@leicestercofe.org)

**Peter Holloway**, Assistant Diocesan Safeguarding Adviser  
Tel 0116 2615241 email: [peter.holloway@leicestercofe.org](mailto:peter.holloway@leicestercofe.org)

**Rachel Boyes**, Diocesan Safeguarding Training Officer  
Tel 0116 2615380 email: [rachel.boyes@leicestercofe.org](mailto:rachel.boyes@leicestercofe.org)

**Julie Foulds**, Safeguarding Team Administrator  
Tel 0116 2615360 email: [julie.safeguarding@leicestercofe.org](mailto:julie.safeguarding@leicestercofe.org)

- **ThirtyOneEight** (out of hours) -0303003111

## 15. Further Help and Guidance

### Helplines

- **NSPCC** for adults concerned about a child - **0808 800 5000**
- **Childline** for children and young people - **0800 1111**
- **Action on Elder Abuse** helpline - **0808 808 8141**
- **24-hour National Domestic Violence** helpline - **0808 2000 247**
- **NAPAC** offer support and advice to adult survivors of childhood abuse - **08088010331**
- **Stop It Now** preventing child sexual abuse - **0808 1000 900**
- **Cruse** bereavement helpline - **0808 808 1677**
- **Family Lives** support and advice on **family issues** - **0808 800 2222**
- **MACSAS** for people who have been abused by church officers - **0808 801 0340**
- **Samaritans** for people struggling to cope and needing someone to talk to - **116 123**

### Some sources of support for victims and families of abuse

- **THE SURVIVORS TRUST**  
<http://thesurvivorstrust.org/>
- **SAFELINE**  
<https://www.safeline.org.uk/what-can-friends-and-family-members-do-to-support-survivors-of-sexual-abuse/>
- **SUPPORT LINE**  
[http://www.supportline.org.uk/problems/rape\\_sexual-assault.php](http://www.supportline.org.uk/problems/rape_sexual-assault.php)
- **VICTIM SUPPORT**  
<https://www.victimsupport.org.uk/crime-info/types-crime/childhood-abuse>

## Websites

[www.nspcc.org.uk](http://www.nspcc.org.uk) [www.womensaid.org.uk](http://www.womensaid.org.uk) [www.restoredrelationships.org](http://www.restoredrelationships.org)

[www.stopitnow.org.uk](http://www.stopitnow.org.uk) [www.scie.org.uk](http://www.scie.org.uk) [www.ceop.police.uk](http://www.ceop.police.uk)

[www.elderabuse.org.uk](http://www.elderabuse.org.uk) [www.ageuk.org.uk](http://www.ageuk.org.uk) [www.barnardos.org.uk](http://www.barnardos.org.uk)

[www.spiritualabuse.com](http://www.spiritualabuse.com) [www.modernslavery.co.uk](http://www.modernslavery.co.uk) <https://carers.org/>

## Acknowledgments

Thanks are owed to Garry Johnson, the previous DSA of Peterborough Diocese, and the Dioceses of Canterbury, Southwark, Peterborough and Newcastle and their parishes for their contribution to the preparation of this practice guidance. Additional thanks goes to the other DSAs, too many to name, that have offered their expertise to this guidance and to the Dioceses of Peterborough, Chelmsford, Oxford, Southwark and Canterbury for the use of some of their materials.

## Glossary of links

### Page 5

House of Bishops' Policies and Practice Guidance

<https://www.churchofengland.org/more/safeguarding/policy-practice-guidance>

A3 policy poster

<https://www.churchofengland.org/sites/default/files/2017-12/PromotingASaferChurchPosterA3.pdf>

Online parish safeguarding resources

<https://www.churchofengland.org/more/safeguarding/templates-resources>

Glossary reference guide

<https://www.churchofengland.org/sites/default/files/2017-11/Glossary%20Reference%20Document%20-FINAL.pdf>

### Page 7

Safeguarding and Clergy Discipline Measure 2016

[https://www.churchofengland.org/sites/default/files/2017-10/cdm-2003-as-amended-by-scdm-jan-2017-as-published\\_2.pdf](https://www.churchofengland.org/sites/default/files/2017-10/cdm-2003-as-amended-by-scdm-jan-2017-as-published_2.pdf)

### Page 9

House of Bishops' Key Roles and Responsibilities of Church Officers and Bodies Practice Guidance

<https://www.churchofengland.org/sites/default/files/2017-10/roles-and-responsibilities-practice-guidance.pdf>

House of Bishops' Safeguarding Policy Statement 'Promoting a Safer Church'

<https://www.churchofengland.org/sites/default/files/2017-12/PromotingSaferChurchWeb.pdf>

Promoting a Safer Church A3 poster

<https://www.churchofengland.org/sites/default/files/2017-12/PromotingASaferChurchPosterA3.pdf>

Model Parish Safeguarding Policy

<https://www.churchofengland.org/sites/default/files/2018-09/6.%20Model%20Parish%20Safeguarding%20Policy.docx>

Model Parish Safeguarding Officer Role Description

<https://www.churchofengland.org/sites/default/files/2017-11/Roles%20and%20Responsibilities%20-%20Appendix%208.docx>

Model Safeguarding in Your Parish – 'Who's who'

<https://www.churchofengland.org/sites/default/files/2017-11/Roles%20and%20Responsibilities%20-%20Appendix%205.docx>



A Church Near You  
<https://www.achurchnearyou.com/>

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Model Activity Risk Assessment Template  
<https://www.churchofengland.org/sites/default/files/2018-09/3.%20Model%20Activity%20Risk%20Assessment%20Template.docx>

Model Safeguarding Provision for Church Premises Hire  
<https://www.churchofengland.org/sites/default/files/2017-11/Roles%20and%20Responsibilities%20-%20Appendix%206.docx>

Model Parish Safeguarding Checklist  
<https://www.churchofengland.org/sites/default/files/2017-11/Roles%20and%20Responsibilities%20-%20Appendix%207.docx>

## **Page 11**

Government information on whistleblowing  
<https://www.gov.uk/whistleblowing/who-to-tell-what-to-expect>

## **Page 12**

Types of Abuse Fact Sheet  
<https://www.churchofengland.org/sites/default/files/2018-10/Type%20of%20Abuse%20Reference%20Document%20September%202018%20-%20PROOF%20COPY.pdf>

Working Together to Safeguard Children  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/729914/Working\\_Together\\_to\\_Safeguard\\_Children-2018.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729914/Working_Together_to_Safeguard_Children-2018.pdf)

House of Bishops' Responding Well to Domestic Abuse Policy and Practice Guidance  
<https://www.churchofengland.org/sites/default/files/2017-12/RespondingWellWeb.pdf>

## **Page 13**

The Protection of Children Act 1978  
<https://www.legislation.gov.uk/ukpga/1978/37>

Sexting Fact Sheet  
<https://www.churchofengland.org/sites/default/files/2018-09/1.%20Fact%20Sheet%20-%20Sexting%20%28youth%20produced%20sexual%20imagery%29.docx>

## **Page 14**

Carers Trust  
<https://carers.org/>

The Care Quality Commission  
<https://www.cqc.org.uk/>

The Parliamentary and Health Service Ombudsman  
<https://www.ombudsman.org.uk/>

The Local Government and Social Care Ombudsman  
<https://www.lgo.org.uk/>

The Prison and Probation Ombudsman  
<https://www.ppo.gov.uk/>

Care and Support Statutory Guidance  
<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

## **Page 15**

The Clewer Initiative  
<https://www.theclewerinitiative.org/>

Unseen  
<https://www.unseenuk.org/>

## **Page 16**

House of Bishops' Safer Recruitment Practice Guidance  
[https://www.churchofengland.org/sites/default/files/2017-11/safeguarding%20safer\\_recruitment\\_practice\\_guidance\\_2016.pdf](https://www.churchofengland.org/sites/default/files/2017-11/safeguarding%20safer_recruitment_practice_guidance_2016.pdf)

DBS eligibility  
<https://www.churchofengland.org/sites/default/files/2017-11/Eligibility%20for%20an%20enhanced%20criminal%20records%20check%20%28Appendix%207%29%20-%20Safer%20Recruitment.docx>

DBS FAQs  
<https://www.churchofengland.org/sites/default/files/2017-11/dbs-faq-february-2017.pdf>

Model Application Form  
<https://www.churchofengland.org/sites/default/files/2017-11/Application%20form%20template%20%28Appendix%203%29%20-%20Safer%20Recruitment.docx>

Confidential Declaration Form  
<https://www.churchofengland.org/sites/default/files/2017-12/NST%20Confidential%20Declaration%20Form%20August%202017.docx>

Model Interview Questions  
<https://www.churchofengland.org/sites/default/files/2017-11/Model%20interview-discussion%20template%20%28Appendix%206%29%20-%20Safer%20Recruitment.docx>

## Page 17

Model Reference Request Letter

<https://www.churchofengland.org/sites/default/files/2017-11/Reference%20form%20template%20%28Appendix%204%29%20-%20Safer%20Recruitment.docx>

Model Appointment Letter

<https://www.churchofengland.org/sites/default/files/2017-11/Letter%20of%20appointment%20template%20%28Appendix%209%29%20-%20Safer%20Recruitment.docx>

## Page 18

Safeguarding Training and Development Practice Guidance

[Safeguarding Learning and Development Framework  
| The Church of England](#)

## Page 21

House of Bishops' Responding to, Assessing and Managing Concerns or Allegations Against Church Officers Practice Guidance

<https://www.churchofengland.org/sites/default/files/2017-11/responding-to-assessing-and-managing-concerns-or-allegations-against-church-officers.pdf>

## Page 22

Model Parish Recording Template

<https://www.churchofengland.org/sites/default/files/2018-09/4.%20Model%20Parish%20Recording%20Template.docx>

## Page 25

Church of England's Records Management Guides

<https://www.churchofengland.org/more/libraries-and-archives/records-management-guides>

Data Protection Act 2018

<http://www.legislation.gov.uk/ukpga/2018/12/contents>

Data Protection: Parishes and the GDPR

<https://www.parishresources.org.uk/gdpr/>

## Page 26

Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers (July 2018)

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/721581/Information\\_sharing\\_advice\\_practitioners\\_safeguarding\\_services.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf)

Mental Health Capacity Act 2005

<http://www.legislation.gov.uk/ukpga/2005/9/contents>

## **Page 27**

Forgiveness and Reconciliation in the Aftermath of Abuse

[https://www.churchofengland.org/sites/default/files/2017-10/forgivenessandreconciliation\\_0.pdf](https://www.churchofengland.org/sites/default/files/2017-10/forgivenessandreconciliation_0.pdf)

## **Page 28**

House of Bishops' Responding Well to those who have been Sexually Abused Policy and Guidance

<https://www.churchofengland.org/sites/default/files/2017-11/Responding%20well%20to%20those%20who%20have%20been%20sexually%20abused%20%282011%29.pdf>

## **Page 32**

Model Ongoing Safeguarding Agreement

<https://www.churchofengland.org/sites/default/files/2017-11/Responding%20practice%20guidance%20-%20Appendix%205.docx>

## **Page 34**

Safer Environment and Activities Practice Guidance

*Please note this will be linked when released*

Model Code of Safer Working Practice

*Please note this will be linked when released*

Model Consent Form – Photographs – Images

*Please note this will be linked when released*

## **Page 36**

NSPCC – Recommended adult to child ratios for working with children

<https://learning.nspcc.org.uk/research-resources/briefings/recommended-adult-child-ratios-working-with-children/>

Model Registration Form – Activities and Trips

<https://www.churchofengland.org/sites/default/files/2018-09/8.%20Model%20Registration%20Form%20-%20Activities%20and%20Trips.docx>

Model Consent Form - Transport

<https://www.churchofengland.org/sites/default/files/2018-09/2.%20Model%20Consent%20Form%20-%20Transport.docx>

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Model Risk Assessment Checklist for Home

Visit <https://www.churchofengland.org/sites/default/files/2018-09/9.%20Model%20Risk%20Assessment%20Checklist%20for%20Home%20Visiting.docx>



## APPENDIX A

### SAFEGUARDING PRO-FORMA

**Logging a concern/incident about the safety and welfare of a child or adult at risk**

Part 1 (for use by any staff/faith practitioner)

|  |                           |
|--|---------------------------|
| <b>Name of child/adult at risk:</b>  | <b>Approximate Age(s)</b> |
| <b>Date, time and place of incident(s)/concern:</b>                        |                           |
| <b>Date and Time of writing:</b>   |                           |
| <b>Your name .....(PRINT)</b>  |                           |
| <b>Signature .....</b>   |                           |
| <b>Role .....</b>  |                           |
| <b>Record the following factually:</b>                                     |                           |
| <b>What are you worried about?</b>   |                           |
| <b>What? (If recording a verbal disclosure by a child use their words)</b> |                           |
| <b>Where?</b>  |                           |
| <b>When (date and time of incident)?</b>                                   |                           |
| <b>Any witnesses?</b>  |                           |
| <b>What is the person's account/perspective?</b>                           |                           |

|  |
|--|
|  |
| <b>Any other relevant information (distinguish between fact and opinion), previous concerns etc.</b>               |
|  |
| <b>What needs to happen? Note actions, including names of anyone to whom your information was passed and when.</b> |
|  |

**Check to make sure your report is clear to someone else reading it.**

**Please pass this form as soon as possible to Riaz Ravat, Safeguarding Lead or Tom Wilson, Director of St Philip's Centre.**

Part 2 (for use by Designated Safeguarding Lead – Riaz Ravat or Tom Wilson)

|  |  |
|--|--|
| <b>Time and date information received, and from whom.</b>  |  |
| <b>Any advice sought – if required (date, time, name, role, organisation and advice given).</b>  |  |
| <b><u>Action taken</u></b><br><br><b>Note time, date, names, who information shared with and when etc.</b>                                       |  |
| <b><u>Parents informed?</u><br/>Y/N and reasons.</b>   |  |
| <b><u>Outcome</u></b><br><br><b>Record names of individuals/agencies who have given information regarding outcome of any referral (if made).</b> |  |
| <b>Where can additional information regarding child/adult/incident be found (e.g. pupil file, serious incident book)?</b>                        |  |
| <b>Signed</b>  |  |
| <b>Printed Name</b>  |  |
| <b>Date</b>  |  |





## **SIGNATURE SHEET – PROMOTING A SAFER CENTRE HANDBOOK**

The 'Promoting a Safer Centre' Handbook was approved by the Trustees of St Philip's Centre on 24th May 2023.

Signed: ..... Chair of Trustees

Signed..... .Director of St Philip's Centre

Review due by the end of May 2024.