

'Child protection: guidance for volunteers'

June 2015
Version 13



Contents

1. CHILD PROTECTION AT CHRIST CHURCH CLIFTON	4
2. GUIDELINES TO LEADING CHURCH PROGRAMMES	6
2.1 Child Registration Record/ Medical Consent form	6
2.2 Registration	6
2.3 Logbook	6
2.4 Responsibility	6
2.5 Collection of children after meetings, groups or events	7
2.6 Unaccompanied children	7
2.7 Adult: Child Ratios	8
2.8 Activities in private houses belonging to members of the congregation.	9
2.9 Accident & First Aid	9
2.10 Illness	10
2.11 Fire – evacuation procedures	10
2.12 Toileting	10
2.13 Transport	11
2.14 Photographs. Website & Media	12
3. GUIDELINES FOR ACTIVITIES & RESIDENTIAL EVENTS	12
3.1 Activities	12
3.2 Residential Events	13
3.3 Overseas Mission Trips	14
3.4 Risk Assessment	15
4. GUIDELINES TO OTHER ACTIVITIES AT CHRIST CHURCH	16
4.1 Babysitting	16
4.2 Mums groups and daytime Christianity Explored courses	16
4.3 Christ Church Toddlers	16

4.4	School Visits and Schools Work	16
4.5	1-2-1 Contact	16
4.6	Peer-Led Groups	17
5.	SOCIAL NETWORKING	17
6.	GUIDELINES TO BEHAVIOUR AND HOW TO RECOGNISE ABUSE	18
6.1	Appropriate behaviour and discipline	18
6.2	Touching	19
6.3	Definitions of Abuse	20
6.4	Recognising signs of Abuse	21
6.5	What to do when a child tells you they have been abused	22
6.6	What to do after a child has disclosed incidents of abuse to you	23
6.7	Procedures for responding to abuse	23
6.8	Why in some circumstances you should not speak to the parent or alleged abuser	26
6.9	What to do when you have suspicions or concerns of abuse or have received information that may point to abuse	26
6.10	When you are told by a third party that they believe a child is being abused:	27
7.	USEFUL TELEPHONE NUMBERS & OTHER INFORMATION	28

1. Child protection at Christ Church Clifton

Introduction

Thank you for volunteering to serve here at Christ Church Clifton with the work among children or young people. As we hope you will find out, working with children and young people is extremely rewarding, being at the same time, a challenge.

As you may be aware, any ministry among children and young people is working towards keeping children and young people safe and sound. With this in mind, we have produced this 'Child protection: guidance for volunteers', provided to all those volunteering or employed to work with children or young people in the church. Please read through the sections, as directed, and if you have any questions regarding these guidelines please do discuss them with your ministry leader.

Thank you for your time, and we look forward to working with you among children and young people.

Child Protection Policy

This 'Child protection: guidance for volunteers' build on the Christ Church Clifton Child Protection. The full policy and appendices are available from the church office. The statement below summarises the key points of the policy.

Our first concern is that children and young people are safe while in our care. Therefore we:

- Appoint Parish Safeguarding Officers.
- Plan the work of the church among children and young people so as to minimise situations where abuse of children or young people may occur.
- Carry out tight appointment procedures for anyone applying to work among children and young people.
- Are committed to supporting and providing appropriate training for all paid leaders and volunteer leaders in relation to Child Protection.
- Are committed to supporting parents and families.
- Are committed to nurturing, protecting and safeguarding children and young people in our care, especially the young and vulnerable.
- Recognise that child protection is everyone's responsibility.
- Follow appropriate measures should any disclosure of abuse be made.
- Seek to support all in the church affected by abuse.
- Review this policy annually.

If you have any concerns for a child in relation to any Child Protection matter then speak to one of the following people, who have been approved as Parish Safeguarding Officers for this church.

Graham Stuart
(Christ Church)

Vacancy
(Christ Church)

Vision for Children's and Youth Ministry at Christ Church

The Children's and Youth Ministry at Christ Church Clifton exists to fulfil the mission statement of *Being transformed by Jesus to see the Kingdom come amongst children and young people, and to glorify God as we do so.*

This is done by:

- Supporting and encouraging parents who are primarily responsible for the teaching of Biblical truths to their children.
- Making the whole counsel of God known to children, with particular emphasis on the Gospel of Jesus Christ.
- Equipping the children and young people to live for Jesus Christ.
- Relying on God for the children and young people's spiritual life and growth, by praying for them.
- Living faithfully before the children, modelling for them how Christians are called to relate to God, each other and the world around.

Responsibilities

All those involved in working with children and young people at Christ Church are responsible for ensuring the safety and protection of those under their supervision. They must read, understand and abide by the guidance in this document, and should attend regular training, at least every 2 years. In particular they must follow the relevant section of these guidelines if they have concerns that any child may be at risk or have been abused in any way.

The Child Protection Group

Name	Role	Reason for involvement
Graham Stuart	Parish Safeguarding Officer (Children) (PSO)	Lay representative from CC Independent from management and children's work
Vacancy	Child Protection Representative (PSO)	Lay representative from CC Independent from management and children's work
Chris Whitwell	Emerging Generations Pastor (EGP)	Staff representative and practical implementation of the CC Child Protection policy.
Vacancy (Andy Murray)	Children's Pastor (CP)	Staff representative and practical implementation of the Child Protection policy.
Mark Parsons	Operations Manager (OM)	Oversight of implementation of Child Protection Policy on behalf of the PCC and PCC secretary

Ultimate oversight and responsibility of the Child Protection Policy rests with the Vicar and PCC.

2. Guidelines to Leading Church Programmes

2.1 Child Registration Record/ Medical Consent form

A parent/ guardian of a child (under 18 years of age) will be asked to complete an initial registration form for that child. This form will ask for permission to look after their child during each main session (Sunday mornings and Saturday evenings), and to provide all relevant consent (road crossing, photographs etc) for the running of the yearly programmes. The form will also contain *Information for Parents/ Guardians*, which will inform parents/guardians of the times of the programmes and the leaders' and parents'/ guardians' responsibilities.

2.2 Registration

All children and adults present in each group must be registered, stating who was at each group, and the leaders present during the group session. This register should be made up at each meeting, including time of arrival and departure of any child or young person who does not stay for the whole session and any other people in the rooms used by the children at the time. Completed registers will be filed and kept secure for in perpetuity.

2.3 Logbook

Group leaders will keep a logbook of each activity. Any unusual events during the session should be recorded and, where appropriate, what action was taken. Such unusual events might include:

- A young person making too many throw-away sexual comments about church workers and other people
- Too much physical contact by a young person
- The need to restrain a young person or child due to disruptive behaviour
- Fights that occurred during the activity
- Allegations may be made later on and records of previous behaviour by the child or young person will enable an allegation to be seen in context. Logbooks can protect both children and youth leaders.

2.4 Responsibility

Leaders are responsible for the children and young people once they have been registered or dropped off for a particular group.

Parents/guardians are responsible for their children at church once they have been collected from their groups or returned to them by leaders on Sunday morning children and youth groups at the set times. Parents are informed of the times on the *Information for Parents/Guardians* sheet given out with the Child Registration Record form. For all children's and youth

groups it is the parent's/guardian's responsibility to drop their child off or know how their child is getting to the group and to collect their child at the correct time or know how they are getting home from the group. The leaders are not responsible for the safe return of *young people* after the group has finished.

If a child arrives late for a group meeting then it is the parent's/ guardian's responsibility to make sure the child gets to their group. The church cannot be responsible if a parent leaves a child at the church but that child's group has already left to go to another site.

2.5 Collection of children after meetings, groups or events

- For each children's group, there will be a system for ensuring that children are only allowed to leave once an appropriate adult has arrived to take responsibility for them.
- Written consent can be given by parents/guardians for children in Explorers, Trailblazers and Pathfinders to arrive at, and leave the group on their own (without an adult). Leaders will have responsibility for the children/young people during the group session, but they will accept no responsibility for the children outside of the stated group times.
- With regard to groups for children of secondary school years 10 and above (e.g. Meeting Point), the young people will be allowed to make their own way home. However there will be a system for registering that these children have arrived at the group and the time that they leave.
- Arrangements for collection of children, or allowing them to leave after meetings, will be notified to parents as part of the initial registration procedure.

2.6 Unaccompanied children

Sometimes children and young people may attend worship or specific groups, apparently without the knowledge of their parents. No hard and fast guidelines can be given, and the age of the child/ young person should be taken into consideration. The following points may assist:

- Establish whether the child/ young person attends with his/her parents'/guardians' knowledge, or at least without his/her parents'/ guardians' objections.
- Establish their contact details (address and home telephone number). Include these on the register/ signing in book.
- Provide information about the group to the child to take to his/her parent/ guardian and a registration card. Inform the child or young person that they can enter but if they wish to return they can only do so if they bring their completed registration card.
- If someone turns up for a second time without their registration card we would phone the parent/ guardian to gain verbal consent and explain to the parent/ guardian that we need the form for the next time.
- If there are very exceptional circumstances where a child is vulnerable and doesn't want to seek parental consent, they can keep

coming only after the situation has been checked with one of the church PSOs.

- Bear in mind that the child may have some school, home or personal difficulties, which s/he may not be willing to disclose, and which need sensitive handling.
- Where a child is visiting the church for the first time in the company of their parents they may attend a group without need for a completed child registration record. If the return to the church and subsequent groups a child registration record will be required.

Remember that, for an unaccompanied child/ young person, Church may be a rare 'safe place.'

2.7 Adult: Child Ratios

Specific ratios are recommended for the number of children to adults, and it is necessary to be aware and plan these levels. Wherever possible *there should always be two adults with any group of children, however small the group.*

In line with Ofsted we recommend:

<i>Age of Children</i>	<i>Maximum group size with TWO ADULTS</i>	<i>ADDITIONAL Adults required</i>
Aged 0-2 years	4	For additional children up to a maximum of 2 – one additional adult
Aged 2-3 years	8	For additional children up to a maximum of 4 – one additional adult
Aged 3-8 years	16	For additional children up to a maximum of 8 – one additional adult
Over the age of 8 years	20	For additional children up to a maximum of 12 – one additional adult

In a crèche the specific ages of children and any special needs or circumstances should be assessed at the beginning of each session. Necessary action should be taken if it is felt that the adults present would be unable to deal with the children if an emergency arises. *It is important to note that you can only carry two babies at a time should you need to leave the premises in the event of an emergency.*

A married couple, or a couple in a close personal relationship, should not be the only leaders of a group. However, as long as there are other adult leaders present, a married couple can count as two individuals for the purpose of the adult/child ratios above.

No children or young people under the age of 18yrs will be left in overall charge of other children and young people. A volunteer leader under the age of 18 does not count as an adult in the required child/adult ratios.

For events in private houses (e.g. Mum's groups with a crèche), the adult:child ratios will be observed whenever possible, on the basis that there are sufficient adults in the house even if not specifically in the room with the children. There will always be at least two adults responsible for the children.

2.8 Leaders and other adult visitors

Adults may be at children and youth groups as *leaders* or *visitors*. It should be made obvious to all children, parents and other leaders who is an approved adult leader for each activity and who is a visitor. For this reason, leaders must wear badges. It is the responsibility of the overall group leader to ensure that only people who have current approval and who are wearing a badge act as leaders.

People who are thinking of becoming leaders may visit on one occasion to observe, and other people e.g. speakers, may be occasional visitors, but they must not have regular contact with the group of children/young people, and it must be made clear to all (children/young people/parents/other leaders) that they are visitors. Anyone who has regular contact needs to go through the approval process.

In creche and groups for young children, parents may wish to stay with their children. There is a risk that if a parent regularly attends a creche they might start acting like a leader in order to be helpful, but over time they could come to be viewed as a leader without having been through the approval process. Visiting parents should be asked to only attend to their own child, and the group leader needs to explain that they must not act like a leader (e.g. taking children to the toilet; holding other people's babies). If they wish to attend the group regularly over a prolonged period (e.g. more than once a month for more than 4 months) then they should be asked to go through the leader's approval process.

2.9 Activities in private houses belonging to members of the congregation.

Sometimes activities may be hosted in private houses belonging to people who are not the group leaders. It is important not to make any assumptions about the owners and other adults in the house, even if they are well known members of the congregation. Normal procedures about the minimum of accredited leaders should always apply, along with all other requirements of this policy e.g. with regard to toileting. Adults in the house who are not leaders should not be left alone with any children. If a particular house is used regularly the adults in the house should go through the normal church recruitment process for working with children.

2.10 Accident & First Aid

There will be accidents and injuries during the life of the church. The following procedures will be followed:

- The crypt is equipped with a basic first aid kit.
- Only qualified first-aiders are allowed to administer first aid, although any adult should provide necessary help until the first-aider arrives (e.g. applying pressure on a wound).

- In case of serious injury or life-threatening illness the emergency services will be called and parents contacted immediately.
- All incidents and accidents will be recorded in the accident record book which will be with the registration book. If a minor injury then the Children or Emerging Generations Pastor should be informed at the earliest opportunity. If a major accident then they should be contacted immediately. The accident form should be forwarded to the Children or Emerging Generations Pastor who will store this in a secure place for an indefinite period of time.
- Each team member will be informed of who the qualified first aider is and the location of the first aid box and Accident Report book.

2.11 Illness

Children with infectious illnesses must be kept at home and not brought into the children's groups. Children who appear ill whilst in the church's care will be isolated from the other children by a leader, who will remain with them whilst the parents are located.

2.12 Fire – evacuation procedures

The overall leader for each Junior church group or Youth Ministry group will take charge of the group. They will ensure that all children are assembled ready to depart and that leaders are assisting in the evacuation procedure. Each group will leave the building via their designated fire exit or, if in a family home, through the nearest door. The group will then assemble on the green outside the church or, if at a family home, at a safe distance from the building (i.e. the other side of the road). All group leaders will be aware of the procedure and relevant assembly point. The register will be taken to ensure that all children are present and out of the building. The children will stay with the leaders until collected by parents or it is safe to return to the building. The children and young people would then be registered again when they have returned to their groups.

2.13 Toileting

Parents are asked to take their children to the toilet prior to leaving them to be registered in their class.

Pre-school Children (age 5 and under)

A female leader will accompany the child to the toilet. The leader should wait outside the closed cubicle door unless the child requires assistance, and should be within eyeshot of another leader. The cubicle door must not be closed with the leader and child inside. The child and leader must wash their hands with soap before returning to their group.

Older Children

Leader will allow individual children to go to the toilet at their discretion.

2.14 Transport

For each event and meeting Christ Church is not responsible for how children and young people get to and from an event/ meeting, unless it has been made clear that Christ Church is arranging transport as part of the event. In particular, youth leaders cannot be responsible for decisions young people make about getting home from events (e.g. taking public transport late at night, walking home at night or going home in a car driven by another young person who may be under 18 yrs old).

Where Christ Church arranges transport as part of an event, this will be made clear to parents/ guardians, and the policy described below will be followed.

Private Transport

- Children and young people should not be taken out by leaders or on behalf of leaders in private cars without the prior consent of their parents. This also applies to giving lifts to and from a church activity.
- If any leaders or helpers use their own cars for youth and children's work, it is essential that they consult their insurers about such use and confirm this to the PCC, via the Emerging Generations or children's Pastors (who will pass this onto the church office).
- Employed Children and Emerging Generations Pastor using their vehicle should have business cover on their insurance.
- Whoever makes the transport arrangements it is always the responsibility of the driver to ensure the vehicle is roadworthy (valid MOT and the car is good condition) and adequately insured.
- At no time should the number of children in a car exceed the usual passenger number. There must be a seat belt for every passenger, and these must be worn.
- A leader should never give a lift to a single child or young person. If, in an emergency, a driver has to transport one child on his or her own the child should sit in the back of the car, and this should be recorded.
- Except in an emergency, there should be a minimum of two adults and two children in a car.
- Drivers who are not approved children or youth leaders should be recruited for the task through the normal screening procedures.
- If the child is under 11 years old then a suitable booster seat is required.
- If the child is under 11 years old and the car has airbags in the front (on the passenger side) then the child needs to be seated in the rear of the vehicle.

Minibuses

- If a minibus is hired then motor insurance will need to be arranged, and this should be available as part of the hiring arrangement. A minibus with seat belts should be used, and all children/ young people must have a proper seat. Some hire companies require evidence of a Midas Minibus test.

Coaches

- The leader of an activity should check that any independent coach company used for transporting children has appropriate insurance in place.

2.15 Photographs. Website & Media

- Careful consideration will be given as to why photographs are to be taken of children and what their subsequent use might be.
- Permission will be obtained from parents before photographs of their children are taken
- Permission will be obtained from parents if photographs of their children are to be used for publicity purposes, either on flyers or on the church website.
- Care will be taken to try to obscure individual faces and not allocate names to individuals in any photographs posted in a public place (e.g. Notice Boards, church magazine, website etc.)
- If photographs or video recordings are made of childrens' group activities for publicity purposes and it is not practical to obscure faces, then the resulting files, videos or photographs will be stored securely on church owned premises. Normally there will be only one copy of the images. If it is necessary to make a minimum number of further copies then a record will be made of the number and location of any copies of these files, photographs or recordings (e.g. DVDs, computer files). No-one may take any copies away from church premises (including the church, the office, the vicarage and Linden Gate) without written permission from the Dir of Ops. If it is necessary to edit images, recordings etc on computers away from church premises, then the person taking the images off site must sign that they will destroy any copies of these images (e.g. on home computers) after the immediate need for them for editing purposes has passed.

3. Guidelines for Activities & Residential events

3.1 Activities

Any activity that takes place outside regular programme times and/or takes children away from the church building or allocated venues will require dynamic planning by the group leader.

Activities taking place on the Downs will not be considered an off-site activity but will be included within the normal initial consent procedures (see section 2.1)

The group organiser will:

- Acquire written consent from parents/ guardians with their knowledge of proposed activity using the consent form in the appendices
- Ensure appropriate adult supervision
- Ensure any accident details are recorded
- Check, where necessary, all insurance conditions for vehicles, activities and personnel

- Ensure that any specific activities that require qualified instructors are staffed appropriately
- Have made risk assessments
- If the group is taken outside for an outdoor activity, the appropriate risk assessments will be made and procedures followed for crossing roads and ensuring the safety of the children.
- Ensure parents/ guardians have been informed of any necessary kit lists.
- It is the parents'/ guardians' responsibility to ensure their child wears suitable clothing and footwear.
- Complete a visit/activities form for any activity to take place that is not covered in the standard consent form

3.2 Residential Events

The group organiser must ensure the smooth and safe running of the residential event. They will pay attention to the following areas:

Health and Safety

- All leaders from Christ Church attending residential events will have been through the Christ Church appointment process.
- Acquire written consent from parents/ carers with their full knowledge of proposed activities, obtaining the following information:
 - Health
 - Medication that the child is taking and consent to adPastor it.
 - Dietary requirements
 - Allergies & medication
 - Doctor's name and telephone number
- All inhalers are to be kept on the child at all times, and it is the parent's/ guardian's responsibility to make sure that their child brings them on the residential event.
- Ensure that proper adult to child ratios are maintained (see 2.7).
- Provide a qualified first aid administrator for the residential event, ensuring they have all the medical details of each child.*
- Parents/ carers will provide a contact number in case of emergency
- Whenever possible first aid is to be administered by the First Aid administrator. For any serious injuries or life-threatening illness the emergency medical services will be called and parents informed immediately. All incidents, whether minor or major, will be recorded by the first aid administrator or leader of the trip.
- Complete a visit/activities form and send it to the church office before the event providing details of the event and contact details for the leader.

The Site & Accommodation

- Check all insurance conditions for buildings used and vehicles, and their drivers being used to transport young people, and ensure that activity instructors and specialised team members are qualified and insured (e.g. cooks have an up to date food hygiene certificate) to perform their task.
- Check details of the premises, ensuring that there are adequate fire precautions (exits, extinguishers, drills and alarms).

- All leaders are to have separate sleeping accommodation from the members, whilst still being accessible in case of an emergency *
- Ensure that adequate sleeping and toilet arrangements are made for each gender group *.
- Check who else will have access to the site and if these people have been CRB checked. If there are people who have not been CRB checked on site this will have to be considered in the risk assessment for the residential.

The Programme

- Plan the itinerary and timetable well in advance.
- Issue kit lists to all who are coming away so that proper clothing, equipment and footwear are brought.
- Complete a risk assessment for each activity during the residential event. (see section 3.4)
- Ensure all activities during the week are staffed appropriately.

*= see overseas mission trips for amendment

3.3 Overseas Mission Trips

When taking young people on an overseas Mission Trip, the leader of the mission will seek to apply, where possible, the guidelines above. It must be noted that when dealing with mission agencies in other countries child protection may not be as tight as here in the UK, and, although certain guidelines may be desirable, they may not be able to be met (e.g. leaders may have to sleep in the same room as young people from the UK, simply due to the fact that there is no space for separate rooms). Additional guidelines and amendments to above guidelines will also be applied (those in italics are amendments to guidelines above):

Health and Safety

- No young people under the age of 16yrs old will be allowed on the Mission.
- Ensure that the Mission trip is suitably insured by the Mission agency that the trip is organised by or through each individual's own personal insurance.
- Appropriate training and support will be provided before and after the Mission trip.
- In relation to any children and young people who will be cared for at the overseas site, the Mission team (adults and young people) will follow the Child Protection Policy of the Mission agency that we work with.
- It is not the responsibility of the Christ Church Mission Team to provide appropriate medical care for any children or young people who are not on the Christ Church Mission team.
- Inform young people and parents of the immunisation injections that are needed for the Mission trip.
- Ensure that there will be a qualified first aider on the Mission trip.
- Parents/ guardians' will be given, in advance, details of flight numbers, Mission itinerary and emergency contact numbers.

The Site & Accommodation

- Where possible leaders are to have separate sleeping accommodation to the members, whilst still being accessible in case of an emergency.
- Where possible ensure that adequate sleeping and toilet arrangements are made for each gender group.
- Check who else will have access to the site and if these people have been CRB checked. If there are people who have not been CRB checked on site this will have to be considered in the risk assessment for the trip.

The Programme

- No young person will be responsible for any children without adult supervision

3.4 Risk Assessment

Risk Assessments will be made of every activity. The risk assessments will be dynamic during the activity (for a sample risk assessment see appendices)

4. Guidelines to Other Activities at Christ Church

4.1 Babysitting

Christ Church will not formally offer any babysitting facilities for its programmes (e.g. Marriage Course). Any such facilities will be provided on an informal basis and will not be monitored by Christ Church or fall under the Church Child Protection Policy.

4.2 Mums groups and daytime Christianity Explored courses

The Mums groups and daytime Christianity Explored courses will follow the Child Protection policy. All crèche leaders will have gone through the church screening process.

4.3 Christ Church Toddlers

The overall leaders will have gone through the leaders screening process. Responsibility for the children lies with the parents during the session.

4.4 School Visits and Schools Work

All Christ Church volunteers helping with a school visit to Christ Church building must have been through the same screening process as other leaders (see Child Protection Policy) The visit itself will be covered by the school's own policy for School trips and will not fall under the Church Child Protection arrangements.

All Christ Church volunteers helping with schools work (i.e. taking assemblies and lessons, helping with clubs, etc.) must have been through the same screening process as other leaders. The schools work activities will be covered by the school's own policy and will not fall under the Church Child Protection arrangements. However, the volunteers will always follow guidance and advice given in the Church Child Protection Policy.

4.5 1-2-1 Contact

Young people in secondary school years 10 and above (Meeting Point) have the option to meet up with a leader on an individual basis or to meet up for coffee with them.

- It is the responsibility of the leader to inform the young person of the time they are meeting, the venue and when the meeting will finish.
- It is the responsibility of the young person to inform their parent/guardian of the meeting, its time and venue.
- The leader will meet with the young person in a public place (coffee shop) or in a home where there is at least one more adult present. This venue is not to change unless parents are informed.
- They are to never meet in a closed room where they are the only people present.

- They will meet for around 1 hour. It is the parents' responsibility to pick their child up or be informed of how they are returning home.

4.6 Peer-Led Groups

In Meeting Point, some activities within the programme are led by the members themselves (peer-led). Named adults who have been screened by Christ Church Clifton should oversee all youth activities according to the child: adult ratios. In all peer-led groups organised under the auspices of Christchurch there will be adult leaders readily available, i.e. in the same building. In addition they should contribute to any planning and review of events.

Christchurch cannot be responsible for meetings that young people arrange themselves, and which are not on the programme, even if all the young people themselves are members or a church group and even if they arrange to meet on church premises.

5. Social networking

Social networking sites and messaging services raise particular issues about how we contact and keep relationships with young people. To this aim, we have provided these guidelines to protect both leaders and young people. However, we want to encourage any relational youth work to be done face to face, not via messaging.

Social Network Sites

Due to the rise in social networking sites the following guidelines are to be followed.

1. Leaders re not to have children or young people as 'friends' on their social network profile whilst these young people are still at school or are of school age i.e. no contact between leaders and members can take place until the September following a member's 18th birthday.
2. Leaders are not to engage in any instant messaging of young people via MSN or other instant messenger providers.
3. Only those employed by CCC in youth work are able to post messages on the 'Youth at Christ Church Clifton' Facebook page. This page is restricted to notices only and therefore no conversations are possible.

Messaging (text, email, on network sites)

The following guidelines are to be followed:

1. Leaders are allowed to message a young person if they are in a 1-2-1 mentoring relationship (organised by Christ Church) with that young person or a 'youth service team' team leader (worship, welcoming, tuck, PA, Social action etc) as well as children's work groups & music teams.

2. Leaders are not allowed to 'over' message any young person. Over messaging means constantly sending them messages (over 3 leader initiated texts per week)
3. Leaders are allowed to respond to messages from young people, but should not engage in long conversations.
4. Leaders to be very careful about how they write messages to young people of the opposite sex. Be polite in responses, but brief.
5. Messages should be brief and relevant to youth work, and leaders must not use any form of social contact to foster special friendships with particular young people which go beyond their role as a youth leader.
6. No pastoral advice is to be given via messaging.

Phone calls

Calling young people should follow the guidelines as per 'Messaging.'

6. Guidelines to Behaviour and How to Recognise Abuse

6.1 Appropriate behaviour and discipline

All clergy, paid employees and volunteers should:

- Treat all children with the respect and dignity befitting their age.
- Watch their own language, tone of voice and body language.
- Learn to control and discipline children and young people without physical punishment, which is illegal for children's workers.
- Ensure that another adult is informed if a worker needs to take a child to the toilet – toilet breaks should be organised for young children.
- Try to ensure that a mixed group has male and female helpers.
- If known in advance, seek a parent's permission if a child is to be seen on his or her own. The meeting should always take place in public (e.g. a coffee shop).
- Ensure that children and young people know that they can speak to an independent person (PSO) in the parish.
- Ensure that a loving, respectful, and orderly atmosphere is created in which children/young people can learn, play, and interact with others. This atmosphere should be maintained by preparing beforehand, proactively directing children / young people towards acceptable activities and behaviour, verbally encouraging positive behaviour and, when necessary, correcting or redirecting inappropriate behaviour.
- Use acceptable means of redirecting behaviour including: correcting the child verbally, withholding a certain privilege or activity for a brief time, or separating a child / young person from the group for a brief time (particularly if his/her behaviour is endangering or upsetting others).
- Follow the guidelines for transport in connection with giving lifts to children and young people (see section 6.10)

All clergy, paid employees and volunteers should not:

- Invade a child's privacy whilst toileting or washing.
- Play rough physical or sexually provocative games.
- Be sexually suggestive about or to a child or young person even in fun.
- Touch a child or young person inappropriately.
- Scapegoat, ridicule or reject a child or young person or group.
- Allow a child or young person to involve the worker in excessive attention-seeking that is overtly physical or sexual in nature.
- Share a bed/bedroom with a child/children, a young person, or young people.
- Place themselves in a situation where they are alone with a child, children, a young person or young people.
- Permit abusive peer activities, e.g. initiation ceremonies, ridiculing, bullying.
- Allow unknown adults access to children or young people. A known person should always accompany visitors.
- Allow strangers to give children or young people lifts within Christ Church organised activities. Christ Church are not responsible for how children or young people get to or from meetings/ events.

6.2 Touching

One of the aims of the following guidelines is for us as a church to provide a warm, nurturing environment for children and young people whilst avoiding any inappropriate behaviour. It may be appropriate to comfort a child or young person who has either hurt him/herself or is distressed, but adults should be encouraged to take their cue from the child/young person. Try to make sure other adults are around.

Child abuse is harm of a very serious nature. It is unlikely that appropriate physical contact in the course of work with children and young people could be misconstrued as abuse if the following guidelines are followed:

- All volunteers must work with, or within sight of, another adult.
- If any activity requires physical contact make sure that the child/young person and their parents are aware of this and its nature.
- There must be no physical punishment of any kind.
- Avoid physically rough games. In the light of these guidelines each group will have discussed what is appropriate within that group
- Avoid unnecessary touch.
- Avoid taking young children to the toilet, but when unavoidable make sure another adult is informed or organise a toilet break for the whole group.
- First aid should be administered by someone suitably qualified and with others present. The child should administer possible first aid itself.
- Very occasionally it may be necessary to restrain a child or young person who is harming him/herself or others. If possible, try to make sure there is another adult present. Use the least possible force and inform the parents as soon as possible.
- All significant incidents of physical touching (e.g. restraining a child or young person who is violent, physically removing a young person from the group, or preventing a young person from entering the group)

that could give rise to concern or complaint should be recorded in the incident book (see Appendix 5). The incident will be reported to the PSOs if the Children or Emerging Generations Pastor feel it is necessary.

- All physical contact should be an appropriate response to the child/young person's needs and not the needs of the adult (i.e. initiated by the child/cue from the child).
- Colleagues must be prepared to support each other.
- Other adults should be prepared to speak out and take necessary action if any adult is behaving inappropriately and make sure the Children's and Emerging Generations Pastor and PSOs are aware of the situation.

6.3 Definitions of Abuse

What is a child?

Any person under the age of 18 years old.

What is abuse?

*Working Together to Safeguard Children*¹ states that 'somebody may abuse or neglect a child by inflicting harm, or failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger.' It recognises four areas of potential abuse for children: physical, sexual, emotional and neglect. Abuse can be described under any one of these four categories or a combination of categories.

Physical abuse: may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to, a child whom they are looking after. This situation is commonly described using terms such as factitious illness by proxy or Munchausen syndrome by proxy.

Emotional abuse: is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. Children may be harmed by constant lack of love or affection, or threats, verbal attacks, taunting or shouting. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Sexual abuse: Involvement of dependent, developmentally immature children or adolescents in sexual activity that they do not fully comprehend, or to which they are unable to give informed consent, or which violate the social taboos of family roles. The activities may involve physical contact, including penetrative (e.g. rape or buggery) or non-penetrative acts. They

¹ Working Together to Safeguard Children, Department of Health, 1999, quoted in Protecting all God's Children: The Child Protection Policy of the Church of England, 3rd Edition, 2004, p.5

may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect: is a failure to meet basic essential needs of a child, or if a child is left unsupervised at a young age, is likely to result in the serious impairment of the child's health or development.

Spiritual Abuse: could be defined as an abuse of power. It is often done in the name of God or Religion. It can involve manipulating or coercing an individual into thinking, saying or doing something without respecting an individual's right to choose for themselves. (Reference 4)

The issues of the exploitation of vulnerable young people and adults by people in positions of power within the Church is covered in more detail in the report "Time for Action" produced by Churches Together in Britain and Ireland.²

(A child may suffer more than one category of abuse)

6.4 Recognising signs of Abuse

Warning signs: these are only guidelines and are not necessarily proof of abuse, but they may be useful indicators.

Signs of possible Physical Abuse

- Any injuries not consistent with the explanation given for them, or where differing explanations have been received
- Injuries which occur on the body in places which are not normally exposed to falls, rough games, etc.
- Injuries or illnesses which have not received medical attention
- Any signs of neglect, under nourishment or inadequate care
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Substance abuse

Indicators of possible Sexual Abuse

- Any allegations made by a child concerning sexual abuse
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Severe sleep disturbance with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotation
- Eating disorders – anorexia, bulimia

² *Time for Action, Sexual abuse, the Churches and a new dawn for survivors*, Published by Churches Together in Britain and Ireland, 2002.

Signs of possible Emotional Abuse

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy
- Nervousness/ watchfulness
- Sudden under-achievement or lack of concentration
- Changed or inappropriate relationships with peers and/ or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away, stealing, lying

Many symptoms of distress in a child can point to abuse, but there are other explanations too. This has sometimes been the reason for falsely accusing parents of sexual abuse.

It is important that the above signs are not taken as indicating that abuse has taken place, but that the possibility should be considered far more than in the past. They should make us stop and think – not jump to inappropriate conclusions.

6.5 What to do when a child tells you they have been abused

It is not easy to give precise guidance but the following is a guideline to what to say:

General Points

- Above all else, listen, listen, and listen!
- Show acceptance of what the child says, however unlikely it seems
- Keep calm
- Look at the child directly
- Be honest
- Let them know you will need to tell someone else – don't promise confidentiality
- Even when a child has broken a rule they are not to blame for the abuse
- Be aware the child may have been threatened
- Never push for information. If the child decides not to tell you after all, then accept that and let the child know that you are always ready to listen.

Helpful things you might say or convey:

- I believe you (or showing acceptance of what the child says)
- I am glad you have told me
- It's not your fault
- I will help you

Things to avoid saying or doing:

- Why didn't you tell anyone before?
- I can't believe it
- Are you sure this is true?

- Never make false promises
- Never make statements such as 'I am shocked, don't tell anyone else.'

Concluding

- Reassure the child that they were right to tell you and that you believe them
- Let the child know what you are going to do next and that you will let them know what happens (you might have to consider referring to Social Services or the Police to prevent the child returning home if you consider them to be seriously at risk of further abuse)
- Report your discussion to the Children's or Emerging Generations Pastor and they will contact the PSOs for advice. If the Children's Pastor or Emerging Generations Pastor are implicated then telephone the PSOs directly. If all are implicated then telephone the Bristol Diocesan Child Protection Officer (these numbers can be found in section 7)
- Consider your own feelings and get pastoral support if needed.

6.6 What to do after a child has disclosed incidents of abuse to you

- Make notes as soon as possible (preferably within one hour of the child talking to you), writing down exactly what the child said and when he/she said it, what you said in reply and what was happening immediately beforehand e.g. description of the activity.
- Record dates and times of these events and when you made the record.
- Keep all hand written notes, even if subsequently typed. Such records should be kept for an indefinite period in a secure place.
- Take action to report the disclosure of abuse, as described in section 6.9 below
- You should not discuss your suspicions or allegations with anyone other than the Children or Emerging Generations Pastor and PSOs.
- Once a child has talked about abuse and the Children or Emerging Generations Pastor and PSO has been informed, they will follow the procedures in Section 6.7. They should consider whether or not it is safe for a child to return home to a potentially abusive situation. On rare occasions it may be necessary to take immediate action to contact Social Services and/or the police to discuss putting into effect safety measures for the child so that they do not return home. The PSOs will make this decision.

6.7 Procedures for responding to abuse

Under no circumstances should a church volunteer or employee investigate allegations of abuse.

Our responsibility is to refer concerns to Social Services, who will do the investigating required.

The child's welfare is paramount. In general, when abuse is disclosed or suspected we should seek to obtain the parents' agreement to involve social services, unless contacting parents may put the child at significant risk of further harm or it may prejudice a police investigation (e.g. where there is an allegation of abuse perpetrated by a parent/ guardian) . However the decision to discuss concerns about abuse with parents should also take account of the rest of this section and also section 6.8 below.

Although parents/ guardians will usually be informed, involvement of Social Services does not depend on their permission. Significant concerns about child abuse will have to be referred to Social Services, whether or not the parents/ guardians agree.

Confidentiality must be maintained as far as possible. When someone discloses information about possible child abuse they will be informed that it cannot be kept confidential and will have to be disclosed to the appropriate agencies. Any allegations or suspicions are covered by pastoral confidentiality so church members have no rights to this information. The sharing of information is therefore limited to a need-to-know basis with as few people within the church knowing about possible incidences of child abuse.

However PSOs and the Children and Emerging Generations Pastor (as appropriate) should always be informed of any potentially significant incidents or allegations, as they are responsible for ensuring that procedures are followed correctly. This is intended to protect the interests of all parties concerned.

Whilst church volunteers will normally refer directly to the PSOs or Children or Emerging Generations Pastor before reporting suspicions of child abuse to Social Services, the volunteer, as a member of the public, retains the right to report serious matters to Social Services directly.

If the alleged abuser has a role among children in the church, or has other contact with children, speak to Social Service first before taking any action such as suspension during an enquiry. It will be necessary to supervise the volunteer leader as closely as possible without raising suspicion during the very short period between the matter coming to the PSOs attention and the authorities being informed. Any suspension that follows is a necessary but neutral act. If the allegations are true it is vital to protect children and young people from further abuse or being influenced in any way by the alleged abuser.

The role of the church is essentially collecting and clarifying the precise details of the allegation and providing the information to Social Services, whose task it is to investigate the allegation.

If the allegation is against a Church leader who has responsibility for implementing the policy, the DCPO should be contacted directly. You should also advise any member of the PCC (church wardens or member)

who is not involved in the allegations. The church may also need to contact its insurance company.

The incumbent and the Director of Operations will be informed of any parties against whom allegations of abuse have been made.

If a child has a physical injury or symptom of neglect

Contact the Children's or Emerging Generations Pastor and the PSOs. They will then do the following:

- Subject to the clause above, normally speak with the parents and suggest that medical help/ attention is sought for the child.
- The doctor will then initiate further action, if necessary. Alternatively, encourage the parents to seek help from the Social Services.
- If the parents are unwilling to seek help, the PSOs should offer to go with them. If they still fail to act the PSOs may need to seek help themselves, i.e. via Social Services.
- Where emergency medical attention is necessary then this should, of course, be sought immediately, informing the doctors of any suspicions you may have.

If there are allegations of sexual abuse

Contact the PSOs immediately. They will then adhere to the following procedure:

- Do not inform the parents, under any circumstances (they could have been involved)
- Do not inform/ confront any alleged perpetrator, under any circumstances
- The fact that you feel the child's story is unlikely must not prevent appropriate action being taken. For example, a child may say that they have been abused by an another young person. In reality, the perpetrator could be a parent or close relative, but naming another person may be the only way in which this child can seek help.
- The PSOs will contact the Diocesan Child Protection Officer (DCPO) and will then refer the matter to Social Services.
- Keep information on a 'need-to-know' basis so that the alleged perpetrator is not 'tipped off'. The child or young person also has a right for their privacy to be respected as much as possible.
- In cases of severe sexual assault (such as rape) which you believe has occurred over the last few hours, and you have not been able to get an immediate response from Social Services the PSOs will contact the police directly in order to facilitate a medical examination by a police surgeon. This could provide evidence of the assault.
- If the allegations involve a church leader then the DCPO will be contacted.

In exceptional cases, where there is any disagreement between the volunteer leader and the church leaders / PSOs on the appropriateness of making a referral to the statutory authorities, then the volunteer leader retains a responsibility as a member of the public to report serious concerns to the Social Services Department. Remember that sexual abuse of children is a serious crime.

6.8 Why in some circumstances you should not speak to the parent or alleged abuser

A child might make an allegation naming someone as the abuser. That might not be the absolute truth; it could be that a child feels safer to name someone else because they are being told not to tell, or the child is presenting the situation in a confused way.

If a parent knew about the allegation and they were innocent, they might go and confront the alleged abuser and ruin a police or social services investigation. They might also, in anger, take physical action against him/her, which would not be very helpful.

The alleged abuser (if guilty) might try to silence the child with bribery or threats. He could remove any incriminating material (books, photos, computer files).

False allegations by teenagers are, of course, possible but not very common. Why would someone wish to make something up and go through the process of statements etc. if there is no basis of truth? Do not assume that the retraction of an allegation means that it was untrue in the first place. So often the cost to the child or young person of pursuing a matter proves too high.

6.9 What to do when you have suspicions or concerns of abuse or have received information that may point to abuse

The correct course of action is:

- Keep a written report of the concerns and decisions made, with outcomes and other relevant details. Keep the report in a safe place
- Do not ignore your concerns but take advice on what to do.
- Act quickly. It is important to take advice on the same day, usually by initially informing the Children's Pastor or Emerging Generations Pastor, who should then take advice from one of the PSOs.

There are several ways that you can do this:

- Inform and discuss with the PSO. The PSO may already be aware of other concerns about the child or family and your information may help to fill out the picture
- Contact the Diocesan Safeguarding Adviser
- Discuss your concerns with the local Social Services Department Child Protection Team (this may be done by the leader, the PSO or the incumbent, as appropriate). You can discuss your concerns and ask for advice without giving the child's details. You should be willing to give your own name and telephone number. If in doubt, it is better to make a referral than to do nothing
- Contact details for all of the above are given in section 7

6.10 When you are told by a third party that they believe a child is being abused:

The correct course of action is;

- Take the allegation seriously
- Keep a record of the time, date and nature of the allegation. You may wish to discuss the information with the PSO
- Ask the referrer to inform the Social Services Department. If he/she feels unable to do this, then you will need to do so, giving details of the source of your information
- If the referrer is not willing to be named, explain that no further steps can be taken and the possible implications for the child

7. Useful telephone numbers & other information

Parish Safeguarding Officers

Graham Stuart 07966 168879
Vacancy

Incumbent

Paul Langham 0117 973 6524

Children's Pastor

Vacancy (Andy Murray) 0117 973 6524

Emerging Generations Pastor

Chris Whitwell 0117 973 9640

Diocesan Safeguarding Adviser

Leanne Smith 0117 906 0100
0844 892 0104 (out of hours)
Bishop of Bristol 0117 973 0222
Diocese of Bristol Office 0117 906 0100
Parish development team 0117 906 0100

Social services departments

South Gloucestershire Child Assessment Team 01454 868501
Emergency (for South Gloucestershire out of office hours) 01454 615165
North Bristol – Ridingleaze, Lawrence Weston 0117 903 1700
0117 903 8764
0117 903 8766
East/Central Bristol – Welsman, St Pauls 0117 903 6774 / 6775 / 6776
South Bristol – SYTLes Avenue – locality 1, 4 0117 353 2160 / 2161
South Bristol – Broadwalk – locality 2, 3 0117 903 8313
0117 903 1340
Outside Office hours – emergency duty team 01454 615 165
NSPCC – if social services uncontactable 0808 800 5000

Police

Avon and Somerset Constabulary 08454567000
In emergency, ring 999

National organisations

Child line 020 7239 1000
Helpline for children 0800 1111
Church's Child Protection Advisory Service 0845 1204550
NSPCC Child Protection helpline 08088005000
www.nspcc.org.uk
Child Exploitation and Online Protection Centre www.ceop.gov.uk
www.thinkuknow.co.uk