



# Safeguarding: guidance for volunteers working with children and vulnerable adults

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# 1 Safeguarding at Christ Church Clifton

## 1.1 Introduction

Thank you for volunteering to serve here at Christ Church Clifton with the work among children, young people or adults. As we hope you will discover, working with these groups can be extremely rewarding.

As you may already be aware, any ministry among people includes keeping them safe and sound. All those involved in working with children, young people and adults at Christ Church are responsible for ensuring the safety and protection of those under their care. With this in mind, we have produced this 'Safeguarding guidance for volunteers', for all those volunteering or employed to work with vulnerable people in the church. Please read through the guidance and if you have any questions please do discuss them with your ministry leader. It is your responsibility to read, understand and abide by the guidance in this document and the Safeguarding policy and attend regular training, at least every 3 years.

Thank you for your time, and we look forward to working with you.

## 1.2 Safeguarding Policy

This 'Safeguarding guidance for volunteers' builds on the Christ Church Clifton Safeguarding policy. The policy is available from the church office and the church website.

The statement below summarises the key points of the policy.

Our first concern is that everyone is safe while in our care. Therefore we:

- Appoint Parish Safeguarding Officers.
- Plan the work of the church among children, young people and vulnerable adults so as to minimise situations where abuse may occur.
- Carry out safer recruitment process for anyone applying to work among children, young people and vulnerable adults.
- Are committed to supporting and providing appropriate training for all paid leaders and volunteer leaders in relation to safeguarding.
- Are committed to supporting families.
- Are committed to nurturing, protecting and safeguarding children, young people and vulnerable adults in our care.
- Recognise that safeguarding is everyone's responsibility.
- Follow appropriate measures should any concerns regarding abuse be raised.
- Seek to support all in the church affected by abuse.
- Review this policy annually.

If you have any safeguarding concerns regarding a child, young person or vulnerable adult then speak to one of the following people, who have been approved as Parish Safeguarding Officers for this church.

### Children and young people:

Sandy Buckland          Jon Bowden

### Adults:

Gaye Senior-Smith      Sam Creavin

### 1.3 The Safeguarding Group

<b>Name</b>	<b>Role</b>	<b>Reason for involvement</b>
Sandy Buckland	Parish Safeguarding Officer (Children) (PSO)	Lay representative from CC Independent from management and children's work
Jon Bowden	Parish Safeguarding Officer (Children) (PSO)	Lay representative from CC Independent from management and children's work
Tomasita Camona	Children's Ministry Lead (CP)	Staff representative and practical implementation of the CC Safeguarding policy.
Mark Parsons	Operations Manager (OM)	Oversight of some of the administrative aspects of the Safeguarding Policy on behalf of the PCC.
Sam Creavin	Parish Safeguarding Officer ( Adults ) (PSO)	Lay representative from CC Independent from management and vulnerable adults work
Gaye Senior-Smith	Parish Safeguarding Officer ( Adults ) (PSO)	Lay representative from CC Independent from management and vulnerable adults work
Emelye Chanot Beth Padfield	Youth Pastors	Staff representative and practical implementation of the CC Safeguarding policy.

Ultimate oversight and responsibility of the Safeguarding Policy rests with the Vicar and PCC

## 2 CHILDREN

### Vision for Children's and Youth Ministry at Christ Church

The Children's and Youth Ministry at Christ Church Clifton exists to fulfil the church vision of 'Inviting Everyone To Follow Jesus'.

This is done by:

- Supporting and encouraging parents/guardians 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.

### 2.1 Guidelines to Leading Church Programmes

#### 2.1.1 Registration / Medical consent form ( see appendix a )

A parent/guardian of a child ( under 18 years of age ) will be asked to complete a child registration form for that child. This form will ask for permission to look after their child during each main session ( eg. Sunday mornings and Friday evenings ) including medical information, contact numbers, and travel arrangements to & from church and provide all relevant consent ( medical, road crossing, photographs etc ) for the running of the yearly programmes. If over 16 this form can be completed by the child themselves. Parents/guardians will also be given an *Information for Parents/Guardians* sheet which will inform parents/guardians of the times of the programmes and the leaders' and parents'/guardians' responsibilities. Completed child registration forms will be filed and kept securely, in compliance with data protection legislation but where clergy, Parish Safeguarding Officers (PSO's), relevant activity leaders or Church Wardens can access them if required. Relevant contact information and medical information should be made available to all activity leaders.

Where a child is visiting the church for the first time in the company of their parents/guardians they may attend a group without need for a completed child registration form but a visitors child registration form. If they return to the church and subsequent groups a child registration form will be required.

#### 2.1.2 Registration ( see appendix b )

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 securely, in compliance with data protection legislation but where clergy, Parish Safeguarding Officers (PSO's), or Church Wardens can access them if required.

#### 2.1.3 Logbook ( see appendix c )

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 using inappropriate sexualised language and behaviour directed at church workers and other people, particularly if the language and behaviour would not be commensurate with the child's age and development
- Too much physical contact by a young person
- Fights and use of aggressive or abusive language 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. Logbooks will be kept online on the church database. This information will be kept securely, in compliance with data protection legislation but where clergy, Parish Safeguarding Officers (PSO's), or Church Wardens can access them if required.

#### **2.1.4 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. They 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.

#### **2.1.5 Unaccompanied children**

##### **Children arriving at a church activity or on church premises unaccompanied**

On occasion, a child may attend church or church activities unaccompanied without their parents/guardians knowledge and/or consent. If this happens, especially if it is a regular occurrence, it could be a sign that something is amiss at home. Children in this situation should always be listened to in case this is an indication of a more serious concern. If there are any safeguarding concerns follow the safeguarding policy and procedure.

##### **Known Child**

Where the child does not usually attend alone or the parent/guardian has not consented to them attending alone then the activity leader / clergy / Parish Safeguarding Officer should speak with the child and ask why they are at church alone. If the child says anything that suggests that they are at risk or would be at risk of harm if they returned home follow the usual safeguarding procedures. If the child is not deemed to be in any danger at home, the parent/guardian is to be contacted and arrangements made to collect the child.

##### **Unknown Child**

If an unaccompanied child who is not known to the church attends a gathering / activity the following steps should be taken:

- Make them welcome and ensure that they are looked after by a 'safer recruited' adult leader.
- Try to find out who the parent/guardian is and their contact details.
- Contact the parent/guardian and:
  - Explain that the child is wanting to take part in the activity.
  - Get permission for the child to remain for this activity.

- Explain there is a child registration form to complete if the child wishes to regularly attend the activity (email this to them or give a copy to the child to take home after).
- Get all of the parents/guardians contact information and details of any medical needs.
- Ensure that they know what time the activity finishes; try to encourage the parent/guardian to come and collect their child at this time.
- Make sure the parents/guardians have details of the activity their child has attended along with the activity leaders contact details, inviting them to get in touch with the activity leader.

In the event you cannot contact the parent/guardian:

- Try to establish the child's name, age & address and complete a child registration form with as much detail as the child can provide.
- Try to discover from the child if their parent/guardian know where they are ( bearing in mind the age of the child ). If the activity leader believes that the parent/guardian does not know where the child is and they are unable to contact the parent/guardian the procedure for uncollected children will need to be followed ( see below ).
- If the activity leader believes that the parent/guardian knows where the child is try to discover from the child what time they are expected to return home ( bearing in mind the age of the child ). If this is before the session is due to end, encourage them to return home at this time unless their parent/guardian can be contacted. A child under 11 should not be permitted to leave the church on their own and the activity leader will need to use their judgement to decide if they feel that a child over the age of 11 has the ability to make their own way home. If the activity leader activity leader believes that the child is not able to make their own way home the procedure for uncollected children will need to be followed ( see below ).
- Make sure the child has details of the activity they have attended along with contact details, inviting the parent/guardian to get in touch with the activity leader.

( based on the Bristol diocese Guidance on Unaccompanied and uncollected children )

### **2.1.6 Collection of children after meetings, groups or events**

Generally children under the age of 11 years (primary school age) should always be taken to and collected from an activity for which they have been registered by their parents/guardians. If a child is over 11 years of age, it is the responsibility of their parent/guardian to make arrangements with their child for arriving at and leaving an activity. Children over the age of 11 may have suitable road sense & safety skills to manage their own way to an activity. However, the leaders of an activity should always be aware of any children making their own way home and have written consent, from their parent/guardian, for this to happen (this is included on the registration form). Any concerns about these arrangements should be discussed with the child's parents/guardians.

- 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 ).
- 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.
- Arrangements for collection of children, or allowing them to leave after meetings, will be agreed with parents/guardians as part of the initial registration procedure.



## Uncollected children

It is rare in church life for children to be left uncollected at the end of an activity session except in exceptional circumstances. Occasionally this does happen, when this is the case, the following steps should be taken:

- Telephone the parents/guardians and ask them to collect their child as soon as possible.
- If contact cannot be made, two leaders must wait with the child until this is possible.
- A child should not be escorted home, except in exceptional circumstances.
- If no contact can be made and the child appears to have been abandoned, Children's services at Bristol City council should be contacted ( see appendix g for contact details )
- Another adult should not be allowed to take responsibility for a child without receiving parental consent, written whenever possible. Activity leaders should not offer to take responsibility for uncollected children.

Any safeguarding concerns should be reported immediately to the Parish Safeguarding Officer.

If there is a risk that the child may run away before parent/guardian arrives then, as appropriate, do not share with child that parent/guardian has been called. Make a note of what they are wearing in case they need to be searched for. Additionally consider moving to a place in the building which is less open to quickly run away from, and think of something to occupy them in the meantime. Ensure that one adult is not left alone with the child.

If the child leaves the building then:

- If possible immediately contact the parent/guardian.
- If contact has not been able to be made with parent/guardian - police to be contacted and child reported as missing.
- Generally the child not to be followed in case it makes behaviour more unpredictable and therefore dangerous with traffic, etc. (if in doubt follow the advice of the police).
- If parent/guardian is on the way make contact again with them and check that they are satisfied with the child not being followed.

( based on the Bristol diocese Guidance on Unaccompanied and uncollected children )

### 2.1.7 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 18 years 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.

Adults may be at children and youth groups as *leaders* or *visitors*. It should be made obvious to all ( including 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 with their name on them. 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 ( eg. children/ young people/ parents/ other leaders ) that they are visitors. Anyone who has regular contact needs to go through the safer recruitment process.

In groups for young children parents/guardians may wish to stay with their children. There is a risk that if a parent regularly attends a group 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 safer recruitment process. Visiting parents/guardians 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 safer recruitment process.

### **2.1.8 Activities in private houses**

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 safer recruitment process for working with children.

### **2.1.9 Health & Safety - Accident & First Aid, Illness, Evacuation of premises**

Risk assessments will be made of every activity. The risk assessments will be dynamic during the activity.

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

- The main church and crypt are equipped with a basic first aid kits.

- 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 ). First aid should be administered with others present.
- In case of serious injury or life-threatening illness the emergency services will be called and parents/guardians 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 Youth Pastors 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 Youth Pastors who will store this in a secure place in line with data protection legislation.
- Each team member will be informed of who the qualified first aider is and the location of the first aid boxes and Accident Report book.

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 ( preferably within eyesight of others ) whilst the parents/guardians are located.

In the event of the need for evacuation of premises the overall leader for each Kids 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/guardians 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.

### **2.1.10 Toileting**

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

#### *a) Pre-school Children (age 5 and under)*

A leader will accompany the child to the toilet. The leader should wait outside the closed ( but not locked ) 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.

#### *b) Older Children*

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

### **2.1.11 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 years 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.

a) *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/guardians. 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 Youth or Children's Pastors ( who will pass this onto the church office ). Employed Children and Youth Pastors 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 safer recruitment process.
- If the child is under 12 years old or under 135cm tall then a suitable booster seat is required. Legal requirements around children's car seats should always be followed.
- If the child is under 12 years old and the car has airbags in the front (on the passenger side) which are not inactivated then the child needs to be seated in the rear of the vehicle.

b) *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.

c) *Coaches*

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

### **2.1.12 Touching**

The aim 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. 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/guardians 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.
- 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/guardians 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 logbook. The incident will be reported to the PSOs if the Children or Youth Pastor feels 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 ).
- Leaders 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 PSOs are aware of the situation.

### **2.1.13 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.
- Try to ensure that a mixed group has male and female helpers.
- 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 ).

#### 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 or young person/young people.
- Place themselves in a situation where they are alone with a child/children or young person/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.

## **2.2 Guidelines for Activities & Residential events**

### **2.2.1 Activities**

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

The group organiser will:

- Acquire written consent from parents/guardians with their knowledge of proposed activity ( see appendix d ).
- 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 written risk assessments ( see appendix f ).
- 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 all people ( see appendix f ).
- 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 taking place that is outside of the church building and send it to the church office before the event providing details of the event and contact details for the leader ( see appendix e ).

### 2.2.2 Residential Events

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

#### a) *Health and Safety*

- All leaders from Christ Church attending residential events will have been through the Christ Church safer recruitment process.
- Acquire written consent from parents/guardians ( see appendix d ) with their full knowledge of proposed activities, obtaining the following information:
  - Health
  - Medication that is prescribed and consent to administer it if required provided it is in a blister pack or dosette box. Written records to be made of any medication administered or prompted. All inhalers or epipens 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.
  - Dietary requirements
  - Allergies & medication to counteract allergic reactions
  - Doctor's name and telephone number
  - Contact number in case of emergency
- Provide a qualified First Aider for the residential event, ensuring they have all the medical details of each person. Whenever possible first aid is to be administered by the First Aider. For any serious injuries or life-threatening illness the emergency medical services will be called and emergency contact informed immediately. All incidents, whether minor or major, will be recorded by the first aider 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 ( see appendix e ).
- Ensure that proper adult to child ratios are maintained ( see 2.1.7 ).
- Ensure that the transport guidelines are followed ( see 2.1.11 )

#### b) *The Site & Accommodation*

- Check all insurance conditions for all buildings, vehicles and their drivers being used to transport 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 DBS checked. If there are people who have not been DBS checked on site this will have to be considered in the risk assessment for the residential.

c) *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 appendix f ).
- Ensure all activities during are staffed appropriately.

### 2.2.3 Overseas Mission Trips

When taking young people on an overseas Mission Trip, the leader of the mission trip will seek to apply, where possible, the guidelines above for residential events. It must be noted that 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 ).

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

a) *Health and Safety*

- No young people under the age of 16 years old will be allowed on the Mission trip.
- 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 overseas, the Mission team ( adults and young people ) will follow the Safeguarding policy of the Mission agency that we work with.
- It is not the responsibility of the Christ Church Global 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/guardians of the immunisations that are needed for the Mission trip.
- Parents/guardians will be given, in advance, details of flight numbers, Mission itinerary and emergency contact numbers.
- All leaders will have been through a safer recruitment process.
- Acquire written consent from parents/guardians ( see appendix d ) with their full knowledge of proposed activities, obtaining the following information:
  - Health
  - Medication that is prescribed and consent to administer it if required provided it is in a blister pack or dosette box. Written records to be made of any medication administered or prompted.
  - Dietary requirements
  - Allergies & medication to counteract allergic reactions
  - Doctor's name and telephone number
  - Contact number in case of emergency
- Provide a qualified First Aider for the Mission trip, ensuring they have all the medical details of each person. Whenever possible first aid is to be administered by the First Aider. For any serious injuries or life-threatening illness the emergency medical services will be called and emergency contact informed immediately. All incidents, whether minor or major, will be recorded by the first aider or leader of the trip.
- Ensure that dynamic risk assessments are completed eg for driving / vehicles, food / drink, buildings, natural disaster risk, wildlife, adequate staff
- Issue kit lists to all who are coming so that proper clothing, equipment and footwear are brought.
- Where possible ensure that activity instructors and specialised team members are qualified and insured ( e.g. cooks are aware of basic food hygiene ) to perform their task.

b) *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 DBS checked. If there are people who have not been DBS checked on site this will have to be considered in the risk assessment for the trip.

c) *The Programme*

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

## **2.3 Guidelines for other activities run by Christ Church**

### **2.3.1 Babysitting**

Christ Church will not offer any babysitting facilities for its programmes (e.g. Marriage Course). Any informal babysitting arrangements made by individuals will not be monitored by Christ Church nor fall under the Christ Church Safeguarding policy.

### **2.3.2 Church run activities with a crèche**

Any church run activities with a crèche will follow the Safeguarding policy. All crèche leaders must go through the safer recruitment process.

### **2.3.3 Christ Church Toddlers**

The overall leaders will have gone through the safer recruitment process. Responsibility for the children lies with the parents/guardians during the session.

### **2.3.4 School visits and schools work**

All Christ Church volunteers helping with a school visit to Christ Church building must have been through the church safer recruitment process. The visit itself will be covered by the school's own policy for school trips and will not fall under the Christ Church safeguarding policy.

All Christ Church volunteers helping with schools work ( i.e. taking assemblies and lessons, helping with clubs, etc. ) must have been through the church safer recruitment process. The schools work activities will be covered by the school's own policy and will not fall under the Christ Church safeguarding policy. However, the volunteers will always follow the guidance and advice given in the Christ Church safeguarding policy and guidance.

### **2.3.5 1:1 meetings**

Young people in secondary school years 10 and above have the option to meet up with a youth leader on an individual basis eg for coffee.

- It is the responsibility of the youth 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 youth leader will meet with the young person in a public place ( eg coffee shop) or in a home where there is at least one more adult present. This venue is not to change unless parents/guardians 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/guardians responsibility to pick their child up or be informed of how they are returning home.
- If known in advance, seek a parent's permission if a child is to be seen on his or her own.



### **2.3.6 Peer Led Groups**

In Meeting Point, some activities within the programme are led by the members themselves ( peer-led ). Named adults who have been safer recruited 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 Christ Church 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.

## **3 ADULTS**

### **3.1 Guidelines to Leading Church Programmes**

#### **3.1.1 Registration Record / Medical Consent form ( see appendix a )**

Each adult attending a Christ Church organised event for seniors ( eg Wednesday Community, Monday home group or Seniors lunches ) will be asked to complete an adult registration / medical consent form ( which will include contact numbers, medical information, medical consent and permission to take photographs ). If they are visiting the group for the first time they may attend a group without need for a completed registration form but complete a visitor's adult registration form. If they subsequently return to the group an adult registration form will be required. Completed adult registration forms will be filed and kept securely, in compliance with data protection legislation but where clergy, Parish Safeguarding Officers (PSO's), relevant activity leaders or Church Wardens can access them if required. Relevant contact information and medical information should be made available to all activity leaders.

#### **3.1.2 Registration ( see appendix b )**

All adults present at each seniors activity 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 person who does not stay for the whole session and any other people in the rooms used at the time. Completed registers will be filed and kept securely, in compliance with data protection legislation but where clergy, Parish Safeguarding Officers (PSO's), or Church Wardens can access them if required.

#### **3.1.3 Logbook ( see appendix c )**

Leaders of Seniors activities 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 person using inappropriate sexualised language and behaviour directed at church workers and other people
- Too much physical contact by a person
- A person being extremely upset

Allegations may be made later on and records of previous behaviour by the person will enable an allegation to be seen in context. Logbooks can protect both vulnerable adults and leaders. Logbooks will be kept online on the church database. This information will be kept securely, in compliance with data protection legislation but where clergy, Parish Safeguarding Officers (PSO's), or Church Wardens can access them if required.

### **3.1.4 Responsibility**

Leaders of Seniors activities are responsible for people once they have been registered or dropped off for a particular group.

### **3.1.5 Unaccompanied vulnerable adults**

#### **Vulnerable adults arriving at a church activity or on church premises unaccompanied**

On occasion, a vulnerable adult may attend church or church activities unaccompanied without their carer's knowledge. If this happens, especially if it is a regular occurrence, it could be a sign that something is amiss at home. The activity leader / clergy / Parish Safeguarding Officer should speak with the vulnerable adult and ask why they are at church alone. If they say anything that suggests that they are at risk or would be at risk of harm if they returned home follow the usual safeguarding procedures. If the vulnerable adult is not deemed to be in any danger at home, the carer is to be contacted and arrangements made to collect them.

- Make them welcome and ensure that they are looked after by a 'safer recruited' adult leader.
- Try to establish their contact details ( name, address and telephone number and as much other information they can provide ) if possible and record these.
- Try to find out who their carer is and their contact details. Try & establish if the carer is aware where they are.
- Contact their carer and arrange for them to be collected
- In the event the carer cannot be contacted and it is believed that the carer does not know where the vulnerable adult is the police should be contacted.
- The activity leader should contact their line manager and also a PSO to make them aware of the situation. They should make a record of the incident and pass this to a PSO.
- If the vulnerable adult indicates that they are going to make their own way home the activity leader will need to use their judgement to decide if they feel that the vulnerable adult has the ability to make their own way home. If the activity leader activity leader believes that they are not able to make their own way home they should be encouraged to stay.

If there is a risk that the vulnerable adult may leave before carer arrives then, as appropriate, do not share with them that carer has been called. Make a note of what they are wearing in case they need to be searched for. Additionally consider moving to a place in the building which is away from exits, and think of something to occupy them in the meantime. Ensure that one person is not left alone with them.

If they leave the building then:

- If possible immediately contact the carer.
- If contact has not been able to be made with carer - police to be contacted and vulnerable adult reported as missing.
- Generally the vulnerable adult not to be followed in case it makes behaviour more unpredictable and therefore dangerous with traffic, etc. (if in doubt follow the advice of the police).
- If carer is on the way make contact again with them and check that they are satisfied with the vulnerable adult not being followed.

If there are very exceptional circumstances where a person is vulnerable and doesn't want their carer to know that they are at church, they can keep coming only after the situation has been checked with one of the PSOs.

### **3.1.6 Activities in private homes**

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 people in the house, even if they are well known members of the congregation. The normal procedures and requirements of this policy e.g. with regard to toileting, should always apply. Adults in the house who are not leaders should not be left alone with any vulnerable adult. If a particular house is used regularly the adults in the house should go through the normal church safer recruitment process for working with vulnerable adults.

### **3.1.7 Home visiting**

There need to be precautions taken when home visiting a vulnerable adult or adults to protect both the visitors and the person being visited. Visits should be conducted in pairs. Visitors should have means of summoning assistance ( eg mobile phone ). Visitors should let their ministry leader know the details of the visit ( eg who they are visiting, when they are visiting, where the person being visited lives ). The visitors should continually conduct a dynamic risk assessment ( considering health & safety risks ). If the visitors feel unsafe at any time they should leave immediately. If they are prevented from leaving they should phone 999. The visitor should make a record of the visit ( especially any unusual events ) and pass this record to their ministry leader.

### **3.1.8 Health & Safety – Accident & First Aid, Illness, Evacuation of premises**

Risk assessments will be made of every activity ( see appendix f ). The risk assessments will be dynamic during the activity.

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

- The main church and crypt are equipped with a basic first aid kits.
- 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 ). First aid should be administered with others present.
- In case of serious injury or life-threatening illness the emergency services will be called and next of kin 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 ministry leader 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 ministry leader who will store this in a secure place in line with data protection legislation.
- Each team member will be informed of who the qualified first aider is and the location of the first aid boxes and Accident Report book.

People with infectious illnesses should be encouraged to stay at home. People who appear ill whilst in the church's care will be isolated from others by a leader, who will remain with them whilst medical help is consulted ( either GP, 111 or 999 in an emergency ) ( preferably within eyesight ). Arrangements may need to be made to take them home.

In the event of the need for evacuation of premises the group leader will take charge of the group. They will ensure that everyone is assembled ready to depart and that leaders are assisting in the evacuation procedure ( especially those with mobility difficulties ). The 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 leaders will be aware of the procedure and relevant assembly point. The register will be taken to ensure that all are present and out of the building. They will stay with the leaders until it is safe to return to the building. They would then be registered again when they have returned to their group.

### 3.1.9 Personal care

Leaders and helpers are not able to offer support with using the toilet, full body washing and dressing.

### 3.1.10 Transport

For each event and meeting Christ Church is not responsible for how 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, church leaders cannot be responsible for decisions people make about getting home from events ( e.g. taking public transport late at night, walking home at night ).

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

#### a) *Private Transport*

- If any leaders or helpers use their own cars for church work, it is essential that they consult their insurers about such use and confirm this to the PCC, via the church office. The employed church staff 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 people in a car exceed the usual passenger number. There must be a seat belt for every passenger, and these must be worn.
- Ideally a driver should never give a lift to a single person. If a driver has to transport one person on his or her own this should be recorded.
- Drivers who are not approved leaders should be recruited for the task through the safer recruitment process.

#### b) *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 every person must have a proper seat. Some hire companies require evidence of a Midas Minibus test.

#### c) *Coaches*

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

### 3.1.11 Touching

The aim for us as a church to provide a warm, nurturing environment whilst avoiding any inappropriate behaviour. It may be appropriate to comfort a person who is distressed, but leaders should be encouraged to take their cue from the person. Try to make sure other people are around. It is unlikely that appropriate physical contact in the course of work with vulnerable adults could be misconstrued as abuse if the following guidelines are followed:

- All volunteers must work with, or within sight of, another person.
- If any activity requires physical contact make sure that the person is aware of this and its nature.
- There must be no physical punishment of any kind.
- Avoid unnecessary touch.
- Very occasionally it may be necessary to restrain a person who is harming him/herself or others. If possible, try to make sure there is another person present. Use the least possible force.
- All significant incidents of physical touching ( e.g. restraining a person who is violent, physically removing a person from the group, or preventing a person from entering the group ) that could give rise to concern or

complaint should be recorded in the logbook. The incident will be reported to the PSOs if the ministry leader ( eg Seniors Pastor or Emerging Generations Pastor ) feels it is necessary.

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

### **3.1.12 Appropriate behaviour**

#### All clergy, paid employees and volunteers should:

- Treat all people with the respect and dignity.
- Watch their own language, tone of voice and body language.
- Try to ensure that a mixed group has male and female helpers.
- Ensure that vulnerable adult 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 people can learn and interact with others. This atmosphere should be maintained by preparing beforehand, proactively directing 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 verbally or separating a person from the group for a brief time ( particularly if his/her behaviour is endangering or upsetting others ).

#### All clergy, paid employees and volunteers should not:

- Invade a person's privacy whilst toileting or washing.
- Be sexually suggestive about or to a person, even in fun.
- Touch a person inappropriately.
- Scapegoat, ridicule or reject a person or group.
- Share a bed/bedroom with a vulnerable adult or adults ( unless it is their spouse ).
- Place themselves in a situation where they are alone with a vulnerable adult or vulnerable adults.
- Permit abusive peer activities, e.g. initiation ceremonies, ridiculing, bullying.
- Allow unknown person access to vulnerable adults. A known person should always accompany visitors.
- Accept any offers of money for themselves from vulnerable adults.

## **3.2 Guidelines for Activities & Residential events**

### **3.2.1 Activities**

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

The group organiser will:

- Ensure appropriate 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 written risk assessments ( see appendix f ).
- If the group is taken outside for an outdoor activity, the appropriate risk assessments will be made and procedures followed for ensuring the safety of all people ( see appendix f ).
- Ensure people have been informed of any necessary kit lists.

- Complete a visit/activities form for any activity taking place that is outside of the church building and send it to the church office before the event providing details of the event and contact details for the leader ( see appendix e ).

### 3.2.2 Residential Events

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

#### a) *Health and Safety*

- All leaders from Christ Church attending residential events will have been through the Christ Church safer recruitment process.
- Acquire written consent from the person ( see appendix d ) with their full knowledge of proposed activities, obtaining the following information:
  - Health
  - Medication that is prescribed and consent to administer it if required provided it is in a blister pack or dossette box. Written records to be made of any medication administered or prompted. All inhalers or epipens are to be kept on the person at all times.
  - Dietary requirements
  - Allergies & medication to counteract allergic reactions
  - Doctor's name and telephone number
  - Contact number in case of emergency
- Provide a qualified First Aider for the residential event, ensuring they have all the medical details of each person. Whenever possible first aid is to be administered by the First Aider. For any serious injuries or life-threatening illness the emergency medical services will be called and emergency contact informed immediately. All incidents, whether minor or major, will be recorded by the first aider or leader of the trip.
- Complete a visit/activities form ( see appendix e ) and send it to the church office before the event providing details of the event and contact details for the leader.
- Ensure that there are adequate numbers of leaders.
- Ensure that the transport guidelines are followed ( see 3.1.10 )

#### b) *The Site & Accommodation*

- Check all insurance conditions for all buildings, vehicles and their drivers being used to transport 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 DBS checked. If there are people who have not been DBS checked on site this will have to be considered in the risk assessment for the residential.

#### c) *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 appendix f )
- Ensure all activities during are staffed appropriately.

### 3.2.3 Overseas Mission Trips

When taking people on an overseas Mission Trip, the leader of the mission trip will seek to apply, where possible, the guidelines above for residential events. It must be noted that protection of vulnerable adults 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.

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

#### a) *Health and Safety*

- 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.
- The Mission team will follow the Safeguarding policy of the Mission agency that we work with.
- It is not the responsibility of the Christ Church Global Mission Team to provide appropriate medical care for any people who are not on the Christ Church Mission team.
- Inform people of the immunisations that are needed for the Mission trip.
- Emergency contacts will be given, in advance, details of flight numbers, Mission itinerary and emergency contact numbers.
- All leaders will have been through a safer recruitment process.
- Acquire written consent from team members ( see appendix d ) with their full knowledge of proposed activities, obtaining the following information:
  - Health
  - Medication that is prescribed and consent to administer it if required provided it is in a blister pack or dosette box. Written records to be made of any medication administered or prompted.
  - Dietary requirements
  - Allergies & medication to counteract allergic reactions
  - Doctor's name and telephone number
  - Contact number in case of emergency
- Provide a qualified First Aider for the Mission trip, ensuring they have all the medical details of each person. Whenever possible first aid is to be administered by the First Aider. For any serious injuries or life-threatening illness the emergency medical services will be called and emergency contact informed immediately. All incidents, whether minor or major, will be recorded by the first aider or leader of the trip.
- Ensure that dynamic risk assessments are completed eg for driving / vehicles, food / drink, buildings, natural disaster risk, wildlife, adequate staff
- Issue kit lists to all who are coming so that proper clothing, equipment and footwear are brought.
- Where possible ensure that activity instructors and specialised team members are qualified and insured ( e.g. cooks are aware of basic food hygiene ) to perform their task.

#### b) *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 DBS checked. If there are people who have not been DBS checked on site this will have to be considered in the risk assessment for the trip.

## 4 THE COFFEE SHOP

The staff and volunteers working at the coffee shop will not look after children, young people or vulnerable adults on behalf of their parents/guardians.

## 4.1 Health & Safety - Accident & First Aid, Illness, Evacuation of premises

Risk assessments will be made of every activity carried out at the coffee shop ( see appendix f ). The risk assessments will be dynamic during the activity.

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

- The main church and crypt are equipped with a basic first aid kits.
- 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 ). First aid should be administered with others present.
- In case of serious injury or life-threatening illness the emergency services will be called and as far as possible next of kin contacted immediately.
- All incidents and accidents will be recorded in the accident record book. If a minor injury then the Coffee shop manager should inform the church office at the earliest opportunity. If a major accident then the church office should be contacted immediately. The accident form should be forwarded to the church office who will store this in a secure place in line with data protection legislation.
- Each team member will be informed of who the qualified first aider is and the location of the first aid boxes and Accident Report book.

People who appear ill whilst in the church's care will be isolated from others by a coffee shop staff member, who will remain with them whilst medical help is consulted ( either GP, 111 or 999 in an emergency ) ( preferably within eyesight ).

In the event of the need for evacuation of premises the Coffee shop manager will take charge of the people in the coffee shop at the time. They will ensure that everyone is assembled ready to depart and that coffee shop staff are assisting in the evacuation procedure ( especially children and those with mobility difficulties ). The group will leave the building via their designated fire exit. The group will then assemble on the green outside the church. All coffee shop staff will be aware of the procedure and relevant assembly point. They will do their best to ensure that all are present and out of the building.

## 4.2 Touching

The aim for us as a church to provide a warm, nurturing environment for everyone whilst avoiding any inappropriate behaviour. It may be appropriate to comfort a person ( especially a child ) who is distressed, but coffee shop staff should be encouraged to take their cue from the person. Try to make sure other people are around. It is unlikely that appropriate physical contact in the course of work with children, young people or vulnerable adults could be misconstrued as abuse if the following guidelines are followed:

- All coffee shop staff must work with, or within sight of, another coffee shop team member.
- Avoid unnecessary touch.
- Very occasionally it may be necessary to restrain a person who is harming him/herself or others. If possible, try to make sure there is another person present. Use the least possible force.
- All significant incidents of physical touching ( e.g. restraining a person who is violent, physically removing a person from the coffee shop, or preventing a person from entering the coffee shop ) that could give rise to concern or complaint should be recorded in the logbook ( which is online ). The incident will be reported to the PSOs if the Coffee shop manager's line manager feels it is necessary.
- All physical contact should be an appropriate response to the person's needs and not the needs of the coffee shop team member ( i.e. initiated by the person/cue from the person ).
- Coffee shop team members must be prepared to support each other.



- Other people should be prepared to speak out and take necessary action if any coffee shop team member is behaving inappropriately and make sure the PSOs are aware of the situation.

### **4.3 Appropriate behaviour and discipline**

#### All coffee shop team members should:

- Treat all people with the respect and dignity.
- Watch their own language, tone of voice and body language.
- Try to ensure that there are male and female helpers.
- Ensure that children and vulnerable adults 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 people can learn and interact with others. This atmosphere should be maintained by preparing beforehand, proactively directing 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 verbally or asking the person to leave ( particularly if his/her behaviour is endangering or upsetting others ).

#### All coffee shop team members should not:

- Invade a person's privacy whilst toileting or washing.
- Be sexually suggestive about or to a person, even in fun.
- Touch a person inappropriately.
- Scapegoat, ridicule or reject a person or group.
- Place themselves in a situation where they are alone with a child/children, young person/young people or vulnerable adult/adults.
- Permit abusive peer activities, e.g. initiation ceremonies, ridiculing, bullying.
- Allow an unknown person access to children, young people or vulnerable adults. A known person should always accompany visitors.
- Accept any offers of money for themselves from vulnerable adults.
- Allow a child or young person to involve them in excessive attention-seeking that is overtly physical or sexual in nature.

### **4.4 Unaccompanied children or vulnerable adults**

If an unaccompanied child comes into the coffee shop – see 2.1.5 above.

If an unaccompanied vulnerable adult comes into the coffee shop – see 3.1.5

## **5 GENERAL**

In an age where people have access to many types of social media, mobile phones and the internet it is important that we make the most of this, whilst ensuring everyone is protected.

Social media sites & messaging raise particular issues about how we contact and keep relationships with those that we work with at Christ Church. To this aim, we have provided these guidelines to protect both leaders and those that we work with. However, we want to encourage any relational work to be done face to face, not via social media.

## **5.1 Social media ( eg Twitter, Snapchat, Instagram, Facebook )**

With regard to social media sites the following guidelines are to be followed.

1. Leaders are not to have children or young people as 'friends' on their social media profiles ( eg Facebook, Twitter, Snapchat, Instagram ) until the September following a member's 18th birthday. Leaders are not to have vulnerable adults as 'friends' on their social network profile.
2. Only those employed by Christ Church in youth work are able to post messages on the 'CCCliftonyouth' Instagram account. This is a private account and is restricted to notices only and therefore no conversations are possible. It is moderated by the Youth Pastors ( including requests to follow the account ) who initiate follows of young people.
3. Age limits set by social media providers should be respected at all times.
4. All parents/guardians of Meeting Point members will sign an annual permission slip which allows them to agree to social media communication.

## **5.2 Messaging ( via social media eg WhatsApp iMessage or text, email, phone calls )**

The following guidelines are to be followed:

All messaging should be open and not done privately. Private messages to leaders should not be acknowledged or responded to unless it is a disclosure of a safeguarding issue. If there is a disclosure of a safeguarding issue online then leaders need to respond as if face to face – let them know online that you are listening and if there is anything else they would like you to know without asking leading questions. Screen shot the conversation for records & advise them that you will not be able to keep what they have told you confidential. Arrange to meet up with them face to face with another leader as soon as possible.

If a leader feels that a member is contacting them too much or the communication is becoming inappropriate take a screen shot for records and then next time they see them face to face remind them that you cannot reply online but discuss with them any concerns they might have ( in a public place ).

There is to be no messaging of or phone calls to young people after 8pm.

No pastoral care is to be given via messaging.

Leaders are not allowed to 'over' message any member. Over messaging means constantly sending them messages ( over 3 leader initiated messages per week ).

Messages should encourage members in their Christian life. Leaders are to be very careful about how they write messages, especially to people of the opposite sex. Be polite in responses, but brief. Messages should be brief and relevant to the church group, and leaders must not use any form of social contact to foster special friendships with particular people which go beyond their role as a leader.

### **Text**

Text messaging can be used for functional communication ( eg arranging meetings ) or to briefly check how a member is pastorally if the leader knows that the member has had a specific pastoral issue. If the member is struggling pastorally it is better to arrange to meet up with them face to face in a public space to discuss further.

## **Email**

Group emails can be sent out to members using BCC to hide other people's email addresses. This should be done via the ChurchSuite database where all email addresses are stored.

Individual emails can be used for functional communication ( eg arranging meetings ) or to briefly check how a member is pastorally if the leader knows that the member has had a specific pastoral issue. If the member is struggling pastorally it is better to arrange to meet up with them face to face in a public space to discuss further.

## **Phone calls**

Leaders can store member's phone numbers on their phones solely to allow them to contact members. These phone numbers must not be shared with anyone outside the group's leadership team or the PSO's.

Phone calls to members may need to be made to organise events or meetings, follow up an issue or if the member is unable to attend meetings but for no other purposes. Where possible it is better to make phone calls in the presence of another leader. If the phone call covers a deeper pastoral issue brief notes of the conversation should be made.

Very rarely contact may be made with a child, young person or vulnerable adult without the knowledge of their carers ( eg where there are serious safeguarding concerns for a child and it would increase the risk to the child to contact the parent ). In this case the person making contact with the person must agree in advance with a PSO that this is appropriate and a PSO should be copied into all communications.

## **5.3 Photographs and videos on church website & social media**

- Careful consideration will be given as to why photographs and videos are to be taken of people and what their subsequent use might be.
- Permission will be obtained before photographs or videos are taken. No one should take photographs or videos of children or young people without the written consent of that child's parent or carer and the consent of that child where they are old enough to give consent. Consent will be gained using the agreed child registration record form. This will stipulate: who will take photos or videos, for what purpose they may be used, how they will be stored and after what period they will be destroyed. Consent previously given may be withdrawn and this can be done at anytime without a reason being necessary. Permission will be obtained if photographs or videos 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 or videos posted in a public place (e.g. noticeboards, website etc.) unless permission has been given.
- All photos and videos taken for Christ Church should be stored securely on a central area on the church server which requires password access. No photo or video should be left stored on personal photography or videography equipment or on personal computers. No copies should be made without the written permission of the Operations manager.
- At public events ( eg baptisms ) there will be an announcement that people are welcome to take photographs for private use but that these must not be posted on social media. At other times if a third party is taking photographs they will be requested not to take photos of children, young people or vulnerable adults and definitely not to post photographs online. People can be asked to leave if they do not follow the request not to take photos.
- No photo will be taken, shared or used for any purpose which shows a person in any state of undress.

## **6 APPENDICIES**

- a. Registration forms ( adult & children – visitor & regular attender )
- b. Register
- c. Log book ( online form )
- d. Residential & activity consent form
- e. Risk assessment form
- f. Useful telephone numbers & other information



# Christ Church Clifton

## Child Registration Record

For use in non-residential activities / visits

*Please fill out IN CAPITALS and as fully as possible*

**This child is:**

A member of the Church Family

A visitor today

### Details of the Child / Young Person

Child's first name:  Child's last name:

Child's date of birth:  /  /  Gender:

Child's address:

Postcode:

Child's mobile:  (if applicable) Child's email:  (if applicable)

Child's school:

### Parent / Carer's Contact Details

Parent / Carer's Name:  Relationship to the child:

Home telephone:  Mobile telephone:

Email address:

### Emergency Contact Details

*Please provide details of someone other than a parent/guardian who could be contacted in an emergency*

Name:

Home Telephone:  Mobile Telephone:

Relationship to the child:

### Health

Medical details:  (including details of any allergies or medication)

Special needs:

Rice cakes:

*(Tot's Church Only)*

Tot's Church have some rice cakes which could be given on occasion should a child get hungry or upset. Please tick here  if you do not want your child to be given rice cakes.

## Doctor's Details

---

Doctor's name:

Surgery:

Surgery address

Postcode:

Surgery telephone number:

## Consent

---

I confirm that I have read the "Information for Parents/Guardians" and agree with all that it has said. I hereby give permission for my son/daughter named above to take part in the activities listed on the programme or group information under the supervision of the leaders.

As well as the usual meeting place for my child's group described in the "Information for Parents/ Guardians" form, I understand that during the course of the normal group activities my child may also be taken to other rooms in the Church building or Linden Gate, onto Christchurch Green, or the Downs, and I give permission for this to take place, according to the guidelines set out for leaders within the church. I understand that I will be asked to sign a separate consent form for activities in any other venues.

By signing this form I am confirming that I am consenting to Christ Church Clifton holding and processing my and my child's personal data for church administration purposes.

I consent to Christ Church Clifton contacting me by  email  SMS to keep me informed about news, events, activities and gatherings at Christ Church: *(please tick as appropriate - you can unsubscribe at any time)*

In case of illness or accident I authorise...

- 1) The leader of the activity to sign on my behalf any written form of consent required by medical authorities if a delay in obtaining my signature is considered inadvisable or unnecessary by the doctor.
- 2) The leader to administer prescribed and non-prescribed medication if necessary.

In addition, I consent to my child being photographed / filmed as follows: *(please tick as appropriate)*

- for internal presentations within Christ Church (eg presentations during Sunday gatherings)
- for external presentations or publicity (eg the church website)

Signed:

Print Name:

Date:

Where you do not grant consent we will not be able to use your or your child's personal data; (so for example we may not be able to let you know about forthcoming gatherings and events); except in certain limited situations, such as where required to do so by law or to protect members of the public from serious harm. You can find out more about how we use your / your child's data in our "Data Privacy Notice" which is available from our website at [www.ccweb.org.uk/privacy](http://www.ccweb.org.uk/privacy) or from the Church Office. You may withdraw or change your consent at any time by clicking the unsubscribe link on any email sent via our database or by contacting the Church Office. Please note that all processing of your / your child's personal data will cease once you have withdrawn consent, other than where this is required by law, but this will not affect any personal data that has already been processed prior to this point. Christ Church Clifton is a Registered Charity, No 1130529

***This form should be handed to the group leader. Completed forms should be returned to the Church Office.***

Form v.6 - revised 24/05/2018



Date of Visit / /

Child Registration Form for visitors / first visit

Please fill out IN CAPITALS and as fully as possible

Welcome to Christ Church! It's lovely to have you and your child here with us. So that we can care for your child we need some basic information from you today. If you are a regular member at Christ Church, or would like to make Christ Church your home, please ask us for a 'Child Registration Record' form so we can add your child's details to our database rather than ask you to complete this form each time you attend.

Details of the Child / Young Person

Child's first name: [ ] Child's last name: [ ]
Child's date of birth: [ / / ] Gender: [ Male / Female (delete) ]

Parent / Carer's Contact Details

Parent / Carer's Name: [ ] Relationship to the child: [ ]
Contact telephone: [ ]
Email address: [ ]

Health

Is there anything we need to know about your child? (including details of any allergies or medication) [ ]

Rice cakes: (Tot's Church Only) Tot's Church have some rice cakes which could be given on occasion should a child get hungry or upset. Please tick here [ ] if you do not want your child to be given rice cakes.

In case of illness or accident I authorise...

- 1) The leader of the activity to sign on my behalf any written form of consent required by medical authorities if a delay in obtaining my signature is considered inadvisable or unnecessary by the doctor.
2) The leader to administer prescribed and non-prescribed medication if necessary.

Signed:

[ ]

Print Name:

[ ]

Date:

[ / / ]





**Date: 15 September 2019**

**Group: Kid's Church: Climbers**

**Team Leader:**

\_\_\_\_\_

**Team Members:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Summary of Activities**

**Incident Log**



**Christ Church Clifton**

**Consent Form for residential trips and external activities**

*Please fill out IN CAPITALS and as fully as possible*

**Details of the activity**

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Name of the activity:

Location of the activity:

Date(s): From:

To:

**Details of the Child / Young Person**

---

Child's first name:

Child's last name:

Child's date of birth:

 / 

Gender:

Child's address:

  

Postcode:

Child's mobile:  
*(if applicable)*

Child's email:  
*(if applicable)*

Child's school:

**Parent / Carer 1 Contact Details**

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Parent / Carer's Name:

Relationship to the child:

Home telephone:

Mobile telephone:

Email address:

**Parent / Carer 2 Contact Details**

---

Parent / Carer's Name:

Relationship to the child:

Home telephone:

Mobile telephone:

Email address:

## Emergency Contact Details

---

Please provide details of someone other than a parent/guardian who could be contacted in an emergency

Name:

Home Telephone:

Mobile Telephone:

Relationship to the child:

## Health

---

Medical details:

*(including details of any allergies or medication)*

Special Dietary Needs:

Any other special needs we should be aware of:

Date of last Tetanus:

## Doctor's Details

---

Doctor's name:

Surgery:

Surgery address

Postcode:

Surgery telephone number:

PTO

## Consent

---

I confirm that I have read the "Information for Parents/Guardians" and agree with all that it has said. I hereby give permission for my son/daughter named above to take part in the activities listed on the programme or group information under the supervision of the leaders.

As well as the usual meeting place for my child's group described in the "Information for Parents/ Guardians" form, I understand that during the course of the normal group activities my child may also be taken to other rooms in the Church building or Linden Gate, onto Christchurch Green, or the Downs, and I give permission for this to take place, according to the guidelines set out for leaders within the church. I understand that I will be asked to sign a separate consent form for activities in any other venues.

By signing this form I am confirming that I am consenting to Christ Church Clifton holding and processing my and my child's personal data for church administration purposes.

I consent to Christ Church Clifton contacting me by  email  SMS to keep me informed about news, events, activities and gatherings at Christ Church: *(please tick as appropriate - you can unsubscribe at any time)*

In case of illness or accident I authorise...

- 1) The leader of the activity to sign on my behalf any written form of consent required by medical authorities if a delay in obtaining my signature is considered inadvisable or unnecessary by the doctor.
- 2) The leader to administer prescribed and non-prescribed medication if necessary.

In addition, I consent to my child being photographed / filmed as follows: *(please tick as appropriate)*

- for internal presentations within Christ Church (eg presentations during Sunday gatherings)
- for external presentations or publicity (eg the church website)

**Signed:**

**Print Name:**

**Date:**

Where you do not grant consent we will not be able to use your or your child's personal data; (so for example we may not be able to let you know about forthcoming gatherings and events); except in certain limited situations, such as where required to do so by law or to protect members of the public from serious harm. You can find out more about how we use your / your child's data in our "Data Privacy Notice" which is available from our website at [www.ccweb.org.uk/privacy](http://www.ccweb.org.uk/privacy) or from the Church Office. You may withdraw or change your consent at any time by clicking the unsubscribe link on any email sent via our database or by contacting the Church Office. Please note that all processing of your / your child's personal data will cease once you have withdrawn consent, other than where this is required by law, but this will not affect any personal data that has already been processed prior to this point. Christ Church Clifton is a Registered Charity, No 1130529

***This form should be handed to the group leader. Completed forms should be returned to the Church Office.***

Form v.6 - revised 24/05/2018



## Appendix F - Useful telephone numbers & other information

### Parish Safeguarding Officers

Sandy Buckland ( Children )	sandybuckland1@icloud.com
Jon Bowden ( Children )	holsten9@hotmail.com
Gaye Senior-Smith ( Adult )	gayesenior-smith@talktalk.net
Sam Creavin ( Adult )	samcreavin@gmail.com

### Incumbent

Paul Langham	0117 973 6524
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### Children's Ministry Lead

Tomasita Camona	0117 973 6524
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### Youth Pastors

Emelye Chanot	0117 973 6524
Beth Padfield	0117 973 6524

### Diocesan Safeguarding Team

Adam Bond ( Diocesan safeguarding Advisor )	0117 906 0100
out of hours – <a href="http://thirtyoneeight.org">thirtyoneeight.org</a>	0303 003 1111
Bishop of Bristol	01454 777728
Diocese of Bristol Office	0117 906 0100

### Social services departments

Bristol City council – childrens	0117 903 6444
Bristol City council – adults ( Care Direct )	0117 922 2700
South Gloucestershire – childrens	01454 866000
South Gloucestershire council – adults	01454 868007
Out of Hours – Emergency Duty Team ( Bristol & South Gloucestershire for both children & adults )	01454 615165
North Somerset – childrens	01275 888 808
North Somerset – adults	01275 888 801

### Police

Avon and Somerset Constabulary	101 or in emergency ring 999
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### National organisations

Childline	0800 1111
Church's Child Protection Advisory Service	0303 0031111
NSPCC Child Protection helpline	0808 8005000
	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>
Child Exploitation and Online Protection Centre	<a href="http://www.ceop.gov.uk">www.ceop.gov.uk</a>
	<a href="http://www.thinkuknow.co.uk">www.thinkuknow.co.uk</a>

<b>Document Control Information</b> <b>Version SW/17</b>		
Document Issued By	Valerie Groves Kirsten Fowler Sara Wadsworth	Christchurch Clifton Safeguarding Team
Document Issued Date	March 2021	
Approved by PCC	19 <sup>th</sup> July 2022	
Review Frequency	Annual	
Next Review due	March 2022	
Changes at Last Review	<p>Review September 2019:</p> <p>Formatting changes, contact details updated, appendix updated &amp; the following sections updated:</p> <p>2.1.1 2.1.2 2.1.3 2.1.4 2.1.5 2.1.6 2.1.7 3.1.1 3.1.2 3.1.3 3.1.5 – new 3.1.8 4.1 4.4 5 Appendix f</p>	
	<p>Review March 2021:</p> <p>Richard Bebb added as adult PSO Removal of guidance for coffee shop Clarification of Mark Parsons role page 5 2.3.2 – changed to church run activities with a creche</p>	
	<p>Review July 2022:</p> <p>Added guidance for coffee shop Removal of Richard Bebb as PSO Removal of Rhean Fox as no longer on church staff Change of job title for Chris Whitwell Removal of Appendix E (Visit/Activities Form)</p>	
	<p>Review May 2023:</p> <p>Removal of Chris Whitwell as no longer on church staff Minor review by Mark Parsons to ensure parish contact details and appointments are correct.</p>	

	<p>Review October 2023:</p> <p>Minor review by Mark Parsons to ensure parish contact details and appointments are correct.</p>
	<p>Review November 2024:</p> <p>Removal of Ruthy Lillington as no longer on church staff Minor review by Mark Parsons to ensure parish contact details and appointments are correct.</p>