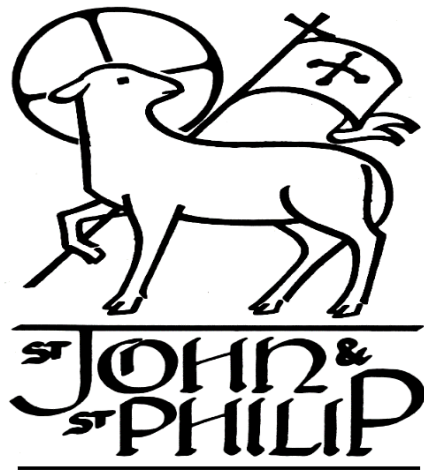

CHAPLAINCY SAFEGUARDING PROTOCOL



October 2020

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1. Introduction

Keep watch over yourselves and all the flock of which the Holy Spirit has made you overseers. Be shepherds of the church of God, which he bought with his own blood. (Acts 20:28, NIV)

These words were spoken by Paul to the church elders in Ephesus. Although he was addressing the leadership (rather than the whole church), and his specific concern was the danger of false teaching (rather than safeguarding), both the picture he paints and the principles behind it are relevant to this policy. For every person in our church is precious, bought at a high price. What does it mean, then, to be good shepherds of the flock entrusted into our care?

Our desire is to be a church community where everyone can find healing and wholeness through its life of worship, discipleship, fellowship and pastoral care. This does not come without a cost, however: it requires openness and trust, the creation of a safe place where past hurts and wounds can be faced, and where healing and growth can be experienced.

Some of this pastoral activity takes place informally amongst church members, but there are also organised activities and programmes, delivered by capable and loving volunteers, meeting the needs of vulnerable groups: children, young people and vulnerable adults. Those ministering in such settings have a duty of care, which is why policies such as this are necessary and indeed important. There is therefore a healthy tension in the life of the church, operating as both family and organisation.

Of course, the overwhelming majority of people working with vulnerable groups in churches like ours take this very seriously and minister with appropriate care and sensitivity. However, it is a distressing reality that there are others who will attempt to abuse members of vulnerable groups. In recent years increasing evidence is emerging of this fact, much of it going back over many decades.

Our church, as part of the Diocese in Europe, is therefore committed to the Church of England's official safeguarding policy¹. To help us comply, we have updated our own policy document, based on the latest version of the Diocesan Safeguarding Protocol and Guidance (October 2019)². Our aim in formulating this policy is to protect children, young people and vulnerable adults and those who work with them, and to facilitate openness and trust between all the parties involved in our work at St John and St Philip.

Every week valuable ministry is carried out by people in our church family on a voluntary basis. The contribution they make in nurturing and guiding children, young people and vulnerable adults in the Christian way of life can never be overestimated. With St Paul's charge in our ears, with a prayerful dependence on God's protection, and by developing a church-wide culture of informed vigilance, let's continue to minister to our vulnerable groups as God has called us to do, so that he can be glorified in their lives and ours.

Wardens

¹ <https://www.churchofengland.org/safeguarding/promoting-safer-church-safeguarding>

² <https://europe.anglican.org/safeguarding/safeguarding>

2. Chaplaincy Safeguarding Policy Statement

The following policy statement was reaffirmed at the Chaplaincy Church Council meeting held on 12th October 2020.

In accordance with the Diocese in Europe's Safeguarding Policy, our Chaplaincy is committed to:

- *Promoting a safer environment and culture.*
- *Safely recruiting and supporting all those with any responsibility related to children, young people and vulnerable adults within the church.*
- *Responding promptly to every safeguarding concern or allegation.*
- *Caring pastorally for victims/survivors of abuse and other affected persons.*
- *Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons.*
- *Responding to those that may pose a present risk to others.*

The Chaplaincy will:

- *Endeavour to create a safe and caring place for all.*
- *Have a named local Safeguarding Officer to work with the incumbent and the Chaplaincy Council to implement policy and procedures.*
- *Safely recruit, train and support all those with any responsibility for children, young people and adults to have the confidence and skills to recognise and respond to abuse.*
- *Where possible, ensure that there is appropriate insurance cover for all activities involving children and adults undertaken in the name of the chaplaincy.*
- *Display in church premises and on the chaplaincy website the details of who to contact if there are safeguarding concerns or support needs.*
- *Listen to and take seriously all those who disclose abuse.*
- *Take steps to protect children and adults when a safeguarding concern of any kind arises, following House of Bishops' guidance, including notifying the Diocesan Safeguarding Adviser (DSA) and local child and/or adult services immediately.*
- *Offer support to victims/survivors of abuse regardless of the type of abuse, when or where it occurred.*
- *Care for and monitor any member of the church community who may pose a risk to children and adults whilst maintaining appropriate confidentiality and the safety of all parties.*
- *Review the implementation of the Safeguarding Policy, procedures and practices at least annually.*

Each person who works within this church community will agree to abide by this policy and the guidelines established by this church.

This church appoints April L. Carter as the Chaplaincy Safeguarding Officer.

3. How do we action our policy?

What do we mean by 'abuse'?

The groups of concern include children and young people under the age of 18 who are vulnerable because of their age and life experience and also adults who may be vulnerable for a variety of reasons including a disability, an illness or their advanced years. The nature of the abuse can include playing on people's emotions, neglecting their needs, physical or sexual assault.

We all have a responsibility to safeguard children and adults.

Everyone in the chaplaincy has a responsibility to help to ensure that children and adults are not subject to abuse in any form. It is important that if we believe that abuse is occurring that we report this to the appropriate people so that the matter can be properly dealt with. Information on how to report problems is given later in this document.

As well as these general needs there are a number of people who have special responsibilities for safeguarding. These are:

- The Chaplain
- The Chaplaincy Wardens
- The Chaplaincy Council
- The Chaplaincy Safeguarding Officer who is responsible for the overall coordination of safeguarding in the Chaplaincy. If you have any worries or concerns about our safeguarding policy or any worries about someone being abused please speak to them in absolute confidence.

People in our chaplaincy who work with children and vulnerable adults

People who work with children and adults who may be vulnerable may be required to be checked to ensure that they have no history which may make them unsuitable for that role.

Induction safeguarding training is mandatory for all new workers, and it is a requirement that everyone working with children and vulnerable adults will prioritise attendance at subsequent training opportunities offered by the church.

Reporting suspected abuse

Everyone has a responsibility to be vigilant to spotting incidents of abuse. If you become aware of abuse in any form please tell the Chaplaincy Safeguarding Officer or Chaplain, and agree who will inform the Diocesan Safeguarding Advisor.

In addition, it is of course your right and duty as a citizen to inform the local law enforcement agencies where you believe a criminal offence has been committed.

Further information

Useful additional information can be found on the diocesan website:

<https://europe.anglican.org/safeguarding/safeguarding>.

4. How we recruit our volunteer workers

We ask all prospective volunteers to:

1. Read carefully through this safeguarding policy.
2. Complete an application form, providing two referees.
3. Complete a Confidential Declaration Form and give it to the Chaplaincy Safeguarding Officer (SO).
4. Attend an informal discussion with the Chaplain and SO.
5. Sign the relevant job description.
6. The applicant will need to request a vetting check from each country that they have visited or lived in for longer than 6 months since the age of 16. For occasional helpers³ the requirement is a vetting check from each country visited or lived in for longer than 6 months within the last 10 years.
7. If you have lived in the UK, additional documents are required to obtain a UK DBS.
 - Complete "questionnaire" to establish level of DBS check required & give to SO.
 - SO will initiate the vetting check and inform the Diocesan Safeguarding Team (DST).
 - DST will email you the DBS Guidance and your personal User ID.
 - Applicant completes the online application.
 - Applicant selects 3 pieces of ID documentation from list, taking both the photocopies and originals to the SO/Chaplain for verification.
 - The Applicant emails their verified photocopies to the DST at: europe.safeguarding@churchofengland.org.
 - Diocesan Safeguarding Team sends off for the vetting check.

NB: As a resident outside the UK, the results of the DBS vetting check along with the original certificate will be sent to the Diocesan Office. The Diocesan Safeguarding Team will then return this to the applicant by post.

On completion of these formalities, the applicant then needs to complete the online training found on Diocese of Europe website:

<https://europe.anglican.org/diocese-safeguarding-guidelines/6-safeguarding-training>

- Occasional helpers need to complete both the basic awareness and foundation level.
- Leaders need to complete all 3 levels.

It is a requirement that any volunteer working with children and/or vulnerable adults has been a member of the congregation for a minimum of six months before commencing their role. They may however begin the application process up to three months before this deadline. Moreover, provided they have submitted a confidential self-declaration form and can show evidence that they have applied for the relevant criminal record checks, the Safeguarding Officer has the discretion to allow them to begin as an additional helper (i.e.

³ Occasional Helper: defined as those who assist in activities (e.g. Sunday School), but they do not have direct responsibility for children, young people and/or vulnerable adults, and who are under the supervision of an activity leader.

alongside a minimum of two other approved adults) pending the remainder of the application process.

Once appointed, volunteers are approved for a period of five years. Towards the end of that period they will be asked to provide updated non-conviction records relating to their residence during the previous five years.

5. Ministry to children and young people

All those involved in children's ministry must:

1. Complete the mandatory safeguarding checks. (Speak to Safeguarding Officer for these).
2. Complete the online training provided by the Diocese via this link:
<https://europe.anglican.org/safeguarding/online-training>
3. Every 3 years, you are required to do the refresher online course.
4. Every 5 years, you will be asked to update your criminal records check.

Registration of children

We have an annual registration process to ensure we have current information on: contact details, health/medical issues and consent for photography and use of images.

1. In September, parents/guardians will be emailed the Annual Registration/generic consent form.
2. New parents will be given this as/when they arrive in our church.
3. These forms are to be returned to the appropriate group leader.
4. For those families who have been here for over a year, if there are NO changes to the previous year's form they can indicate this via email to the appropriate leader.

For all groups and activities

1. The leaders must undertake a health and safety risk assessment for all activities.
2. For some external activities which have additional risk, parental consent must be obtained. E.g.: swimming, ice-skating, cycling. A form will be provided as necessary.
3. An attendance register is kept for all group meeting and signed by the leaders and helpers present. At the end of each term, the attendance records are to be given to the Safeguarding Officer for safe storage, according to Diocesan guidelines.
4. A First Aid kit must be available on any premises that are used by children.
5. An accident/incident sheet is available, and all accidents must be recorded. Any significant incidents must be recorded (e.g. a fight between children).
6. There should be access to a telephone.
7. In premises where children's groups meet, local child helpline telephone numbers should be displayed.
8. The leaders/helpers need to know where the fire exits are and how to raise an alarm.

Child adult ratios

Following recommendations by the UK's National Society for the Prevention of Cruelty to Children (NSPCC)

0 - 2 years	1 adult to 3 children (1:3)
2 - 3 years	1 adult to 4 children (1:4)
4 - 8 years	1 adult to 6 children (1:6)

9- 12 years 1 adult to 8 children (1:8)

13- 18 years 1 adult to 10 children (1:10)

Each group must have a minimum of two approved adults. It is recommended a gender balance be maintained if possible. However, a husband and wife, or partners should not be the only leaders of a group/visit/activity.

For meetings taking place during church:

1. One leader should not be left alone with children unless absolutely necessary and then only for short periods, (e.g. toileting). If there is only one leader, more than one child should be present.
2. If a leader is alone with one child or a group of children in a room (for reasons of emergency or discipline), they should be visible and other leaders should be easily accessible, and all doors, except fire doors, should remain open. The exception is crèche where the door remains closed for safety purposes and two adults must be in attendance.
3. If a leader or helper does not arrive, the churchwarden/ Safeguarding Officer must be informed. A second approved adult should then be found from among the church congregation.
4. Group activities cannot proceed without two approved adults present; if a second adult cannot be found, the group activity must be cancelled and children will be escorted back to their parents in church.

For meetings taking place outside of church on Sundays

Youth group

1. The leaders and helpers should arrive at least 10 minutes before the session starts. If for some reason, a leader or helper is unable to attend at the last moment, or has not arrived 10 minutes before the session starts, the process to find an alternative leader or helper should immediately commence.
2. Whilst waiting for the second person to arrive, one of the parents dropping off their child or young person should be asked to wait until the second approved adult has arrived. If the young person arrives unaccompanied, the leader will phone the young person's parent to ensure accountability.
3. The order in which to contact alternative leaders or helpers is: (1) other youth leaders, (2) the Chaplain, (3) the Safeguarding Officer, (4) the churchwardens. The contact numbers for these can be found in the church directory. In the event of no alternative leader being available, the activity will need to be cancelled.
4. Leaders and helpers must not leave until after the last child has left.
5. An attendance register must be kept, for both on-site and off-site events.
6. All off-site activities require a risk assessment and possibly parental consent. This is the leaders' responsibility.
7. With off-site activity, which are, "out of the local area", the leader will need to:
 - Inform and request permission from the CC for the activity.
 - Give details of the activity and any itinerary in advance to parent/s. Consent forms should be received in advance of the activity taking place.

- Give details of the activity and a list of contacts to an appointed person in the church.
- Give details of the activity and arrangements to the local Safeguarding Officer and/or incumbent.
- Do a risk assessment and obtain confirmation that the activity is covered by Chaplaincy Council insurance (where available).
- Designate a person to take responsibility for First Aid.
- Consider if it is likely that additional leaders/helpers will be required.

For activities taking place where leaders and children arrive at different times

1. Parents must remain with their children until the appropriate leadership is present, in case the event has to be cancelled.

Non- Approved Adults

1. Visitors and Guest speakers are not required to complete a confidential self-declaration form, but should not, therefore be left alone with the children.
2. Adults with no clear reason for being close to where children are meeting should be politely challenged.
3. Where activities occur within someone's house, the other family adults present should also obtain safeguarding checks.

Touch

Sympathetic attention, humour, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children, particularly younger children, is wholly appropriate.

But what is appropriate and acceptable? Here are some guidelines:

1. Leaders and helpers are to avoid initiating physical contact with any young person. Always ask permission.
2. Be mindful of your body position.
3. Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
4. Hugs should be kept brief and best shoulder to shoulder than front on.
5. Touch should be in response to a child's needs and not related to the worker's needs. It should be age appropriate, welcome and generally initiated by the child, not the church worker.
6. Avoid any physical contact that is or could be construed as sexual and/or abusive/offensive. Basically, any part of the body which is covered by a swim suit is a no-go area. This would include letting a child sit on your lap, which should be gently discouraged. Sitting by your side is preferable.
7. Allow the child to determine the degree of physical contact with others, except in exceptional circumstances (e.g. when they need medical attention).

8. You can allow the people you support in your role to hold hands or link arms with you to help with travel and stability.
9. You should discourage the people you support in your role from touching your face. You can offer your hand instead.
10. You should avoid using touch if the person you support in your role is very distressed and is unlikely to tolerate it.
11. Ensure that you do not behave in a manner which is either favourable or unfavourable to individuals.
12. Always be prepared to explain your actions and accept that all physical contact can be open to scrutiny.
13. Be aware that even well-intentioned physical contact may be misconstrued by the young person, an observer or any person to whom this action is described.

Code of Safer Working

Must

1. Treat all individuals with respect and dignity.
2. Ensure that their own language, tone of voice, and body language is respectful.
3. Ensure that children, young people and adults know who they can talk to about a personal concern.
4. Record and report any concerns about a child, young person or adult and/or the behaviour of another worker with their activity leader and/or local Safeguarding Officer. Sign and date the record.
5. Administer any First Aid with others around, where possible.
6. Adhere to our photograph/image policy.
7. Always aim to work with or within sight of another adult.
8. Respond warmly to a child who needs comforting but allow the child to determine the degree of physical contact.
9. Ensure that the child and parents are aware of any activity that requires physical contact and its nature before the activity takes place.

Must not

1. Invade an individual's privacy whilst washing and toileting.
2. Use any form of physical punishment.
3. Be sexually suggestive about or to an individual.
4. Scapegoat, ridicule or reject an individual or group.
5. Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying.
6. Show favouritism to any one individual or group, including those who may attempt to involve in excessive attention seeking.
7. Allow unknown adults access to children, young people and adults that may be vulnerable. Visitors should always be accompanied by an approved person.
8. Befriend children, young people and vulnerable adults on social media.
9. Take photographs on personal phones or cameras as this means that images are stored on personal devices.
10. Smoke or drink alcohol or be under the influence of alcohol, in the presence of children and young people.
11. Arrange social occasions with children and young people (other than events which also include adult family members/carers) outside organised group occasions.

Discipline

1. Leaders are encouraged to communicate to those in their care, whether in the regular Sunday session or other midweek or offsite meeting, a clear discipline policy that might include rules, rewards and sanctions. At the start of each school year the youth and children's leaders and helpers will ask parents and/or carers to attend a meeting after the Sunday morning session to communicate the discipline policy. This is also an opportunity for parents and/or carers to discuss discipline related issues and inform leaders and helpers of specific needs relating to their children. At the start of each term the youth and children's leaders will highlight the rules to the young people to remind them of the expectations leaders have of discipline within the group. Leaders may choose to meet with parents to review any special needs or concerns regarding their children.
2. When there are disciplinary problems, a leader should try to calm the situation, then talk to the children, the other leaders and possibly the parents. In situations of conflict, if at all possible, leaders are not to physically touch or restrain children. They may shout or whistle (as appropriate) and keep others out of the way of harm. If restraint is necessary to prevent harm, this should be kept to the minimum.

Online communication with youth

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

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

Therefore, when using online media to communicate with young people, workers should:

1. Obtain parental agreement (using the annual registration form) before using such services (email, chatting, messenger services, Facebook, etc.) to communicate with a young person. The minimum age restrictions of social media platforms (e.g. Facebook, minimum age 13) must be respected.
2. Use clear, unambiguous language to reduce the risk of misinterpretation. Workers may provide advice and support, but avoid counselling.
3. Ensure all messages can be viewed, if necessary, by the worker's supervisor, and that this policy is explained to young people. Any texts or conversations that raise concerns will be saved and passed on/shown to the worker's supervisor.

Further guidance for children's ministry volunteers and workers.

Do

1. Have your eyes open and be vigilant.
2. Maintain the upmost integrity – honesty, transparency, consistency and accountability are key. Treat online communication with children, young people and adults as you would communication that is face to face. Always maintain the same level of confidentiality.
3. Report any safeguarding concerns that arise on social media to the local Safeguarding Officer, incumbent and/or Diocesan Safeguarding Advisor (DSA).
4. Always assume that everything you write is permanent and may be viewed by anyone at any time; that everything can be traced back to you personally as well as to your colleagues or the church. Always think before you post.
5. Draw clear boundaries around your social media usage associated with your private life and your use of different social media for public ministry. Keep church account/s and profiles separate from your personal social media account/s; e.g. only use a Facebook page, Twitter or blogs for public ministry, while keeping a separate Facebook profile for private life.
6. Only use an approved church/ministry account to communicate with children, young people and/or vulnerable adults. The named person should be able to access this and review conversations, and the account should be visible to young people and their parents. Young people must be made aware that any communication will be viewed by all users. Save any messages and threads through social networking sites, so that you can provide evidence to the named person of your exchange when required.
7. Avoid one-to-one communication with a child or young person.
8. Use clear and unambiguous language in all communications and avoid abbreviations that could be misinterpreted.
9. Save and download to hard copy any inappropriate material received through social networking sites or other electronic means and show immediately to the named person, local Safeguarding Officer, incumbent or, if appropriate, Diocesan Safeguarding Adviser.
10. Use passwords and log off promptly after use to ensure that nobody else can use social media pretending to be you.

Do not

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

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

1. Libelous, defamatory, bullying or harassing statements.
2. Breaches of copyright and data protection.

3. Material of an illegal nature.
4. Offensive sexual or abusive references.
5. Inappropriate language.
6. Anything which may be harmful to a child, young person or vulnerable adult, or which may bring the church into disrepute or compromise its reputation.

Meeting one-to-one with members of the youth

On occasion it may be appropriate for an approved leader to have a one-to-one meeting of a pastoral nature with a child or young person. If the leader considers such a conversation to be necessary, they must build in sufficient accountability by holding the conversation in a public place or a building where other adults are present, and by ensuring that another approved leader knows when and where the conversation is taking place, and who is present. The leader must make it clear that confidentiality cannot be guaranteed if the child / young person is at risk. Recurrent meetings are discouraged to minimise the risk of an unhealthy attachment or dependency being developed.

6. Useful Contacts

Relating to the Church

- St John and St Philip Safeguarding Officer: April Carter
 - o M: 06-2219 1707
 - o E: safeguarding@stjohn-stphilip.org
- Diocese in Europe Safeguarding Advisor: Grace Fagan
 - o T: +44 (0)207 898 1150 /
 - o E: grace.fagan@churchofengland.org
- Diocesan confidential telephone line
 - o T: +44 (0)207 898 1163
- SMPR: Meldpunt Seksueel Misbruik in de Kerk
 - o T: 030-3038590
 - o E: info@smpr.nl
 - o W: www.smpr.nl

Relating to the Netherlands

- Emergency services
 - o T: 112
- Veilig Thuis, providing advice and investigating (suspected) cases of domestic violence and child abuse
 - o W: www.vooreenveiligthuis.nl
 - o T: 08002000
- Jeugdbescherming West, a regional organisation who offer assistance when the safety and development of a child or young person is under threat
 - o W: www.jeugdbeschermingwest.nl
 - o T: (070) 300 44 44
- De Kindertelefoon, a helpline for children aged 8-18 who are facing bullying, problems at home, arguments with friends, or simply feeling low
 - o W: www.kindertelefoon.nl
 - o T: 08000432
- meldknop.nl, a website providing information and advice concerning internet safety
 - o W: www.meldknop.nl
- Politie (Police)
 - o W: www.politie.nl/themas/kindermishandeling
 - o T: 09008844
- Raad voor de Kinderbescherming, a division of the Dutch Government Ministry of Security and Justice responsible for child protection
 - o W: www.kinderbescherming.nl
 - o T: 070 374 2300

Relating to the UK

- Childnet International, an organisation working to make the internet a safe place for children
 - W: www.childnet.com
 - T: +44 (0)20 7639 6967
- ChildLine, a website and helpline specifically for children and young people
 - W: www.childline.org.uk
- NSPCC (National Society for the Prevention of Cruelty to Children), specialising in child protection
 - W: www.nspcc.org.uk
- Stop it Now!, An organisation working to prevent abuse by providing help to anyone with a concern about child abuse
 - W: www.stopitnow.org.uk
 - T: +44 (0)8081000900