



## THE STEWARDS' TRUST SAFEGUARDING POLICY

The Stewards' Trust (ST) seeks to create a safe and caring environment for all those attending our events and engaging with our youth team in various capacities. In this regard, we have particular concern for children, young people and adults at risk [of harm], which this policy addresses.

We affirm that safeguarding is the responsibility of everyone and aim to create a culture where employees, volunteers and all associated with ST are appropriately educated and aware of good practice.

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| <b>Authorised by Chair:</b> | Martin Quicke & Ali Bryan                            |
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### Section 1 – Background and Introduction

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ST is a company limited by guarantee, registered in England and Wales, number 5010563. Registered charity number 1102381.

Public Liability Insurance with Aviva.

#### **Vision:**

To see our world transformed through the expansion of God's family and the building of His Kingdom, here on earth.

#### **Mission:**

To equip, nurture, grow and connect a broad Christian family from all walks of life, who will be known by its faithful demonstration of God's love in action through all we do.

#### **Our commitment:**

We recognise the need to provide a safe and caring environment for children, young people and adults at risk of harm. We acknowledge that children, young people and adults at risk can be the victims of many different types of abuse. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to "all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status". We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from "all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or

any other person who has care of the child.” We also affirm the principles within the UN Convention on the Rights of Persons with Disabilities as well as those which underpin the UK’s Care Act 2014. We have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to building constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and attached practice guidelines are based on the ten Safe and Secure safeguarding standards published by thirtyone:eight (formerly CCPAS).

ST undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training for all its employees and volunteers and annually review the operational guidelines attached.
- support the Designated Safeguarding Officer(s) (DSOs) in their work and in any action they may need to take in order to protect children, young people and adults at risk of harm.
- The Trustees agree not to allow the document to be copied by other organisations.
- ensure designated trustees have undertaken basic Safeguarding training in order to be able to fully understand and monitor our Safeguarding obligations.

This policy is more detailed with regard to our work with children and young people since that is where there is the most significant engagement numerically. However, we owe an equal duty of care to any adults at risk. Therefore, the same principles and practices should be adopted regarding such adults attending any ST events.

The Department of Health defines an adult at risk as a person aged 18 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

We do not run events specifically targeted at adults at risk. Our events are open to all but we do require a carer to be present if an adult at risk is to attend an event.

### **Online Safety**

We are committed to ensuring the highest possible safety standards in any online interaction. See Online Safety Policy (Appendix 12) for details on thinking and practice.

## **Section 2 – How we equip staff and volunteers to keep others safe**

### **Understanding abuse and neglect:**

Defining abuse is a difficult and complex issue. A person may abuse by inflicting harm, or failing to prevent harm. Children, young people and adults at risk in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child.

In order to safeguard those with whom we work we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

1. *Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or*

*negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*

- Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.*

Detailed definitions, and signs and symptoms of abuse are included in Appendix 1-4. Information about Self Harm forms Appendix 5 and how to respond to a disclosure of abuse (Effective Listening) forms Appendix 6.

### **Safeguarding awareness:**

ST is committed to providing on-going safeguarding training and development opportunities for all staff and volunteers, and to developing a culture of awareness of safeguarding issues to help protect everyone. All our employed staff working with young people or adults at risk will receive induction training and Foundation training either through Thirtyone:Eight or the Church of England's Safeguarding Training Portal.

### **Youth Events (residential)**

One leader will be Designated Safeguarding Host (DSH) with responsibility for overseeing Safeguarding for the duration of that event. They will have undertaken training within the last 3 years – either thirtyone:eight's 'Foundation Safeguarding: Children & Adults', Basic Awareness and Foundations on the Church of England's Safeguarding Training Portal or an equivalent course, the suitability of which will be confirmed by the DSO. Clear guidance on this role will be given (Appendix 9a and b).

All youth leaders will have been given training at the youth event training day, which will include consideration of the Code of Conduct within our 'Safe in your hands' leaflet (Appendices 7 & 11). Our rigorous checking procedure is covered in the Safer Recruitment Policy, Appendix 14.

All hosts, leaders and helpers will have had access to this policy and will have been given a copy of our 'Safe in your hands' leaflet which includes the flowchart 'Passing on a concern' (Appendices 8 and 11) and the Code of Conduct. In addition, all will have watched and been tested on our Safeguarding training video, (Appendix 11) giving guidance under the three areas 'Keeping children safe, keeping yourself safe and making the event safe'.

Once on site, prior to the commencement of the event, the DSH will facilitate further training to consolidate all that has already taken place.

The DSH will be introduced early in the event, as the first point of contact for anyone with concerns regarding Safeguarding.

### **Family Events (residential)**

At Family Events, children and young people are cared for in groups separate from their parents for part of the day. In addition, younger children may be cared for by a babysitting service in the evening. Teenagers may have sleeping accommodation which is not near to their parents and so are effectively overseen by houseparents during the night. Parents or guardians are on site for the duration and retain responsibility for their children at all times although share this with group leaders and helpers, babysitters and houseparents as outlined above. Babysitting for younger children is dealt with elsewhere in this policy. (See Section 4)

One member of the host team will be the DSH with responsibility for overseeing Safeguarding for the duration of that event. They will have undertaken training within the last 3 years – either thirtyone:eight’s ‘Foundation Safeguarding: Children & Adults’, Basic Awareness and Foundations on the Church of England’s Safeguarding Training Portal or an equivalent course, the suitability of which will be confirmed by the DSO. Clear guidance on this role will be given (Appendix 9a and b).

All hosts, youth team leaders, helpers and houseparents will have had access to this policy and will have been given a copy of our ‘Safe in your hands’ leaflet which includes the flowchart ‘Passing on a concern’ (Appendices 8 & 11) and the Code of Conduct. In addition, all will have watched and been tested on our Safeguarding training video, (Appendix 11) giving guidance under the three areas ‘Keeping children safe, keeping yourself safe and making the event safe’. Our rigorous checking procedure is covered in the Safer Recruitment Policy, Appendix 14.

In addition, parents will have been specifically informed about the ways in which their children will be kept safe during the event, including details of babysitting, screening of volunteers and clarity around parental responsibility. It will be understood that parents accept these as the conditions on which they are coming to the event.

The DSH is responsible for ensuring safeguarding training for Host team and Youth teams before the event begins in full. Youth team leaders will be responsible for discussing with their teams how the Code of Conduct applies to their specific age group to ensure best practice and safety for all.

### ***Adult Houseparties***

If someone identified as an adult at risk intends to be present on one of these events, a member of the host team will be identified as a DSH, with responsibility for overseeing Safeguarding for the duration of that event. They will have undertaken training within the last 3 years – either thirtyone:eight’s ‘Foundation Safeguarding: Children & Adults’ Adults’, Basic Awareness and Foundations on the Church of England’s Safeguarding Training Portal or an equivalent course, the suitability of which will be confirmed by the DSO.

All hosts will have had support and guidance on this subject in advance from the DSO. In reality it is hard to ensure adults at risk are always successfully identified in advance of the event and consequently we will ensure that advice and support is available in real time.

Further guidance is available in Appendix 10.

### ***Employed Youth team***

Since the ST youth team are employed and consequently engaging in more significant and regular youth work, they have access to more training opportunities and significant support in the Safeguarding area of their role. In addition to the training required for DSHs described above, they have annual in house training, as well as access to advice and support via the DSO, DDSOs and 31:8.

### ***Mentoring***

1:1 youth work is a high-risk activity and therefore we have specific and tight guidelines surrounding this activity. See Mentoring Guidelines in Appendix 12.

Informed parental permission must be sought annually and recorded prior to mentoring.

### ***Schools’ work***

When visiting a school to give a talk or for a mentoring appointment with a pupil, we will comply with the relevant school’s safeguarding policy.

One to one meetings with pupils must always be held in a public place.

### ***Working online***

Our 'Online Safety Policy' Appendix 12 gives detail applying the same safeguarding principles and policy to activities conducted in a virtual setting.

## **Section 3 – Recognising and responding appropriately to an allegation or suspicion of abuse**

### **Responding to allegations of abuse (on a ST event):**

Under no circumstances should a worker or helper carry out their own investigation into an allegation or suspicion of abuse. Following procedures as below:

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to Helen Paterson (hereafter the "Designated Safeguarding Officer/DSO") mob: [REDACTED], who is nominated by the Trustees to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.
- In the absence of DSO or, if the suspicions in any way involve the DSO, then the report should be made to Jess Hughes/Matt Chisem (hereafter the "Deputies") at ST office tel. no: 020 7385 7398, mob: [REDACTED]. If the suspicions implicate both the DSO and the Deputy, then the report should be made in the first instance to thirtyone:eight PO Box 133, Swanley, Kent, BR8 7UQ. Tel. no: 0303 003 11 11. Alternatively contact Social Services or the police.
- Where the concern is about a young person or adult at risk the DSO should take advice from thirtyone:eight as above and, if necessary, contact Children's or Adult's Social Services.
- Where required the DSO should then inform the Trustee Responsible for Safeguarding, Rupert Hawkins (mob: 07899 724 498) and the Chief Executive, Jimi Gale (mob: [REDACTED]) as soon as practicably possible.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place. (see incident form – Appendix 15)
- Whilst allegations or suspicions of abuse will normally be reported to the DSO, the absence of the DSO or Deputy should not delay a DSH on an event taking advice from the Trustee Responsible for Safeguarding or, if also unavailable, from thirtyone:eight.
- The Trustees will support the DSO/Deputy in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from thirtyone:eight, although the Trustees hope that hosts and helpers will use the procedure outlined above. If, however, the individual with the concern feels that the DSO/Deputy has not responded appropriately, or where they have a disagreement with the DSO/Deputy as to the appropriateness of a referral they are free to contact an outside agency directly.

The role of the DSO/Deputy is to collate, document and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate. See flowchart in Appendix 8.

### **Responding to allegations of abuse (on a school visit):**

In the event of concerns on a school visit, employees should report these to the school's Designated Safeguarding Lead (or equivalent) in the first instance. Notes should be taken and shared with ST DSO insofar as the issue affects anyone related to the work of the ST.

### **Allegations of Physical Injury, Neglect or Emotional Abuse:**

If a young person or adult at risk has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the DSO/Deputy will:

- Contact thirtyone:eight or Children's/Adult's Social Services for advice in cases of deliberate injury, if concerned about the individual's safety or if the individual is afraid to return home.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact thirtyone:eight or Children's Social Services (children/young people) or Adults' Social services (adults) direct for advice.
- Seek and follow advice given by thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Social Services.

If there is any suspicion that parents may be perpetrators of the abuse, the DSO/Deputy will not communicate directly with the parents unless advised to do so by thirtyone:eight /Children's Social Services.

### **Allegations of Sexual Abuse:**

In the event of allegations or suspicions of sexual abuse, the Designated Safeguarding Officer/Deputy will:

- Seek and follow the advice given by thirtyone:eight if, for any reason they are unsure whether or not to contact Children's/Adult's Social Services/Police. thirtyone:eight will confirm its advice in writing for future reference.
- Contact the relevant Social Services Department or Police Child Protection Team direct. They will NOT speak to a parent/carer or anyone else if there is **any** doubt as to the perpetrator of abuse. Should the abuser have been identified as someone outside of the family, it is of course right to communicate with parents.

## **Section 4 - Prevention**

### **Safer recruitment**

Safer recruitment is the foundation of good safeguarding. In raising its profile we deter possible offenders and ensure a thorough and rigorous process is followed both when appointing employees and volunteers. Harm is prevented when we take greatest care in selecting those who will be working with children, young people or adults at risk of harm. Our Safer Recruitment Policy (Appendix 13) contains the details of how we will recruit employees and all volunteers who are involved in work with children, young people and adults at risk.

### ***Babysitters on Family Events (residential)***

In the main, babysitters are appointed in three different ways. Through an approved babysitting agency, through the venue (trusted and checked employees) or they are volunteers who are already helping on the event. However they are found, individuals will be carefully selected and will have had an Enhanced Disclosure (DBS) Check completed prior to the event. Parents will be encouraged to discuss specific arrangements prior to handing over care, and communication will be established through sharing of mobile phone numbers so extra advice can be sought or parents can be called back.

A register of which children are in the care of which babysitter will be kept and strict signing in and out procedures will be followed.

**Adults at risk attending Adult or Family Events (residential)**

Adults at risk are warmly welcomed to any of our events, but must come with an identified carer who takes immediate and day-to-day responsibility for looking after them. This recognises the fact that many of our events are run by volunteers, who do not necessarily have the training or experience to take responsibility themselves.

**Management of Employees and Volunteers – Codes of Conduct:**

ST is committed to supporting all employees and volunteers and ensuring they receive support and supervision. All will have been issued with a code of conduct towards young people. ST undertakes to follow the principles found within the 'Abuse of Trust' guidance issued by the Home Office and it is therefore unacceptable for those in a position of trust to engage in any behaviour which might allow a sexual relationship to develop for as long as the relationship of trust continues.

**Section 5 – Pastoral care:**

**Supporting those affected by abuse:**

ST is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have attended one of our events.

**Section 6 – Working in Partnership:**

Different organisations and settings, schools and venues will have different approaches to safeguarding children, young people and adults at risk. We commit to choosing carefully those we will work with, giving due consideration to safeguarding issues. Safeguarding policies will be shared and any conflict or confusion resolved prior to partnerships being established. Safeguarding will remain a key line of communication in ongoing relationships as policies and practice evolve.

Good communication is essential in promoting safeguarding, not only to those we wish to protect, but to everyone involved in working with children, young people and adults at risk, and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

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**Key people and contact details**

**ST Safeguarding Helpline:** 0300 302 3191

**Designated Safeguarding Officer:** Helen Paterson (mob: [REDACTED])

**Deputy:** Jess Hughes/Matt Chisem (office: 020 7385 7398, mob: [REDACTED])

**Trustee responsible for safeguarding:** Rupert Hawkins (mob: 07899 724 498)

**Chief Executive:** Jimi Gale (mob: [REDACTED])

**Thirtyone:eight helpline:** 0303 003 11 11  
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## **Appendix 1 – STATUTORY DEFINITIONS OF ABUSE (CHILDREN)**

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

The four definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2018)'.

### **Abuse**

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

### **Physical Abuse:**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

### **Emotional Abuse:**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### **Sexual Abuse:**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.



### **Child sexual exploitation**

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

### **Neglect:**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- a. provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- b. protect a child from physical and emotional harm or danger
- c. ensure adequate supervision (including the use of inadequate caregivers)
- d. ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## **Appendix 2 – SIGNS OF POSSIBLE ABUSE (CHILDREN & YOUNG PEOPLE)**

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life.

### **Physical**

Injuries not consistent with the explanation given for them  
 Injuries that occur in places not normally exposed to falls, rough games, etc.  
 Injuries that have not received medical attention  
 Reluctance to change for, or participate in, games or swimming  
 Repeated urinary infections or unexplained tummy pains  
 Bruises on babies, bites, burns, fractures etc. which do not have an accidental explanation\*  
 Cuts/scratches/substance abuse\*

### **Sexual**

Any allegations made concerning sexual abuse  
 Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour  
 Age-inappropriate sexual activity through words, play or drawing  
 Child who is sexually provocative or seductive with adults  
 Inappropriate bed-sharing arrangements at home  
 Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations  
 Eating disorders – anorexia, bulimia\*

### **Emotional**

Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy  
 Depression, aggression, extreme anxiety  
 Nervousness, frozen watchfulness  
 Obsessions or phobias  
 Sudden under-achievement or lack of concentration  
 Inappropriate relationships with peers and/or adults

Attention-seeking behaviour  
Persistent tiredness  
Running away/stealing/lying

**Neglect**

Under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc.

Poor appearance and hygiene, wearing the wrong clothes for the season, frequent and untreated nappy rash in babies, being hungry, smelly or dirty.

\*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

## Appendix 3 – TYPES OF ABUSE (ADULTS AT RISK)

### Recognised Areas of Abuse regarding Adults at Risk: Care Act 2014

**Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented or was pressured into consenting.

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks

**Organisational abuse** – including neglect or poor care practice within an organisation or specific care setting, such as a hospital or care home. It can also be in relation to care provided in your own home. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

**Discriminatory abuse** – including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

**Self-neglect** – this covers a wide range of behaviour such as neglecting to care for your personal hygiene, health or surroundings and includes behaviour such as hoarding.

**Domestic abuse** – including psychological, physical, sexual, financial, emotional, or so-called 'honour' based violence.

**Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Trafficking and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

## **Appendix 4 – SIGNS OF POSSIBLE ABUSE (ADULTS AT RISK)**

### **Financial or Material Abuse**

Missing personal possessions  
Unexplained lack of money or inability to maintain lifestyle  
Unexplained withdrawal of funds from accounts  
Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity  
Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so  
The person allocated to manage financial affairs is evasive or uncooperative  
The family or others show unusual interest in the assets of the person  
Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA  
Recent changes in deeds or title to property  
Rent arrears and eviction notices  
A lack of clear financial accounts held by a care home or service  
Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person  
Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house  
Unnecessary property repairs

### **Physical Abuse**

No explanation for injuries or inconsistency with the account of what happened  
Injuries are inconsistent with the person's lifestyle  
Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps  
Frequent injuries  
Unexplained falls  
Subdued or changed behaviour in the presence of a particular person  
Signs of malnutrition  
Failure to seek medical treatment or frequent changes of GP

### **Neglect and acts of omission**

Poor environment – dirty or unhygienic  
Poor physical condition and/or personal hygiene  
Pressure sores or ulcers  
Malnutrition or unexplained weight loss  
Untreated injuries and medical problems  
Inconsistent or reluctant contact with medical and social care organisations  
Accumulation of untaken medication  
Uncharacteristic failure to engage in social interaction  
Inappropriate or inadequate clothing

### **Sexual Abuse**

Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck  
Torn, stained or bloody underclothing  
Bleeding, pain or itching in the genital area  
Unusual difficulty in walking or sitting  
Foreign bodies in genital or rectal openings  
Infections, unexplained genital discharge, or sexually transmitted diseases  
Pregnancy in a woman who is unable to consent to sexual intercourse

The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude

Incontinence not related to any medical diagnosis

Self-harming

Poor concentration, withdrawal, sleep disturbance

Excessive fear/apprehension of, or withdrawal from, relationships

Fear of receiving help with personal care

Reluctance to be alone with a particular person

### **Psychological Abuse**

An air of silence when a particular person is present

Withdrawal or change in the psychological state of the person

Insomnia

Low self-esteem

Uncooperative and aggressive behaviour

A change of appetite, weight loss/gain

Signs of distress: tearfulness, anger

Apparent false claims, by someone involved with the person, to attract unnecessary treatment

### **Organisational Abuse**

Lack of flexibility and choice for people using the service

Inadequate staffing levels

People being hungry or dehydrated

Poor standards of care

Lack of personal clothing and possessions and communal use of personal items

Lack of adequate procedures

Poor record-keeping and missing documents

Absence of visitors

Few social, recreational and educational activities

Public discussion of personal matters

Unnecessary exposure during bathing or using the toilet

Absence of individual care plans

Lack of management overview and support

### **Discriminatory Abuse**

The person appears withdrawn and isolated

Expressions of anger, frustration, fear or anxiety

The support on offer does not take account of the person's individual needs in terms of a protected characteristic

### **Self-Neglect**

Very poor personal hygiene

Unkempt appearance

Lack of essential food, clothing or shelter

Malnutrition and/or dehydration

Living in squalid or unsanitary conditions

Neglecting household maintenance

Hoarding

Collecting a large number of animals in inappropriate conditions

Non-compliance with health or care services

Inability or unwillingness to take medication or treat illness or injury

**Domestic Abuse**

Low self-esteem

Feeling that the abuse is their fault when it is not

Physical evidence of violence such as bruising, cuts, broken bones

Verbal abuse and humiliation in front of others

Fear of outside intervention

Damage to home or property

Isolation – not seeing friends and family

Limited access to money

**Modern Slavery**

Signs of physical or emotional abuse

Appearing to be malnourished, unkempt or withdrawn

Isolation from the community, seeming under the control or influence of others

Living in dirty, cramped or overcrowded accommodation and or living and working at the same address

Lack of personal effects or identification documents

Always wearing the same clothes

Avoidance of eye contact, appearing frightened or hesitant to talk to strangers

Fear of law enforcers

## **Appendix 5 – SELF HARM (INCLUDING EATING DISORDERS)**

Research from the Lancet Psychiatry Journal, published in June 2019, found that self-harm has risen across all ages and both sexes across England from 2000 to 2014. Across the whole population self-reported, non-suicidal self-harm (NSSH) has trebled from 2.4% to 6.4%, which those aged 16-24 showing the highest rates of practice.

Girls and young women (aged 16-24) are the most likely group to report self-harm: one in five (19.7%) reported it in 2014, up from just 6.5% reporting in 2000. For males in the same age group self-harm rose from 4.2 to 7.9% over the 14 years. However, males aged 16-34 were less likely than women and older generations to have contact with relevant health services following incident of self-harm.

NHS research in 2017 shows that 5.5% of 11-16 year olds and 15.4% of 17-19 year olds reported ever self-harming or attempting suicide – a substantial increase in late teenage years. All this suggests that worrying statistics aren't just because of greater public awareness and more people seeking help, they also reflect higher levels of self-harm itself.

Previous research has indicated that the incidence of self-harm was greater for those children and young people coping with stressful life events such as:

- Separation of parents, serious illness, death of parent or close relative
- An increase in the parent's mental health problems
- An increase in the degree of family discord
- An increase in the frequency of punishment

A study (March 2003), commissioned by the Samaritans, found young people more likely to harm themselves if they had friends who had already done so. In total, more than 6,000 pupils aged 15 and 16 were quizzed from 41 schools across England. They were asked about suicidal thoughts and self-harming behaviour.

The survey found that:

- Young people who harm themselves often have difficulty coping with everyday problems
- Rather than employing positive strategies such as talking to someone about the situation, they were more likely to blame themselves, sit in their room or drink alcohol
- Only 20% of those who self-harmed felt they could speak to a teacher about something that was really bothering them
- People who self-harm were shown by the survey to be more anxious, depressed and to have lower self-esteem than those who do not

The two most common reasons for self-harm are, "To find relief from a terrible state of mind" and "because I wanted to die".



## **Appendix 6 - EFFECTIVE LISTENING**

Ensure the physical environment is welcoming, giving an opportunity for the child or adult at risk to talk in private but making sure others are aware the conversation is taking place.

- It is especially important to allow time and space for the person to talk
- Above everything else listen without interrupting
- Be attentive and look at them whilst they are speaking
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used
- Try to remain calm, even if on the inside you are feeling something different
- Be honest and don't make promises you can't keep regarding confidentiality
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.
- Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, Braille etc.

### **Helpful Responses:**

- You have done the right thing in telling me
- I am glad you have told me
- I will try to help you

### **Don't Say:**

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- I am shocked, don't tell anyone else

## Appendix 7 – CODE OF CONDUCT

This code of conduct supports the Stewards' Trust Safeguarding Policy. This document covers safe practice in relation to working with children & young people. All leaders and helpers are expected to sign and adhere to the standards of safe practice outlined within this document. These guidelines have been established with regard to advice from Thirtyone:Eight (formerly CCPAS) and reflect current best practice.

Helen Paterson is the Designated Safeguarding Officer for the Stewards' Trust. You may contact her to discuss any questions or concerns.

Email: [helen@stewardstrust.org.uk](mailto:helen@stewardstrust.org.uk) phone [REDACTED]

### Supervision of Children's Activities

#### Child/Adult Ratios:

Attempts will be made wherever possible to keep to the following ratio of adults to children as an absolute minimum:

0 to 2 years 1:3  
2 to 3 years 1:4  
4 to 8 years 1:6  
Over 8 years 1:10

#### General Guidelines:

- No adult will be a lone helper with a group of children out of sight of others.
- Where possible the gender of adults should reflect that of the group: i.e. at least one man if boys are present and one woman if girls are present.
- If for any reason a helper is alone with a child, they should ensure that a team leader knows where they are AND that there are other groups nearby if possible.
- No person under 18 years of age will be left in charge of children of any age.
- A register of children or young people should be kept and a register of helpers.
- A record should be kept of any unusual activity or comments by children or young people (e.g. throwaway sexual comments, or particularly difficult behaviour). This protects children and workers. Such records must be passed to the DSO and be kept in a secure place.
- Any incidents or accidents should be recorded on our ST Accident/Incident/Disclosure form and sent to the DSO. Parents/older children should be asked to sign to verify any information they have given.
- Young leaders will be supported at all times in their roles by adult leaders.

#### Guidelines on touch:

- Keep everything public.
- A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be related to the child's needs, not the helper/leader.
- Touch should be age-appropriate and generally initiated by the child rather than the leader/helper.
- Avoid any physical activity that is, or may be thought to be, sexually stimulating to the adult or the child.
- Children have the right to decide how much physical contact they have with others, except in exceptional circumstances when they need medical attention.
- Team members should monitor one another in the area of physical contact. The team should be free to help each other by pointing out anything which could be misunderstood.

- It is best to err on the side of caution with regard to engaging in physical play (eg wrestling/swinging children around) even when this kind of behaviour may be appropriate in another context.

### **Additional information for leaders and helpers working with babies & toddlers**

#### **Managing toileting:**

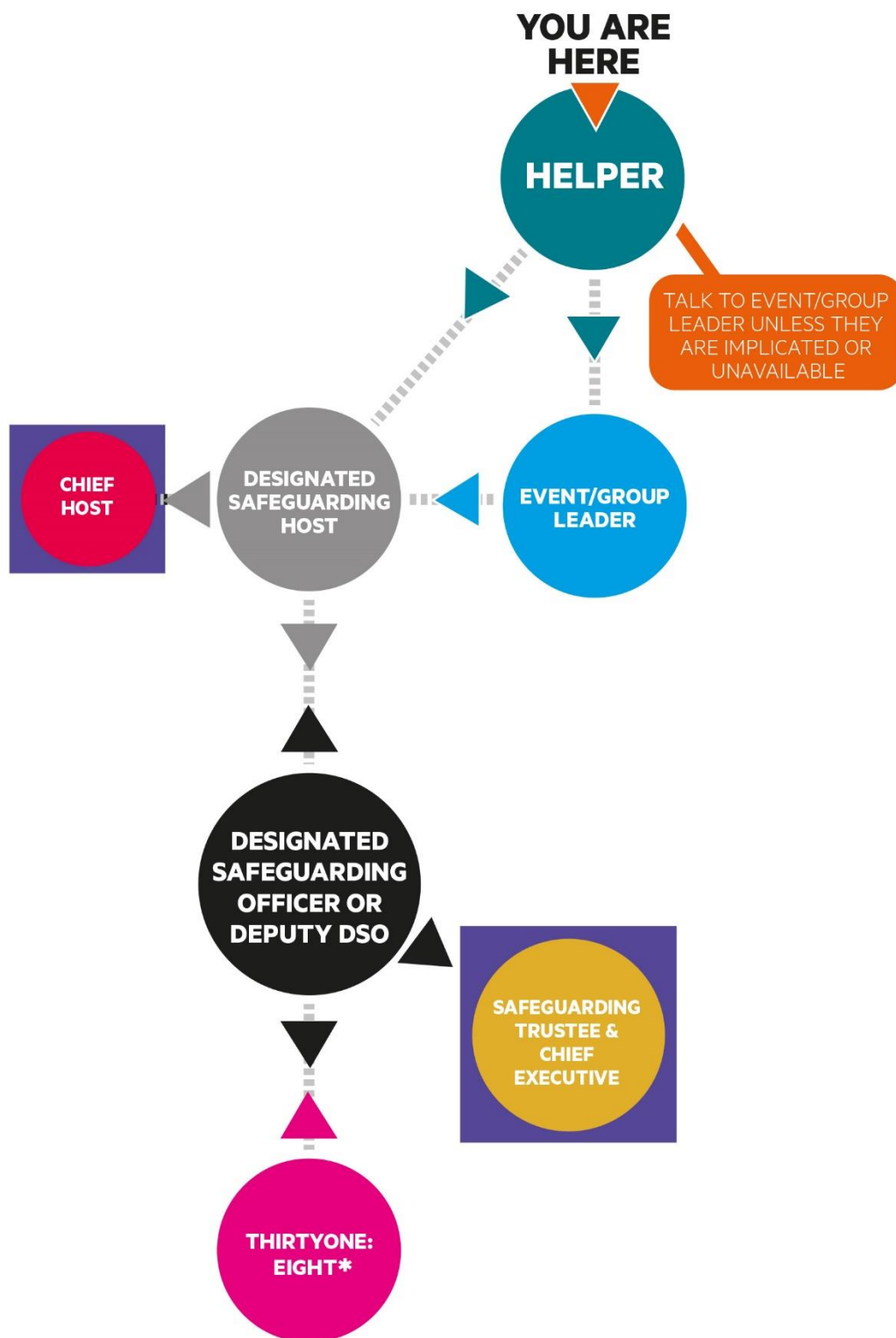
- Any help with toileting children should be provided with the knowledge and agreement of the child's parents/carers.
- When taking children to the toilet, leaders should always consider the dignity of the child and ensure that as much privacy as possible is given.
- Children should be encouraged to use their own toilet cubicle.
- Leaders should avoid doing things for the child that the child is able to do for themselves.

**All leaders and helpers at Stewards' Trust events are expected to take seriously their position as a role-model to the children and young people they are looking after. All should commit to act in a way which promotes and affirms ST values.**

#### **Stewards' Trust Values:**

- Loving – above all things we are called to love God and people
- Family – part of God's family, open to everyone, all ages, all stages of life and faith, enabling whole of life discipleship
- Open – to the guiding power of the Holy Spirit and to pioneering new things
- True – committed to sound biblical teaching and discipleship
- Stewards – taking good care of the people and resources God has entrusted to us
- Empowering – fully equipping and nurturing current and future leaders by our commitment to releasing them in their ministries
- Joyful – we have 'good news' to share and we enjoy doing it

## Appendix 8 – Passing on a Concern Flowchart



For information only

\* Independent Safeguarding Specialists

## Appendix 9 – ROLE DESCRIPTIONS

### Designated Safeguarding Officer

Responsible for overseeing safeguarding across the work of the Stewards' Trust (ST)

They should:

- fulfil the role of DSO for the ST, which will require working closely with the Trustee responsible for Safeguarding, the Deputy Designated Safeguarding Officers (DDSOs), Chief Executive and other employees and volunteers of ST.
- review and, where necessary, update ST safeguarding policies and procedures on an annual basis.
- be the first point of contact in relation to safeguarding issues for Family/All Age events.
- provide back-up to the DDSOs in relation to safeguarding issues for Youth events.
- take full responsibility for ensuring the Safeguarding policy is implemented including provision of suitable safeguarding training to any relevant employees and volunteers of ST.
- report quarterly to the Trustee responsible for Safeguarding

### Deputy Designated Safeguarding Officer

They should support the DSO in their work and deputise where necessary

### Trustee Responsible for Safeguarding

The key principles which underpin this role are **transparency, clarity, challenge** and the **ability to evidence rationale for decision making**.

They should:

- support the Designated Safeguarding Officer and Deputy Designated Safeguarding Officer in the discharge of their duties.
- hold the DSO and DDSO to account in their review and implementation of the Safeguarding Policy, checking it has been updated annually and that all training is up to date.
- regularly update other trustees on issues or concerns that have been raised, giving proper regard to confidentiality.
- ensure that Safeguarding is a key element of operational and governance thinking at trustee level.
- Take a lead for the board in managing incidents and allegations
- Be responsible for reporting any serious incidents to the Charity regulator

## Appendix 9a – ROLE DESCRIPTIONS – Designated Safeguarding Host

### SAFEGUARDING ON ALL RESIDENTIAL EVENTS

#### The role of the Designated Safeguarding Host (DSH)

Thank you! This is a really important responsibility and we are so grateful that you are taking it on. Please ask for further clarification if helpful. We are here to support you.

As part of our commitment to Safeguarding, EVERY residential Stewards' Trust event must have identified someone as a DSH. The main responsibilities of this role are

- ➔ being an identifiable point of contact for any Safeguarding queries
- ➔ ensuring we are adhering to our policy and that the reality on the ground reflects our intentions

This document should help to clarify what our safeguarding responsibilities are at a residential event and how we fulfil them in practice. It will outline who does what and where responsibility lies at each stage of the process.

#### In Advance

Chief hosts and the appointed DSH (if that is someone else) should read our Safeguarding Policy, available through our website <https://www.stewardstrust.org.uk/safeguarding-policy>. This DSH should have had some safeguarding training. The 'Basic Awareness' and 'Foundations' on the Church of England Safeguarding Portal. A free account can be created to access this resource. If other similar level courses have been completed within the last 3 years, these will be considered as an alternative. Evidence is important so a certificate of completion should be sent to the DSO.

All leaders and helpers coming to serve with children and young people need to undergo our thorough checking procedures. This is also true of those identified as 'houseparents' who may have some oversight for teenagers sleeping apart from their parents. This is managed by the Safeguarding Administrator. Please forward names and contact details of leaders, helpers and any houseparents to her as soon as you have them. The Safeguarding Administrator will liaise with the DSH regarding which volunteers have completed their checks and flag up any who need extra encouragement. **It is the responsibility of the DSH to ensure that the leaders and helpers who arrive to help on the event are only those who have fully completed the checking process.**

Re FHPs there is an important responsibility to inform parents of the safeguarding arrangements particularly as they pertain to sleeping arrangements and babysitting. See appendix to this document for wording you can edit and distribute to parents before the event.

**This admin is managed centrally by the Safeguarding Administrator**

Volunteers will need to complete, provide or apply for ...

- A **self-declaration form**
- Written **references**
- **An Enhanced DBS check** – undertaken by the ST, unless the individual has subscribed to the update service. (DBS checks done through a different organisation are no longer transferable manually). This needs to be a full check, including the element which covers being on a residential event.

They will also need to

- watch our [safeguarding training video](#) and complete this [mini questionnaire](#) (3 questions) about it
- read and be familiar with our 'Safe in your hands' leaflet

**This admin is managed centrally by the Safeguarding Administrator**

**Immediately Before the Event**

We have created some new and useful resources, a short film and a leaflet, to help prepare and train leaders and helpers. These will have been sent to all helpers as part of communication within the checking process. (see box above). The DSH should familiarise themselves with the content of the film as well as the 'Safe in your hands' leaflet and should ensure that copies are available on the event itself as a visual reminder of everyone's Safeguarding responsibility. Physical copies of the leaflet will be sent to the DSH.

The code of conduct (within the leaflet) outlines how we expect our volunteers to behave and it is important that leaders of each group go through this with their teams prior to the beginning of the event to discuss elements which are pertinent to the age group of children they are leading.


**On the Event** the responsibility of the DSH is to make themselves known to leaders and helpers and to be available to discuss any issues or queries regarding Safeguarding. This could be dealing with a disclosure of harm or risk of harm, or talking through behaviour of anyone causing a concern. For any and all concerns, the Designated Safeguarding Officer (DSO) or one of the Deputy Designated Safeguarding Officers (DDSO) will be available to discuss and advise via phone or email. We have access to experts through a 24-hour Safeguarding helpline so there is advice and wisdom at hand.

All queries or disclosures should be passed on to the DSO, along with written accounts of what was shared, who shared it and who was present. We have a responsibility to keep accurate documentary evidence of any safeguarding concerns which arise on our events. Please use our Accident/Incident/Disclosure form for this.

**After the Event** please ensure all incidents or disclosures have been fully written up and handed over to the DSO.

Thanks so much for taking this on – we are so grateful!

**Useful contact details**

**Kate Ward** Safeguarding Administrator [kate@stewardstrust.org.uk](mailto:kate@stewardstrust.org.uk) 



**Helen Paterson** Designated Safeguarding Officer (DSO) [helen@stewardstrust.org.uk](mailto:helen@stewardstrust.org.uk) [REDACTED]

**Jess Hughes/Matt Chisem** Deputy Designated Safeguarding Officer (DDSO)  
[jess@stewardstrust.org.uk](mailto:jess@stewardstrust.org.uk) / [matt@stewardstrust.org.uk](mailto:matt@stewardstrust.org.uk) [REDACTED]

**Thirtyone:eight** 0303 0031111 (ref. 1334)

## Appendix i

### **Safeguarding at Family Houseparties for Parents**

(how we are keeping everyone safe)

At the Stewards' Trust we are committed to high standards in safeguarding and pastoral care and are keen to implement the best policy and practice to keep all safe during our events. In order to do this well, we want to communicate effectively and be clear about how things will work and the measures we have put in place.

The **Designated Safeguarding Host** for this event is \_\_\_\_\_(with photo). This person is the point of contact for any safeguarding related queries or concerns. They are trained and equipped to carry out the role.

#### **Morning sessions**

Children and young people are looked after in their age groups during the morning session. All leaders and helpers have been invited to be on team and have an Enhanced DBS disclosure certificate and references. They will have had safeguarding training specific to their context prior to the start of the event.

**Babysitters** are provided in the evenings so you can enjoy some child-free space.

*Either* Babysitters are all trusted employees of *Framlingham College* with an up to date Enhanced DBS Disclosure

*Or* Babysitters are employed via the Agency \_\_\_\_\_ - safeguarding details via link ...

*Or* Babysitters are the same volunteers who are looking after the children during the morning.

#### **Sleeping arrangements**

Most children are allocated rooms close to their parents and remain the responsibility of their parents overnight. Houses are locked and accessible only via the keypad system.

Some older children may be allocated rooms with their peers which occasionally may be in a different house. In these cases, there will be houseparents identified who will assume shared responsibility for those children overnight. These houseparents will have been carefully selected, have had a DBS check and references taken. They will hold a list of emergency contact numbers for all children under their care.

Houseparents will check children are back in the house before curfew. If there are any problems they will call the parents, who will then need to sort them out.

### **Parental Responsibility (especially re older children)**

In general, children remain the responsibility of their parents throughout the event. If children are not going to be at an organised youth activity for any reason (morning, afternoon or evening), parents should inform group leaders and/or house hosts. It is expected that they will attend unless communicated otherwise. If they are absent without a reason, parents will be called. If they choose to not participate in programmed activities, or there is no specific youth activity planned, parents take full responsibility for their whereabouts and welfare.

Any safeguarding concerns will be confidentially logged and passed on to our Designated Safeguarding Officer Helen Paterson. Please see our full Safeguarding Policy for more details.

### **Finally**

We are excited about the opportunities ahead and are doing everything we can to make this a fun, relaxed AND safe event for all ages. We think the clarity included here really helps with that – please get in touch if you have any concerns or queries.

## Appendix 9b – ROLE DESCRIPTIONS – DSH checklist

### Designated Safeguarding Host

#### What to do...

##### In Advance

- △ Read the Stewards' Trust Safeguarding Policy available on our website
- △ Complete suitable training and send certificate to the Designated Safeguarding Officer (DSO)
- △ Send names and email addresses of children's & youth leaders and helpers (including houseparents as relevant) to the Safeguarding Administrator as soon as you can
- △ Watch ST safeguarding film and read 'Safe in Your Hands'

##### Immediately Before the Event

- △ Acquire copies of 'Safe in Your Hands' from ST office to have at your event
- △ Ensure group leaders have discussed the code of conduct with their team

##### On the Event

- △ Ensure leaders and helpers know who you are and be available to discuss any issues or queries
- △ Pass on any disclosures or queries and discuss with DSO/Deputy
- △ Ensure any disclosures or concerns are documented

##### After the Event

- △ Ensure any incidents or disclosures have been fully handed over to the DSO/Deputy

##### Key contacts

Helen Paterson Designated Safeguarding Officer (DSO) [helen@stewardstrust.org.uk](mailto:helen@stewardstrust.org.uk)

Matt Chisem/Jess Hughes Deputy DSO [matt@stewardstrust.org.uk](mailto:matt@stewardstrust.org.uk); [jess@stewardstrust.org.uk](mailto:jess@stewardstrust.org.uk)

Kate Ward Safeguarding Administrator [kate@stewardstrust.org.uk](mailto:kate@stewardstrust.org.uk)

[ST Safeguarding Helpline 0300 302 3191](tel:03003023191)

[Thirtyone:eight 0303 003 1111](tel:03030031111)



## Appendix 10 – Safeguarding Adults at risk – Guidance Note

### Background

At the Stewards' Trust (ST), we believe it is the call of God to do all we can to protect and care for those who are weak and vulnerable.

'Speak out on behalf of the voiceless,  
and for the rights of all who are vulnerable. Proverbs 31v8

Our responsibilities for 'Safeguarding' extend beyond children and young people, to adults who are at risk of harm. This could include adults with care and support needs, those with obvious mental health concerns and those with identified special needs. This note is intended to provide guidance and reassurance for those leading events where adults who could be defined as 'at risk' could attend. It is noted that all adults are likely to experience vulnerability, and therefore be 'at risk' of harm, at some point in their life, whether that may be following bereavement, other challenging personal circumstances or for some other reason entirely. It is impossible therefore to provide for clear categorisation and an element of pastoral judgement will always be necessary.

At the ST we do not offer events which are aimed specifically at adults in difficult circumstances. Therefore, if such adults book on to events, their presence is incidental and we have a different level of responsibility than if we were actively seeking to serve such adults as a group. For example, we would not be allowed to request DBS checks of adult leaders since we do not offer direct care for adults 'at risk'. It is our policy that any adult already identified as 'at risk' must be accompanied on any residential event by a carer. Experience however would indicate that it is not always possible to ensure that this happens given the difficulty of identifying risk through the application and registration process.

### Guidance

1. **FOR ADULT HOUSEPARTIES The Chief Host on any event should take responsibility for Safeguarding.** This can be seen as an extension of the responsibility to lead any event safely – taking account of risks inherent in any organised activity and acting appropriately; being pastorally vigilant and addressing any issues which pertain to the event. In identifying this role there is a clear access point for any who have concerns about the vulnerability of certain adults and a pathway for communication regarding any action that should be taken.
2. **FOR FAMILY HOUSEPARTIES The Designated Safeguarding Host** should be aware of any issues arising and take any action required in consultation with the Chief Hosts.
3. **Issues which could arise** include the discovery of abuse taking place on the event, or the disclosure of abuse or harm which has occurred elsewhere, most probably at home and which may be ongoing. This could include observing that someone is unable to meet their own basic needs and that this is not being addressed. It warrants vigilance for signs or symptoms of abuse or mistreatment.
4. **All the principles of normal high quality pastoral care still apply.** It is important to listen carefully, take confidentiality seriously and lead prayerfully in addressing any concern. The views of all adults must be considered with respect and love. Where adults are deemed to have capacity to make their own decisions, we must accept this, although advice may still be sought.

5. **Many issues will be able to be resolved** with discussion, and/or encouragement to involve a family member or trusted friend to provide support after the event. **Serious concerns or any allegations of abuse will be referred** to Adult Social Services.

The ST Designated Safeguarding Officer (DSO) or his/her deputy(/ies) will be available to discuss any issues as they arise and to provide support and advice. If there is an urgent need for guidance and no DSO is available, the concerns can be referred to thirtyone:eight (formerly CCPAS) where a 24 hour advice line exists to assist with any safeguarding queries.

Simple, online training is available free of charge should hosts wish to enrich their understanding of this area and feel more equipped. Please get in touch with the DSO to arrange this.

Finally, thank you for all you do to make our events places of safety, refuge and care. We are here to support and facilitate you in whatever ways we can.

**Designated Safeguarding Officer** : Helen Paterson [REDACTED]; [helen@stewardstrust.org.uk](mailto:helen@stewardstrust.org.uk)

**Deputy Designated Safeguarding Officer** : Jess Hughes [REDACTED] / Matt Chisem

[REDACTED] [jess@stewardstrust.org.uk](mailto:jess@stewardstrust.org.uk); [matt@stewardstrust.org.uk](mailto:matt@stewardstrust.org.uk)

**ThirtyOne:Eight** 0303 003 1111 (ref 1334)

## **Appendix 11 – Safeguarding Resources**

### **[Training video](#)**

[https://www.youtube.com/watch?v=sw\\_HY\\_pcbVU](https://www.youtube.com/watch?v=sw_HY_pcbVU)

### **[Safe in Your Hands leaflet](#)**

<https://www.stewardstrust.org.uk/sites/default/files/2020-12/safe%2520in%2520your%2520hands.pdf>

## Appendix 12 – Online Safety Policy (NEW)

### Online Safety Policy

This policy applies to employees of the Stewards' Trust and volunteers working with us. This should be read alongside our Social Media policy, Acceptable Use policy, Mentoring guidelines and within the context of our Safeguarding Policy. It should be interpreted within its vision and aims.

#### Definition of 'online safety'

Online safety is the collective term for safeguarding involving the use of electronic devices and applications to communicate and access the internet. This includes email, social media, video calling and video conferencing. The policy should reflect and guide all communications between the Stewards' Trust workers/volunteers and children (those under 18 years of age)

#### Key Principles

**Clarity** – The sharing of procedural details and expectations with children, parents and line managers facilitates straightforward understanding and good communication

**Transparency** – If there are any concerns, errors or misunderstandings, (e.g. accidentally sending a direct message) these should be shared in the appropriate way to contribute towards a culture of openness.

**Accountability** – A clear structure for reporting concerns with appropriate monitoring and oversight. Workers and volunteers should know who they should speak to

**Trust** – ST workers and volunteers are carefully selected and screened. They are valued and trusted.

***John 3v21<sup>21</sup> But whoever lives by the truth comes into the light, so that it may be seen plainly that what they have done has been done in the sight of God.***

#### Guidelines

- **Parental Permission** must be granted prior to engaging in online interaction with children. This should ensure clear understanding of the nature of the intended interaction – e.g. 1-1 mentoring/group bible study
- **Channels of communication** are important with parents should there be concerns or safeguarding issues. Ensure these are valued, open and that correct data is held.
- **Personal data** should be held and handled according to our Privacy Policy. Employees gathering new data should ensure it is appropriately added to our database. Phone numbers and email addresses of under 18s must be carefully looked after with explicit parental permission to hold it and use it. It must only be used for the purpose for which it was granted.
- **Good practice guidelines** will be sent to parents prior to any online interaction.
- **Communication** should be clear and explicit and use an appropriate tone – friendly but not over-familiar. Be aware of the possibility of misinterpretation, particularly of behaviour which could be

construed as grooming. All communication with children should have a clear reason connected to the work of the Stewards' Trust.

- **Age appropriate apps** should be used for any interaction. E.g. don't presume on use of or access to Instagram for children under 13 and be aware that parents will have their own rules around their children's access to social media.
- **Branding** is important - The Stewards' Trust domain name and logo should appear on online communication where possible - definitely on emails. Not required when using video conferencing for 1-1 calls.
- **Online video communication** should ideally take place within normal working hours and definitely not before 9am or after 9pm. Leaders should ensure they know how to mute participants and disable the 'chat' feature for practical reasons as well as to block inappropriate content.

Where possible, a parent or guardian should be seen at the start of a call.

- **A record** should be kept of all online meetings, both of group meetings with young people as well as 1-1 mentoring calls including date, time, duration of call and names of those who took part. This is stored on the central diary. Any issues or concerns should be recorded and stored separately. Safeguarding concerns will be stored confidentially by the Designated Safeguarding Officer.
- **Ratios** of leaders to children should be complied with in an online environment. E.g. If breakout groups are used on a zoom call there should be a minimum of two workers/volunteers over the age of 18 with each small group. This does not apply to 1-1 mentoring relationships.



## Appendix 12a – for sharing with parents via email etc.

### Parental Permission for online interaction

Keeping everyone safe is a top priority for us at the Stewards' Trust and we have robust policy and guidelines in place to ensure all online interaction with children and young people carried out in the name of the Stewards' Trust falls within the highest standards of Safeguarding Practice. All youth workers involved in online communication with young people, whether employed or volunteering, have completed our checking procedure as per our Safeguarding Policy

We value the relationship with you as parents/carers and want to ensure we have clear communication channels to support the relationships between our Youth workers and your children/young people.

Please fill in the details below and return to give the necessary permissions

|                             |  |
|-----------------------------|--|
| <b>Name of parent/carer</b> |  |
| <b>Phone number</b>         |  |
| <b>Email address</b>        |  |
| <b>Child's name</b>         |  |
| <b>Phone number</b>         |  |
| <b>Email address</b>        |  |

I give permission for my child to engage in \*\*\*\*\* event/regular online bible studies with the Stewards' Trust.

I give permission for the details above to be held on the ST database

### Practical guidelines

If your children/young people are engaging with video calling or conferencing, please can you ensure that

- a) They are properly dressed before they access any video conferencing app
- b) Video conferencing takes place in a suitable environment – ideally in a communal area where you are not far away. Definitely not in a bathroom, ideally not in a bedroom, but certainly with appropriate thought to what else is captured in the video-shot
- c) You are aware of the timing and nature of the sessions and check-in from time to time re what is happening. The way you choose to do this will vary depending on the age of your child. If possible, please make yourself visible at the start of any call.
- d) You take time to follow up with your children/young people after any interaction.

Disclaimer – Please be aware that we are unable to regulate adverts online which may precede or accompany recommended content

If you have any concerns or comments at any time, please get in touch, either with the mentor/leader, with Jess Hughes as Head of Events ([jess@stewardstrust.org.uk](mailto:jess@stewardstrust.org.uk)) or with Helen Paterson as the Stewards' Trust Designated Safeguarding Officer ([helen@stewardstrust.org.uk](mailto:helen@stewardstrust.org.uk))



If you would like to see the policy and guidelines which oversee this interaction, please get in touch and we will be happy to share it.

## Appendix 12b (webform with info held on database)

### Permission for mentoring

Our Stewards Trust youth workers are available for 121 mentoring sessions. This could be a weekly, monthly or termly face to face or virtual meeting, lasting for about an hour. In the mentoring session our youth worker's aim is to support, encourage and disciple the young person in their faith. They may go through a book of the Bible together, answer questions or talk about a specific issue, while also having time for some fun! The time can be led by what the young person needs. Mentoring is an amazing opportunity for a teenager to have a young adult invest in their life, encourage and pray for them.

Do you give permission for your child to be mentored by a Stewards' Trust youth worker?

Yes/No

Do you give permission for the Stewards' Trust to hold and use your child's contact information in this way? Yes/No

Child's name

Child's mobile number

Child's email address

Date today

**Safeguarding Statement** – We are committed to the highest possible standards of safeguarding for all young people and children we encounter. Our youth workers are trained and supported in this area. If there are any issues arising from mentoring that indicate the possibility or risk of harm to a young person, these will be dealt with sensitively and in line with our [Safeguarding Policy](#). We are committed to working with parents and families.

## Appendix 13

### Mentoring Guidelines

Detailed description of how to conduct a mentoring relationship is given elsewhere in the Youth Team training manual. This statement is purely to do with the Safeguarding aspects of the role, whether done in person or virtually via phone or video conferencing. It should be read in conjunction with our **Safeguarding** and **Online Safety Policies**.

It refers to specific 1-1 mentoring communication between youth workers and young people under the age of 18. The frequency of these meetings can vary. The focus is discipleship.

**Boundaries** - This relationship is qualitatively different from a friendship. Care should be taken to ensure appropriate boundaries are in place e.g. meeting has a defined length and mentee knows that confidentiality can't be guaranteed if someone's safety is at risk. If counselling is needed, it should be sought through the family via an approved service – mentoring is not counselling.

**Parental permission** must be sought prior to mentoring and written permission should be granted and then stored safely throughout the duration of the mentoring relationship. Parents should have a clear understanding of the nature of the relationship their child is undertaking, how frequently meetings will be, the kinds of things which might be discussed and who they should contact if they have any feedback or concerns.

**1-2-1 mentoring sessions** should be planned and easily identifiable in the shared google diary to ensure clarity and transparency.

Meetings normally will take place in a **public setting**, e.g. a café. If they take place at the young person's house, then they should be in a communal part of the house, and definitely not in a bedroom. They will normally take place within working hours and definitely not after 9pm.

Where **video calling** is used, (e.g. zoom) all principles and guidelines still apply. Practical guidelines should be provided to parents, especially of younger children, to support this medium. (e.g. ensuring their children are dressed, the backdrop of a call is appropriate etc. ) Further details in Appendix to Online Safety Policy.

**Keeping a record** of the content of a mentoring session is sensible, to be able to pray for the young person and follow up on the next occasion. If there are any safeguarding concerns, these must be passed on to the Designated Safeguarding Officer swiftly. It is always better to share and discuss concerns, even if no action needs to be taken. Safeguarding concerns will be logged separately and held in a confidential, password protected folder on the Google Drive. This will outline the concern, date logged and details of any action taken.

## Appendix 14

### Safer Recruitment Policy – September 2020

At the Stewards’ Trust, we are committed to implementing best practice in the appointment both of paid and voluntary staff. The people who work with us to lead events, mentor young people and embed our vision and mission are without doubt our biggest asset, but also our biggest risk. Therefore, we aim to recruit the highest calibre of individuals (employees and volunteers), with a system that is clear and thorough, and where the safety of young people, children and adults at risk is of paramount value at every stage.

A key foundation of this policy is that at least one person involved in any recruitment process will have done in depth Safer Recruitment Training. This person should be involved at every stage of the process, as described below.

Although the principles remain the same when recruiting employees and volunteers, proportionality will dictate that specific actions differ depending on the role that is being filled. In seeking to make this document a practical one, the different approaches are outlined here.

#### Before we advertise

An advertisement for any role is our first opportunity to demonstrate our commitment to safeguarding to the outside world. References to our safeguarding and safer recruitment policies will contribute towards deterring unsuitable applicants.

| Employee  | Volunteer   |
|---|---|
| <p>Job descriptions outlining duties and responsibilities and person specifications (covering experience required) should be clear and up to date.</p> <p>A job advert should also clearly show</p> <ul style="list-style-type: none"> <li>● the recruitment timetable (closing date for applications and interview date) where possible;</li> <li>● our commitment to safeguarding; and</li> <li>● that the successful applicant will be required to complete a</li> </ul> | <p>Role descriptions outlining duties and responsibilities should be clear and up to date.</p> <p>It should be clear that all volunteers will be required to complete a Disclosure check prior to the commencement of the role.</p> |

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| Disclosure check prior to the commencement of the role |  |
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## Before we interview

For voluntary roles, we don't have a formal interview process. The vast majority of our volunteers have been connected with the Stewards' Trust for some time and/or come through personal recommendation, though we do not regard this in itself as being sufficient in terms of safeguarding assurance.

The training day prior to Easter events provides an opportunity for face to face meeting for new volunteers with employed staff. In addition to the paperwork outlined below, an event leader will ensure they have spoken in some depth to the proposed volunteer prior to confirming them as coming on the event. They will talk about the volunteer's motivation for coming on the event, give some background on the Stewards' Trust and keep notes on this 'informal interview'

**Standard Application forms** are important to ensure that applicants can't hide information that might contribute negatively towards a recruitment decision.

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| <p>It should include</p> <ul style="list-style-type: none"> <li>• name, address and telephone number(s)</li> <li>• qualifications and experience</li> <li>• employment history</li> <li>• contact details of named referees</li> <li>• information (based on the job description and person specification) in support of the application for the role (this part could also be contained in a covering letter)</li> </ul> | <p>It will be called a 'Volunteer Form' and should include</p> <ul style="list-style-type: none"> <li>• name, address and telephone number(s)</li> <li>• contact details of named referees</li> <li>• details of current employer <del>employment history</del> or current institution if in education and under 21</li> </ul> |
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The application form should include **a declaration that all the information contained in it is true** and where it is possible to obtain a **criminal records disclosure** check, that the applicant **agrees to one being carried out** should the organisation wish to appoint them. The form should be signed and dated by the applicant.

Under the Equality Act, 2010 it is unlawful to ask questions relating to health and disability unless this information can be clearly justified as necessary to assess either the candidates' ability to proceed to further stages of the recruitment process or to undertake key aspects of the role for which they have applied.

See: [Equality Act 2010 \(Guidance\)](#) and [Equality Act, 2010 Additional Documents](#)

When sending out information to prospective applicants, the following should be included in a '**Candidate/Volunteer Information Pack**':

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| <ul style="list-style-type: none"> <li>• Covering letter/email providing the recruitment timetable</li> <li>• Job Description and Person Specification</li> <li>• Application/Information Form</li> <li>• Commitment to Safeguarding Statement</li> </ul> | <ul style="list-style-type: none"> <li>• Dates of the event</li> <li>• Role description outlining responsibilities and expectations</li> <li>• Volunteer form</li> <li>• Commitment to Safeguarding Statement</li> </ul> |
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**A self-declaration form** allows a prospective employer/volunteer manager early understanding of any major blocks to appointment, enables discussion in more borderline situations and can also provide a measure of the honesty of an applicant (when compared with a subsequent DBS check) which will be an important factor.

All job/volunteer applicants should therefore complete a Self-Declaration Form detailing any and ALL cautions, reprimands, final warnings and convictions (except those specified within the DBS Filtering Rules). The form should also request applicants to supply other information that may not have led to a criminal record, but that may be relevant to the post for which they have applied (e.g. disciplinary action taken by a former employer relating to safeguarding or childcare concerns).

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| The form should be signed and then returned in a separate, sealed envelope to the person in the organisation who processes Disclosure checks. | Filling in this form will form part of the application process for volunteers |
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### **Confidentiality**

Issues of confidentiality must be sensitively managed throughout the recruitment process. If the applicant reveals information that suggests they are unsuitable to work with children, the appointment process should be halted at that point.

Information supplied with a self-declaration form cannot be used to make short-listing decisions as this is discriminatory and declared offences may not be relevant but may influence a panel.



The form can be read as soon as a decision to invite a candidate to interview has been reached. This allows the panel to identify questions that may need to be asked about the information supplied and to determine whether there are legal reasons why the process cannot continue or if an appointment cannot legally be made.

This policy should be read in conjunction with our policy on the employment of and Rehabilitation of offenders. Identifying those who could be a danger to children, young people and adults at risk is far from easy, so vigilance and good practice in this area is essential. The Safeguarding Administrator should always compare any information revealed by the check with that supplied by the applicant.

## References

Obtaining **references** is an essential part of gathering information about the applicant/volunteer.

At least two references should be obtained. It is good practice to inform those applying to work with you that you reserve the right to telephone referees and to make contact with any previous employer if necessary. Decisions on appointment should be made taking into account details given in the written reference. If you seek any clarification you may require a revised written reference.

Both references should come from someone who has known the applicant for more than two years. If this isn't the case (e.g. where an applicant has been employed for less than two years) then a third reference may be sought.

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| <p>Ideally at least one reference should be from the current employer or a previous employer if they are not currently working. The other should be from a church leader from a current place of worship.</p> | <p>For voluntary roles, it may be more appropriate for references to come from a church leader, or someone who has supervised them in work with children/young people.</p> |
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See Appendix 1 for further details on reference requests.

Information given by the referee can then be compared with information provided by the applicant. References can be followed up with a telephone call in order to verify the identity of the referee and to provide an opportunity to clarify any queries.

Open references (such as those headed 'to whom it may concern') will not be accepted.

It is always important to reserve the right to make any further character enquiries you consider necessary. In such cases, the applicant should be consulted.

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| <p>Where a reference is sought from an employer, this should be completed by a manager or personnel officer rather than a colleague, and sent on headed paper or from their organisation's email address.</p> | <p>Volunteer references are generally gathered through an automatic email process. Telephone numbers should be requested to ensure an easy avenue for follow up should it be required.</p> |
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## Before making a decision

Formal interviewing will normally only take place for employees. Shortlisting is important.

| <b>Undertake Face to Face interviewing</b>  | <b>Informal interviewing</b>  |
|---|---|
| <p>Good interviewing will allow each candidate to show their strengths</p> <p>Interviews will be undertaken for ALL candidates that we wish to consider and will always be face-to-face. Video conferencing can be used if necessary although will be a second choice.</p> <p>The interview panel should comprise of at least two individuals; ideally one male and one female. One of the interviewers should have experience and understanding of working with children or adults and <b>will</b> have had safeguarding and safer recruitment training.</p> <p>In general, it is unlawful to ask questions at interview relating to matters of health, disability and age. Exception will be made where there is clear justification to ask for more details in order to assess the candidate's ability to participate further in certain selection processes or to perform key functions of the role for which they have applied.</p> <p>Link: <a href="#">The Equality Act, 2010</a></p> <p>Safeguarding should be covered through the process of the interview.</p> <p>The organisation's policy on safeguarding, abuse of trust and expectations in relation to good practice should also be explained to the applicant at the interview.</p> <p>Interviews should be conducted in a manner that is appropriately formal,</p> | <p>The selection of volunteers is normally made through a network of recommendations, with extra information being sought as required.</p> <p>Informal interviewing of new volunteers, who are not already known to the group leaders, will take place prior to an event.</p> <p>It will include the question 'Why do you want to volunteer on this event?' to ensure an opportunity to explore motives.</p> <p>Notes will be taken and attached to a volunteer's record on the database.</p> |

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| <p>although relaxed enough to enable the candidates to give their best to the process.</p> |  |
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## Before making an offer

### Undertake a DBS check

Where an applicant has not been living in the UK, we will follow the relevant guidelines to get a criminal records check from any country where they have lived for a period of 6 months or more.

<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

If it is not possible to obtain this check, we will take further and more detailed references as well as taking into account the applicant's willingness to engage with the process

### After employment/voluntary role is confirmed

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| <p>All candidates for any role will be contacted by telephone (if possible) to confirm whether they were successful in their application or not. Feedback may be offered if requested.</p> <p>All documents pertaining to the successful candidates (application forms, references and any other additional materials) should be filed confidentially and held in a password protected folder on the office Google Drive.</p> <p>Once the successful candidate(s) are in post, information pertaining to unsuccessful candidates should be kept for 6 months and then destroyed/removed from electronic storage, unless they have specifically requested for us to keep their details on file. This allows for any redress following an employment decision or a situation where the successful candidate is unable to continue and another</p> | <p>Successful candidates will be confirmed by email. Unsuccessful candidates will be informed.</p> <p>Application documents, references and DBS certificate number will be held on our Stewards' Trust database.</p> |
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| interviewed candidate is deemed to have met the requirements of the role. |  |
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| In general, an employee's line manager will be responsible for the correct filing of these documents. |  |
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Appropriate safeguarding training will be provided for employees and volunteers through a mixture of online courses and face to face discussion. This could take place in the office (employees) or at the outset of an event, managed by the Designated Safeguarding Host (DSH). All will have seen our 'Safe in your Hands' leaflet, have agreed to the code of conduct in it, and know how to pass on a safeguarding concern according to the agreed flowchart in that document.

Employees and those with a voluntary team leading responsibility must read our Safeguarding Policy in full.

## Appendix 1 – Reference Questions

- 1) How long have you known the candidate and in what capacity?
- 2) Having looked at the attached job description, what in your opinion would make the candidate a good fit for the role?
- 3) What are the candidate's biggest strengths and weaknesses?
- 4) What advice would you give to someone managing the candidate?
- 5) What, if any, concerns would you have regarding the candidate and their suitability for the role?
- 6) The role involves working with children and young people. Do you have any concerns from a safeguarding perspective in relation to the candidate?

If your reference is as a past employer of the candidate:

- 7) Did the candidate get on well with their co-workers and management? If not, what were the challenges?
- 8) Would you rehire the candidate if the right opportunity arose?