

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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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.

If you have a safeguarding concern, please contact our Designated Safeguarding Officer on 0300 302 3191

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.

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.
- not 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, ie someone deemed to meet this definition, 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 16) for details on thinking and practice.

Section 2 – 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 19) contains fuller details of how we will recruit employees and all volunteers who are involved in work with children, young people and adults at risk.

The ST will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. The procedure will be equally rigorous for employees and volunteers, although may differ slightly as is proportional to the responsibility and role. For exact requirements, please read the full Safer Recruitment Policy.

In general, this includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form and a self declaration form
- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A disclosure and barring check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

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 3 – 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.*
2. *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 7

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.

Relevant and specific safeguarding policy and practice will be communicated to all stakeholders in advance of events.

For full details of our training protocol for different events, please see Appendix 15

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 rigorous guidelines surrounding this activity. See Mentoring Guidelines in Appendix 18.

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 16 gives detail applying the same safeguarding principles and policy to activities conducted in a virtual setting.

Section 4 – 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 using our **Designated Safeguarding Helpline number 0300 302 3191**. This will forward 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

Tori Wells/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.
- If it is deemed necessary to contact Social Services, this call should be made to the county helpline in which the young person or adult at risk is from. This can be determined using <https://www.gov.uk/find-local-council> and the attendee's home postcode.
- 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 21)
- 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 9.

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.

Detailed procedures where there is a concern that an adult is in need of protection:

Suspensions or allegations of abuse or harm including: physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

If there is concern about any of the above, DSO/Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, the DSO will:

- Identify support services for the victim i.e. counselling or other pastoral support.
- Contact thirtyone:eight and in discussion with them consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person who works with children/young people

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the DSO, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Children's Social Services in regards to the suspension of the worker.
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Allegations of abuse against a person who works with adults with care and support needs

The DSO will:

- Liaise with Adult Social Services in regards the suspension of the worker
- Make a referral to the DBS following the advice of Adult Social Services

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not the Stewards' Trust.

Section 5 – Pastoral care:

Supporting those affected by harm and abuse:

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

We will encourage the appointment of professional counselling where appropriate and will train our employed team to signpost to relevant charities and organisations who may be able to offer advice and support. Designated Safeguarding Hosts on all events will have access to this list of resources.

Working with offenders and those who may pose a risk

When someone attending an ST event is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; the DSO will support Hosts to supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep. These boundaries will be based on an appropriate risk assessment and through consultation with appropriate parties.

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. We also engage in in-person training, distribute our 'Safe in Your Hands' leaflet and use our Safeguarding training video to equip team members and hosts.

Safeguarding is also promoted and discussed in communication with parents prior to residential events.

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 others. Children 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)'.

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.

Spiritual Abuse

Spiritual abuse is defined as: "Coercion and control of one individual by another in a spiritual context. The target experiences spiritual abuse as a deeply emotional personal attack. This abuse may include:-manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and silence, pressure to conform, misuse of scripture or using the pulpit to control behaviour, requirement of obedience to the abuser, the suggestion that the abuser has a 'divine' position, isolation from others, especially those external to the abusive context." (Oakley, 2013 in 'Breaking the Silence on Spiritual Abuse' Oakley & Kinmond, 2013 p21).

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, including sexual exploitation

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.

Spiritual Abuse (cf symptoms of emotional abuse)

Fear and paranoia over how to live well as a Christian
 Rigid rules and perfectionism

*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

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.

Spiritual Abuse – Spiritual abuse is defined as: "Coercion and control of one individual by another in a spiritual context. The target experiences spiritual abuse as a deeply emotional personal attack. This abuse may include:-manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and silence, pressure to conform, misuse of scripture or using the pulpit to control behaviour, requirement of obedience to the abuser, the suggestion that the abuser has a 'divine' position, isolation from others, especially those external to the abusive context." (Oakley, 2013 in 'Breaking the Silence on Spiritual Abuse' Oakley & Kinmond, 2013 p21).

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
 The family or others show unusual interest in the assets of the person
 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

Physical Abuse

No explanation for injuries or inconsistency with the account of what happened
 Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
 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
 Malnutrition or unexplained weight loss
 Untreated injuries and medical problems
 Inconsistent or reluctant contact with medical and social care organisations
 Uncharacteristic failure to engage in social interaction
 Inappropriate or inadequate clothing

Sexual Abuse

Poor concentration, withdrawal, sleep disturbance
 Excessive fear/apprehension of, or withdrawal from, relationships
 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
 Signs of distress: tearfulness, anger

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
Living in squalid or unsanitary conditions
Hoarding
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

Spiritual Abuse (cf symptoms of emotional abuse)

Scripture used to humiliate or embarrass
Signs of idolatry of Christian leader
Burned out or overworked in a spiritually abusive atmosphere
Evidence of perfectionism and rigid rules
Private life controlled by the church
Fear and paranoia over how to live well
'Island mentality' – that their church is the only one that hears from God

Appendix 5 – Self Harm

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 – Eating Disorders

Eating disorders, including anorexia nervosa, bulimia nervosa, binge-eating disorder (BED) and other specified feeding or eating disorder (OSFED), which may also be known as 'eating disorders not otherwise specified (EDNOS)', are responsible for more loss of life than any other mental health condition, and unfortunately, are becoming increasingly more common. Over the last 30-40 years, the prevalence of eating disorders has increased to become a widespread problem across the UK and worldwide.

Research (derived from Beat and Anorexia and Bulimia Care) suggests that:

- Between 1.25 and 3.4 million people in the UK are affected by an eating disorder
- Around 25% of those affected by an eating disorder are male
- Most eating disorders develop during adolescence, although there are cases of eating disorders developing in children as young as 6 and in adults in their 70s
- Eating disorders are most common in individuals between the ages of 16 and 40 years old
- Around 10% of people affected by an eating disorder suffer from anorexia nervosa with the average age of onset for anorexia nervosa is 16-17 years old
- 40% of people affected by an eating disorder suffer from bulimia nervosa with the average onset age being 18-19 years old
- The rest of sufferers fall into the BED or OSFED categories of eating disorders
- Individuals who have family members with eating disorders are more likely to develop eating disorders themselves when compared to individuals who have no family history of these illnesses
- Eating disorders have the highest mortality rates among psychiatric disorders
- Anorexia nervosa has the highest mortality rate of any psychiatric disorder in adolescence
- The earlier the eating disorder treatment is sought, the better the sufferer's chance of recovery

Things to look out for:

- Has the individual had a dramatic weight loss?
- Have they lied about how much they eat and when they've eaten?
- Are they lying about how much they weigh?
- Are they eating a lot of food very fast?
- Do they often go to the bathroom straight after eating?
- Do they avoid eating with friends/family or in public?
- Do they cut their food into small pieces or eat slowly?
- Do they wear loose or baggy clothes to hide the way they look?

Disordered Eating

Disordered eating sits on a spectrum between normal eating and an eating disorder and may include symptoms and behaviours of eating disorders, but at a lesser frequency or lower level of severity. Disordered eating may include restrictive eating, compulsive eating, or irregular or inflexible eating patterns. Dieting is one of the most common forms of disordered eating. Other behaviours to look out for are; fasting, binge eating, skipping meals, avoiding a food type or food group, self-induced vomiting, laxative, steroid and creatine use, using diet pills.

Appendix 7 – 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 8 – Code of Conduct

Purpose

The purpose of this section is to:

- Support the Stewards' Trust Safeguarding Policy
- Give all workers (staff and volunteers) clear expectations and boundaries to sign and adhere to in relation to working with children and young people.
- Reflect best practice as advised by Thirtyone:Eight
- Reduce the risk of unfounded allegations of abuse being made

What is our role in working with young young people?

- Acting in a position of responsibility and trust for the Stewards' Trust
- Being a role model for young people and therefore acting appropriately

How does our practice reflect this?

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

Work in a responsible, transparent and accountable way and be prepared to challenge unacceptable behaviour or to be challenged.

Listen carefully to those you are supporting and don't make inappropriate promises particularly in relation to confidentiality.

Work in an open environment- avoid private or unobserved situations and if unavoidable, ensure that a team leader knows where you are.

No adult will be a lone helper with a group of children out of sight of others and no person under 18 years of age will be left in charge of children of any age.

Procedures

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.

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.

A register of children or young people should be kept and a register of helpers.

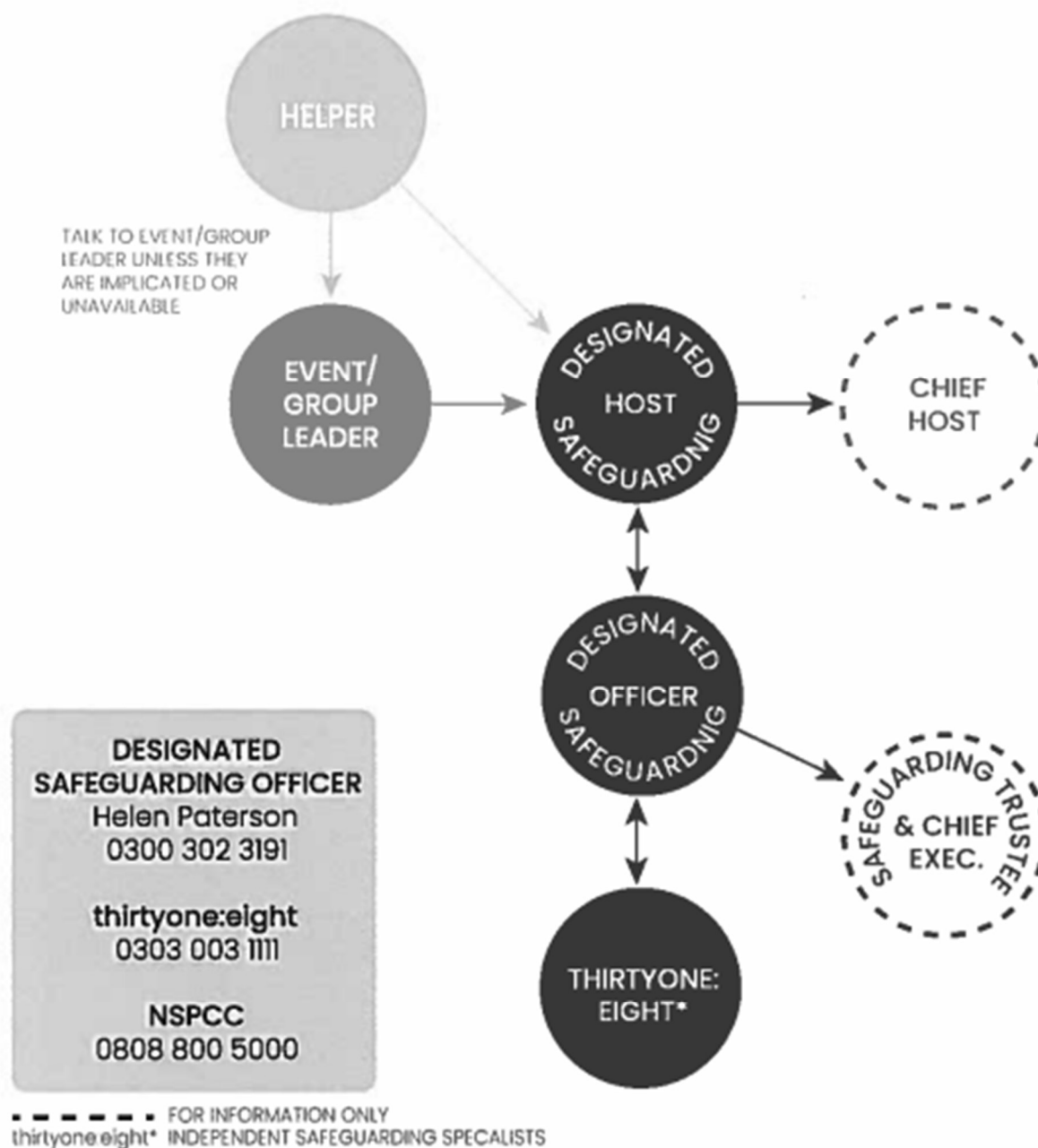
Guidelines on touch:

- 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, 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.

Appendix 9 – Passing on a Concern Flowchart

Passing on a concern



Appendix 10 – Guidelines for praying with children

We believe that prayer is a fundamental part of ministering to young people and should therefore be done safely and sensitively. We believe that during prayer ministry, children can experience the power of the Holy Spirit and we should therefore steward these moments in ways that are respectful and kind. There is a natural power imbalance between the person who is praying and who they are praying for and this should be acknowledged and reflected in the care that is provided.

- Keep eyes open to see what is going on and to act if it is necessary.
- Maintain dignity at all times. This includes tissues for tears, not drawing unnecessary attention to the person being prayed for and having blankets ready if they need to lie down.
- Be aware of clothing and the lack of dignity that it may bring in certain situations e.g. if they need to lie down.
- Avoid manipulation of emotions and actions. Examples of this would be suggesting that a person is feeling a certain way, encouragement of financial giving etc.
- If someone experiences an emotional response to prayer, let the event host know who can then follow up.
- Ask before you act e.g. if a young person is happy for you to lay hands on them.
- If yes, make sure it is on the shoulders and is a light touch.
- Pray with the same gender and in a public space. If necessary, pray for the young person with another adult present.
- Give space for a young person to respond in the way that they want to. Keep words to a minimum and avoid long winded prayers and speeches.

Appendix 11 – 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 11a – 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 courses we recommend are '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 and helpers 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.

This admin is managed centrally by the Safeguarding Administrator

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 your responsibility

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. Please ensure you have circulated the links to your teams in advance or use them as part of your in person training. (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.

After the Event please ensure all incidents, disclosures or concerns have been fully written up and handed over to the DSO. An incident/accident/disclosure form is available for you to use. Thanks so much for taking this on – we are so grateful!

Useful contact details

Kate Ward Safeguarding Administrator kate@stewardtrust.org.uk [REDACTED]

Helen Paterson Designated Safeguarding Officer (DSO) helen@stewardtrust.org.uk [REDACTED]

Tori Wells/Matt Chisem Deputy Designated Safeguarding Officers (DDSO)

tori@stewardtrust.org.uk; matt@stewardtrust.org.uk [REDACTED]

Thirtyone:eight 0303 0031111 (ref. 1334)

Appendix 11b – 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'
- ☒ Send links for film and 'Safe in Your Hands' leaflet to leaders and helpers and ensure all feel equipped to keep children and young people safe.

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
Matt Chisem/Tori Wells Deputy DSO matt@stewardstrust.org.uk; tori@stewardstrust.org.uk
Kate Ward Safeguarding Administrator kate@stewardstrust.org.uk
[ST Safeguarding Helpline 0300 302 3191](tel:03003023191)
[Thirtyone:eight 0303 003 1111](tel:03030031111)

Appendix 12 – 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.

Or Babysitters have been safely recruited from the local area and have an Enhanced DBS Check and two character references

A register outlining which babysitter is monitoring which child will be kept, including emergency contact numbers and space for personalised information pertaining to each individual.

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

safely recruited which will have included, being carefully selected, having 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 13 – 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

Deputy Designated Safeguarding Officer : Tori Wells [REDACTED]/Matt Chisem [REDACTED]
tori@stewardstrust.org.uk; matt@stewardstrust.org.uk

ThirtyOne:Eight 0303 003 1111 (ref 1334)

Appendix 14 – Safeguarding Resources

Training video

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 15 – Safeguarding Training Protocol

Safeguarding training is an important part of our overall process. It's important to know what is required and who is responsible for making it happen. Each event will have a Designated Safeguarding Host who will have had some formal Safeguarding training and hold a certificate. Volunteers working with children and young people will have completed the training below.

Youth Events

Easter Events

- Read Safe in Your Hands – DSH
- Watch ST Safeguarding Training video – DSH
- Planning Day training – Head of Youth Events
- On site training immediately prior to event – DSH

Other residential events (eg Catalyst)

- Read Safe in Your Hands – DSH
- Watch ST Safeguarding Training video – DSH
- On site training immediately prior to event – DSH

Family Events

- Read Safe in Your Hands – DSH
- Watch ST Safeguarding Training video – DSH
- On site training immediately prior to event – DSH

Adult Events

- No formal training is required, but support is available through Safeguarding Adults at Risk – Guidance Note (Appendix 13) and from the Designated Safeguarding Officer on a case by case basis

Volunteer Mentoring

Safeguarding is a key aspect of training covered both in the Mentoring Manual and via face to face meetings with the Head of Mentoring. Mentors will be trained in keeping themselves safe, keeping the young person safe and how to safely pass on any concerns

Appendix 16 – 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 (Appendix 22), 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 3v21²¹ 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 17 – Permission for mentoring

(webform with info held on database)

Our Stewards' Trust youth workers and 'authorised volunteers' are available to mentor young people one-to-one.

Mentoring is an amazing opportunity for a teenager to have a young adult invest in their life, encourage and support them in their faith, and pray for them.

As part of our safeguarding process, we require parental permission and ongoing engagement. Thank you for taking the time to complete this form. Once submitted, the mentor will follow up with the young person directly. We've found it helpful for parents to encourage a response to this initial point of contact.

Your name

Your email

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

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 and authorised volunteers 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.

If you have any concerns please ring our Stewards' Trust Safeguarding helpline 0300 302 3191 or contact our Designated Safeguarding Officer – Helen Paterson – helen@stewardstrust.org.uk

Appendix 18 – 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 Online Safety Policy (Appendix 16).

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 19 – 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"> the recruitment timetable (closing date for applications and interview date) where possible; our commitment to safeguarding; and that the successful applicant will be required to complete a Disclosure check prior to the commencement of the role 	<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>

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.

<p>It should include</p> <ul style="list-style-type: none"> • name, address and telephone number(s) • qualifications and experience • employment history • contact details of named referees • 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) 	<p>It will be called a 'Volunteer Form' and should include</p> <ul style="list-style-type: none"> • name, address and telephone number(s) • contact details of named referees • details of current employer employment history or current institution if in education and under 21
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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**':

<ul style="list-style-type: none"> • Covering letter/email providing the recruitment timetable • Job Description and Person Specification • Application/Information Form • Commitment to Safeguarding Statement 	<ul style="list-style-type: none"> • Dates of the event • Role description outlining responsibilities and expectations • Volunteer form • Commitment to Safeguarding Statement
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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).

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 [or vulnerable adults](#), 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 Equal Opportunities Statement (Appendix 20.) 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.

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.	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.
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See Appendix 19a and 19b 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.

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.	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.
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Before making a decision

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

Undertake Face to Face interviewing	Informal interviewing
<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 will 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: The Equality Act, 2010</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, although relaxed enough to enable the candidates to give their best to the process.</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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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

<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 interviewed candidate is deemed to have met the requirements of the role.</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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<p>In general, an employee's line manager will be responsible for the correct filing of these documents.</p>	
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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 19a – Reference Questions (for employee)

- 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 our Discipleship and Leadership Year?
- 3) What are the candidates biggest strengths and weaknesses?
- 4) Does the candidate get on well with their co-workers and management (employed or as a volunteer)?
- 5) What advice would you give to someone managing the candidate?
- 6) What, if any, concerns would you have regarding the candidate and their suitability for the role?
- 7) The role involves working with children and young people. Do you have any concerns from a safeguarding perspective in relation to the candidate?
- 8) Would you hire/rehire the candidate if the right opportunity arose?
- 9) Is there anything I haven't asked that you would like to share with me?

Appendix 19b – Reference Questions (for volunteer)

Helper's Name.....

Your Name.....

Personal Connection

How long have you known this person and in what capacity?

☐ confirm that I am not a family member and am not applying for the same team

As far as you know is the applicant a committed Christian?

☐ Yes

☐ No

What particular gifts and qualities would this person bring to a team working with children/young people?

Regarding Team:

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Regarding Children/Young People:

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Suitability of the Applicant

Are there any reasons why the applicant may be unable to meet all the requirements of the role?

☐ Yes

☐ No

The requirements for the role can be found in the role description.

If yes, please give details

Is there any reason why the applicant would be considered unsuitable to work with children, young people or vulnerable adults?

☐ Yes

☐ No

If yes, please give details

Please answer to the best of your knowledge.

Are you aware of any particular weaknesses which might affect the applicant's ability to work as part of a team?

Is there anything else about the applicant that you feel may be relevant?

I.e health/wellbeing concerns

Appendix 20 – Equal Opportunities Statement

1. The Stewards' Trust is a Christian organisation committed to social justice and resolutely opposed to discrimination in society. We are committed to providing services on a fair and equitable basis, regardless of race, ethnicity, religion, sex, sexuality, physical/mental disability, offending background or any other factor. No person engaging with the Stewards' Trust will be treated less favourably than any other person on any grounds.
2. In employment we actively seek to recruit with the right mix of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of the organisation.
3. As an organisation seeking to deliver services within a Christian context, all employed posts can only be filled by Christians. This decision is kept under regular review. The nature of these posts or the context in which they are carried out, and their link to the ethos of the organisation, give rise to a genuine occupational requirement (GOR) for the post-holders to be Christians. All staff in these posts are required to demonstrate a clear personal commitment to the Christian faith. This policy is implemented under Employment and Race Directives issued by the government and ACAS guidance.
4. As an organisation using the Disclosure and Barring Service (DBS) Disclosure Service to assess applicants' suitability for positions of trust, the Stewards' Trust undertakes to comply fully with the DBS Code of Practice and to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of disclosure on the basis of conviction or other information revealed.
5. A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered a position.
6. Where a Disclosure is to form part of a recruitment process, we encourage all applicants called for interview to provide details of any criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover to the recruiter within the organisation and we

guarantee that this information will only be seen by those who need to see it as part of a recruitment process.

7. Unless the nature of the position allows the Stewards' Trust to ask questions about your entire criminal record, we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.

8. We ensure that all those in the organisation who are involved in the recruitment process have been suitably trained to identify and assess the relevance of circumstances of offences. We will also ensure that they have received appropriate guidance regarding the relevant legislation relating to the employment of ex-offenders e.g. the Rehabilitation of Offenders Act 1974.

9. At interview, or in separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is relevant to the position sought could lead to withdrawal of an offer of employment or voluntary work.

10. We make every subject of a DBS Disclosure aware of the existence of the Code of Practice and make a copy available on request.

11. We undertake to discuss any matter revealed in a disclosure with the person seeking a position before withdrawing a conditional offer of employment.

12. Having a criminal record will not necessarily bar you from working with us. It will depend on the nature of the position and the circumstances and background of your offences.

Appendix 21 – Incident Form

Safeguarding Accident/Incident/ Concern Form			
Event type	<input style="width: 90%;" type="text"/>	Event name	<input style="width: 95%;" type="text"/>
Date	<input style="width: 100%;" type="text"/>		
Person Concerned	<input style="width: 100%;" type="text"/>	Age category	<input style="width: 100%;" type="text"/>
DOB	<input style="width: 100%;" type="text"/>	Gender	<input style="width: 100%;" type="text"/>
Phone Number	<input style="width: 100%;" type="text"/>		
Parent's Name	<input style="width: 100%;" type="text"/>		
Parent's phone number	<input style="width: 100%;" type="text"/>		
Your name	<input style="width: 100%;" type="text"/>	Your email address	<input style="width: 100%;" type="text"/>
Your phone number	<input style="width: 100%;" type="text"/>		
<p>Describe what happened/what was said/done/disclosed as factually as possible. Include who was involved and any witnesses. Describe clearly any behavioural or physical signs observed.</p> <div style="border: 1px solid black; height: 100px; width: 100%; margin-top: 10px;"></div>			
<p>Please check to make sure your report is clear and will be understandable by anyone reading it in the future.</p>			
Action taken	<input type="checkbox"/> called DSO <input type="checkbox"/> called 31:8	<input type="checkbox"/> called parents <input type="checkbox"/> other	

Details & Advice

Signature of reporting person: Date

Further action taken

Signature of DSO Date

Thank you for reporting carefully!

Appendix 22 – Social Media Policy

This policy governs the use of social media by employees and volunteers of ST.

Whether on behalf of the ST or in their personal posts, we encourage all employees and volunteers to be responsible and thoughtful when using social media. We are all Christ's representors and our profile in both the real world and digital world should reflect this.

Social media is a rapidly growing and changing form of communication. ST can't possibly comment on all forms of social media and as such we limit our employees to using Facebook, Instagram, Twitter and WhatsApp for their roles. If employees do have other social media accounts (e.g. snapchat, periscope etc.) these are not to be used in relation to any aspect of their ST work.

There are three objectives to this policy:

- To protect the young people we support, our employees, and our volunteers.
- To highlight specific policy when referring to ST or posting on its behalf via social media.
- To provide general guidance on how to use social media.

Definitions in relation to this policy:

Employee(s) = Includes anyone employed by ST on full or part-time basis

ST youth worker(s) = an employed member of the ST Youth Team (includes Youth Director)

Volunteer(s) = someone who volunteers on a ST event

Young person(s) = someone who is under the age of 18 and where the initial meeting, with either a ST employee or volunteer, happens on a ST event

Section 1 – Safeguarding issues in relation to social media

ST takes safeguarding extremely seriously. If you are reading this as a ST employee or volunteer and have any questions, please contact us (office@stewardstrust.org.uk). This specific policy forms part of a broader commitment to provide a safe and caring environment for the young people we work with. Please see 'Stewards' Trust Safeguarding Policy' for further details.

General policy

1. **Safe recruitment:** Before looking at specific policies in relation to social media, it is important to highlight that one of the best defences is safe recruitment. Safe recruitment is at the heart of ST safeguarding policy. References below to ST employees and volunteers should be considered in light of the fact that they are all DBS checked and have had references supplied as part of the recruitment process.
2. **Clear communication of policies and volunteer declaration:** We ensure that all employees and volunteers have seen a copy of this policy and our full safeguarding policy. Volunteers also have to sign a declaration to confirm they have received and read both. We also highlight safeguarding policies at our annual training day for the volunteers who help on our youth events.
3. **Open V's closed communication:** This is the crucial point in terms of what is and isn't acceptable when it comes to communicating via social media with young persons. ST policy advocates 'open' not 'closed' communication with all young persons. Open communication

means others can see what is being communicated. One wouldn't shut oneself away with a young person in real life, so it is important not to do it online.

To illustrate the difference, we can draw a useful comparison from more traditional forms of communication. A post card is an open form of communication as the contents can be read by anyone who sees it during the delivery process. A letter is a closed form of communication because the envelope can only legally be opened by the person it is addressed to. Its contents are therefore unseen by others.

Examples of open forms of communication are:

- WhatsApp groups
- Facebook groups
- Instagram posts where there are multiple followers
- Tweets (not direct messages through Twitter)

Examples of closed forms of communication are:

- Direct messaging applications or functions
4. **Parental opt-out:** When registering their children for ST events, parents have an 'opt-out' if they do not want ST employees to communicate with their children following the event. Employees must check with the Youth Director or Youth Administrator before initiating contact with or responding to young persons.
 5. **Gender controls:** As far as is practically possible, only male employees/volunteers should be communicating with boys, and female employees/volunteers communicating with girls.
 6. **Record keeping:** Employees and volunteers should keep a record of any communication via social media with a young person. This applies to open and closed forms of communication (recognising that it is not necessarily possible to stop direct messaging when you are the recipient). In most cases this simply means not deleting the stream of communication.
 7. **Privacy:** Employees and volunteers engaged in a ST ministry with young persons should set stringent privacy settings on any of their social networking profiles.

Specific policy for ST employees

Any employee breaching this policy will be dealt with according to the ST Disciplinary procedure.

Most, social media contact with young persons will be from/to ST youth workers, however, this policy applies to all employees.

Communication, in all forms, with young persons is central to the role of a ST youth worker and so we have aimed to create a policy that is both safe and workable.

Facebook: Youth workers have a Facebook account that is separate from their personal one. There is a 'ST Boy's Facebook Account' and a 'ST Girl's Facebook Account'. There is accountability and open communication, even when direct messaging, through dual 'ownership' of the account. In addition, the ST Youth Director will have access to these accounts. This ensures there would still be a second pair of eyes in the event of having just one ST youth worker of either gender.

ST youth workers should not accept a friend request from a young person on their personal Facebook account.

There are two ST Facebook pages – The Stewards Trust (public) and Stewards Trust Students' Forum (closed). Youth workers can invite young persons to the Students' Forum.

Instagram: This is primarily used to advertise our events and keep people up to date with what we are doing. We have a ST Youth Instagram account. Every young person that follows us, the ST Youth Instagram account follows back.

With regard to their personal Instagram accounts, ST youth workers should not direct message a young person or respond to a young person's direct message, other than to say that ST policy prohibits this.

WhatsApp: Recommended to be used as WhatsApp group. Youth workers should not delete conversation threads with young persons. If they need to prove anything was said/not said, they will have a record.

Twitter: Not approved for use by ST youth team with regard to their role at this point in time.

Other forms of social media: Employees should not accept any young person's follow request.

Specific policy for ST volunteers

Volunteers should not feel they need communicate with young persons after an event but it can be helpful to encourage them in their faith.

ST preference is for traditional open communication, e.g. a postcard to the family address of the young person containing an encouraging bible verse or comment following an event. Non-specific communication is also permitted, e.g. a group email or generic letter not tailored to the individual.

Volunteers should not submit, nor should they respond to 'friend' and 'follow' requests from young persons without the express knowledge and consent of their parents. Please contact ST if you need our help in arranging consent.

Even when parental consent has been granted volunteers should follow the following guidelines.

Facebook: A volunteer can accept a young person as a Facebook friend but must not engage in closed communication. If a young person direct messages a volunteer, they should let them know the ST policy, and encourage open communication, e.g. writing on their 'wall'.

Instagram: Volunteers should not direct message a young person or respond to a young person's direct message, other than to say that ST policy prohibits this.

WhatsApp: This can be a useful means of staying in contact as a small group to provide encouragement following an event but volunteers should only communicate with young persons if it is via a group conversation.

Other forms of social media: Volunteers should not accept any young person's follow request.

Section 2 – Guidelines for use of social media on behalf of ST

'Authors should write in such a way that the only possible understanding is the one that they intended.' C.S. Lewis.

Key principles

While the overall effect of using social media may be to raise or maintain the profile of the ST, the question of the purpose of every output should still be asked. We are not seeking controversy or notoriety, nor to establish a large following for our own glory or reputation's sake. Our primary aim is to glorify God in all that we do. The ST Vision and Mission Statement may be helpful in deciding content: does the material to be posted contribute positively in some way? If not, think again.

The vision of The Stewards' Trust is **to see our world transformed through the expansion of God's family and the building of His Kingdom, here on earth.**

Our mission is **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.**

All those posting material on behalf of ST are expected to read and consider James 3:3-12 to help understand the importance and consequence of language used. It is understood that all content will avoid bad language, blasphemy and any negative implication.

Setting up social media accounts

Social media identities, logon IDs and user names may not use the ST name or those of its related ministries, without prior approval from the Chief Executive.

Reasons to use social media

All output should be published with the intent of meeting at least one of the criteria below (in no particular order):

1. **Inform members:** telling ST members what's going on, latest news, etc.
2. **Manage activities or services:** facilitating participation in events and activities.
3. **Engage outsiders:** stimulating general interest; promoting events or activities. These posts could be ones that ST members might forward to their friends and family.
4. **Encourage prayer:** making ST members aware of general prayer and praise points associated with our work. Not specific to individuals though.
5. **Preach the gospel:** encouraging believers, engaging the interest of non-believers This might include posting Bible references, quotes from a variety of reliable and godly Christian figures, and sermons.

What should not be published?

1. Anything that does not conform to the criteria above should not be posted and some topics e.g. politics, potentially controversial current affairs, theological debate etc. should be avoided altogether.
2. ST does not wish to become a means of publicising events, activities, products or publications for our members or third parties, however worthwhile they may seem e.g. concerts, fundraising events, books etc.
3. Content should never include material that may be deemed libellous, slanderous or even gossip. Defamation law in England and Wales currently states that each time a web page is viewed it becomes a published entity, and anyone defamed by it has 12 months from that point to bring an action. Web pages are essentially permanently open to libel action until 12 months after they are taken offline. In libel cases the defendant has to prove that the comments were justified while the plaintiff only has to prove their reputation was damaged.

Other guidelines for use of social media

- Respect confidentiality of individuals and that of the ST and other organisations.
- Don't name people without their prior permission (or without the permission of parents for under 18s).
- Don't use photos/videos without the subject's permission (or without the permission of parents for under 18s).
 - When registering their children for ST events, terms and conditions indicate that parents should 'opt-out' if they do not want photos or videos taken on events to be posted by ST on social media platforms.
- Be honest. Do not blog or post anonymously, using pseudonyms or false screen names. We believe in transparency and honesty. Do not say or post anything that is dishonest, untrue, or misleading.
- Respect copyright laws. It is critical that you show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others. You should never quote more than short excerpts of someone else's work, and always attribute such work to the original author/source.
- Use secure passwords.
- Check the default settings. Some social media sites have literally millions of users. Please be sure you are aware of each site's default settings so you know which of your posts are on public display. In all cases, it is prudent to minimise the amount of personal information you provide.
- Pause and reflect before posting. The speed of being able to publish your thoughts is both a great feature and a great downfall of social media. The time to edit or reflect must be self-imposed. If in doubt over a post, or if something does not feel right, either let it sit and look at it again before publishing it, or ask someone else to look at it first.
- Be careful when using humour. When talking to someone, or a group, we all use verbal or physical cues that we are making a joke, and we receive immediate feedback in the form of a smile or laughter to let us know if the others treated it as humour. Online many of these cues are missing, and so it is easy for a joke to be taken seriously or misinterpreted.
- Be the first to respond to your own mistakes. If you make an error, be upfront about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses you of posting something improper (such as their copyrighted material or a defamatory comment about them), deal with it openly, honestly and directly.
- Be thoughtful!

Use of Social Media by employees in a personal capacity

Employees of ST are free to publish or comment via social media in accordance with this policy. They are subject to this policy to the extent they identify themselves as an employee of ST.

Any reference to ST made through social media posts must be positive and affirming and in no way defamatory or critical of the organisation, its staff, volunteers, events or policies.