

NORTHCHURCHBAPTIST†

**Child
Protection
Policy
Document**

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Child Protection Policy

Our vision for the care and welfare of children in our care

"We are all children of God and as a church recognise that it is our responsibility to help young people grow spiritually, morally and emotionally in a community. Within the framework of the Children's Act (1989) we want to 'walk the way' with our young people, so that they will all be aware of and experience God's love in a safe and caring church environment."

Therefore, the NBC leadership team will adopt the following policy for all work with young people and children undertaken on behalf of this church, for the support and protection of children, young people, parents/guardians, leaders, volunteers and the leadership team.

1. We will provide a welcoming, nurturing and safe environment for all children, young people, volunteers and leaders who take part in activities run by the church.
2. We all have a responsibility to prevent the physical, sexual and emotional abuse of children and young people, and will report any abuse discovered or suspected to the youth pastor, children's pastor or children's advocate.
3. We will encourage and provide pastoral support for the leaders of children's and youth work, taking care to select new appointments, and enable them to remain up to date with their training.
4. We will encourage best practice and take note of how relevant bodies interpret requirements of the law.
5. We will keep and maintain all records relevant to implementation of the Children's Act, and ensure each volunteer and worker knows and understands the church's agreed procedures.
6. We will maintain a structure for the overview of this work and provide the support necessary for the implementation of the above.

List of Children's & Youth Work in NBC - 2015

The need to protect the children in our care includes their participation in these groups or organisations and extends beyond them into all other activities run by the church (such as services).

Workers and helpers in these groups must comply with all aspects of the Child Protection Policy:

- Sunday Crèche
- Sunday Club
- Youth House Groups
- Sunday Morning Services
- Prayer Ministry Team
- Worship Group / Practice
- Family Services
- Friday Night Youth Group
- Friday Night Junior Youth Group
- Sunday Youth Group
- Youth House Groups
- Youth Residential Trips (Not a comprehensive list below)
 - Soul Survivor
 - Refract Weekend Away
 - Slum Survivor
 - NBC youth Retreat
- Church Residential Trips
- Half Term Activity Days
- Sporty Alpha
- Adult house groups with under 18's attending
- Parent & Toddler group
- Any Crèche organised for weekday meetings
- Other events and new groups arranged by NBC

* Thursday Toddler operates on the basis that a parent or guardian is always present with their child, and takes full responsibility for them.

NBC Working Guidelines

1 Volunteers

In any case of doubt as to the appropriate course of action, the overall guiding principle is that the welfare of the child* is paramount. (*child is defined in the Children Act 1989 as a person under 18, for most purposes).

A volunteer (defined for this document) is one who freely gives time to serve and help for no monetary profit. The capacity of this role could be from assisting a project to running and leading a residential trip.

1.1 Appointment procedures

The procedure for appointments is:

- a. An **informal chat** with the relevant pastor to initiate process.
- b. The relevant pastor must then inform their line manager of this applicant.
- c. Take up references (When deemed appropriate or necessary).
- d. **Interview** the candidate:
 - i Discuss suitability, experience; clarify role and expectations.
 - ii Read through the Childrens Work/Youth Work Volunteer Agreement document.
 - iii Candidate should be asked directly whether they have been asked to leave posts when working with children / young people.
 - iv Pray for confirmation of God's will for the person and role in team.
- f. Ask the individual to apply for an **Enhanced Disclosure** from the Disclosure and Barring Service (DBS).
- g. Start on a 3-6 month **probationary** period.
- h. Ensure each volunteer has a copy of the churches child protection policy and volunteer agreement.

1.2 Volunteer agreements

The aims of volunteer agreements are:

- a. To have legal proof that the person volunteering has read and understood the NBC 'Child Protection Policy' and understood correctly the procedure in the event of disclosure.
- b. To be aware of the support and commitment that NBC will offer to them.
- c. To be aware of the extent of the commitment that is expected of them.
- d. To satisfy our insurers that we are maintaining best practice with regards to protecting those in our care (both adults and children).

The appointed youth pastor of NBC has overall responsibility for the volunteer agreements, and should ensure that each person has been through the stated process in section 1.1. In the event that there is no youth pastor the overall responsibility falls on the leadership team to delegate a person, persons or committee to oversee their implementation.

1.3 Boundaries

Workers and helpers must treat all children and young people with the respect and dignity befitting their age. **They are advised to avoid the following types of situation:**

- a. Where possible, being alone in a room or a car with a child or young person.
- b. Praying for or counselling a member of the opposite sex alone.
- c. Encouraging law breaking or abusive behaviour (under aged drinking; smoking; sex; speeding; drug taking; stealing; abuse: bullying.)
- d. Engaging in inappropriate relationships with those in our care. This includes electronic social media.
- e. Involvement in questionable activities such as sexually provocative games.
- f. Involvement in questionable activities in which inappropriately rough contact is made.
- g. Engaging and joining in with flirtatious conversation.
- h. Using fear or intimidation as a form of control.
- i. Doing things of a personal nature for children or adults, which they can do for themselves.
- j. Allow or engage with any form of inappropriate touching.

Those involved with children and young people should try to:

- a. Watch their language, tone of voice and body language.
- b. Learn to control and discipline children without physical punishment, this must never be used even if they have the parent's explicit permission for this.
- c. Ensure that another adult is informed if a worker needs to take a child to the toilet. Toilet breaks should be organised for young children.
- d. Gain parent's permission if a child or young person is to be seen on his or her own, where possible.
- e. Ensure that each group includes both a male and female helper.
- f. Ensure that children and young people know that they can speak to an independent person in the church.
- g. Avoid showing favouritism to any individual.
- h. Not rely on just your good name to protect you.
- i. Not believe "It could never happen to me".

1.4 Social media

It is important that staff, leaders and all volunteers are responsible in the way they communicate with young people through social media.

It may be that intentions and communications with young people are perfectly in order. However, the way relationships are perceived by other people and parents is a situation that has to be managed transparently.

Being careful in how staff and volunteers use electronic communication is about protecting both the young people and the responsible adult.

It is expected that all staff volunteers and those working with children and young people adhere to the following limitations and boundaries of social media:

Contact via mobile phones:

- Text conversations should be kept to a minimum due to the 'one to one' nature of text messaging.
- Text messages should predominantly be used for organisational purposes only.
- Phone conversations are only appropriate for the purpose of organisation and communication relating to youth activities.

Contact via social media (Twitter, Facebook, etc.):

- Do not ask young people to be 'friends' on social media.
- It is ok to accept their request to be a friend via social media.
- Communication should only be done via public areas and not in private messaging as this could be seen as secretive.
- If privately messaged by a young person; inform and disclose this message to the youth pastor for accountability purposes.
- Possibly include your voluntary help at NBC on your public profile.

Contact via video calls:

- This form of communication is not appropriate.

Contact via email:

- Email is not really an appropriate form of communication bearing in mind the other formats of communication available.
- If any emails are exchanged a record of these emails should be kept and those emails should also be disclosed to the youth pastor for accountability purposes.

When can you engage with young people via social media?

All electronic communication should be done no earlier than 8am and no later than 9pm. The best time to contact young people is between 4-7pm

Record Keeping & Frequency?

Staff and volunteers should keep a record of as much communication as possible. It is important that all staff, volunteers and those working with young people ensure that they do not initiate contact/conversation via social media. This is to ensure that appropriate boundaries are kept.

1.5 Abuse of trust

A relationship of trust can be described as one in which one party is in a position of power or influence over the other by virtue of his/her work or nature of the activity. An example is young person and youth worker.

It is unacceptable for a person in a position of trust to engage in any behaviour which might allow a sexual relationship to develop while the relationship of trust continues. A worker or helper who finds himself or herself developing such a relationship must discuss it with a member of the leadership team.

1.6 The church leadership's expectations of a volunteer:

- a. Actively seeking God and serving him. To love God and others.
- b. Regular in worship attendance and worshipful in spirit.
- c. Praying for children in your care, as well as wider work of the church.
- d. Attending where possible all the leadership planning and training events as appropriate.
- e. Actively promoting NBC youth and children's work as a safe place.

1.7 Procedures after persistent infringements

The Leadership Team have responsibility to take appropriate steps in the event of any persistent infringements or breakdown in communication with a member of staff or a volunteer. Procedures in the event of concern will be an expression of concern, first informal, then a formal warning, and in the case of persistent problems, removal from their position.

2 Group Leaders

2.1 Responsibilities of group leaders

The main responsibilities of group leaders are summarised here but all team members must be in accountability to the designated overseer of their group.

- a. Ensure that all team members (volunteers) have a copy of the Child Protection Policy, understand it and act on it at all times, and ensure they are up to date with/are kept up to date with the volunteer agreement.
- b. Help volunteers to be more effective by monitoring their work, discussing it with them and referring them back to the agreements where necessary.
- c. Looking to positively motivate the volunteers to serve the children and young people.
- d. Take steps to prevent accidents occurring. Point out health and safety issues to the health and safety officer or other relevant person.

2.2 Training and support

It is important for everyone to take training seriously. Group leaders can identify training needs through (see also appendix 5):

- a. Volunteer agreements
- b. Pastoral visits.
- c. Meetings.
- d. Informal conversations.

Key areas for training must include safeguarding, first aid, disclosure policy and behaviour management.

2.3 Staffing ratios

No child or group of children should be left unattended at any time. For meetings/events on church premises, volunteers should aim for the following adult/child ratios as a minimum depending on the circumstances.

0 to 2	years	1 adult for 3 children
2 to 3	years	1 adult for 4 children
3 to 8	years	1 adult for 8 children
8 years and over		2 adults for the first 20 young people*

(*1 male, 1 female, plus 1 additional adult for every extra 12)

There should be two adults with a group (or at least one with another adult nearby), to ensure that the group need never be left unattended. Avoid leaving children alone with an adult unless others nearby can easily observe them.

2.4 Trips and Residential

Before each event the leadership team or line manager of the organiser should be made aware of necessary details trip / residential, this could include: The date, venue, pick up / drop off points and times, transport, proposed numbers, adult ratio required, budget and pricing, risk assessment, outline of aims and programme.

2.4.1 The group leader must:

- a. appoint a deputy, define each group supervisor's role and ensure all tasks have been assigned
- b. follow all regulations and procedures
- c. be able to control and lead all young people competently
- d. ensure adequate first aid is available
- e. undertake a risk assessment
- f. review activities and make necessary adjustments
- g. ensure that all other adults involved are aware of what the proposed trip involves
- h. consider stopping the visit if risk to health and safety of children / young people is unacceptable
- i. make sure that all adults have copies of emergency numbers and emergency procedures
- j. inform adults of any child's / young person's special medical / educational needs which will impact the carrying out of their duties

2.4.2 Briefing the children/young people

The young people attending the trip should clearly understand what is expected of them in terms of behaviour, and why rules should be followed. If the group leader is concerned for someone's safety, they should be withdrawn from the activity, and perhaps sent home. In the event of persistent or dangerous misbehaviour, a young person will be sent home at the families own cost.

2.4.3 Responsibility for transportation

- a. All those who drive children on church-organised activities should have at least six months driving experience, with no more than 6 points on their licence.
- b. Any driver who has an "unspent" conviction for a drink driving offence or for Dangerous Driving or Racing on the Highway should not transport children.
- c. Vehicles must be of road worthy condition, with relevant insurance and a valid MOT.
- d. When transporting children there should be no more than one child per seat. In mini buses, there must be another adult as well as the driver.
- e. Bags must not be allowed to block aisles.
- f. Young people should be briefed before using the transport to: Not rush towards the transport when it arrives: Wear seat belts and remain seated for the duration of the journey: Never tamper with controls or distract the driver: Never throw things out of windows: Never attempt to jump off moving vehicles.

- g. Children must be seated in car seats appropriate for their age and size, with appropriate seatbelts fitted and worn at all times. (Applies to both cars and mini-buses.)
- h. When dropping children / young people back home, the last passenger should be of the same sex as the driver (where possible).
- i. If in an emergency a driver has to transport one child on his or her own, the child should sit in the back of the car.
- j. When engaged in remote supervision, the group leader must ensure all young people have the following: Telephone numbers of key adults: What to do in an emergency: Where the rendezvous point is: Money: Maps and a knowledge of boundaries.

h. Away from church premises the following ratios apply:

0 to 2	years	1 adult for 3 children
2 to 3	years	1 adult for 4 children
3 to 8	years	1 adult for 8 children
8 to 13	years	2 adults for every 15 children / young people*
13 years and over		2 adults for every 20 children / young people**

(*1 male, 1 female, plus 1 additional adult for every extra 8)

(**1 male, 1 female, plus 1 additional adult for every extra 10 young people)

[Ratios from Amaze Best Practice Manual, page 1.11]

Specific parental consent is required for all overnight visits and should include information concerning:

- i. Health; allergies; medication
- j. diet
- k. emergency contact details
- l. consent for when parents cannot be contacted

All such details should be kept in a safe place by the trip/visit leaders.

2.5 Risk assessment

A careful examination of what could cause harm to people, so that a decision can be made as to whether enough precautions have been taken. The aim is that no one gets hurt or ill. To be completed for each group and special trips.

2.6 Keeping records

- a. Accident and incident report: Everyone to be made aware of where book is kept for recording accidents or incidents. Blank copies are to be on hand at every meeting of a group. Forms that have been filled out must be kept in a secure place.
- b. Consent form: Basic contact and medical information on every child in a group (except occasional visitors) to be on hand at every meeting of the group. All records to be kept in a safe place.
- c. Special event consent form: A letter describing the location, time and activities of a non-standard event should be sent to parents or guardians with this form which should be completed and returned before the event.

2.7 Young helpers

Helpers under the age of 18 cannot be in a position of responsibility with children younger than them. Young helpers are very welcome but can only act as assistants in the company of helpers over the age of 18.

2.8 Photographs of young people

Photographs of young people may be published or displayed for church purposes but, if individual children are to be named, consent must be sought first.

2.9 Restraint

It is important that a church has a policy about the use of force to control or restrain young people and children. All adults who help with the children's and youth work must clearly understand the strategies open to them. They must know what is acceptable and not.

2.9.1 Planning

If an organisation becomes aware that a minor is likely to behave in a way that may require physical control or restraint, it will be sensible to plan how to respond. The planning needs to address:

- a. Managing the young person (strategies to de-escalate a conflict).
- b. Informing the parents so that they are clear about what specific action the group leader will take.
- c. Briefing the staff and volunteers so they know exactly what action they should take.
- d. Ensuring there will always be sufficient support if needed.
- e. Medical advice about the safest way or holding young people with specific health needs.

2.9.2 Reasonable force

Group leaders have responsibility to maintain the safety of all children and young people in their care. Force may be used, but only as a last resort, and only in specific circumstances. This may involve using REASONABLE FORCE in the following circumstances to prevent a person from doing, or continuing to do:

- a. Committing a criminal offence.
- b. Injuring themselves or others.
- c. Causing damage to property.
- d. Engaging in any behaviour that prevents the maintaining of good order and discipline in the group.

There is no legal definition of 'reasonable force', so in court it will always depend on all the circumstances of the case. It can only be considered reasonable if the particular incident warrants it, and the degree of force must be in proportion to the seriousness of the behaviour or the consequence it is intended to prevent. It should always be the minimum needed to achieve the required result. It will also depend upon the age, understanding and sex of the child or young person.

2.9.3 Procedure for engaging in restraint:

- a. Wherever practical, the adult should tell the young person to stop, and what the consequences of continuing will be. The adult should attempt to continue communicating throughout the incident, keeping the voice calm and measured. Never should the impression be given that they have lost their temper.
- b. If it seems inappropriate to intervene without more support, then remove other young people who may be at risk, summon assistance from other adult helpers, and if necessary, phone the police.
- c. The method for intervention may be: standing between two young people: Holding: Pushing: Pulling: Leading by the arm or hand: Placing a hand in the centre of the back and pushing.
- d. Do not act in a way that might cause injury, such as: Holding by the neck: Slapping or kicking: Twisting a limb: Tripping: Holding or pulling ear or hair: Holding a child/young person face down to the ground.

2.9.4 Recording an incident

After an incident, the following details must be recorded:

- a. Name(s) of those involved, and where incident took place.
- b. Names of staff and other witnesses.
- c. The reason that force was necessary.
- d. How the incident began, including behaviour, what was said by each party, steps taken to diffuse the situation, degree of force used, how that was applied, and for how long.
- e. Response of child / young person.
- f. Details of any injuries suffered or damage to property.
- g. Next steps (talking to parents, getting advice from other agencies).

3 Pastoral care

3.1 Procedures for pastoral contact

Pastoral support is an important part of the children's and youth ministries. It is important that it is carried out in a way that doesn't lead to dependency or abuse.

3.2 Code of practice for pastoral care:

- a. Always meet in an open area where others are around but not too close. If the session is conducted at NBC, then another adult should be on site. If in a home, then at least one of the child's / young person's parents should be present in the house.
- b. In exceptional circumstances, if a person is distressed and more privacy is needed, use a separate room after telling another adult about the arrangements. Make sure that the young person knows where the nearest adult is.
- c. It is best if women advise females, and men advise males.
- d. Keep a record of who is spoken to (not the content unless agreed with the person) in case follow up is needed. Sign, date and time the notes and keep them in a designated safe place.
- e. If a young person is distressed they should be entrusted to another adult at the end of the session.
- f. If a situation is encountered where the listener feels uncomfortable they should speak to a supervisor as soon as possible.

3.3 Professional confidentiality

At the first meeting, explain that the conversation will be confidential unless there are exceptional circumstances. If the person is being harmed, if they are harming others or if they know that a child or young person is being harmed, the information will have to be passed on. The person will be told what will be done and how they will be supported if they need to talk to someone else. In these circumstances always make a written record, sign date and time, and follow your child protection procedures.

4 Responsibilities of the church leadership

4.1 Oversight and monitoring

In order to ensure that that Child Protection Policy is being carried out, the following questions must be asked of group leaders by the Child Protection Officer each year:

- a. Do all volunteers have a copy of the church's Child Protection Policy?
- b. Do all groups have at every meeting an up-to-date Registration Form for every child / young person?
- c. Is the practice of each group 'safe'?

4.2 Informing people

Key elements of the Child Protection Policy (such as the policy itself, behaviour, health and safety, anti-bullying and special needs policies) should be displayed in an obvious place. This will act both as a deterrent to those looking to harm children and young people, and will also inform parents. Other key information will be displayed in other groups as leaders see fit.

4.3 Welcoming Offenders

When someone attending our churches or who wishes to attend is a known or registered child offender, friendship is to be extended but a representative of the Leadership Team will meet the individual and discuss the boundaries within which that the person will be expected to keep.

4.4 Review of the Child Protection Policy

A review of the Child Protection Policy is to take place every three years, and then submitted to the Leadership Team for agreement. Current legislation and advice must be adhered to in the interests of providing a safe environment for children and youth who attend groups based at NBC.

4.5 Trips and Residentials

The NBC leadership team must:

- Ensure training needs have been addressed for all adults.
- Provide emergency telephone contact for the duration of the event.
- Maintain proper insurance cover.
- Have in place procedures to monitor and review safety during off site visits and activities.
- Ensure adequate child protection procedures are in place.
- All necessary actions are completed before the trip begins.
- Make sure risk assessment is complete and safety measures are in place.
- Adequate first aid provision will be available.
- Ensure that the correct ratios of leaders to young people and gender of leaders to gender of young people is upheld.

4.6 Group Assessments

It is the responsibility of the children's advocate to take an annual spot check assessment of one or more of the groups within the youth and children's work at NBC. The assessment has four aims:

1. To check appropriate adult to child ratios.
2. To ensure adherence to the child protection policy.
3. To check the environment is fit for purpose.
4. To ensure the place is safe for children.

The purpose of this assessment is three fold:

1. To provide evidence of adherence to the child protection policy.
2. To give recommendations and feedback (where necessary) to the leadership of changes needed, issues arising or foreseeable problems.
3. To ensure the safety and well-being of the children.

The children's advocate should liaise with a member of the leadership team if there is anything to feedback.

See appendix 12 for an assessment sheet.

Appendix 1

Abuse - definition and signs

Abuse and Neglect

Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. The following signs of abuse are guidelines based on definitions of child abuse recommended as criteria throughout England and Wales by the Department of Health, DfEE and the Home Office in their joint document, Working Together to Safeguard Children (2015).

Signs of Physical Abuse

Unexplained injuries or burns; refusal to discuss injuries; improbable explanations; untreated injuries; disclosure of apparently excessive punishment; shrinking from physical contact; aggression or bullying; over compliant behaviour or a 'watchful' attitude; running away; significant unexplained changes in behaviour; deterioration in concentration.

Signs of Emotional Abuse

Continual self-deprecation; self-harm or mutilation; desperate attention seeking behaviour; eating problems; substance abuse; neurotic behaviour, obsession or phobias; compulsive stealing or scrounging; social isolation; depression and withdrawal.

Signs of Sexual Abuse

Bruises, scratches, burns or bite marks on the body; sexual awareness inappropriate to the child's age, eg. in words, play or drawings; attempts to teach other children about sexual activity; sexually provocative or seductive behaviour with adults; inappropriate bed sharing arrangements at home; aggressiveness, anger, anxiety, tearfulness; severe sleep disturbance, withdrawal from friends; any allegations made by a child.

Signs of Neglect

Constant hunger; poor personal hygiene; inappropriate clothing; frequent lateness or non-attendance; untreated medical problems; low self esteem; poor social relationships; compulsive stealing or scrounging; constant tiredness.

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

Appendix 2

What to do in incidents of disclosure or suspected abuse

We recognise that **disclosures** (i.e. when a specific allegation of abuse is made against a named individual) and **suspicion** (i.e. when concern is expressed about abuse that may have taken place or be in prospect) should always be investigated and acted upon swiftly, making the welfare of children the paramount consideration.

Receive

Listen to the child and accept what he or she says. Be very careful not to show shock or distaste. Stay calm and take what is said seriously.

Reassure

Tell the child that they have done the right thing in telling you. Be honest and don't make promises that you can't keep - don't say "Everything will be ok" or "I won't tell anyone". Tell them they are not to blame and acknowledge how hard it must have been for them to tell you. Empathise but don't tell them what they should be feeling.

Respond

Accept the details as they are given and do not interrogate the child for full details. Ask open questions like "Anything else to tell me?" "Yes?" or "And?" Avoid leading questions like "What did she do next?" or "Did he touch your private parts?" as these sorts of questions may invalidate the evidence in any prosecution. Do not criticise the accused because the child may love them and reconciliation may be possible. Do not ask the child to repeat everything to another member of the team, explain what you have to do next and to whom you have to talk.

Record

Make notes at the time and write them up as soon as possible. Do not destroy your original notes as they may be required in court. Record the date, time and place, any noticeable non-verbal behaviour and the actual words used by the child. Be objective in your recording and include statements and observable things. Omit your interpretations and assumptions.

Support

Provide the level of support requested by the child - this may mean letting go and accepting that your responsibility has ended once the appropriate people have been informed, or it may mean giving support throughout the process of investigation and afterwards.

Report

You may need to take immediate action. Consult your co-workers on the spot. You report concerns as soon as possible to either the youth worker or minister, who will then refer allegations or suspicions of neglect or abuse to the statutory authorities.

He or she may also be required by conditions of the church insurance policy to immediately inform the insurance company. This is the normal course of action and should be followed in all but exceptional circumstances.

If suspicions in any way involve one or more of the representatives you should report the matter to one of the other representatives. It is also the right of any individual, as a citizen, to make direct referrals to the child protection agencies, social services or police either at first or if they feel that the representatives have not responded appropriately to their concerns.

Child Protection Representatives

See appendix 10 "Key personnel

Speak to the Youth Pastor or Children's Worker in the event of suspicion of abuse.

Social Services - 0300 123 4043

This number is manned 8am to 8pm. Outside these hours you will be put through to the Emergency Duty Team. The person replying to the call will require details of the incident and any available names and addresses. The caller may remain anonymous if wished. A report is sent to the Duty Social Services Officer.

Police - Call 101 for a non-emergency phone call.

Appendix 3

Health and Safety guidelines for those working with children

Under the Health and Safety at Work Act 1974 employers are responsible for the health, safety and welfare at work of their employees, anyone else on the premises (for example young people at a youth group), and anyone affected by their activities (such as a trip or a residential).

Under The Management of Health and Safety at Work Regulations 1992, employers must: assess the risk of activities: introduce measures to control those risks: tell their employees about those measures.

Employees in turn must: Take reasonable care of themselves and others: Co-operate with employers over health and safety matters: Carry out activities in accordance with training and instructions: Inform employers of any serious risks. These duties apply to all regular and non-regular activities, visits and residential.

NBC will endeavour to carry out its own Health and Safety Policy. These guidelines emphasise key issues faced by those working with children:

- To provide a safe, comfortable and hygienic environment for children.
- To take steps to prevent accidents occurring and be able to deal with emergencies if they arise.
- To provide guidance and training to comply with the churches Health and Safety Policy.

In fulfilling the above responsibilities, particular attention within the buildings should be given to:

- Adequate lighting.
- Safe stairways and corridors.
- Clean toilets and hand basins.
- Safe kitchen area where environmental health standards are maintained.
- Safe heating appliances.
- Doors and windows should not be able to be opened by young children
- Easily located first aid boxes.
- Fire extinguishers, blankets etc. all readily available and regularly checked.
- Fire exits to be kept clear at all times.
- Fire regulations must be displayed in a prominent position on the building and be known by all workers with children and young people.
- Children under the age of 12 should not be allowed to leave the premises unsupervised at any time.
- No toxic substances should be accessible to children and young people.

A 'risk to children' assessment of the buildings and contents should be included in all routine assessments.

For accident prevention and dealing with emergencies

- Good maintenance of and replacement of faulty equipment.
- Reasonable supervision of children moving from one building to another.
- Access to a telephone.
- Completion of a registration form by all group members annually - to include their relevant medical details, which will be kept in the church office.
- Consent forms to be completed for special activities/events.
- Accident forms to be filled out.
- Opportunities for First Aid training for adults working with children. All workers should be encouraged to have some First Aid knowledge.
- Identification of a designated person to whom adults can communicate Health and Safety needs as they arise.
- A procedure for a fire drill should be prepared by the Health and Safety Officer.

Space Standards

These details are included to give churches guidelines to use when deciding on the allocation of room space for children's activities:

Age of child	Square feet	Square metres
0-2 years	40	3.7
2-3 years	30	2.8
3-5 years	25	2.3

Room temperatures: recommendations as supplied to schools:

14oC	in such areas where children are lightly clad and vigorous,
18oC	in average areas such as classrooms where the level of clothing is of normal standard,
21oC	for children of special needs where the level of activity is low.

Implementation of the Health & Safety Policy is the responsibility of the NBC Leadership Team.

Appendix 4

Summary of the principles of ethical conduct for youth work

Ethical principles

1. Treat young people with respect, valuing each individual and avoiding negative discrimination.
2. Respect and promote young people's rights to make their own decisions and choices, unless the welfare or legitimate interests of themselves or others are seriously threatened.
3. Promote and ensure the welfare and safety of young people, while permitting them to learn through undertaking challenging educational activities.
4. Contribute towards the promotion of social justice for young people and in society generally, through encouraging respect for difference and diversity and challenging discrimination.

Professional principles

5. Recognise the boundaries between personal and professional life and be aware of the need to balance a caring and supportive relationship with young people with appropriate professional distance.
6. Recognise the need to be accountable to young people, their parents or guardians, colleagues, wider society and others with a relevant interest in the work, and these accountabilities may be in conflict.
7. Develop and maintain the required skills and competence to do the job.
8. Work for conditions in employing agencies where these principles are discussed, evaluated and upheld.

National Youth Agency Statement of Principles. December 2004

Appendix 5

Support for volunteers

Once recruited as volunteers, people need to feel supported and valued in the work they are doing, and encouraged to develop their skills. They also need to feel able to stop when they are ready and, if appropriate, move on. Volunteers who are affirmed in the time and talents they are offering are much more likely to give long-term commitment to the organisation or project than those who feel taken for granted.

Tending to the needs of volunteers under you involves keeping communication channels open, staying in touch with their work-related and, where appropriate, personal needs, and providing them with practical support for the work in hand.

For most of the time, the volunteers will only require you to know and understand their needs, and to be available to them when they need help of any kind. Volunteers who are badly organised, taken for granted, unclear about what is required of them, never thanked, not given the equipment they need or offered their expenses, will soon vote with their feet!

Here are some of the ways care and support can be managed:

Frequent Contact

Support means providing volunteers with the time and opportunity to talk to the relevant staff member both as a friend and in a formal capacity. At other times they may need to talk to their co-workers about matters which concern them, for example:

- Any problems they may be experiencing
- What they hope to gain by being involved in the project/work
- Their perception of the project's effectiveness in its service to the children both generally and individually
- What is worrying them
- What they find satisfying about the work
- What more could they do for themselves, the organisation and its users
- How long they wish to continue in the work
- Personal matters that are of concern to them (where appropriate additional pastoral support may be needed)
- Ideas or plans for the future
- Any matters not directly connected to the project/work but which are of importance to that individual
- Training opportunities

‘Small talk’ plays an essential part in pastoral care

There are all kinds of support methods available, ranging from the informal to the structured. We aim to provide two or three of the following:

- Regular contact after services by relevant staff member overseeing their activity.
- Programmed one-to-one meetings between the volunteer and the leader once a term.
- An ‘open door’ policy by the Sunday club leader and pastoral key worker, allowing volunteers to call on him/her when they have need.
- Regular meetings of all staff and volunteers of the project/area of work, to chat/let off steam/enjoy time out together - all valuable for team building.
- Occasional meetings of volunteers with a third party, without the leader present.
- Occasional social events - a way of rewarding everyone’s hard work i.e. a party, lunch together, an away day.

Prayer support - ‘*prayer achieves the impossible*’

The encouraging and motivating effects of personal prayer support cannot be overstated. Prayer fuels our service to God and can be arranged through the prayer ministry team on a one-to-one basis, in house groups, team meetings (another means of building the team), or on a larger scale by praying for the team in services before they leave.

Thanks and Reward - volunteer Sunday

‘Encouragement costs so little to give but is priceless to those who receive it’

Giving public recognition to the work of a project can not only serve to raise the profile of its work but also provide the means to congratulate the workers on their achievements and encourage them in their faithful service.

Managing Volunteers

Management support can combat the feeling of isolation of some volunteer tasks, and will help the volunteers to feel valued, accepted, and satisfied with what they are doing.

A volunteer is undertaking tasks voluntarily, not because of economic necessity and it is important that these tasks do not become seen as ‘just another job’. You have got to ‘release’ the volunteer’s commitment and imagination. The most compelling

reason for volunteers staying with a Project is a feeling of belonging and of making a recognised contribution. Loyalty, interest and effort come from a sense of common purpose and clarity of expectations.

On the job support must be designed to provide active assistance for the volunteer.

The amount of management support given must be appropriate to the experience of the volunteer and the nature of the tasks. It is not primarily a corrective measure. Many volunteers will be well qualified to undertake the tasks but will still need periodic consultation.

Good management support will ensure that the Volunteers know what is expected - but will not insist on the precise way the job is to be done!

(Downloaded from <http://www.cofeguildford.org.uk/social-responsibility/vol-booklet/support.shtml>, 2005)

Appendix 6

Anti-bullying policy

Statement of intent

We are committed to providing a caring, friendly and safe environment for all young people so they can meet in a relaxed and secure atmosphere. Bullying of any kind is unacceptable in youth work. If bullying does occur, all young people should be able to tell and know that incidents will be dealt with promptly and effectively. We are a *TELLING* group. This means that *anyone* who knows that bullying is happening is expected to tell the staff.

What is bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional being unfriendly, excluding, tormenting (e.g. hiding things, threatening gestures)
- Physical pushing, kicking, hitting, punching or any use of violence
- Racist racial taunts, graffiti, gestures
- Sexual unwanted physical contact or sexually abusive comments
- Homophobic because of, or focussing on the issue of sexuality
- Verbal name-calling, sarcasm, spreading rumours, teasing
- Electronic Social Media: Threats, insults or mocking via social networking sites, text messaging, emails and other formats of electronic communication.

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. People who are bullying need to learn different ways of behaving. We have a responsibility to respond promptly and effectively to issues of bullying.

Objectives of this Policy

- All paid staff, volunteers, young people and parents should have an understanding of what bullying is.
- All paid staff and volunteers should know what the policy is on bullying, and follow it when bullying is reported.
- All young people and parents should know to contact the relevant staff member if bullying arises.
- As a youth group we take bullying seriously. Young people and parents should be assured that they will be supported when bullying is reported.
- Bullying will not be tolerated.

Signs and Symptoms

Bullying may take place in school, in the family home, or in the youth group. A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- is frightened of walking to or from the group; doesn't want to go on the school / public bus; begs to be driven to school
- changes their usual routine
- is unwilling to go to school (school phobic); begins to truant
- becomes withdrawn anxious, or lacking in confidence; starts stammering
- attempts or threatens suicide or runs away
- cries themselves to sleep at night or has nightmares; feels ill in the morning
- begins to do poorly in school work
- has possessions which are damaged or "go missing"
- asks for money or starts stealing money (to pay bully); has dinner or other monies continually "lost"; comes home starving (money / lunch has been stolen)
- has unexplained cuts or bruises
- becomes aggressive, disruptive or unreasonable; is bullying other children or siblings
- stops eating
- is frightened to say what's wrong
- gives improbable excuses for any of the above
- is afraid to use the internet or mobile; is nervous & jumpy when a message is received

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated

Procedures

- Report bullying incidents to person in overall charge of session
- In cases of serious bullying, the incidents will be recorded by staff
- In serious cases parents should be informed and will be asked to come in to a meeting to discuss the problem
- If necessary and appropriate, police will be consulted
- The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
- An attempt will be made to help the bully (bullies) change their behaviour

Outcomes

- The bully (bullies) may be asked to genuinely apologise. Other consequences may take place.
- In serious cases, suspension or even exclusion will be considered
- If possible, the young people will be reconciled
- After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

Prevention

These may include: signing a behaviour contract; writing stories or poems or drawing pictures about bullying; making up role-plays; having discussions about bullying and why it matters

Based on the Kidscape sample policy (updated 14 March 2005)

Appendix 7

Behaviour policy

Statement of intent

We value each individual. The intention is to provide every child / young person with the opportunity to reach their full potential in a safe environment which encourages co-operation, understanding and tolerance. We want to create an environment where teachers can teach and every child can learn freely and fully without disturbance.

The aims of the policy are to:

- Value the individual, and help them value themselves and others.
- Develop in children / young people a sense of self discipline and an acceptance of responsibility for their own actions, and develop an awareness of and adherence to acceptable and appropriate behaviour, thus creating a safe environment.
- Empower leaders to determine and request appropriate behaviour from everyone.
- Ensure good behaviour is recognized and rewarded; that the policy is fully understood; and it is consistently implemented.

Code of Conduct - We will:

- Care for each other
- Tell the truth
- Be responsible for all our actions
- Always try our best in everything we do
- Take part
- Make sure that the group is a happy place

Holistic approach to behaviour:

As we value each individual it is part of our ethos to ensure that those attending our events feel safe in that environment. That also means that the conduct of an individual at other times (such as in school, at activity clubs, via social media, etc.) can have an impact on the environment at events at Northchurch Baptist Church. Any infringement that affects the safe environment for another young person due to external incidents can still result in a Level 1-3 action.

Behaviour Management

Northchurch Baptist Church is dedicated to ensuring that the environment young people are in is safe. This means any behaviour that threatens or brings harm to another person (or themselves) requires a course of action to manage this behaviour. This also includes damage to the facilities as this may hinder or lessen the experiences/opportunities of others.

The definitions of levels of bad behaviour and the appropriate action required is set out in the table below

	Behaviour	Action Taken
Level 1 <ul style="list-style-type: none"> Minor Breakages of Rules 	<ul style="list-style-type: none"> Over physical force in play. Swearing. Name calling. Damaging property or facilities. Smoking. Disobeying leaders. Disrespect. Inappropriate sexual innuendo. 	A breakage in any of these rules will lead to a warning.
Level 2 <ul style="list-style-type: none"> Persistent breakage of Rules Major Breakage of Rules 	<ul style="list-style-type: none"> Persistent breakage of a level 1 Physical violence causing harm to another Insults of a sexual or extreme nature Causing harm or danger to another person Teasing or picking on a particular person Discrimination Intentionally meaning to harm, demean or put down another person Inappropriate touching 	A breakage in any of these rules will lead to one (or more) of the following actions: <ul style="list-style-type: none"> Immediately on a Final Warning Being sent home Being banned from an activity Being banned from an event Being banned From all events for 1 week.
Level 3 <ul style="list-style-type: none"> Illegal activity Dangerous breakage of rules Putting others in Danger 	<ul style="list-style-type: none"> Persistent breakage of a level 2 Any illegal activity Any extreme violence towards another Bullying Intentional damage of facilities (including arson) Inappropriate touching without consent Putting another person or themselves in serious danger 	A breakage in any of the rules will lead to one (or more) of the following actions: <ul style="list-style-type: none"> Being sent home Being banned from an activity Being banned from an event Being banned from all events for up to 1 year

The process through which escalating action is taken is set out below:



Appendix 8

Special Needs Policy

Statement of intent

The groups at NBC are (whenever practically possible) inclusive, and children with special needs are welcomed. Wherever possible all children (including those with special needs) will be given the opportunity to participate in the same activities, having an equal part in the groups. Group leaders have the responsibility to ensure activities are inclusive and encourage anti-discriminatory practice, through adapting the setting, activities and opportunities to suit those in their care. To encourage anti-discriminatory attitudes, differences need to be recognised and accommodated.

What is required of parents / carers:

- Full details of the special needs together with any dietary requirements are given to the group leaders to ensure adequate staffing / activities / snacks are available.
- Liaison between parents/carers with group leaders or a key worker will regularly take place.
- Where appropriate, the leader and parents/carer will write a care plan and keep accurate reports of a child's progress.

Whilst the club would like to accept all children with special needs, in line with Equal Opportunities concerning a child with Special Needs or disabilities, a timed, planned entry may be required in order to accommodate their needs. This would of course be subject to appropriate staffing, premises, equipment and insurance being available.

The responsibilities of groups at NBC:

- We are aware that some children and young people with varying special needs and disabilities sometimes require additional support.
- The group leaders will be responsible for monitoring and reviewing of all policies and procedures.
- Group leaders should allocate a Key Worker when necessary, who will work with the leader to ensure that a child's individual needs are met. Staff training will be provided as appropriate.
- Group leaders should take into account each child's age and stage of development, gender, ethnicity, home language and any disability.
- If specific needs are mentioned, further advice will be sought from parents / carers / other professionals.
- Flexibility is needed in adapting activities to meet the needs of those with disabilities.
- A list will be kept in an accessible place regarding children's food allergies and hypersensitivities.

- NBC is committed to creating unrestricted and easy access to premises through appropriate building construction.
- Parents, children, staff and visitors to NBC and affiliated groups should be able to access the premises with the minimum of difficulty - through attention to signage and decoration, the width and positioning of entry, exit points and pathways, where ramps will be introduced as opposed to stairs.

Appendix 9

Data Protection Act 1998

This Act determines the way NBC collects holds and shares personal data about individuals, including Church Members, youth and children who attend regular activities at NBC.

Personal information must be:

- Obtained and processed fairly and lawfully.
- Kept accurate and up to date.
- Held for no longer than is necessary.
- Subject to appropriate security measures. Member's lists and personal information must not be shown to a third party. Papers that hold sensitive information must be shredded or disposed of in an appropriate way.

Members lists

A list of church member's names, addresses and phone numbers can be distributed to other church members, but should be kept securely and not disclosed to non-members.

Confidentiality

The Human Rights Act 1998 includes both the right to privacy in family life. But it is expected that the courts will uphold the need to pass on information for the purposes of protecting a child. The highest degree of confidentiality consistent with this should be maintained and only information necessary for the safeguarding of children passed on.

Data protection exemption

NBC is exempt from 'Notification'. The criteria for exemption are:

- The purpose is intended for small clubs, voluntary organisations, church administration and some charities (further written guidance on this exemption is available by telephoning the notification helpline). Examples are: past, existing or prospective members or those who have regular contact with the organisation: names, addresses, identifiers or eligibility for membership.
- Your Processing is only for:
 - The purposes of establishing or maintaining membership or support for a body or association not established or conducted for profit
 - Providing or administering activities for individuals who are either members of the body or association or have regular contact with it.
- The personal data is not kept after the relationship between you and the data subject ends (unless it is necessary to do so for longer).

Ministers should not need to notify *unless* records of pastoral care discussions (relating to beliefs, relationships, opinions etc rather than dates of birth/ baptism and other factual information) are held on computer. Destroy material that you

cannot justify still holding, especially if making the information available to the individual(s) concerned would create difficulties.

It should be stressed that, even if the Leadership / Minister are exempt from notification, the remainder of the Act still applies to them and everyone in the church handling personal data.

From: Information Commissioner (document uploads) notification handbook - a complete guide to notification, at <http://www.informationcommissioner.gov.uk/>

Appendix 10

Child Protection Officer & Children's Advocate

Child Protection Officer

A Child Protection Officer holds the brief for overseeing, monitoring and being responsible for the implementation of all the Child Protection Policy procedures and guidelines. They are responsible to the leadership team, and will bring the Policy document to leadership meetings and church meetings annually for renewal.

There will need to be meetings with leaders of all relevant groups to ensure procedures and guidelines are being followed. To ensure that that Child Protection Policy is being carried out, questions must be asked, such as:

- Do all volunteers have a copy of the church's Child Protection Policy?
- Do all groups have at every meeting an up-to-date Registration Form for every child / young person?
- Has the Child Protection Policy been on the agenda of every formal meeting of the last year, so that volunteers feel free to discuss any matter contained in it?
- Is the practice of each group 'safe'?
- Is compulsory training given to all volunteers and staff members?

Children's Advocate

The term Advocate is not used in a legal sense, but as one who speaks up for and has a concern for children within Northchurch Baptist Church. A Children's Advocate will not be responsible for any direct work with children, but acts as an independent adult for children to talk to.

Children's Advocates should be people who have experience that is relevant to the role. They may be trained teachers or youth leaders or simply people who have cared for children and have the wisdom and maturity to bring compassion and sensitivity to this task. Above all they should be concerned with the welfare and safety of children within the church setting. (It needs to be recognised that children will talk to someone with whom they feel comfortable, not necessarily the Children's Advocate.)

It is suggested that appointments to this post be for a maximum of two years in the first instance. After that they may be renewed, after review, by the leadership. The Children's Advocate is intended to be someone who will ask the necessary questions to ensure the presence, needs and interests of children are recognised. The Advocate speaks up for children and young people and their needs. They are there to be a voice for children and young people in the church and to be the person who:

- a child can go to when they want to disclose about abuse, ask for advice / help etc
- makes sure the question 'How does this impact our children?' is always asked
- speaks up for the needs of children in our church
- takes on the responsibility of group assessments as set out in section 4.6

Guidelines

If the Children's Advocate becomes aware of a suspicion or concern about abuse then refer to Appendix 2 (What to do in incidents of disclosure / suspected abuse).

It's important that the Children's Advocate is known and recognised by the congregation so here are a few ideas which might help to raise the profile:

- If the church has a photographic display of the minister and church leadership, make sure that the Children's Advocate is included.
- The Children's Advocate should get to know the children and their leaders, possibly by helping out occasionally with Sunday groups or mid-week clubs, and attending leader meetings.
- If the Children's Advocate is not on the leadership they should be invited to any meetings when the Child Protection Policy is to be discussed or reviewed.
- Arrange for the Children's Advocate to present an annual report to the church.
- Interview the Children's Advocate during the main Sunday Service to highlight the role and re-enforce the importance of having a Child Protection Policy.

Appendix 11 Key Personnel

Minister	- David Russell
Assistant Minister	- Tommy Masters
Youth Minister	- Adrian Abramian
Head of Childrens & Families Ministry	- Fiona Nicholls
Sunday Club Oversight	- Fiona Nicholls
Toddler Group Leaders	- Giselle Whitton, Sarah Hughes, Jan Stelfox
Dads Group	- Ben Sladden, Stuart Chalmers
Child Protection Officer	- Jo Coleman
Children's Advocate	- Sue Dolan
DBS Checks and Volunteer Agreements	- Adrian Abramian
Student Liaison	- Ben Purkiss
Health and Safety Officer	- Stefan Abramian

Appendix 12 Group Assessment Form

NORTHCHURCHBAPTIST+

Event: _____ Date: _____

Activity leader: _____

Number of volunteers present: _____

Number of children/youth present: _____

#1. Are there good ratios of adults to young people to ensure a safe environment? Yes / No

#2. Are the staff and volunteers keeping to the Child Protection Guidelines?

Yes / No (If no, please specify) _____

#3. Is the environment appropriate for the task? Yes / No (If no, please specify)

#4. Are the young people safe? Yes / No (If no, please specify)

Event: _____ Date: _____