



SAFEGUARDING POLICY

Safeguarding Department
Office Suites
24 Coleridge Road
London N4 3NP
United Kingdom

UCKG HELPCENTRE SAFEGUARDING POLICY

PREFACE

This document sets out the UCKG HelpCentre Safeguarding Policy in respect of children and adults at risk, which must be adhered to by all UCKG trustees, ministerial and administrative staff, volunteers and contractors at all times. The policy is in accordance with the laws of England, Wales, Scotland and Northern Ireland. Any queries or concerns regarding any areas of the Safeguarding Policy which relate to children or adults at risk please send an e-mail to the Safeguarding Department at cpo.mgt@uckg.org.

CONTENTS

Safeguarding Policy Statement	3
Aim and Purpose of this Policy	4
Our Policy Principles	5
Our Commitment	6
Duty of Care and Confidentiality	7
Code of Conduct for Working with Children and Adults at Risk	7
People in Positions of Trust	8
Misuse of Power	8
Safeguarding Concerns about Trustees, Ministerial and Administrative Staff, Volunteers and Contractors	8
Safe Recruitment	9
The Role and Responsibilities of Safeguarding Officers	10
Children's Biblical Centre (CBC) and Universal Teen Force (UTF)	11
Victory Youth Group (VYG)	11
Community Groups	12
Boundaries Setting for Behaviour Challenges in the CBC and elsewhere	12
Children's Trips and use of Facilities	13
Personal Care	14
Health and Safety Procedures	14
Keeping a Register	14
Child Supervision	14
Consent Forms	15
Children with Special Needs	15
Offenders Attending Church	16
Prayer and Spiritual Practices – Children	17
Definition of Abuse	17
Definitions and Signs of Child Abuse	18
Definitions and Signs of Abuse in Adults	22
Prayer and Spiritual Practices – Adults	29
Identifying Abuse as Applicable to Adults at Risk	29
Domestic Abuse of Adults and Children	30
Mental Health Conditions	30
Responding to Concerns Raised about Children and Adults at Risk	32
Confidentiality and Information Sharing	33
Legal Framework	34
Disagreements	34
Monitoring and Reviewing	34
Whistleblowing	35
The Safeguarding Team	35
Senior Management Contact Details	36
Important Contact Details	36

SAFEGUARDING POLICY STATEMENT

The Universal Church of the Kingdom of God (also referred to in this document as the UCKG HelpCentre, UCKG or the church) recognises that it has a duty of care for all children and adults at risk who enter its premises, or come into contact with its trustees, ministerial and administrative staff, volunteers and contractors. This also includes events that are held at any third party, whether organised by the church or not.

The UCKG takes safeguarding very seriously and recognises that safeguarding is not just a matter of providing protection for children and adults at risk, but also includes prevention of significant harm or further risk of significant harm. We respect and support the rights of children and adults at risk to be protected from all forms of harm and abuse, regardless of ethnicity, disability, gender and sexual orientation, and belief, in line with the law of the land. The welfare and wellbeing of all members of these two groups of people is of paramount importance to the UCKG, and so we are committed to meeting and exceeding the requirements of statutory guidance and recognised good practice in order to protect children and adults at risk in our church.

The UCKG also recognises that all beneficiaries, without exception, have the right:

- To be treated with respect and dignity;
- To privacy and confidentiality;
- To be included in every aspect of life, specially within the church community; and
- To live their lives free from violence and abuse regardless of age, gender, gender reassignment, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity, impairment or disability, race, religion or belief.

For the purposes of this policy, the following definitions apply:

- Children are people under the age of 18, and therefore include young people;
- Adults at risk include anyone aged 18 or over with the potential to be vulnerable for various reasons and in various situations that include but are not exclusive to the following:
 - Those with learning or physical disabilities or reduced capacity;
 - Those experiencing physical or mental health conditions;
 - People who may be receiving some form of healthcare;
 - Those receiving social support, from any source, due to age, infirmity, disability or any other factor;
 - People who are currently or in the past have suffered from domestic or other forms of abuse including human trafficking;
 - People who are homeless and those living in hostels;
 - People living in sheltered accommodation or residential care homes;
 - People with addictions and those who participate in substance abuse; and
 - People on the sex offenders register.

In maintaining a safe and caring environment in all our facilities, in which there is informed vigilance about the dangers of abuse, we regularly review the procedures outlined in this policy, which are designed to protect against and prevent harm. The policy has also been designed to help everyone who works in or supports our ministry and outreach to be alert to the possibility of abuse that an adult or a child may be facing outside the church. Domestic abuse in all its forms is unacceptable and inconsistent with a Christian way of life and we recognise that it can affect both adults and

children.

We appoint Safeguarding Officers and Deputy Safeguarding Officers in each of our full-time church branches, with specific responsibilities for safeguarding, although we do recognise that this is a whole church responsibility. Part-time branches will either have their dedicated Safeguarding Officers or be looked after by the Safeguarding Officer at an appointed nearby branch. All concerns, disclosures or allegations should be reported to the branch Safeguarding Officer in the first instance, and to the Deputy Safeguarding Officer in the absence of the Safeguarding Officer. This information is then relayed in a written report format and needs to be submitted within 24 hours by email to the Safeguarding Department's central office at the headquarters in Finsbury Park.

We organise our activities in such a way as to provide a safe environment with the view of minimising the risk of harm to children and adults at risk. We follow a safer recruitment process for the selection and appointment of people to work with children or adults at risk, whether these are ministerial and administrative staff, or volunteers, and following appointment we provide the necessary support, supervision, resources and training. This includes making all new additions aware of our Safeguarding Policy and ensuring that they have time to read it during their induction process. Existing ministerial and administrative staff, and volunteers are reminded of their responsibilities under this policy at regular intervals, and especially whenever this policy is updated.

We use rigorous and careful supervision to protect people from the potential risks associated with known offenders within the congregation, including implementing contracts with known offenders and those who have been assessed as posing a risk.

All concerns and allegations of abuse will be responded to appropriately and referred to the statutory authorities where necessary. We cooperate with the statutory authorities in any investigation, follow multiagency decisions and will only share information appropriately and on a need to know basis in the interests of confidentiality for those directly involved.

AIM AND PURPOSE OF THIS POLICY

The aim of this policy is to set out the procedures we follow to ensure safeguarding, which includes protection and prevention against risks of harm, for children and adults at risk.

This includes clear procedures for taking appropriate action when safeguarding concerns are raised involving children and adults at risk within our church, and those who attend our activities and events.

People in positions of trust at the UCKG HelpCentre headquarters and in its church branches or any others working on behalf of the UCKG may encounter children and adults at risk in the course of their work. For this reason, it is of utmost importance that clear procedures are in place to guide all those in positions of trust, on how to deal with situations where the welfare of a child, or adult at risk is a concern. Accordingly, our procedures have been developed to safeguard children and adults at risk that enter the church as members, with their families and friends, and as visitors with or without any prior connection with us.

The UCKG has appointed Safeguarding Officers, who are responsible for monitoring our churches and ensuring that safeguarding needs are met. In addition to this the Safeguarding Department provides training for all those in positions of trust.

The key roles that amount to positions of trust, in which it is likely that children and adults at risk will be encountered in the course of ministerial, outreach, administrative or other work are as follows:

- Ministerial staff – bishops, bishops’ wives, consecrated and non-consecrated pastors, pastors’ wives, assistant pastors, universal biblical institute trainees (UBI’s), missionaries and any other ministerial staff in training;
- Volunteers – assistants, collaborators, helpers, group coordinators, vice group coordinators and group members, youth coordinators and vice youth coordinators; and
- Related administrative staff – safeguarding staff, helpline staff, church and office reception staff, community outreach staff.

This policy is not limited to the above positions, but also applies to these groups:

- Trustees;
- Remaining administrative staff;
- Contractors; and
- All who visit our churches for services, spiritual guidance, one to one support or any other purpose.

OUR POLICY PRINCIPLES

Under this policy, the UCKG commits to following the Care Act 2014 and its six principles of safeguarding:

1. Empowerment – People being supported and encourage to make their own decisions and informed consent;
2. Prevention – It is better to take action before harms occurs;
3. Proportionality – The least instructive response appropriate to the risk presented;
4. Protection – Support and representation for those in greatest need;
5. Partnership – Working together with the local community in preventing, detecting and reporting neglect and abuse; and
6. Accountability – Accountability and transparency in safeguarding practice.

Therefore, the UCKG’s principles underlying this policy include but are not limited to the following:

- The welfare of the child **MUST** be paramount in all contact with children and their families and/or legal guardians. Where there is an apparent conflict of interest between the child and adult members of the family and/or legal guardians, the child’s interests **MUST** always take precedence. Similarly, the interests of adults at risk **MUST** always take precedence over those of their adult carers and family members, although we recognise and would endeavour to mitigate as appropriate the pressures that this puts on carers;
- The UCKG is committed to working together with other welfare agencies, where this is appropriate, to assist in securing the welfare of a child or adult at risk. The spiritual work of the church is complementary to the work of statutory and other authorities in securing the welfare of children and adults at risk;
- In compliance with the Data Protection Act 2018, the UCKG HelpCentre will share information appropriately with authorities such as the police and social services, whenever there exists a concern about a child or an adult’s welfare and safety;

- We are committed to the use of thorough and careful supervision to protect people from the risks associated with known offenders within the congregation, including implementing contracts with known offenders and those who have been assessed as posing a risk;
- We will refer any concerns about ministerial staff, volunteers, and related administrative staff that meet the relevant criteria to the LADO (Local Authority Designated Officer);
- We will respond promptly and appropriately, to all concerns and allegations of abuse and make referrals to the statutory authorities as necessary; and
- We are committed to providing support, supervision resources and training to those who work with children and adults at risk.

OUR COMMITMENT

The UCKG HelpCentre is committed to:

- Providing a loving environment, which is safe and caring, and where there is informed vigilance about the dangers of abuse;
- Following all relevant legislation and statutory, denominational and specialist guidelines in relation to safeguarding children and adults at risk;
- Ensuring that we keep up to date with national and local developments relating to safeguarding;
- Building constructive links with the relevant voluntary and statutory authorities;
- Ensuring that all beneficiaries, parents and carers are informed about this policy as appropriate;
- Taking all reasonable steps to ensure that throughout the church, everyone works within the agreed procedures of our Safeguarding Policy;
- Supporting all our Safeguarding Officers, Deputy Safeguarding Officers and the Safeguarding Department at our headquarters in their work, and in any action they may need to take in order to protect children and adults at risk;
- Ensuring safe recruitment, selection and vetting of all those who work with children and adults at risk, be they ministerial or administrative staff, or volunteers;
- Supporting, supervising, resourcing and training everyone who undertakes work with children and adults on behalf of the church;
- Ensuring that the children and adults we have contact with know that they are valued and feel empowered to tell us if they are suffering from any type of harm;
- Ensuring that all concerns and allegations of abuse will be taken seriously and responded to appropriately which may require referral to local authorities, children's service and in emergencies, the police;
- Supporting everyone in our church who is affected by abuse in some way;
- Supporting and supervising those who pose a risk to children or adults at risk, implementing contracts of behaviour, while bearing in mind the overarching principle that the welfare of the child or adult at risk is paramount;

And finally:

- If someone is assessed as posing a risk to those in need of protection and cannot safely attend our church, we will ensure that they continue to be offered pastoral care and will signpost them to appropriate agencies for support.

DUTY OF CARE AND CONFIDENTIALITY

The UCKG HelpCentre has a duty of care towards all beneficiaries of the church, whether adults or children, and is committed to the safeguarding of children and adults at risk. We maintain confidentiality at all times on a need to know basis, except in circumstances where doing so would place the individual or another individual at possible risk of harm or at significant risk of harm:

- We believe that all children and adults at risk should know that they are valued within the church, that their safety is important to us, and they should have access to all aspects of the life of our church on an age appropriate basis;
- We respect the personal dignity and rights of children and adults at risk (for example, as set out in the Human Rights Act 1998 and the United Nations Convention on the Rights of the Child) we ensure that our policies and procedures reflect this;
- We recognise that the UCKG has a responsibility to help prevent the physical, sexual, emotional, financial, and discriminatory abuse and neglect of children and adults at risk;
- We recognise that children as well as adults at any age can be affected by all forms of domestic abuse, which is neither acceptable nor consistent with a Christian way of life;
- We promote that the report of any concern, abuse or allegation in regards to children or adults at risk that we discover or suspect of, be communicated to the church's Safeguarding Department within 24 hours of the concern being raised;
- We respond to allegations that a criminal offence may have been committed, by contacting the police immediately as a matter of urgency;
- We recognise that local authorities' children social care departments are responsible for investigating all concerns about possible abuse of children and that adult care service departments do so for adults at risk; and
- We recognise that safeguarding is a whole church responsibility.

CODE OF CONDUCT FOR WORKING WITH CHILDREN AND ADULTS AT RISK

All trustees, ministerial and administrative staff, volunteers and contractors must comply with the following code of conduct when working with children and adults at risk:

- Treat all people with dignity and respect;
- Don't abuse the power and responsibility of your role. Don't belittle, scapegoat, put down or ridicule a child or adults at risk, even for fun, and don't use language or behaviour with sexual connotations (e.g. flirting or any other innuendo's);
- Act inclusively, seeking to make everyone feel welcome and valued;
- Don't exclude other children or adults at risk from conversations and activities unless there is a good reason;
- Treat all people with care and concern;
- Don't show favouritism in any way, including through the selection of activities, giving of rewards, giving or encouraging excessive attention with a particular individual, etc;
- Encourage everyone to follow any behaviour agreement or ground rules and apply sanctions consistently;
- Don't threaten or use sanctions, which have not been agreed, or make empty threats;
- Refer to a supervising or more senior member of staff or volunteer if a child does not respond to your instructions despite encouragement and/or advising of possible consequences;
- Don't feel you have to deal with every problem on your own;
- Seek to diffuse aggressive or threatening behaviour calmly without physical contact;

- Don't use physical restraint except as a last resort to prevent injury to yourself or the individual in question, and never apply more than minimal force;
- Only communicate with children and adults at risk in public. If a child or adult at risk wants to talk one to one about an issue, tell another member of staff or volunteer and find somewhere quieter, but still public, to talk;
- Don't spend time alone with children and adults at risk out of sight of other people, but be sure to remain always within sight of other members of staff or adult volunteers;
- Make sure that any use of electronic devices and communication by children is done with parental consent and is transparent, accountable, recorded and adheres to safeguarding policies; and
- Don't keep communication with children secret while still respecting appropriate confidences.

The UCKG expects all its trustees, ministerial and administrative staff, volunteers and contractors to observe and follow the code of conduct as listed in this policy when working with children and adults at risk. And, that any behaviour or conduct that in any way contradicts the points set out above will not be accepted and the UCKG will look at addressing the issue straight away with the aim to resolve it. But, that continued issues and repeated breaches may result in the UCKG taking disciplinary or other action against those in breach, with the involvement of government bodies, and subsequent dismissal, removal of responsibilities or cancellation of contract.

PEOPLE IN POSITIONS OF TRUST

A valid DBS certificate (or equivalent for Scotland and Northern Ireland) is essential for all ministerial staff, volunteers, and related administrative staff in positions of trust within the UCKG. Any of the above without a valid DBS certificate (or equivalent for Scotland and Northern Ireland) or whose relevant application has been unsatisfactory cannot work or volunteer to work with children who are under the age of 18 years or adults at risk in any UCKG HelpCentre nationwide.

MISUSE OF POWER

Leadership should not be controlling such as to provide opportunity for the misuse of power. Misuse of power could be defined as:

- Introducing and/or implementing ideas that are contrary to Biblical or teachings in general;
- Abuse of power can also mean that the person is using their power for their own personal gain; and
- Other examples include – conflicts of interest, harassment and discrimination.

All those in positions of trust should bear in mind that children and adults at risk need to be taught to think about their faith for themselves as anything else could be seen as some sort of abuse/harassment.

SAFEGUARDING CONCERNS ABOUT TRUSTEES, MINISTERIAL AND ADMINISTRATIVE STAFF, VOLUNTEERS AND CONTRACTORS

The UCKG will always make a referral to social services or the police in the event of concerns being expressed about any trustee, ministerial and administrative staff, volunteers and contractors.

Social services will, in all cases, convene a strategy meeting, which will be attended by an appointed church official. The UCKG will retain responsibility for determining whether the concerned party should be removed from duties while enquiries are made, and will always consider the possibility of suspension or designation to other tasks not involving contact with children and/or adults at risk.

On completion of such enquiries, the UCKG will determine through its disciplinary codes how to deal with a person suspected of inappropriate activities. The UCKG will always place the welfare of children and adults at risk as its highest priority in such circumstances.

SAFE RECRUITMENT

Appointing people with safeguarding responsibilities

We take responsibility for protecting and safeguarding all children and adults at risk who come into our HelpCentres, and we are committed to safe recruitment practices. For this reason, before starting their roles, all ministerial staff, volunteers and related administrative staff must adhere to the following:

- Have a valid and satisfactory DBS certificate (under the Child Workforce) and renew it every three years;
- Be 16 years old or over (certain volunteer roles only apply to over 18 year olds);
- Supply us with satisfactory and suitable character references;
- Understand and follow church's Safeguarding Policy; and
- Show a faithful commitment to the Christian faith as practiced by the UCKG in the Pentecostal tradition.

Any candidate for a role with safeguarding responsibilities that fails in obtaining a valid DBS certificate, will not be eligible to take on the applicable role.

Under the Criminal Justice and Court Services Act 2000, it is an offence for anyone disqualified from working with children or adults at risk to knowingly apply, accept or offer to work with children or adults at risk. It is also a criminal offence to knowingly offer work with children or adults at risk to an individual who is disqualified or to knowingly allow such an individual to continue to work with children or adults at risk. As a consequence, the UCKG does not employ or accept volunteers that have been disqualified from working with children or adults at risk.

Expectations of people with safeguarding responsibilities

Successful candidates will:

- Have confident and patient personalities;
- Be friendly and approachable;
- Be dependable;
- Be flexible;
- Be mature in their thinking; and
- Be DBS checked.

Training, support and supervision

The UCKG recognises that dealing with safeguarding issues is demanding and can cause significant additional pressure on people with safeguarding responsibilities. Therefore, in addition to full safeguarding training before anyone with safeguarding responsibilities starts on their roles, our Safeguarding Department provides refresher training sessions at least once a year, when something significant has changed or whenever there is a safeguarding incident. We also have dedicated Safeguarding Officers and Deputy Safeguarding Officers for each of our full-time church branches, with specific responsibilities for monitoring and supervising safeguarding practices and supporting their respective branches.

The Safeguarding Department conducts regular inspections and annual audits to ensure safeguarding practices are in line with the requirements of the Safeguarding Policy throughout the organisation.

THE ROLE AND RESPONSIBILITIES OF SAFEGUARDING OFFICERS

Safeguarding Officers are required to:

- Provide safeguarding training to all people with safeguarding responsibilities within their respective church branches;
- Coordinate Safeguarding Policy and Procedures in their respective church branches;
- Be the first point of contact for safeguarding issues within their respective church branches; and
- Advocate good safeguarding practice in their respective church branches.

Deputy Safeguarding Officers' responsibilities are to:

1. Coordinate Safeguarding Policy and Procedures in their respective church branches:

- Familiarising themselves with the church's Safeguarding Policy and Procedures;
- Ensuring that people with safeguarding responsibilities within their respective branches consider the church's Safeguarding Policy and Procedures regularly and remain up to date with safeguarding issues as appropriated to their roles and responsibilities; and
- Monitoring and supervising all those working with children and adults at risk within their respective branches.

2. Be the first point of contact for safeguarding issues:

- As a named person that children, adults at risk, church members, visitors and third party agencies can talk to should they approach their respective church branch regarding any safeguarding issue. Third party agencies should always be referred to the church's Safeguarding Department with immediate effect in regards to the information that they require;
- Cooperate with social services or the police in safeguarding investigations relating to people within their respective church branch by always referring the local authority in question to the Safeguarding Department at the headquarters in Finsbury Park, where all safeguarding matters are dealt with in; and

- Ensure that appropriate records (report forms, VYG log in's, CBC and UTF registers) at their respective church branches are written clearly and signed by all those involved, and sent to the church's Safeguarding Department for further action, if necessary.

3. Be an advocate for good safeguarding practice in their respective church branches by:

- Promoting sensitivity within their respective church branch towards all those who have been affected by abuse of any type;
- Promoting safeguarding procedures and practices within their respective church branch and ensuring that procedures are adhered to;
- Arranging and/or promoting opportunities for training in safeguarding for any relevant volunteers of their respective church branch;
- Seeking appropriate support and advice for carrying out their role, as necessary; and
- Making arrangements for a suitable person to carry out their role if they are unable to perform their role for any reason.

CHILDREN'S BIBLICAL CENTRE (CBC) AND UNIVERSAL TEEN FORCE (UTF)

The CBC is a biblical centre which caters for young children between the ages of 0-10 years. These facilities give parents, carers and legal guardians the opportunity to attend a church service whilst their children are being cared for by DBS checked (or equivalent for Scotland and Northern Ireland) volunteers of the church.

UTF provides similar support for children between the ages of 11-13 years, and enables them to partake in activities with children of a similar age.

All UCKG safeguarding procedures described as relating to children in CBCs apply to children within the UTF and the VYG on an age appropriate basis.

All CBC volunteers must be DBS checked (or equivalent for Scotland and Northern Ireland). We have physical boundaries in all CBC spaces to ensure that only approved personnel, i.e. DBS certified (or equivalent for Scotland and Northern Ireland) volunteers can access the CBC area of the individual church branches.

VICTORY YOUTH GROUP (VYG)

The VYG is a group that caters for young people who are between the ages of 14-25 years old and offers a range of activities and practical advice and guidance to help those in attendance to the sessions.

To safeguard the children and young adults aged 14-25 (referred to below as 'youths') who attend VYG's twice weekly meetings and the church itself, we have registers for the youths to sign in and out at every VYG meeting. We also have Data Protection compliance forms on hand at each meeting so first time attendees can leave their details. It is of utmost importance to keep a solid record of attendance, for health and safety purposes and to allow us to advise parents and local authorities of the whereabouts of a young person if needs be.

COMMUNITY GROUPS

Community Outreach groups operating in some of our church branches are:

- **Caleb** – Provides senior members of our congregations and the local community with the opportunity to make new friends who are just like family, who encourage their faith and push the seniors to live life to the fullest;
- **Patient Care (PCG)** – Is made up of volunteers who are willing to give up their time to visit and support the sick at home and in hospital; and
- **Rescue of Dignity (ROD)** – Is made up of volunteers who provide support for remand and sentenced prisoners through letter writing and visits. They help individuals concerned to deal with both practical and spiritual issues and prepare them for a better way of life on release;

A reminder that anyone that fails in obtaining a valid DBS certificate, will not be eligible to volunteer and work in any of our Community Outreach groups and all activities and events related to these. This includes anyone that has immigration problems and as a consequence lacks the appropriate ID documents that will prevent them from obtaining a valid DBS certificate.

Also, any individual who has a criminal record for offences against children and/or adults at risk is not allowed to volunteer and work in any of our Community Outreach groups in any of the UCKG HelpCentre branches.

In accordance with Thirtyone:eight's (formally known as CCPAS/church's child protection advisory service) guidance, we take the view that although offenders against children and/or adults at risk have been forgiven, they should not be given positions where it will be easy for a child or adult at risk to look up to them. Were this to happen, we could be placing the person in a position where they might be more likely to reoffend. To prevent this from occurring it is best not to place those with such prior convictions in a position to work with children or adults at risk.

BOUNDARIES SETTING FOR BEHAVIOUR CHALLENGES IN THE CBC AND ELSEWHERE

It should be noted that these remarks apply to the CBC and all UCKG groups with children up to the age of 18, on an age appropriate basis. These are some tips that will help those with safeguarding responsibilities to deal with behaviour challenges situations.

If situations arise where a child's behaviour becomes challenging during the CBC session this could be due to any of the following examples:

- The child may find it difficult to sit down when asked;
- The child may struggle to listen/co-operate with instructions that have been put in place by the CBC Educators/Helpers;
- The child may be being aggressive: hurting other children, biting, pinching slapping, spitting, hair pulling, screaming or shouting;
- The child may be feeling upset or distressed about something, which could be related to a change in routine; and
- The child may be feeling unwell or in pain/discomfort and finds it difficult to communicate this feeling to others.

In order for the challenging behaviour to be dealt with appropriately, in the moment the child should be spoken with by using a calm, assertive tone with simple language to show that you have acknowledged and understand their frustration, however they should be made aware that their behaviour was not appropriate/correct.

In many situations such as these the child will listen and change their actions/behaviour, but in more extreme situations where a child is presenting with repetitive challenging behaviour and the suggestion above has not worked, it should be explained to the child that their (parents/carer /legal guardian) will need to be informed.

This may result in calling the parents/legal guardian from the church service, activity or event for the situation to be explained to them. This will then give the parents/legal guardian the chance to provide some behaviour strategies which may help with controlling their child's behaviour whilst they are in attendance to the CBC.

This applies to situations especially when a child is posing a risk to themselves or to other children in the CBC, of which the parents/carer/legal guardian should be called immediately from the church service, activity or event in order for us to explain the situation and for it to be asked for them to help us.

It should be noted that the following actions **MUST NOT BE DONE** to discipline any child should they present with any type of challenging behaviour:

- Shouting at the child or making the child to stand in a separate place for a while (not even for short periods of time);
- The child should not be refrained from snacks being giving to them or reframed from being able to participate in activities; and
- The child should not be made to feel threatened in anyway.

The CBC is not a nursery but the church still has procedures in place with a view to protect all in regards to matters where it warrants us calling a parent to help if their child's behaviour is becoming too much of a challenge whilst they are in attendance to a CBC session.

It is important to remember that CBC volunteers are not qualified child care workers. Therefore, if the CBC in any branch is unable to cater to the behavioural needs of any child which may be identified prior or during a CBC session, the CBC Coordinator for that branch should make sure the parents/carer or legal guardians are aware in order for them to be able to find an alternative childcare arrangement.

CHILDREN'S TRIPS AND USE OF FACILITIES

Written parental permission and adequate adult supervision are essential if children of any age are to participate in group outings/trips. While on those trips, children under the age of seven should not be allowed to go to the toilet unaccompanied.

Children will only be allowed into CBC facilities when accompanied by an adult, e.g. a parent/carer/legal guardian, or adult sibling.

PERSONAL CARE

Children with colds, viruses or any other contagious ailment cannot be admitted into the CBC's and other UCKG facilities or groups for health reasons.

Staff and volunteers are also not responsible for the administration of medication, which should only be given by the child's parent/carer/legal guardian.

No staff or volunteer should ever be alone with a child or take them to the toilet unaccompanied, but should endeavour to remain within sight of other DBS checked staff and volunteers at all times.

No staff or volunteer is permitted to change any babies' nappies in any of the HelpCentre branches. This is only permitted in the Headquarters of Finsbury Park where there have been assigned staff and volunteers who have been trained for this and there is a procedure in place.

In order to provide adequate supervision, it may be necessary to encourage groups of children to take a comfort break together. For example, with a ratio of two adults to ten children one adult can supervise hygiene duties while the other supervises safety and a head count.

HEALTH AND SAFETY PROCEDURES

Any incidents that occur in the CBCs, must be recorded in the CBC register which has an allocated section at the back of the register. This must be signed by the parent to confirm that they have been informed of the incident and what happened.

Accidents that may occur whilst the UTF is in procession, must be recorded in the UTF register and accidents that occur in the VYG meetings must be recorded in the church's Accident Book.

It is imperative that there is a first aid officer in the building at all times and that the first aid box is appropriately stocked and placed in an accessible location which can be accessed as when needed.

KEEPING A REGISTER

All UCKG branches must keep a record of all the children that attend the CBC, prepared and updated with the parents /carers /legal guardians' consent and that is Data Protection compliant. The register, which forms part of this record, must be updated each time the children arrive and leave the facility. This is not just a safeguarding requirement but also a health and safety requirement.

CHILD SUPERVISION

There must be at least two adult staff or volunteers present in the room at all times when children are in attendance to the CBC, in order to minimise the risk of harm to children and to reduce the possibility of being subject to allegations that cannot be substantiated.

The suggested ratio of adults to younger children is as follows:

	Adults	Children
0 – 3 years of age	1	4
4 – 7 years of age	1	5
8 – 10 years of age	1	9

CONSENT FORMS

In line with good practice, we require parents to sign consent forms to allow their children to participate in various activities.

CBC/UTF/VYG Coordinators should ensure that they have received a signed consent form for each young person before she/he takes part in an event and is photographed at any event where that is being done. It is important for staff and volunteers not to rely on a blanket verbal acceptance, they must have written evidence of consent every time for every child.

The form will also advise parents that their child's picture may be displayed within the CBC, UTF and VYG rooms and blogs/social media posts. The parent will be given the opportunity to choose, and consent or not, to one or all of the options provided.

These steps are to be taken to minimise any possibility of misuse of images:

- Full names are not to be used in captions;
- Avoid using any names if the image could point to a specific location;
- Consider how the children are dressed before using the photo;
- Always have the necessary signed parental consent forms; and
- Ensure you have obtained the child's permission to be photographed and to use their image.

Dress Code

It is expected that each CBC staff and volunteers arrive dressed appropriately, according to the direction given in each UCKG branch.

CHILDREN WITH SPECIAL NEEDS

Children with special needs are welcome in CBCs. On their initial visit, the parents/career or legal guardians' cooperation is needed to provide information on the child's needs, stops and triggers, likes and dislikes, so that the child can be fully supported. If a CBC staff or volunteer notices that a child with special needs keeps presenting with challenging behaviour, a one to one meeting should be arranged with the parents/ career or legal guardians. Ideally this should be done by the lead CBC educator so the situation can be fully assessed and responded to accordingly.

Educators should always identify the child's abilities and work with those. This will help build the child's confidence. Each CBC can have a cupboard containing such things as toys suitable for use with children who have special needs (these can be toys which are suitable for children who are sensory seeking and can help to create a sense of calm and relaxation. They can also motivate, reinforce positive behaviour, or redirect negative behaviour). The CBC staff and volunteers may also ask the parents /careers or legal guardians of a child with special needs to provide the things that help their child to calm down.

Staff and volunteers should not restrain any child with special needs or children in general.

It is important to remember that CBC staff and volunteers are not qualified child care workers. Therefore, if the CBC in any branch is unable to cater to any special needs child which may be identified prior or during a CBC session, the CBC coordinators for that branch should

make sure the parents/carer or legal guardians are aware in order for them to be able to find an alternative childcare arrangement.

Caring for Children with Special Needs

In the UK one in four families are affected in some way by a disability. With this in mind, the UCKG aims to ensure that all children are encouraged, valued and accepted equally, regardless of their abilities.

There are disabilities that can be hidden and are not visible. While you might be able to spot some children with special needs you will probably not notice them all, so it is good to speak with parents/carers/legal guardians if you have any concerns. They are the best people to ask and can advise if their child has any form of disability. Some parents/carers/legal guardians are embarrassed by a child's disability and might prefer not to say anything, so when asking a parent/carer/legal guardian about their child, be sensitive to their feelings and avoid giving unsolicited advice.

When dealing with special needs children make sure that the activity provided is aided to their needs and ability. Being friendly towards a child with special needs is one of the best ways to be helpful, but be sure to talk to them directly. Do not treat them as if they are babies.

Things to know:

- Special needs children have feelings like everyone else. Depending on their need or disability, you may have to adjust your tone of voice and volume. You may also have to adjust and monitor activity levels;
- Never single out a person because of their disability or needs as this can build up a barrier between the child and you. Each of us is unique and different;
- Balance independence with supervision. No one likes to be watched 24/7, so give them some space and a chance to do tasks for themselves, even if it takes a few tries or a long time to learn;
- Always remember that children with special needs like to have fun too;
- Give the child your full attention and listen actively by making eye contact when they are speaking and reflecting back on what they are saying;
- Be flexible with rules when dealing with special needs children;
- If there is a routine set up within the UCKG for a child with special needs that attends regularly, keep it consistent, as it will be more beneficial for them;
- Encourage parents to celebrate their child's difference and understand that they do not need to be embarrassed because of their child's condition; and
- Educators should strive to make parents see that giving information about their child is key as it enables those running the CBC or UTF facilities to provide in the best possible way for that child.

OFFENDERS ATTENDING CHURCH

When someone attending the church is known to have abused children, while extending friendship to that individual, the protection and wellbeing of children is paramount. The Safeguarding Officer, Deputy Safeguarding Officer or Pastor in charge at the relevant UCKG branch, will meet with the individual and discuss boundaries that the person will be expected to keep. These are:

- Never to be alone with a child in the church;
- Agreeing to a formal contract;
- Declining offers of hospitality from church members where there are children present in the homes;
- Not to partake in any activities in the church which involves anybody present under the age of 18 years (VYG meetings/events); and
- No to have any contact whatsoever with the Children's Biblical Centre.

The UCKG follows the principles found within the Home Office's Abuse of Trust guidance. It is therefore unacceptable for those in positions of trust or anyone with safeguarding responsibilities to engage in any behaviour that might allow a sexual relationship to develop while they are performing their role.

PRAYER AND SPIRITUAL PRACTICES – CHILDREN

The UCKG believes that children should be encouraged to learn about and experience the benefits of prayer in their lives. However, where children are presented for the removal of 'negative spirits', staff and volunteers must take care not to create an awareness of negative impact upon a child and give them the wrong impression that their moods or actions are being controlled by outside forces.

The church preaches the Gospel and promotes its practices as appropriate, to encourage, strengthen, and support children alongside their parents' participation when and where possible, but will not make 'strong prayers' for anyone who is:

- Under the age of 18 (the child will also not be allowed into the strong prayer session with or without parental supervision);
- Has a history of mental illness or abuse or is currently experiencing either; or
- Has a learning difficulty other than dyslexia and conditions similar to it.

(There are Strong Prayer notices displayed in our UCKG HelpCentre branches with further guidance with regards those who are under the age of 18 years).

DEFINITION OF ABUSE

Abuse occurs when a person who is unable to protect him or herself is ill-treated or neglected in any way at all, including through coercive control. It may be a one-off incident, or may happen repeatedly. Anyone can harm adults who are unable to protect themselves, including but not restricted to:

- Partners or spouses;
- Relatives;
- Friends; and
- Neighbours, or care workers.

Identifying Concerns

There may be occasions when UCKG staff and volunteers will become aware of a safeguarding concern relating to children or an adult. This may be within or related to the church's congregation or involve friends of other congregation members.

We must be careful not to make assumptions and jump to conclusions in such cases, but act appropriately and calmly. The following behavioural signs may or may not indicate that abuse has taken place, but the possibility should be considered. Signs are more evident in cases of physical, sexual, and emotional abuse and neglect, but other forms of abuse exist.

DEFINITIONS AND SIGNS OF CHILD ABUSE

Physical Abuse

Physical Abuse involves hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm. Physical abuse also arises when a parent or carer fabricates the symptoms of or deliberately induces, illness in a child.

Signs:

- Unexplained injuries of any sort;
- Serious or minor injuries that are inconsistent with the explanation;
- Injuries that reflect an article being used e.g. an iron;
- Bruising, especially on the trunk, upper arms, shoulders, neck, or finger tips;
- Burns/scalds, especially from a cigarette;
- Human bite marks;
- Fractures, especially spinal;
- Swelling and lack of normal use of limbs; or
- Untreated injuries.

Emotional/Psychological Abuse

Emotional abuse is 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 if they meet the needs of another person. It may include preventing the child from expressing their views, deliberately silencing them or 'making fun' of what they say or how they communicate.

Signs:

- Unusually fearful of adults;
- Overly compliant behaviour towards parents or others;
- Refuse to discuss injuries or display fear of medical help;
- Withdrawn from physical contact;
- Aggression towards or bullying of others;
- Acceptance of punishments, which appear excessive;
- Over reaction to mistakes;
- Continual self-depreciation;
- Sudden speech disorders;
- Fear of new situations;
- Neurotic behaviour e.g. rocking, hair twisting, thumb sucking;
- Self-harm;
- Extreme passivity;
- Drug or solvent abuse;

- Running away;
- Eating disorders;
- Clinginess;
- Generally fearful and/or withdrawn; or
- Sleep disorders.

Sexual Abuse

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.

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 getting children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Adult males are not the sole perpetrators of sexual abuse; women can also commit acts of sexual abuse, as can other children.

Signs:

- Damage to genitalia, anus or mouth;
- Sexually transmitted disease;
- Unexpected pregnancy, especially in very young girls;
- Soreness to genitalia area, anus or mouth;
- Repeated stomach aches;
- Loss or gain of weight;
- Unexplained recurrent urinary tract infections, discharges or abdominal pain;
- Unexplained gifts/money;
- Sexual knowledge inappropriate for the child's age;
- Sexualised behaviour in young children;
- Sexualised provocative behaviour/promiscuity;
- Hinting at sexual activity;
- Sudden changes in personality;
- Lack of concentration, restlessness;
- Socially withdrawn;
- Overly compliant behaviour;
- Poor trust in significant adults;
- Regressive behaviour, onset of wetting – day or night;
- Suicide attempts, self-mutilation, self-disgust; or
- Eating disorders.

Neglect

Neglect is 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:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- Protect a child from physical and emotional harm or danger;
- Ensure adequate supervision (including the use of adequate care givers); or
- Ensure access to appropriate medical care or treatment.

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

Signs:

- Malnutrition, weight loss and/or persistent hunger;
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores;
- Being left in bedding or clothing that is wet, inadequate or in a poor condition;
- Failure to access appropriate health, educational services or social care;
- Poor skin tone and hair tone;
- Untreated medical problems;
- Failure to thrive with no medical reason;
- Frequent lateness/non-attendance at school;
- Destructive tendencies;
- Low self-esteem;
- Neurotic behaviour;
- Lack of social relationships;
- Running away;
- Compulsive stealing/scavenging; or
- Multiple accidents/accidental injuries.

Bullying and Anti Bullying Procedures

What is bullying/harassment

Bullying is any deliberate, hurtful, upsetting, frightening or threatening behaviour by an individual or a group towards other people. It is repeated over a period of time and is very difficult for the victim to defend themselves due to it happening several times on purpose. Bullying is a mean action and results in worry, fear, pain and distress to the victims.

It is important to understand that bullying is not the odd occasion of falling out with friends, name calling, arguments or when the occasional trick or joke is played on someone. It is bullying if it is done several times on purpose. Children sometimes fall out or say things because they are upset. When occasional situations such as these arise it is not classed as bullying.

Where bullying is related to children it can be an important part of a child's development to learn how to deal with friendship breakdowns. They have to learn how to deal with these situations and develop social skills to repair relationships.

How can bullying and harassment be recognised – (children) /Examples of bullying behaviour;

The following list of behaviours gives a clear indication of the sorts of actions that constitute bullying or harassment.

- Emotional: being unfriendly, excluding, tormenting (e.g. threatening gestures, ridicule and humiliation);
- Verbal: name calling, sarcasm, spreading rumours, threats, teasing, making rude remarks, making fun of someone;
- Physical: pushing, kicking, hitting pinching, throwing stones, biting, spiting, punching or any other forms of violence, taking or hiding someone's things;
- Racist racial taunts: graffiti, gestures, making fun of culture and religion;
- Sexual: unwanted physical contact or sexually abusive comments;
- Online/cyber setting up 'hate websites': sending offensive text messages, emails and abusing the victims via their mobile phones; or
- Any unfavourable or negative comments: gestures or actions made someone relating to their disability or special educational needs.

Signs and Symptoms:

- A child becomes withdrawn, anxious or lacking in confidence; or
- Attempts or threatens suicide or runs away.

The signs and behaviours could indicate other problems but bullying should be considered a possibility and should be taken seriously and investigated as soon as possible.

Procedures:

Bullied children can be extremely scared that talking to another adult who intervenes will make matters worse. However giving the child reassurance should always be the initial step. The child's request to speak in confidence should be respected with it being made clear that if the child discloses something that is a cause for concern about their safety or well-being the individual that they are making the disclosure to will have the obligation to discuss the matter with someone in a higher authority.

The discussion with the bullied child should:

- Reassure them that, as far as possible, confidentiality will be kept;
- Identify clearly what is upsetting them;
- Encourage their sense of self-worth;
- Remind them that no one deserves to be treated unkindly;
- Look at assertive ways to respond to unkindness;
- Encourage their sense of humour; and
- Reassure them that more help/support will be given.

The discussion with the bullying child should:

- Clearly identify what is unacceptable;
- Ask the adult their point of view;
- Try to get them to see the other person's point of view;
- Try to get them to appreciate the other person's feelings;
- Look at other ways to handle an irritation or dislike;
- Make a clear statement that the behaviour must stop; and
- Explain why sanctions have been or may have to be issued.

If the bullying behaviour continues the bullying child will be told clearly which aspects of their behaviour must change immediately and that the consequence of continuing to act unkindly will be taken seriously. Through the processes and procedures dealing with bullying incidents any sanctions implemented will be in accordance to the church's disciplinary measures.

Implementation:

Incidents of suspected or reported bullying should be referred to the branch Safeguarding Officer or Safeguarding Deputy in their absence. Depending on the nature or the seriousness of the incident the senior pastor of the church will become involved to ensure that the incident is registered with the church's Safeguarding Department within 24 hours of the disclosure being made.

The Safeguarding Officers/ Deputy Safeguarding Officers should offer immediate support by giving the child who has been bullied a chance to report and discuss the bullying incident. The individuals concern for confidentiality should be understood however they should be reassured that their safety is paramount and they should be informed of what will happen next.

There should be a written documented report made of all the details from the disclosure made which will ensure accuracy in recalling the entire event. The written report when finalised should be emailed to the church's Safeguarding Department in line with the safeguarding procedures.

Following this, if the individual who has been bullied is in agreement the perpetrator should also be given the opportunity to give their account of the alleged bullying incident. The bullying child should be told clearly which aspects of their behaviour must change immediately and that the consequence of continuing to act unkindly will be actioned. It may be appropriate at some point to involve the bully's parents/carer/legal guardian to be contacted in order for support to be offered to all involved with the necessary advice given should there be a need for any follow ups to be made to any local authorities.

DEFINITIONS AND SIGNS OF ABUSE IN ADULTS

Physical Abuse

Physical abuse is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care. This can include hitting, slapping, pushing, pinching, kicking, hair pulling, punching, forcing, inappropriate control and restraint, the use of incorrect moving and handling techniques that are potentially dangerous and are known to cause distress.

Signs:

- Multiple bruising;
- Fractures;
- Burns;
- Bed sores;
- Fear;
- Depression;
- Unexplained weight loss; or
- Assault (can be intentional or reckless).

Sexual Abuse

Sexual abuse is the involvement of a person in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent. Or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent. Sexual abuse includes inappropriate touching, fondling, rape or sexual assault, types of sexual intercourse or attempted types of sexual intercourse, offensive or inappropriate language including sexual innuendos and sexual teasing, indecent exposure, inappropriate looking, photograph or inflicting pornography on an individual.

Signs:

- Loss of sleep;
- Unexpected or unexplained change in behaviour;
- Bruising;
- Soreness around the genitals;
- Torn, stained or bloody underwear;
- A preoccupation with anything sexual;
- Sexually transmitted diseases;
- Rape; or
- Indecent Assault.

Psychological or Emotional Abuse

Psychological or emotional abuse is the use of threats, fear or power gained by another adult's position, to invalidate the person's independent wishes. Such behaviour can create very real emotional and psychological distress. All forms of abuse have an emotional component.

Signs:

- Fear;
- Depression;
- Confusion;
- Loss of sleep;
- Unexpected or unexplained change in behaviour; or
- Deprivation of liberty.

Neglect or Act of Omission

Neglect or act of omission occurs when a person's wellbeing is impaired and their care needs are not met. Neglect can be deliberate or can occur as a result of not understanding what someone's needs are.

Signs:

- Malnutrition;
- Untreated medical problems;
- Bed sores;

- Confusion;
- Over-sedation; or
- Deprivation of meals may constitute 'wilful neglect'.

Bullying and Anti Bullying Procedures

What is bullying and harassment:

Harassment, in general terms is unwanted conduct affecting the dignity of men and women. It may be related to age, sex, race, disability, religion, sexual orientation, nationality or any personal characteristic of the individual and may be persistent or an isolated incident. The key is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

Bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse of misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

The legal definition of harassment also requires the behaviour to have the purpose or effect of violating people's dignity or creating and intimidating, hostile, degrading/offensive environment.

Unacceptable behaviour changes its label to bullying or harassment when it causes actual harm or distress to the target(s), normally but not exclusively, after a series of incidents over a prolonged period of time.

How can bullying and harassment be recognised:

Bullying may manifest itself in a variety of different ways. It is usually persistent, and is unpredictable and can amount to severe psychological intimidation. It undermines the ability and confidence of the person suffering from it. It can also amount to fear, isolation, demotivation, poor concentration symptoms of stress, noticeable levels of sickness absence, emotional and physical harm.

It is important to understand the difference between bullying, and behaviour that is reasonable in a particular context.

It could be the case that there may be occasions where there is a lack in performance which are being addressed and more incisive behaviour is being interpreted as bullying simply because the recipient is unused to being challenged or asked to account for their actions.

It could also be the case that when a person in authority is seeking to bring a change it may not be welcomed by everyone. This may trigger difficult behaviour amongst some of the congregation etc. Within this the authorities of the church recognise that some of this is part of managing change and is not automatically bullying or harassment but about managing people in difficult situations.

Examples bullying behaviour

The following list of behaviours gives a clear indication of the sorts of actions that constitute bullying or harassment:

- Removing areas of responsibility in the church without discussion or notice;
- Isolating someone or deliberately ignoring or excluding them from activities;
- Constantly attacking someone's personal standing;

- Setting out to make someone appear incompetent;
- Persistently picking on someone in front of there;
- Deliberate sabotage of work or actions;
- Deliberately withholding information or providing incorrect information;
- Repeatedly shouting or the use of inappropriate language making reference to someone or about them in their presence or to another individual in public or in private;
- Spreading malicious rumours to third parties;
- Public humiliation by constant innuendo, belittling and putting down;
- Personal insults and name calling;
- Aggressive gestures, verbal threats and intimidation;
- Making false accusations;
- Aggressive bodily posture or physical contact;
- Talking /shouting directly in to someone's face; or
- Direct physical intimidation, violence or assault.

The most serious incidents could result in creating an unsafe environment for the individual to be in. This can also result in putting someone health physically, emotionally or psychologically at risk by making them upset frightened and /or ridiculed.

On the whole is a person who complains that they are being bullied or harassed, then they have a grievance, which should be dealt/ investigated with regardless of whether or not their complaint accords with a standard definition.

Procedures:

Bullied adults can be extremely scared that talking to another adult who intervenes will make matters worse. However, giving the adult reassurance should always be the initial step. The adults request to speak in confidence should be respected with it being made clear that if the adult discloses something that is a cause for concern about their safety or wellbeing the individual that they are making the disclosure to will have the obligation to discuss the matter with someone in a higher authority.

The discussion with the bullied adult should:

- Reassure them that, as far as possible, confidentiality will be kept;
- Identify clearly what is upsetting them;
- Encourage their sense of self-worth;
- Remind them that no one deserves to be treated unkindly;
- Look at assertive ways to respond to unkindness;
- Encourage their sense of humour; and
- Reassure them that more help/support will be given.

The discussion with the bullying adult should:

- Clearly identify what is unacceptable;
- Ask the adult their point of view;
- Try to get them to see the other person's point of view;
- Try to get them to appreciate the other person's feelings;
- Look at other ways to handle an irritation or dislike;

- Make a clear statement that the behaviour must stop; and
- Explain why sanctions have been or may have to be issued.

If the bullying behaviour continues the bullying adult will be told clearly which aspects of their behaviour must change immediately and that the consequences of continuing to act unkindly will be taken seriously. Through the processes and procedures dealing with bullying incidents any sanctions implemented will be in accordance to the church's disciplinary measures.

Implementation:

Incidents of suspected or reported bullying should be referred to the branch Safeguarding Officer or Deputy Safeguarding Officer in their absence. Depending on the nature or the seriousness of the incident the senior pastor of the church will become involved to ensure that the incident is registered with the church's Safeguarding Department within 24 hours of the disclosure being made.

The Safeguarding Officers/Deputy Safeguarding Officers should offer immediate support by giving the individual(s) who have been bullied to report and discuss the bullying incident. The individuals concern for confidentiality should be understood however they should be reassured that their safety is paramount and they should be informed of what will happen next.

There should be a written documented report made of all the details from the disclosure made which will ensure accuracy in recalling the entire event. The written report when finalised should be emailed to the church's Safeguarding Department in line with the safeguarding procedures.

Following this if the individual who has been bullied is in agreement the perpetrator should also be given the opportunity to give their account of the alleged bullying incident.

Support should be offered by to the individuals involved with the necessary advise given should there be a need for follow ups from any local authorities.

Other forms of abuse that you may encounter in Children and Adults

Discriminatory Abuse

Discriminatory abuse is the inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality or disability.

Signs:

- Tendency to withdrawal and isolation;
- Fearfulness;
- Anxiety; or
- Resistance or refusal to access services that are required to meet assessed needs.

Institutional Abuse

Institutional abuse is the mistreatment or abuse of a person by a regime or individuals within an institution. I can occur through repeated acts of poor or inadequate care and neglect, or poor professional practice or ill-treatment. The church as an institution is not exempt for perpetrating institutional abuse.

Signs:

- Lack of flexibility and choice for people using the service;
- Poor standards of care;
- Inadequate staff levels; or
- Lack of adequate procedures.

Cyber Abuse

Cyber abuse is the use of information technology (email, mobile phones, websites, social media, instant messaging, chatrooms, etc.) to repeatedly harm or harass other people in a deliberate matter.

Signs:

- Spending a lot more time online, texting, gaming or using social media;
- Upset or angry after using the internet or texting; or
- Be secretive while online or using mobile phone.

Mate Crime

Mate crime is when people (particularly those with learning disabilities) are befriended by members of the community, who go on to exploit and take advantage of them.

Signs:

- Changing on routine, appearance, finances or household;
- Unexplained injuries; or
- Losing weight.

Modern Slavery

Modern slavery is the practice of threatening people as property; it includes bonded labour, child labour, sex slavery, trafficking including child trafficking through unreported private fostering arrangements (for any exploitative purpose). It is illegal in every country of the world.

Signs:

- Workers are distrustful of authorities;
- Workers look uneasy, unkempt or malnourished;
- Untreated injuries; or
- Signs of abuse and substance misuse.

Human Trafficking

Human trafficking is when people are bought and sold for financial gain and/or abuse. Men, women and children can be trafficked, both within their own countries and over international borders. The traffickers will trick, coerce, lure or force these individuals into sexual exploitation, forced labour, street crime, domestic servitude or even sale of organs and human sacrifice.

Signs:

- Fearful;
- Submissive; or
- Tense or paranoid.

Radicalisation

The radicalisation of individuals is the process by which people come to support any form of extremism and, in some cases, join terrorist groups. Some individuals are more vulnerable to the risk of being groomed into terrorism than others.

Signs:

- Isolation from family and friends;
- Unwillingness or inability to discuss their views;
- Increased level of anger; or
- Increased secretiveness, especially around internet use.

Honour/Forced Marriage

Honour/force marriage is when one or both of the spouses do not, or cannot, consent to the marriage. There may be physical, psychological, financial, sexual and emotional pressure exerted in order to make the marriage go ahead. The motivation may include the desire to control unwanted behaviour or sexuality.

Signs:

- Absence;
- Failure to return from visit to country of origin;
- Surveillance by the family; or
- Deterioration in behaviour, achievement or punctuality.

Female Genital Mutilation

Female genital mutilation (FGM) comprises all procedures involving partial or total removal of the female external genitalia or other injury to the female genital organs for non-medical reasons. Performing acts of FGM is illegal in the UK as is arranging for a child to travel abroad for FGM to be carried out.

Signs:

- Having difficulty walking, standing or sitting;
- Spending longer in the bathroom or toilet;
- Appearing quiet, anxious or depressed; or
- Acting differently after an absence.

Child Sexual Exploitation

Child sexual exploitation occurs when an individual or a 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 in exchange for something the victim needs or wants, and/or 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.

Signs:

- Unhealthy or inappropriate sexual behaviour;
- Being frightened of some people, places or situations;
- Being secretive;
- Sharp changes in mood or character; or
- Physical signs of abuse, like bruises or bleeding in their genital or anal area.

It should be recognised that the above list is not exhaustive in terms of forms of abuse and signs on children and adults.

PRAYER AND SPIRITUAL PRACTICES – ADULTS

The UCKG believes that adults should be encouraged to learn about and experience the benefits of prayer in their lives. However, where adults are under the impression that they have been presented for the removal of 'negative spirits', ministry workers should take care not to create an awareness of negative impact upon an adult and give them the wrong impression that their moods or actions are being controlled by outside forces. The church preaches the Gospel and promotes its practices as appropriate, to encourage, strengthen, and support adults will only make 'strong prayers' for anyone who is 18 years or older: (There are strong prayer notices displayed in our UCKG HelpCentre branches with further guidance with regards those who will be in attendance to the strong prayer services).

IDENTIFYING ABUSE AS APPLICABLE TO ADULTS AT RISK

In addition to the forms of abuse to which children are subjected, and which are identified above, there are several forms of abuse that are more likely to be experienced by adults at risk. The UCKG's staff and volunteers are vigilant in respect of all of these in adults at risk.

These additional forms of abuse comprise economic and financial abuse and coercive control, all of which tend to arise in a domestic environment. Both young and older adults may be subjected to these forms of abuse, which have the result of limiting a person's access to:

- Their own money and assets;
- Basic necessities for living, such as warmth, food and shelter; or
- Jobs and education.

Coercive control is the method by which abusive individuals gain control over another person, and is linked to various other forms of abuse.

DOMESTIC ABUSE OF ADULTS AND CHILDREN

Domestic abuse is any threatening behaviour, violence, or abuse between adults who are or have been in a relationship, or between family members. It can affect anybody regardless of their age, gender, sexuality or social status.

Domestic abuse can be physical, sexual or psychological, and whatever form it takes, it is rarely a one-off incident. Usually there is a pattern of abusive and controlling behaviour where an abuser seeks to exert power over their family member or partner.

The signs:

- Excuses for injuries;
- Personality changes;
- Constantly checking with their partner;
- Never having money on hand;
- Overly worried about pleasing their partner;
- Skipping out on work, school, or social outings for no clear reason; or
- Wearing clothes that don't fit the season, like long sleeves in summer to cover bruises.

UCKG staff and volunteers in our Community Outreach groups that support older people and women, including those who have in the past or are currently suffering domestic abuse, are alert to the possibility of such abuse and follow our codes of conduct and reporting guidelines when they have concerns.

In situations where domestic abuse is taking place, the adults in the family unit may be either abusers or subjected to the abuse, and any children may suffer directly or as a consequence of what they see and hear. In such circumstances the UCKG's first concern is always with the children, and then the abused adult. We direct those affected to the police and as swiftly as possible.

MENTAL HEALTH CONDITIONS

The UCKG HelpCentre's approach is to provide spiritual support to individuals who may be experiencing mental health problems as well as directing them for professional medical advice. Our Safeguarding Policy aims to ensure that these individuals are supported through the problems they are facing, and learn to develop spiritually in a safe, caring and secure environment. The Safeguarding Officers in all our branches are trained to be able to deal with any cases in the right way. We are committed to being sensitive to the needs of those with mental health difficulties, keeping them safe and being available to help them.

It is important to remember that mental health issues can affect people at any time of life, in different ways, and with different levels of severity. They may be triggered by any number of factors, however stress, life events, past experiences and genetics all play a part in determining mental health.

If you are concerned or have been informed that an individual is suffering from a mental health condition, you should inform the Safeguarding Officer in that person's branch church, who will find out if the person has a mental health worker. Once the mental health worker is identified the Safeguarding Officer will inform the Safeguarding Department who will make contact with the allocated mental health worker for the person in question. This needs to be done tactfully and very

carefully taking the following points into consideration:

- Your assessment of the risk of harm to yourself and others.
- The need to alert a ministry worker.
- Not invading the privacy of the individual concerned.

Our Safeguarding Officers, staff and volunteers may come across a number of different types of mental health issues including the following.

Depression and Anxiety

These are the most common mental health problems. Depression most commonly presents as a lowering of mood with poor concentration, unexplained poor attendance or performance, loss of outside interests and withdrawal from academic and social activity. Sufferers may be at risk of self-harm or taking their own lives. People who become depressed may not recognise what is happening and only seek help when prompted by others. Anxiety disorders, which are often associated with depression involve significant feelings of anxiety and fear. These conditions can be treated by psychological therapies and/or medication.

Severe Mental Health Problems

Most severe mental health problems such as bipolar affective disorder (also known as manic depressive illness), and schizophrenic illnesses are treatable and would not in themselves mean that a member of staff could not attend work or perform effectively.

Alcohol and Drugs

Excessive alcohol use is likely to impact on an individual's mental health whether it is being used as a way to cope with excessive stress at home or at work or underlying mental health problem. Or it may simply be having an adverse effect on the individual's mood or wellbeing. Recent research has shown that excessive use of recreational cannabis can also cause mental health problems.

Eating Disorders

Family members or colleagues are often to first notice eating disorders such as anorexia or bulimia. There are many potential causes of eating disorders but they can be linked to low self-esteem and fears about poor performance. Psychological treatment can often help but if weight loss is severe a medical referral is essential.

Self-Harming Behaviour

Self-harm can include cutting, burning, bruising and hitting. The reasons for self-harm are complex and can be difficult to understand. For many it is a way of managing difficult feelings and experiences. It is not necessarily restricted to young people, but can affect anyone from any walk of life.

Suicidal Thoughts

The desire to end one's life may arise in the course of various mental health conditions and in instances of poor physical health. Such thought may be triggered by negative feelings and

consideration of past events and failures. For people in this situation the UCKG provides pastoral care, through active listening, at both the practical and the spiritual levels, to help the individual regain their sense of self-worth and desire to live.

RESPONDING TO CONCERNS RAISED ABOUT CHILDREN AND ADULTS AT RISK

UCKG staff and volunteers are likely to advise adults at risk directly.

During the course of their work, they may encounter children and adults at risk who have been abused or may still be going through abuse. In other cases, those working or volunteering for the church may become concerned upon seeing an adult at risk over a period of time.

Staff and volunteers must always remember that confidentiality is paramount when a child or adult at risk discloses an abuse. At the time the individual approaches you, as a member of staff or volunteer, your main role is to listen.

- Show acceptance of what the child or adult at risk says, even if it seems likely or unlikely to have happened;
- Keep calm;
- Look at the child or adult at risk directly;
- Be honest;
- Let them know that you may need to tell someone else – do not promise confidentiality;
- Even when a child has broken a rule, they should be reassured that they are not to be blamed for the abuse;
- Be aware that the child may have been threatened or bribed not to tell;
- Use open questions to encourage the person to open up and share their thoughts, such as: How did this make you feel? Closed questions, which only produce a simple 'yes' or 'no,' answer will be less productive – however, you should avoid leading questions which risk putting words into the other person's mouth and giving them ideas they did not already have; and
- Be sensitive to those who are not ready to talk and always be sure to go at the child or adult at risk's pace.

Helpful Things You Might Say or Show

- I believe you (or show acceptance of what the child or adult at risk says);
- Thank you for telling me;
- It's not your fault;
- We are here to help you;
- You are glad that they have chosen to tell you about this;
- You know others who can be trusted to help solve this problem;
- You will do everything you can to make sure they are not hurt again; and
- They have done the right thing telling about this.

Where a staff member or volunteer is concerned about a child or adult at risk's welfare, they should not seek to investigate the matter. Any discussion with a child or adult at risk should be restricted to the minimum necessary in the circumstances and should never be directed at establishing what happened as this task is for the professional agencies that will make enquiries. However, should the

child or adult in question be distressed to the point of needing to get the matter off their chest, the UCKG will not stop them from doing so.

Initially all incidents and concerns should be documented in the church on a relevant safeguarding report form which has been provided for all church branches. The forms are in reference/headed with specific headers which allow for individual reports to be written in accordance to the disclosure/concern that is being made/raised.

All safeguarding report forms as well as referrals must be handled, processed, archived and disposed as per the UCKG's Privacy Notice and in compliance with the Data Protection Act 2018.

All concerns raised/disclosures made must be reported/referred to the church's Safeguarding Department by email within 24 hours of the disclosure/concern being raised.

This allows time for each individual's disclosures/concern which has been raised to be assessed and where necessary the situation will be referred to either the social services department of the local authority in which the child lives, or to the police child protection team as appropriate if a child is concerned, and other relevant agencies for adults at risk.

Following the church's complaints procedure, if anyone is unhappy with the church's handling of any safeguarding matter, they should first raise the matter with the church's Safeguarding Department for further investigation, but knowing that they retain the right as individuals to make direct referrals to the statutory agencies.

CONFIDENTIALITY AND INFORMATION SHARING

Where there is reason to believe that a child or adult at risk may be at risk of significant harm, the church's Safeguarding Department recognises the importance of the information being shared as fast as possible with the agencies responsible for conducting enquiries into such matters, for example, social services, mental health teams and the police. It is never acceptable to avoid or delay sharing information about child protection concerns or concerns in regards to adults at risk on the grounds that a relationship with a child or adult will be compromised.

Whilst the data protection legislation places duties on organisations and individuals to process information fairly and lawfully, this can never be a barrier to sharing information where the failure to do so would prevent effective action where there are real safeguarding concerns.

All suspicions and investigations must be kept confidential and information on safeguarding cases may be shared with other relevant departments, staff or volunteers. But, this must be on a 'need to know' basis only and where it is in the children or adults at risk's best interests.

Reports and records of discussions should be processed, shared, archived and destroyed in line with the Data Protection Act 2018 and any further advice can be sought from the Safeguarding and Data Protection Departments.

Rules on sharing information:

- Be open and honest unless it is unsafe /inappropriate;
- Data protection is not a barrier;
- Seek advice;

- Share with consent where appropriate;
- Consider safety and well being;
- It should be necessary, proportionate, relevant, accurate, timely and secure; and
- Always keep a record.

LEGAL FRAMEWORK

The legal framework for safeguarding comprises of legislation (law) and statutory guidance. Therefore, listed below are some of the legislation and guidance that underpins this policy and the works of the church with children and adults at risk:

- Safeguarding Vulnerable Groups Act 2006
- The Mental Capacity Act 2005
- The Mental Health Act 2007
- The Care Act 2014
- Children Act 1989
- Children Act 2004
- Working Together to Safeguard Children 2018
- Children and Families Act 2014
- The United Nations Convention on the Right of the Child
- Human Rights Act 1998
- Counterterrorism and Security Act 2015
- Data Protection Act 2018

It is important to note that laws are passed to prevent behaviour that can harm or require action to protect children and adults at risk. The guidance which has been set is what our organisation do to keep children and adults at risk safe. Although the child and adults at risk protection systems are different in each part of the country, they are all based on similar principles.

DISAGREEMENTS

On some occasions, agencies in contact with children, adults at risk and families have differing views as to the best way forward. Should the UCKG be unhappy about a plan set for a child or adult at risk this will then be raised with the church's Safeguarding Department who will then raise the disagreement with the service manager for Social Services.

MONITORING AND REVIEWING

A copy of this policy will be displayed permanently in each church branches' notice boards and in the administrative office's notice board for ease of consultation.

Each person in a position of trust and staff or volunteer with safeguarding responsibilities will have access to a full copy of this Safeguarding Policy, and will be asked to sign a document confirming that they will follow this policy.

This Safeguarding Policy will be reviewed annually, or whenever there are significant changes that require changes or after a safeguarding incident, whichever comes first, and any necessary revisions will be implemented accordingly.

This policy was revised and approved by the Bishop in charge, the Chair of Trustees, and the Safeguarding Department.

WHISTLEBLOWING

The UCKG is committed to openness and accountability. In line with this commitment, we expect staff, volunteers or those contracted to provide services to the church who have serious concerns about any aspect of our work, to come forward and voice those concerns with the knowledge that, if made in good faith, their action will be viewed positively. This will assist us in addressing the concerns and thereby avoid more serious regulatory breaches or reputational damage.

Whistleblowing is not the same as a complaint. It is about raising concerns regarding malpractice, wrongdoing, risk, or illegal proceedings within the church, which harms or creates a risk of harm to the congregation, visitors, staff, volunteers or the wider community.

Anyone in the UCKG with safeguarding responsibilities has a duty of care towards children and adults at risk, and a responsibility to draw attention to poor practice within the church. Failure to come forward can be considered collusion with the person(s) who has caused the harm or risk of harm.

In the first instance, concerns regarding safeguarding within the church should be raised with the Safeguarding Department Manager directly. If the subject of concern is the Safeguarding Department Manager the matter should be referred to the Safeguarding Department Section Manager or the General Manager if the subject of concern is the Safeguarding Department. If the subject of concern is a ministerial staff the matter should be referred directly to the Bishop in charge. Contact details are included below for convenience and ease of reference.

When raising concerns, whistleblowers should provide a description of the concerns including where possible, precise information such as dates, names of those involved, meetings which have taken place, evidence of documents or correspondence exchanged, and reference to relevant documents or policies. All concerns will be acknowledged, recorded, reviewed and where appropriate investigated.

The UCKG understands and accepts that someone may choose not to raise their concern internally, as described in this policy, and decide, for multiple reasons, to go straight to a prescribed body instead. They may want to remain anonymous, believe that the organisation will try to cover it up or ignore it, be worried of being treated unfairly for making the complaint, or they may know that the issue was raised before but wasn't dealt with. Or that a person may choose to go to a prescribed body after they've reported their concern internally if it wasn't dealt with in an appropriate and timely manner.

Whistleblowers are protected by the Public Interest Disclosure Act 1998 (PIDA).

THE SAFEGUARDING TEAM

Safeguarding Department Manager
Name: Sharon Shepherd
Phone: 020 7686 6006 Ext: 6148
E-mail: cpo.mgt@uckg.org

Safeguarding Department Section Manager
Name: Pastor David Nzuruba
Phone: 020 7686 6006 Ext: 6144
E-mail: prdavid@uckg.org

SENIOR MANAGEMENT CONTACT DETAILS

Bishop in charge
Name: Bishop James Marques
Phone: 020 7686 6000
E-mail: bishop@uckg.org

General Manager
Name: Pastor Rodrigo Silva
Phone: 020 7686 6006 Ext: 6159
E-mail: prrodrigo@uckg.org

IMPORTANT CONTACT DETAILS

Police and Ambulance – Emergency calls only, including life threatening emergencies – 999 (includes England, Scotland, Wales or Northern Ireland).

Police – Non-emergency enquiries – 101 Local Police (includes England, Scotland, Wales or Northern Ireland).

NHS – Urgent medical help – 111 (includes England, Scotland, Wales or Northern Ireland).

ChildLine – 0800 1111 (includes England, Scotland, Wales or Northern Ireland)

NSPCC Child Protection Helpline – 0808 800 5000.

Family Lives – 0800 800 222 (includes England, Scotland, Wales or Northern Ireland) National Charity, providing various support for families.

The National Domestic Violence Helpline – 0808 2000 247 (includes England, Scotland, Wales or Northern Ireland).