

Hope City Church Southampton

Safeguarding Policy

Church Details

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Section 1: Introduction

1:1 Hope City Church Southampton (Hope City) Values

Statement of Commitment:

Hope City leadership and trustees are committed to ensuring outstanding practices, policies, and procedures in the area of safeguarding, in agreement with official guidance and law. We are committed to building strong working links with relevant safeguarding authorities and agencies including "Thirtyone:eight" with whom we are a member: <https://thirtyoneeight.org/>.

We commit to:

- Treating all who engage with the church through its ministries and activities with courtesy and respect and will seek to uphold their inherent dignity and worth.
- Support and care well for anyone who discloses to us that they have been a victim of abuse and report this to the appropriate statutory services, in line with local procedures where required.
- Listen well to any concerns, complaints, or other expressions of dissatisfaction and to respond in a proportionate, impartial, transparent, and accountable manner.
- Carefully examine any allegations made or concerns raised about any member or leader and respond in an appropriate, timely manner.
- Ensuring that our paid and unpaid staff are competent and appropriately trained to fulfil their roles and their legal duties associated with safeguarding.

1.2 Our Responsibilities

We recognise that both as a charity and as Christians, we have a responsibility to:

- Protect and promote the wellbeing of those who attend the church; paying particular attention to those who may be more at risk than others.
- Ensure that we have suitable systems and processes in place to manage safeguarding risks, including the appointment of a Safeguarding Lead (SL) and a Deputy Safeguarding lead (DSL).
- Ensure that those who act on our behalf are competent and safe to do so.
- Identify non-safeguarding risks and manage them effectively.
- Report any safeguarding concerns that meet the threshold to the appropriate statutory services as soon as possible and certainly within 24 hours. Where immediate action is required to ensure safety, an urgent report to the Police (999) or the appropriate Social Services department will be made without delay.
 - If we are unsure whether a statutory threshold has been met, we will seek advice from either the relevant statutory services or directly from 'Thirtyone:eight' on: 0303 003 1111.
- Ensure that our conduct and practice is accountable and transparent and that we care well for those with whom we engage with.
- Ensure that if problems occur or dissatisfaction is expressed, we examine these in an impartial and careful way and manage any conflict of interest effectively.

1.3 Other Policies and Guidelines

This safeguarding policy should be read in conjunction with other relevant policies and procedures. These include the following:

- Health and Safety Policy
- Risk Management Policy
- Data Protection and Privacy Policy
- Complaints Policy and Procedures
- Lone Working Policy

A safeguarding handout will be provided to all unpaid and paid staff members and will be freely accessible to all, available on the Hope City website, for use at any time. The safeguarding URL is accessible on the Hope City website.

1.4 Oversight, Management and Legal Responsibilities

All elders (if in place) and trustees are ultimately responsible for ensuring all adults at risk and children are safeguarded, meeting all legal requirements in this area. This will be done by ensuring:

- There is a safeguarding lead and deputy safeguarding lead, one male and one female, whose primary role will be to oversee safeguarding quality, covering safety and wellbeing of all adults and children, and seeking to improve this within current legislative frameworks. Their roles will be supported and regularly overseen by a designated trustee who will ensure all other trustees are kept informed of all updates regarding safeguarding. Each lead will be appointed based on necessary knowledge, competency, experience, and training to fulfil their role. Training will be provided annually to all unpaid and paid staff working with adults at risk or children.

- Commitment to safeguarding, supporting implementation of policies and procedures, and promoting these values and expectations with the church and its activities and teams.
- Promoting an open and positive culture, ensuring all individuals feel able to report concerns, confident they will be heard and responded to appropriately.
- The organisation has appropriate insurance, including legal protection and public liability cover.
- Government expectations and relevant laws regarding safeguarding will be implemented across the organisation, covering areas where safeguarding leads have no jurisdiction i.e., health and safety, risk management, complaints, data protection and lone working procedures.
- All trustees, employees, volunteers, and beneficiaries will receive appropriate training and have access to both this Safeguarding Policy and the Safeguarding Handbook for up-to-date information.
- Clear referral and reporting systems will be available and easily accessible for public use (see Appendix 1).
- All risks will be managed under a risk register which will be regularly reviewed by the safeguarding and deputy safeguarding lead.
- All concerns will be appropriately investigated and reviewed as soon as concerns have been raised and identified.
- Any allegation that may require a Serious Incident Report to the Charity Commission will be passed to the Trustees as a matter of urgency and within 48 hours. The Trustees will file the Serious Incident Report with the Charity Commission in accordance with their legal responsibilities. If requiring advice or support in this duty, they will seek this from suitably qualified and experienced sources. A 'serious incident' can be defined as one that involves death or serious harm to a child where abuse or

neglect is known or suspected or neglect is known or suspected, and any death of a looked after child.

This policy is approved and endorsed by all the Trustees of Hope City and will be reviewed annually.

1.5 Policy Users

This policy will be shared and communicated to the following individuals:

- Anyone within the senior leadership team including pastoral and ministry teams.
- Leaders, overseers, and paid staff involved in any activities or groups held by Hope City. If activities and groups are aimed at working with adults at risk and children, this policy will be used as the foundation for their working practices, training, and team ethos.

Others who should be aware of its provisions include:

- Anyone serving on teams working with both adults at risk and children.
- Anyone who runs regular groups or activities on behalf of Hope City.

Any individual in receipt of our services is also free to access this at any time. They will know they can access this policy via the handout which will be on the website.

Section 2: Safeguarding Awareness & Training

2.1 Wider Church Commitment

Hope City is committed to providing the relevant information and tools required to equip the wider church as a whole, to ensure a safe and secure environment

for everyone. Guidance is offered to all key roles both within work with children and adults and if relevant, to all those outside this work, which have contact in any way to ministries and activities.

We promote and encourage a culture where all individuals are aware that each person has a responsibility and a part to play in adhering to safe practice. Each person has a responsibility to follow guidelines set in policies and procedures in order to protect each other from harm. Easy-to-read posters will be displayed across each premises used for activities, events, or church-held meetings, detailing how to report any concerns and to whom to report them to. The safeguarding leads will be visible on these posters for easy identification.

2.2 Training

Safe practice in all areas of caring for others is a valuable and key consideration when informing and training both unpaid and paid staff at the church. All training or refresher training for safeguarding (for both unpaid and paid staff) must be completed annually and recorded by the Safeguarding Lead and Deputy Safeguarding Lead. This is for unpaid staff or paid staff working with children or adults at risk.

- Each activity leader or overseer must ensure that prospective workers are informed of all suitable training that is required in safeguarding and shown how to access safeguarding policy and handbooks. This will be used as part of the induction process.
- Anyone involved in work (unpaid or paid), that makes them eligible for a Disclosure and Barring Service check (DBS), must complete induction training in safeguarding. Anyone eligible for an Enhanced DBS check must also complete annual training in safeguarding.

- It will be the responsibility of the safeguarding lead to ensure that all paid staff receive safeguarding training for both children and adults, as part of their annual requirements for paid employment as well.

Further specifics for safeguarding training will be agreed between the group leader and Safeguarding lead, based on the type of activity being run. Essentials on how to recognise and spot the signs of abuse, how to respond, record and report suspicions or disclosures etc. is most crucial and must be prioritised.

2.3 Safe Recruitment

All paid and unpaid team members will be interviewed (formally or informally) by a current staff or team member before being considered for a position representing Hope City.

Wherever a role is eligible for a Disclosure and Barring Check (DBS check):

- Paid and unpaid team members who will regularly work with children or adults at risk will be required to provide references from two referees (who are not a family member by marriage or blood, verbal or written), who are able to confidently answer questions about the applicants' behaviour and character.
- For paid roles, these will have to reflect their skills and suitability for the role too. The safeguarding lead will ensure that these references are complete before the applicant assumes any role that represents Hope City.
- Their contact information will be recorded onto the church database (Church Suite currently) with their full legal consent.
- They will also be required to complete a DBS check appropriate for their role. The safeguarding lead will complete these checks through "Thirtyone:eight" before the applicant joins the team.

- All DBS checks must be recorded and kept up-to-date by the safeguarding and deputy safeguarding lead.
- DBS checks with a check of Barred Lists will always be done before over-16s do 'Regulated Activity' with children: 'Regulated activity: as defined by the DBS, under the Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Act 2012.

2.4 Basic Rules for Staff and Volunteers

Different teams may have more detailed or specific rules, but all paid and unpaid team members must:

1. Attend annual safeguarding training.
2. Treat all children, young people, and adults with respect and dignity.
3. Report any safeguarding concerns they have to a named safeguarding lead as soon as possible.
4. Be honest and transparent with their team leader or line manager.

Section 3: Adults at Risk

3.1 Definition of an 'Adult at Risk'

An 'Adult at Risk' (AAR) under the Care Act is a person who is 18 years or older who has needs for care and support (whether or not the authority is meeting any of those needs) and is experiencing, or is at risk of, abuse or neglect. As a result of those needs, they are unable to protect themselves against the abuse or neglect or the risk of it.

Generally, an adult at risk of abuse may:

- Have a learning disability.
- Have an illness affecting their mental health or physical health.
- Suffer from drug and alcohol problems.
- Be frail or elderly.

This is not an exhaustive list and other factors may be present. When in doubt please seek advice from the Safeguarding or Deputy Safeguarding leads.

Hope City policies and procedures are designed to protect and support all those at risk. If a concern is raised, Hope City can only refer to Adult and Child Services those defined as 'at risk' and commit to serving the needs of the wider community where possible, using our own resources and outside relevant services.

Section 4: Safeguarding Children

When referring to a CHILD or CHILDREN, this means legally anyone who has not reached their 18th birthday, but usually in this document, we use it to mean both the term children and young people.

4.1 Our Responsibilities

We commit to:

- Understanding the needs of all children, asking for their view and being responsive to them.
- Promoting the welfare and safety of all children equally.
- Working alongside relevant organisations, adhering to, and implementing guidance provided by current government guidelines and legislation, in matters of safeguarding children.

- Respecting the right for all children to be protected from abuse and neglect, irrespective of gender, ethnicity, disability, sexuality, or beliefs.
- Consistently reviewing and improving our safeguarding standards, safety and care for children and working to protect those at risk who are known to us.

4.2 Risk Assessments for Under 18s.

The following must be covered in all risk assessments for any activities or events for under 18s, with regards to safeguarding:

- All those who will work with the under-18s are to be checked as required by Hope City Recruiting policies, and suitably trained.
- Suitable ratio of workers to under-18s (including what happens if more children/fewer teams turn up than was expected) are required.
- Provision for recording who is present (including team) for emergency purposes.
- Relevant information for workers with regards to how to contact parents.
- Provision of security for the children (protection from the general public, how they will be prevented from leaving without permission etc.)
- Any safe working procedures which need to be established in this particular activity – e.g., if areas outside the room are not secure, how workers will supervise children moving around or going to the toilet.

4.2.1 Child-Adult Ratios:

We are guided by Ofsted standard requirements and will comply with the recommended standards here. These do not need to be complied with if parents are available (as on Sunday afternoon), but the groups must run safely with appropriate adult to child ratios. Helpers under 16 years old count as children in the following ratios. By recommended standards, where parents or guardians are

not available, if the group has boys and girls, there should be at least access to a team member of each gender. The ratios are as follow:

- 0 to 2 years old: 1 adult to 3 children
- 2 to 3 years old: 1 adult to 4 children
- 3 to 8 years old: 1 adult to 8 children
- 8-17 years old: 1 adult for the first 8 then one adult for every additional 10 children

4.2.2 Recording of Incidents:

- Accidents and incidents must be recorded in accordance with current Health and Safety processes at Hope City. Parents must be informed of what has happened as soon as possible.
- For head injuries, even where there is little external sign of damage, parents or guardians must be notified before the child leaves the group and they must not leave unaccompanied (even if they usually do so).
- Best practice would involve keeping recorded notes of any of the following after sessions: any incidents or accidents (including a note of those recorded under H&S regulations and those which have been reported to safeguarding leads); any concerns about anything (Health and Safety, Safeguarding, wellbeing of team etc); any discipline issues, any sanctions applied to under-18s; any significant conversations with parents.

Recorded notes: will include names and sensitive information, therefore we recommend password protected electronic records since they can be immediately available for writing and reference while staying secure from others. If paper is used, it must be kept secure and only shared appropriately.

4.2.3 Data Protection:

Any personal data must be handled securely, kept away from those who do not have a right to know. Data should not be shared with anyone without the consent of the person themselves (age 16+) or their parents (under 16s). For more information see our Data Protection Policy.

Do not take photos or videos of over 18 year olds without their formal permission and if under 18, formal permission from their parents or guardians is required.

Section 5: Abuse and Dealing with Abuse

5.1 What is Abuse?

- Abuse is when someone causes harm or distress and may consist of single or repeated acts. This can also occur online.
- Abuse is any action that violates a person's human or civil rights. It can occur anywhere and the abuser could be a stranger, a carer, a family member, or someone else in a position of trust.
- Abuse might occur to a victim even if they do not recognise it as abuse or make a complaint. They might not be at risk but may be being abused.

5.2 Types of Abuse

Based on government guidelines, here is a list of harm and risks you must be alert to, whether online or in person. See each description and how to identify signs.

Physical Abuse

Any physical harm including hitting with hands or objects, slapping, punching, kicking, rough handling, throwing, burning, scalding, biting, scratching, withholding, or misusing basic care needs e.g. food, medical care, inappropriate/unlawful restraint, involuntary isolation, or confinement. To clarify, these may be signs or indicators of potential abuse.

- **Adults**: Injuries inconsistent with lifestyle, unexplained pain, and injuries, falls frequent injuries, bruising, cuts, welts, burns, loss of clumps of hair, signs of malnutrition, failure to seek medical help, changes in behaviour (defensive, subdued, fearful at touch or approach, isolative, covering up more than normal).
- **Under 18s**: bruises, scarring, burns, bite marks, fractured bones, scarring, breathing difficulties (from drowning, suffocation), head injuries in babies and toddlers (swelling, bruising, extremely sleepy, seizures, vomiting, fractures, breathing difficulties, unusual behaviours like being irritable/not feeding properly).

Sexual Abuse

Any form of sexual assault (includes non-consensual touching or masturbation), rape, verbal sexual harassment, inappropriate touching anywhere, grooming activities, forced to view inappropriate sexualised photos or videos or touch others inappropriately and indecent exposure. Sexual acts without full consent, or where consent was gained through pressure or deceit. Note that there can be no full consent if the person is not capable of consent for any reason, e.g., lack of mental capacity, unconsciousness, under the influence of alcohol or other substances.

Please note, signs here can be easily overlooked as it may not be daily observation, please make sure to listen to what they say.

- **Adults:** Bruising (particularly thighs, buttocks and upper arms or neck), torn, stained or bloody clothing, unusual difficulty in walking or sitting, pregnancy in a woman who is unable to consent to sex, uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude, self-harming, poor concentration, withdrawn, excessive fear in relationships and reluctance to be alone with a particular person.
- **Under 18s:** Bruises, pain/soreness in throat, difficulty in walking/sitting that are not usual, avoidance of being alone with someone in particular, alcohol or drug misuse, self-harm, changing in eating habits, moods fluctuating more than usual, complaints about not wanting to go to school or avoidance of certain activities that is out of character, sexualised language or behaviour or incontinence, encopresis (soiling clothing).

Psychological or Emotional Abuse

Evidence of emotional abuse is picked up through what the individual says to you, or through messages, voice notes, emails they may receive.

This abuse covers any feelings of being threatened, humiliated, or ridiculed, made to fear violence, shouted, or sworn at, blamed, controlled, intimidated, or coerced, removing mobility or communication aids, has privacy violated, being limited social interaction and ability to choose and have an opinion.

- **Adults:** Appearing more withdrawn or quiet when a particular person is present, low self-esteem, uncooperative or aggressive behaviour, change in appetite, weight loss/gain, signs of distress (tearfulness, anger) and alleged false claims by someone involved with the person to attract unnecessary treatment.
- **Under 18s:** lacking confidence or self-assurance, struggling with controlling their emotions, having difficulty in making or maintaining relationships and acting in a way perhaps inappropriate for their age.

Neglect or Self-Neglect

Neglect, or the act of omission is the ongoing failure to meet the basic needs as a child or adult. Can include physical, educational, emotional, or medical neglect. Failure to provide/allow access to food, shelter, clothing, heating, stimulation, activity, personal or medical care. Ignoring/isolating the person, failing to ensure privacy and safety, and not considering individuals holistic needs.

- **Adults:** Poor physical condition/personal hygiene, pressure sores or ulcers, malnutrition or unexplained weight loss, untreated injuries and medical problems, uncharacteristic failure to engage in social interaction, inappropriate or inadequate clothing and reluctance to medical or social support.
- **Under 18s:** lacking in personal hygiene, hungry, unwashed clothes, wrong clothing e.g.. Lack of warm clothing in winter, frequent and untreated nappy rashes in infants, medical or dental issues, poor language or social skills, regular illness or infection, repeated accidental injuries, tiredness, untreated injuries, thin or swollen tummy, being left inappropriately alone, clinginess, aggression, withdrawn, obsessive behaviour, missing school, self-harm, finding hard to concentrate and drug/alcohol use.

If an adult is neglecting or harming themselves by their own choice, we can only support them as far as they choose to let us, except where the self-harm or self-neglect is because an adult is unable to control their own behaviour, and/or their self-neglect is affecting children at risk in their care (under 18s) or vulnerable adults.

Domestic Abuse

Domestic abuse can be sexual, emotional, physical, or financial. It involves any type of incident or pattern of incidents of controlling, bullying, threatening or violent behaviour, between people who are or have been in a relationship. It can also happen between adults related to one another. Can happen inside or outside

the home, over the phone or internet, can happen in any relationship even after it ends.

Includes, any physical assault towards someone i.e., kicking, hitting, throwing objects, rape (even in relationship), controlling finances by withholding money and limiting ability to earn, controlling behaviour, telling someone where they can go, what they can wear, limiting their social interaction, reading emails, texts, or letter, and made threats to kill and harm, even to another family member or pet.

- **Adults:** Low self-esteem, blaming abuse on themselves although a victim to it, physical evidence like bruising, cuts, broken bones, fear or outside intervention, damage to property, isolation, limited access to money and verbal abuse or humiliation in front of others.
- **Under 18s:** aggression/bullying, anti-social behaviour like vandalism, anxiety, depression, or thoughts to harm self, low self-esteem, attention seeking, constant or regular sickness, drug/alcohol use, eating disorders, tantrums, and withdrawal.

Financial or Material Abuse

Financial abuse is when a person has their access to money controlled. This can involve forcing someone to work for money that is already theirs, restricting or removing access to their government benefits, placing undue pressure in connection to loans or property, demanding changes in a will or inheritance to include the abuser or accessing benefits on behalf of someone at risk.

- **All:** missing personal possessions, unexplained lack of money or inability to maintain lifestyle, disparity between someone's financial resources and living conditions or lack of basics, unexplained withdrawals of funds from an account, person allocated to manage finance is evasive or uncooperative or family/others show unusual interest in assets of the person.

Spiritual/ Leadership Abuse

Spiritual abuse is a form of emotional/ psychological abuse. It is characterised by a systematic pattern of coercive and controlling behaviour in a religious context.

Spiritual abuse - using spiritual or religious beliefs to hurt, scare, manipulate, or control and similarly, leadership abuse is someone in a position of authority, using perceived or actual authority to control, coerce or otherwise abuse people under their authority. That misuse of "authority" by those in leadership can make someone feel that they cannot make moral/spiritual choices for themselves.

- All: being falsely blamed, feeling like they cannot speak up, low confidence, invasion of privacy and confidentiality, feeling ignored and manipulated. Being bullied and shamed, acting out of character around the abuser.

Discriminatory Abuse

Unequal treatment based on age, disability, gender, ethnicity, sex, religion or belief, sexual orientation, gender reassignment, marital or civil partnership status. Includes: verbal abuse, derogatory remarks, denying access to communication aides as needed, harassment or deliberate exclusion on grounds of those protected characteristics, denying basic rights and substandard service provision.

- All: Withdrawn, isolative, expressions of anger, frustration, fear, or anxiety. Avoidance of activities, appearing stressed and not acknowledged.

Organisational Abuse

When an organisation makes it unnecessarily and purposefully difficult for a person to access services they need, or provides care which is sub-standard with poor and unsafe practices and behaviours from staff. The organisation may also deprive an individual's rights and dignity, impacting their well-being.

Includes: lack of leadership and supervision, not considering cultural, religious, and ethnic needs, failure to respond to abuse and complaints appropriately, not offering choice or promoting independence, showing lack of respect for privacy and dignity, abusive and disrespectful attitudes towards people using the service, insufficient staff, poor quality of care and authoritarian management.

- **Adults**: lack of flexibility and choice for people using service, not being treated with respect, lack of adequate procedures leaving people feeling unsafe, avoidance of activities if experiencing poor standards of care.

Modern Slavery

Includes human trafficking, forced labour, domestic servitude, sexual exploitations such as escort work, prostitution and pornography and debt bondage (being forced to work to pay off debts that are not realistically payable).

Modern Slavery includes child trafficking, sexual exploitation, benefit fraud, forced marriage, domestic slavery like cleaning, cooking and childcare, forced labour in warehouses, committing crimes like begging, theft and moving drugs; may be forced to send inappropriate pictures of themselves, having overly sexual conversation and streaming sexual activities.

- **Adults**: signs of physical and emotional abuse, appearing malnourished, unkempt, and withdrawn, isolative from community, living in dirty, cramped, and overcrowded spaces, living, and working at the same address, lack of personal effects or ID, always wearing the same clothes, fearing law enforcers and avoidance of eye contact, appearing frightened talking to strangers.
- **Under 18s**: spending a lot of time doing household chores, unsure which country or city they are from, not registered at school or GP, seen in inappropriate places of work, injuries from workplace accidents, rarely leaving the house or having no time to play, no access to parents or guardians, hesitant to share personal information, having possessions you

would not expect them to and giving paired stories similar to others around them.

Some signs of sexual exploitation of children or grooming can be spotted by the following: unhealthy and inappropriate sexual behaviour, being frightened of some people, being secretive, sharp changes in mood and character, sudden changes in family and relationship dynamics, physical signs of abuse, STI's, pregnancy, disproportionate/abnormal finances or gifts received or loss of possessions unexplainably.

Criminal Exploitation

When children and young people are manipulated and coerced into committing crimes. Gangs take three main forms: Peer Group (relatively small and transient social grouping); Street Gang (groups of young people who view themselves as a discernible group for whom crime and violence is integral to their identity) and Organised Criminal Gangs (involvement in crime is for personal gain, deemed as occupation).

- **All:** Frequently absent from school, going missing from home, staying out late and travelling for unexplained reasons, in relationship or hanging out with someone older than them, anger, aggression, isolation, having unexplained money, wearing clothes or accessories in gang colour or tattoos, abusing drugs, multiple phones or changing them frequently, committing petty crimes, carrying weapons or unexplained injuries, and refusing to seek medical attention.

Bullying/Cyber Bullying

Intentional behaviour that hurts someone else: name calling, hitting, pushing, spreading rumours, threatening, or undermining someone. Cyberbullying takes place online over anything such as, social networks, gaming etc. Signs include:

- **Adults:** Change in behaviour (withdrawn and isolated); may become more aggressive or defensive.
- **Under 18s:** physical injuries e.g. unexplained bruises, being afraid to go to school, asking for, or stealing money (to give to bully), change in behaviour (nervousness, losing confidence, withdrawn), changes in eating and sleeping habits, bullying others and belongings getting lost or damaged.

The NSPCC website has further helpful information on what to look for in a child which may indicate abuse. www.nspcc.org.uk > help and advice > worried about a child > when to worry about a child.

5.3 Children: Other Areas

Children's wellbeing and parental mental health or substance abuse:

Where a parent has mental health difficulties, mental illness and/or alcohol/substance abuse problems, it is less likely that the family will be warm, caring, and supportive. There is a much higher chance of there being neglect or abuse. If a worker knows that there are such problems at home, please talk to a Group Leader even if you do not know of any actual abuse. It will help us monitor things, and perhaps find a way to support the family. Group Leaders should report any concerns to a Safeguarding Lead/Deputy Safeguarding Lead.

Domestic Abuse:

Older teens can be subject to domestic abuse or "relationship abuse" as it is often called since it does not always involve living together. Even where domestic abuse does not directly involve the child, it is still very harmful to them and can cause lasting trauma, so when you become aware of domestic abuse where there are under-18s in the home, always report it.

Children and Young People with Additional Needs:

Hope City values every child and young person as a unique person and we seek to serve each one in ways which enrich their lives and let them know that they are loved and honoured by us and by God. We recognise that some children and young people have needs which are not within the range of typical – often called Additional Needs.

Whether or not a child has a “diagnosis” we will always aim to meet the needs of each child. In doing this, we work on these principles:

- 1) We have to be able to ensure that the child will be well cared-for and safe.
- 2) We have to be able to ensure that other children will be well cared-for and safe, and that adults around them will be safe.
- 3) What we do has to be for the good of the child.

Caring for the parents is also important to us, but those criteria are paramount. Individual Risk Assessments will be carried out to assess 1) and 2) and a staff meeting will be held to assess 3). This may need to be done before the child or young person is allowed to attend, depending on the severity of their needs. There may need to be a trial period for an individual child or teenager to see if our provision can be safe and for their benefit.

Extra note: for the wellbeing and safety of all children we do not allow children or young people to be in groups with those who are far removed from their own chronological age.

Adults with additional needs will not be allowed to be cared for in children’ s groups. Where adults or young people with additional needs wish to serve on a children’ s team, an individual risk assessment and benefit assessment will be carried out before we do a DBS check.

Section 6: Reporting Abuse

6.1 How to Report

If you observe anything that causes you to feel uneasy or concerned you should report it as soon as possible. This could be a visible injury, a sudden change in behaviour, a concerning interaction between a caregiver and their child/young person, or anything else that makes you uneasy.

1. QR codes to access online recording sheets for reporting the concern, can be accessed on safeguarding posters dotted around or concerns can be emailed directly to the safeguarding leads on: safeguarding@hopecitysoton.com. In the event you can't access these online, please use pen and paper: write down your concern in as much detail as possible. Don't worry about spelling, grammar, or punctuation - write as much as you can as clearly as you can. Include information like the date and time, who was there, where you were, what was happening around you, as well as your contact details. If possible, what aroused your suspicions or what the person said and what you said. If you saw any marks, you may find it helpful to use a "body map" to record these but do not delay while you get one. We have forms available if you are unsure what to include, but if you don't have access to one at that moment a piece of paper will do fine.
2. Do not discuss your concern with ANYONE except the safeguarding lead/deputy safeguarding lead or your team leader if required. Keep the number of any of these concerns being shared to others to an absolute minimum, as this could lead to more harm or the covering up of evidence of harm.

3. Give/Send your report to the Safeguarding Lead (Matt Cranston) or Deputy Safeguarding Lead (Ruth Hughes) promptly. In the event, they are not around or an online reporting form cannot be filled, the person reporting may pass their paper report to the team leader if safe to do so. Team leaders are advised not to read the report but immediately send it/give it to the safeguarding leads. If anything is reported to the leaders, leaders are advised to provide some time and quiet space for the person reporting to fill their concerns on paper or online as soon as possible. In the case of the reported concern being about the safeguarding leads, please send to Dili Goonesekera (Lead Trustee for Safeguarding: dili.goonesekera@hopecityson.com). In the event that the report is about Matt, Ruth, and Dili, then please send the concern to Chair of Trustees, Angus Lyon (angus.lyon@hopecityson.com).
4. If anyone is in immediate danger and the group leader or Safeguarding or Deputy Safeguarding Leads are not readily available for some support here you can email the Chair of Trustees: Angus Lyons. Or call: Police (999) or Adult Services (Hampshire) or the MASH: see below and Section 7 for details. Let your team leader or Safeguarding or Deputy Lead (Matt Cranston or Ruth Hughes) know that you have done this as soon as possible.

Hampshire County Council Adult Services: 0300 555 1378

Multi-Agency Safeguarding Hub (MASH)- Southampton:

For CHILD: (phone 0300 555 1384) during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday OR phone (0300 555 1373) at all other times to contact the Out of Hours service.

For ADULT: phone (0300 555 1386) during office hours 8.30am to 5pm Monday, 9.30am to 5pm Tuesday to Thursday, 8.30am to 4.30pm on Friday

5. Finally, DO NOT INVESTIGATE, the Safeguarding Lead (Matt Cranston) and/or Deputy Safeguarding Lead (Ruth Hughes) will get back to any relevant and appropriate parties if more information is needed or needs to be informed of any further action.

6.2 Disclosures

A disclosure is when someone tells you about abuse that is happening or has happened to them or someone close to them. Here are some good rules to follow if someone starts to tell you a concern:

- Let them speak and try not to interrupt them or ask questions.
- Do not promise to keep it a secret but you can reassure them that you will do what you can to help them.
- Try not to give your opinion but react calmly with compassion and respect.
- Do not tell them you do not believe them even if what they are saying sounds unbelievable.
- Tell your team leader or the Safeguarding lead as soon as possible that a disclosure has been made.
- Write down the conversation as close to the actual words as you can as soon as possible in the same way as for an observation (see above)

Follow the same steps as above for 'observations' to report a disclosure.

If you think someone is at immediate risk of significant harm, contact emergency services (999) or social services immediately. The number for Southampton City Council Social Services is 023 8083 3004. Let your team leader or Safeguarding lead (Matt Cranston) know that you have done this straight away.

Section 7: Handling Reports and Concerns

Any concerns that are identified or disclosures that are made must be reported to the Safeguarding Lead:

- The Safeguarding Lead (SL) is **Matt Cranston**.
- Contact: by phone: 07724006522 or email: safeguarding@hopecitysoton.com
- If you feel uncomfortable reporting to the SL and would rather speak to a female: please report to our deputy safeguarding lead.

Especially if the concern involves the SL, or if the SL is unavailable, the report should be made to the deputy safeguarding lead.

- The Deputy Safeguarding Lead (DSL) is Ruth Hughes.
- Contact: by phone on 07715664787 or email: safeguarding@hopecitysoton.com
- The details of the concern will be clearly and accurately recorded and stored securely.

It is the responsibility of the SL and/or DSL to ascertain whether any action needs to be taken. If required, support and advice will be sought from either the relevant statutory services or directly from 'Thirtyone:eight' on: 0303 003 1111.

They must make any necessary referrals according to local procedures.

They will cooperate with statutory services and provide the link between the church and those professionals involved in responding to the situation.

Records of all discussions, advice sought, decisions made, and actions taken will be retained in the confidential file.

Allegations against staff or volunteers will be passed to the SL, as detailed above.

If the allegation is against the SL, then please speak to the DSL (as detailed above).

Upon receipt of an allegation, advice will be sought to ascertain whether a statutory threshold for reporting has been reached.

If the allegation is made against both SL and DSL, then please report to Lead Trustee for Safeguarding: Dilhani Goonesekera (dili.goonesekera@hopecitysoton.com). If this allegation is against all three, please report to the Chair of Trustees: Angus Lyon (angus.lyon@hopecitysoton.com).

If no relevant safeguarding lead is present to support and needing to be reported, call the police (999) if in immediate danger or contact the following services below as soon as possible. Please report to safeguarding leads when able to as well if the allegation is not against them.

Hampshire County Council Adult Services: 0300 555 1378

Multi-Agency Safeguarding Hub (MASH)- Southampton:

For CHILD: (phone 0300 555 1384) during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday OR phone (0300 555 1373) at all other times to contact the Out of Hours service.

For ADULT: phone (0300 555 1386) during office hours 8.30am to 5pm Monday, 9.30am to 5pm Tuesday to Thursday, 8.30am to 4.30pm on Friday.

Managing Ex-Offenders, Those Who Are on a Barred List, or Others Who Pose a Risk to Adults at Risk:

A formal risk assessment will be made which will include input from statutory services. Advice and support will be sought from Thirtyone:eight where required.

A formal contract will be drawn up that outlines the church's commitments to the individual and any control measures required.

The contract will be formally reviewed and monitored on a regular basis. Please refer to the Offenders Policy for more information here.

7.1 Referring Abuse to outside Agencies.

For the most part, safeguarding leads will be the ones contacting outside agencies.

It is Hope City policy to report to the police and/or Adult Services/Local Authority Designated Officer wherever appropriate, and if there is any doubt, at least talk to Adult Services in order to seek professional advice.

When safeguarding leads contact Adult Services or other agencies they should: make notes on the content of the conversation; note who they spoke to and when; keep those notes safe; leads should ask for an email address and send an email to confirm what they have told them and how they have said they will respond.

7.2 Role of leaders in dealing with allegations.

If leaders of activities or teams are reporting a concern: the responsibilities are as follows:

- Make sure notes have been made in pen on paper or make them yourself. In the case of a concern or suspicion, still write your own notes. They can also use the QR codes on Safeguarding Posters dotted around to fill in online or email: safeguarding@hopecitysoton.com
- Decide if it needs to be referred immediately. Are they in immediate harm?

- If referring immediately, inform the Safeguarding leads before you refer it on if you can, but otherwise as soon as you can after the referral.
- Ring the police or Adult Services, see section 6.1 for contact details.
- If you judge that it does not need immediate referral then speak to a Safeguarding Team member as soon as possible.
- With the Safeguarding Team, a decision will be taken on next steps. Throughout, all involved team must write notes on what is happening/what has been said and done.

APPENDIX 1: Reporting Concerns Documentation

Report a Safeguarding Concern

Please give this to Matt Cranston, Ruth Hughes or your team leader ASAP!

Hope City Safeguarding

Safeguarding is about creating a safe environment where everyone is free from all forms of harm and abuse.



Safeguarding Concern/ Disclosure Form



Their name(s)	
Their contact details (or the contact details of their parent/carer)	
Date	
Time	
Location	
Event	
Context	
Witnesses	
What happened Give as much detail as possible, even if it may seem irrelevant. Try to get as close to the exact wording of what was said as possible (if applicable). If reporting an observation, be specific.	
Your name	
Your signature	
Date the form was completed	



Please send this form to safeguarding@hopecitysoton.com as soon as possible.

Please contact Matt Cranston, Safeguarding Lead, on 07724006522; Ruth Hughes, Deputy Safeguarding Lead, on phone number; or Thirtyone:eight on 03030031111 if it is urgent.