



avenue  
COMMUNITY CHURCH

# Safeguarding Policy, Procedures and codes of Conduct

April 2023

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# Avenue Community Church

## Safeguarding Policy

Safeguarding children, young people and vulnerable adults

Version 1.0

### 1. Purpose

This policy with its appendices outlines how we will:

- 1.1. Ensure that we provide a healthy, nurturing, and protective environment for everyone who engages with our church community.
- 1.2. Ensure that every member of our church community is protected from harm and abuse and that if abuse is identified, it is handled effectively, promptly, and proportionately.
- 1.3. Ensure that our trustees, staff and volunteers are clear about their responsibilities and duties and are supported to fulfil them competently and confidently.
- 1.4. Support the development of an open and transparent culture that listens to the views and wishes of every member of our church community and supports the raising of concerns and complaints.
- 1.5. Provide leadership and accountability for every member of our church community in relation to safeguarding.

### 2. Scope

- 2.1. This policy applies to everyone who works on our behalf with children, young people, their parents / carers and adults at risk of abuse whether trustees, senior leaders, group / ministry leaders, paid staff, volunteers, or others working on our behalf.

### 3. Context

Avenue Community Church is a charitable company (registered charity no. 1116079).

We are a gathering of ordinary people of different ages and backgrounds, whose lives have been changed by Jesus Christ, the Son of God. The New Testament reveals the church as a community of people, properly taught and cared for, who by loving and serving Jesus Christ, were also committed to love and care for each other and to be a blessing to the area in which they live.

ACC, its elders/trustees and members are committed to this. Our vision is to serve the people of Leicester and see them come into an experience of knowing Jesus as their Lord, Saviour and friend.

We have five core values that are central to our life and witness - we want to be God-centred; Bible based; a Loving family. Reaching out with Everyone involved.

The organisation is led by the elders, who are also the trustees, under congregational government. (For more details, see our constitution).

### 4. Values and beliefs

- 4.1. Everyone who engages with our church community has the right to be protected from any form of bullying or harassment, exploitation or abuse and we will seek to ensure that we provide a caring

and nurturing environment that is open and transparent and that promotes the raising of concerns with senior leaders.

- 4.2. We have a particular responsibility to protect and promote the wellbeing of those who are vulnerable; particularly to children, young people and adults at risk of abuse; ensuring they are safe while in our care and that we respond appropriately to disclosures or indicators that they are experiencing abuse or neglect while in our care or elsewhere.
- 4.3. Every member of our church community has a responsibility to act to support the values and commitments outlined in this policy.

#### **4.4. Our approach to safeguarding is shaped by our belief as Christians that:**

- 4.4.1. We are to honour those that God has set in authority over us and to live as responsible and good citizens in the time and place that God has set us in.
- 4.4.2. Every human life, including that of the unborn, is valuable to God and each person bears his image.
- 4.4.3. We live in a fallen and sinful world, where there are many risks and dangers and we must seek to protect everyone, but particularly the vulnerable in our midst from those dangers.
- 4.4.4. God cares for the widow, the orphan, and the stranger; he calls us to protect and care for those who are vulnerable in our society and to oppose exploitation.
- 4.4.5. Jesus' example was one of valuing, inviting, and caring about everyone.
- 4.4.6. We are to love those around us as God loves them and to seek to bring healing, restoration and reconciliation to broken and damaged lives by the manifestation of the love of God through us.
- 4.4.7. The church is not a gathering of sinless and perfect people, but rather a community of grace where we seek to encourage one another to grow in faith and obedience to God.
  - 4.4.7.1. We are called to encourage and challenge each other lovingly and to spur one another on to greater holiness and obedience to God in an attitude of humility, grace and forgiveness.
  - 4.4.7.2. Where necessary, the church may impose formal discipline on its members in accord with its governing documents and standing orders (see Church Discipline Policy).

## **5. Our responsibilities and commitments**

### **5.1. Our responsibilities**

- 5.1.1. To ensure that both the protection of and promotion of the welfare of all members of our community is of paramount importance to us. This includes ensuring that best practice safeguarding is embedded into the culture of our church community. Particular attention should be given to the more vulnerable, in particular children, young people and adults at risk of abuse.
- 5.1.2. To treat each person as equal in the sight of God; equally sinful, equally loved and equally offered the gift of salvation and reconciliation to God, and therefore to be equally protected and respected.
- 5.1.3. To seek to minister to, and to encourage growth in obedience to God and his word with equity, transparency and sensitivity, in accordance with our fundamental beliefs as laid out in our statement of faith, charitable aims and governing documents.
- 5.1.4. To value, respect and listen to the wishes of every member of our community, including those who are vulnerable or find it difficult to make their voice heard.
- 5.1.5. To ensure that as a church we are alert to concerns in reference to the Prevent duty 2016 (see <https://www.gov.uk/government/publications/prevent-duty-guidance>) and to report appropriately.
- 5.1.6. To work in partnership with children, young people, their parents / carers, adults at risk of abuse and local and national partner agencies and organisations to promote the welfare of and to protect each member of our community, and particularly the vulnerable.
- 5.1.7. To work to develop and maintain an environment that is protective, caring and nurturing for all who engage with our community, in accordance with our doctrines and beliefs as outlined in our governing documents.

## **5.2. How we will seek to fulfil these responsibilities**

- 5.2.1. We will seek to visibly demonstrate our commitment to safeguarding throughout the organisation and our most senior leaders will support the development of best practice and provide accountability to everyone who works (whether paid or voluntarily) on our behalf; including providing accountability and challenge to each other.
- 5.2.2. We will ensure that those who are responsible for safeguarding at the various levels of the organisation are appropriately trained and supported to fulfil their role competently and confidently.
- 5.2.3. We will actively seek to create and maintain a culture that is consistent with what we believe to be biblical principles and best practice in safeguarding.
- 5.2.4. We will ensure that we have robust and relevant policies, procedures and systems that support the culture of our organisation and the work of all those involved in safeguarding and that these are regularly reviewed for effectiveness.
- 5.2.5. We will ensure that we appoint a Designated Safeguarding Lead and at least one deputy who will take responsibility for leading safeguarding children and adults across the organisation.
  - 5.2.5.1. Safeguarding will be promoted and overseen by our Elders.
  - 5.2.5.2. Delegation of tasks and responsibilities will be clearly outlined in the relevant role descriptions and the organisation's safeguarding structures, complete with contact details, will be included in our procedures and made publicly available.
- 5.2.6. We will adopt 'Safer Recruitment best practice' in the recruitment and selection of staff and volunteers (see <https://learning.nspcc.org.uk/training/safer-recruitment>)
- 5.2.7. We will provide effective leadership, management and support for our staff and volunteers who deliver services on our behalf including:
  - 5.2.7.1. Ongoing training and skills development.
  - 5.2.7.2. Supervision and pastoral support.
  - 5.2.7.3. Quality and performance management measures.
- 5.2.8. We will ensure that we consider safety in all areas of our work and ministry:
  - 5.2.8.1. Developing a positive culture
  - 5.2.8.2. Managing health and safety through effective policies and procedures; using risk assessments, processes and proportionate systems.
  - 5.2.8.3. Creating a positive and nurturing environment in all aspects of the community, including physical, social, emotional, psychological, spiritual etc environments.
  - 5.2.8.4. Considering the online as well as the physical environments; including our use of social media and technology.
- 5.2.9. We will ensure that we monitor the conduct of our staff and that we have policies, procedures and systems for managing allegations against staff or volunteers, supported by a culture of listening to allegations and responding with rigor, fairness and transparency.
- 5.2.10. We will ensure that our expectations in relation to the conduct of members of our community are clear through codes of conduct, policies and procedures including:
  - 5.2.10.1. Anti-bullying and zero-tolerance approach to bullying; including cyber-bullying and the bullying of staff and leaders.
  - 5.2.10.2. Dealing with peer-abuse and harassment (including sexual harassment).
  - 5.2.10.3. Clear accountability processes and appropriate consequences for infringements of the codes of conduct.
  - 5.2.10.4. Equality and diversity and a culture of zero-tolerance of discriminatory or abusive attitudes, language or behaviours.
- 5.2.11. When they arise, we will seek to clearly identify concerns about the safety or wellbeing of those who are part of our community and to respond both proactively and in direct response to specific concerns:

- 5.2.11.1. To signpost or refer them to local or national services that can help them.
- 5.2.11.2. To provide information, guidance and support as we are able, to help them overcome their challenges.
- 5.2.11.3. To share information appropriately with partner agencies where we have concerns about the safety of an individual and statutory thresholds and / or criteria are met.
- 5.2.12. We will record and store information accurately, keeping it securely in line with our legal duties, information sharing policies and national and local guidance and agreements. This will include records such as:
  - 5.2.12.1. Consent forms
  - 5.2.12.2. Attendance data for work with children, young people and adults at risk of abuse
  - 5.2.12.3. Accident and incident reporting
  - 5.2.12.4. Confidential recording of safeguarding concerns
- 5.2.13. We will involve children, young people, their parents or carers and adults at risk of abuse in our safeguarding processes wherever possible; making reasonable adjustments where necessary to enable them to participate in the decisions that affect them.
- 5.2.14. We will ensure that we have a culture and policies and procedures for raising concerns or complaints by any member of our community including children, young people, adults at risk or abuse and their parents / carers and for dealing with those concerns in an efficient, open, honest and fair manner, including clear appeals processes.
  - 5.2.14.1. We will also ensure that our leaders are competent and confident in handling complaints.
- 5.2.15. We will develop a culture that encourages every member of our community to identify and raise concerns and will support this with a clear whistleblowing procedure (See section 16 below).
- 5.2.16. We will ensure that relevant policies, procedures, codes of conduct etc are publicly available.

# Safeguarding Procedures

## 6. Purpose

These procedures aim to provide staff and volunteers with clear and simple instructions as to how safeguarding is promoted and how concerns should be handled. They are not provided for training purposes and will not be used as a substitute for training.

## 7. Scope

These procedures apply to all staff and volunteers and others who act on behalf of the church.

## 8. Definitions

**Staff:** refers to any paid employee of office holder.

**Volunteer(s):** refers to anyone who is appointed by the church to a role for which they receive no payment (other than out-of-pocket expenses that are appropriately authorised).

**Elder(s):** refers to those appointed by the church to that office to provide spiritual leadership. In Avenue Community Church, Elders & Trustees are synonymous.

## 9. Governance and oversight

The Trustees will provide effective oversight of safeguarding across the church by:

- 9.1. Ensuring that they appoint from amongst their number a nominated Safeguarding Trustee who will act on their behalf to provide leadership and guidance on matters related to safeguarding.
- 9.2. Ensuring that the church leadership promote the importance of safeguarding and lead the development of a culture that is biblically faithful, healthy, transparent, and accountable and that safeguarding is appropriately prioritised, and its profile maintained.
- 9.3. Ensuring that a suitably knowledgeable and appropriately trained and skilled Designated Safeguarding Lead (DSL) and at least one deputy are appointed and that they are adequately supported and resourced.
- 9.4. Ensuring that a proportionate and legally compliant safeguarding policy is implemented and that it is reviewed by the trustees with input and support from the DSL and Deputy DSL at least annually, but more frequently as required.
- 9.5. Ensuring that clearly defined safeguarding procedures and systems are in place, that they are understood and implemented by all staff, volunteers, and anyone else who acts on our behalf.
- 9.6. Ensuring that the DSL provides a verbal update to trustee meetings at least quarterly (which will be conveyed by the Safeguarding Trustee) and that a written annual report is provided to the trustees by the Safeguarding Trustee, the DSL, and Deputy DSL.
- 9.7. Ensuring that the effectiveness of the safeguarding arrangements is monitored on an ongoing basis and reviewed annually in line with the review of the policy and procedures.
- 9.8. Ensuring that safeguarding roles and responsibilities are clearly defined, and that appropriate accountability is provided (see appendix B).
- 9.9. That a clear statement in relation to safeguarding is included in the annual Charity Commission submission.
- 9.10. That any "Serious Incidents" (as defined in the Charity Commission Guidance - <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>) are reported accurately and in a timely manner

## 10. Recruitment and ongoing support of staff and volunteers

*The recruitment / appointment and support of staff and volunteers is of critical importance to Avenue Community Church and to our work and ministry. To fulfil our legal duties and to ensure we meet the still higher standards dictated by scripture, all staff and volunteers will be subject to appropriate recruitment processes.*

### **10.1. Management of recruitment processes**

- 10.1.1. At least one person who is involved in the process of recruitment of staff or appointment of volunteers will be trained in Safe Recruitment.
- 10.1.2. Staff and volunteers will be provided with written Job / role descriptions and person specifications prior to deciding whether to take up the position / role.
  - 10.1.2.1. Roles that involve regulated activity and which consequently are subject to a DBS check will be clearly identified as exempt from the Rehabilitation of Offenders Act.
- 10.1.3. Appropriate records will be kept of all recruitment processes and decisions.
- 10.1.4. A "Single Central Record" of recruitment checks and a training log will be maintained.

### **10.2. Recruitment process**

- 10.2.1. Prior to appointment, all staff and volunteers will be required to submit an application form including a self-declaration of fitness and suitability for the role (see appendix D). Where necessary and appropriate (e.g., lack of literacy skills, English as a second language etc) support can be provided for completion of the forms.

#### **Paid staff positions**

- 10.2.2. Prior to appointment all paid staff will be required to attend a formal interview, either online or in person, regardless of whether a competitive process is in operation.
- 10.2.3. Prior to appointment of staff, references will be sought, including, where possible, a reference from the current or previous employer.
- 10.2.4. Upon commencement of their position, all staff will be required to complete a formal induction process as outlined in their role description and including any matters identified during the recruitment process.
- 10.2.5. The Single Central Record, training Log and Personnel file will be updated as appropriate throughout the process.

#### **Volunteer positions**

- 10.2.6. Prior to appointment, all volunteers will be required to attend a formal discussion to ensure their suitability and clarity of understanding of the role and its requirements.
- 10.2.7. Prior to appointment, references will be sought. Where an appropriate reference was obtained at the time of application for formal church membership, this may be used, and internal references are acceptable.
- 10.2.8. Following appointment and prior to commencement of the role, volunteers will be required to complete a formal induction process as defined in the role description.
- 10.2.9. The Single Central Record, training Log and Personnel file will be updated as appropriate throughout the process.

#### **DBS Checks**

- 10.2.10. Following appointment and prior to commencement of the role, staff and volunteers involved in regulated activity will be required to complete a DBS check.
  - 10.2.10.1. Under normal circumstances, the individual will not commence their role until the result of the DBS check has been received.



- 10.2.10.2. Under exceptional circumstances and where it is necessary for the person to commence prior to receipt of the DBS check result, a formal risk assessment will be completed.
- 10.2.10.3. A formal agreement that outlines the duties that are permitted, and all measures implemented to prevent the individual having unsupervised access to vulnerable people will be drawn up and signed by the appointee and the DSL or the Safeguarding Trustee.
- 10.2.11. Once formal notification of a clear DBS check has been received, the Single Central Record will be updated with the relevant information.

#### **Blemished DBS Checks**

- 10.2.12. The applicant will be asked to present the DBS certificate to the Lead Recruiter
  - 10.2.12.1. The applicant may, if they wish to, withdraw their application.
  - 10.2.12.2. If the application is withdrawn, consideration should be given to whether this required the triggering of the “Management of ex-offenders or those who pose an actual or potential risk to others; particularly to vulnerable people” (*see section 14 below*) process needs to be triggered.
- 10.2.13. If the applicant self-declared the blemish and it has been discussed previously, the recruiter will check to ensure that the detail provided in the self-disclosure is consistent with the information on the DBS certificate.
- 10.2.14. If the applicant did not self-disclose, an open conversation about the circumstances of the blemish will be discussed with the applicant.
- 10.2.15. Whether the discussion arises from self-disclosure or examination of the certificate, a formal assessment will be conducted to ascertain the applicant’s suitability for the role and the outcome will be recorded.
  - 10.2.15.1. Advice can be sought from CSS if required.
  - 10.2.15.2. The applicant will be given every opportunity to provide input to the assessment and the outcome will be explained to them.
- 10.2.16. A blemished DBS check does not necessarily prevent the individual from engaging in regulated activity. The risk assessment may conclude:
  - 10.2.16.1. That the individual is unsuitable for the role.
  - 10.2.16.2. That further investigation is required.
  - 10.2.16.3. That the person is suitable for the role with restrictions.
  - 10.2.16.4. That the blemish does not indicate unsuitability.
- 10.2.17. If the risk assessment concludes that the individual is unsuitable for the role, consideration will be given to whether the “Management of ex-offenders or those who pose an actual or potential risk to others; particularly to vulnerable people” (*see section 14 below*) process needs to be triggered.
- 10.2.18. Once the details of the certificate have been recorded in the Single Central Record, the certificate will be returned to the applicant and no copies will be retained.

#### **Probationary periods**

*The precise nature and expectations of probationary periods will vary from role-to role as described in the role description, however, they are intended to be supportive of the volunteer / employee and to provide a framework that provides accountability to both the individual and the organisation. Probationary periods will not be used for punitive purposes.*

- 10.2.19. All staff and volunteers will be subject to a formal probationary period.

- 10.2.20. Prior to commencement of the role, a clear statement of the criteria for successful completion of the probationary period will be provided.
- 10.2.21. Regular support, guidance and review will be provided throughout the probationary period and the outcome (passed, extended, failed) will be communicated to the employee or volunteer prior to the end of the probationary period and records will be retained of all discussions.

### **Ongoing support and supervision**

- 10.2.22. All staff and volunteers will receive proportionate supervision and pastoral care. Supervision will include both personal wellbeing and performance management.
- 10.2.23. Where DBS checks are required, these will be updated at least every three years.

### **Training**

- 10.2.24. All staff and volunteers in roles that involve regulated activity or those who manage such staff will be required to attend regular safeguarding training.
  - 10.2.24.1. Trustees will receive initial training. While there is no legal requirement for formal update training, the trustees will ensure that they are competent in their roles and that their knowledge of compliance with legislation and Charity Commission guidance is up to date.
  - 10.2.24.2. Church leaders will refresh their training every three years.
  - 10.2.24.3. Volunteers and staff involved in working with children, young people, or adults at risk of abuse are required to update their training at least every three years.
  - 10.2.24.4. The Designated Safeguarding Lead and the Deputy DSL are required to attend formal update training at least every two years.
  - 10.2.24.5. All staff, volunteers and trustees will undergo some informal update activity annually.
- 10.2.25. A log of training and DBS checks will be maintained by the church.

## **11. Ensuring a safe and healthy environment**

*Avenue Community Church fully recognises that there are many factors that impact on and contribute to the safety of the environment for everyone; some of these being procedural and others cultural. Here we describe only the procedural aspects.*

### **Health and Safety**

- 11.1. The Trustees aim to ensure that the health and safety of everyone who enters our church community is protected by:
  - 11.1.1. Regularly reviewing our health and safety policy to maximise effectiveness and ensure ongoing legal compliance.
  - 11.1.2. Maintaining and implementing proportionate Risk Assessments for both the premises and the activities of the church.
  - 11.1.3. Maintenance and analysis of Accident and Incident Reports on receipt to ensure appropriate lessons are learned and timely responses are implemented and an overview analysis of reports that examines trends and recurring themes will be conducted at least annually.
  - 11.1.4. Ensuring that adequate First Aid cover is available, and that only qualified First Aiders administer First Aid, except in emergency situations when instructed to do so by Emergency Services
  - 11.1.5. Ensuring that appropriate safety equipment such as First Aid kits, Fire Extinguishers etc are available and maintained on an ongoing basis.

- 11.1.6. Key Health and Safety information will be prominent and best practice will be promoted through announcements, effective signage etc.

### **Awareness raising**

11.2. *Avenue Community Church recognises that any member of our church community could discover or receive a disclosure of abuse, and therefore all members need a basic awareness and competence, regardless of whether they engage directly in ministry to children, young people, or vulnerable adults. We will raise awareness by ensuring that:*

- 11.2.1. Information about our policies, procedures and codes of conduct are publicly available and promoted by our leaders.
- 11.2.2. Details of our safeguarding team are prominently displayed.
- 11.2.3. We set clear expectations of conduct and that clear processes for identifying, challenging, investigating, and dealing with inappropriate conduct are implemented.
- 11.2.4. We implement and promoting clear and transparent processes for the raising of concerns or complaints, supported by a culture that encourages and welcomes these as opportunities to learn and improve.

### **When engaging in ministry to children and / or young people we will:**

- 11.3. Ensure that registers of children attending, and leaders present are maintained.
- 11.4. Ensuring that those involved in such ministries have been appointed in accordance with our Safe Recruitment procedures.
- 11.5. Ensure that consent is obtained for their attendance at the group and that contact details and information about any additional or specific needs are recorded.
- 11.6. Ensure that appropriate child: adult ratios are maintained in line with guidance from the NSPCC:
  - ✓ 0 - 2 years - one adult to three children
  - ✓ 2 - 3 years - one adult to four children
  - ✓ 4 - 8 years - one adult to six children
  - ✓ 9 - 12 years - one adult to eight children
  - ✓ 13 - 18 years - one adult to ten children
- 11.7. Ensure that appropriate accident / incident reporting is in place and that any accidents or incidents are reported to parents / carers in a timely manner.
- 11.8. Ensure that appropriate order and discipline are maintained.
- 11.9. Ensure that children are encouraged and empowered to raise any concerns that they may have with leaders or their parents as appropriate.

### **When children or young people are present at meetings that are primarily aimed at adults and childcare is not provided and their parents are present:**

- 11.10. During these times, children remain the responsibility of their parents who are responsible for their safety and care.
- 11.11. Any concerns or support needs identified will be recorded and reported to the DSL in the usual way.

### **When young people are present at meetings that are primarily aimed at adults and participating in that meeting in their own right:**

- 11.12. Although there are not specific procedures for such meetings, the normal principles of safeguarding will apply.

- 11.13. If the young person is not believed to be competent to consent to attendance, consent will be sought from their parents / carers.
- 11.14. If the young person is believed to be competent to consent to attendance, they will be encouraged to be open and transparent with their parents / carers and consent will be sought for the church to contact the parents and establish open communication and transparency.
- 11.15. Leaders of the church or of the meeting in question will be vigilant to ensure that the young person is adequately protected.
- 11.16. Any concerns or support needs identified will be recorded and reported to the DSL in the usual way.

**When ministering to Adults at Risk of Abuse or Adults with additional support needs:**

- 11.17. If the individual is not believed to be competent to consent to attendance, consent will be sought from their carers.
- 11.18. If the individual is believed to be competent to consent to attendance, they will be encouraged to be open and transparent with their carers, and consent will be sought for the church to contact them with a view to establishing open communication and transparency.
- 11.19. Leaders of the church or of the meeting in question will be vigilant to ensure that the individual is adequately protected.
- 11.20. Any concerns or support needs identified will be recorded and reported to the DSL in the usual way.

**General provisions**

- 11.21. The church will ensure that information relating to safeguarding, including contact details and other relevant information is prominently displayed in the building and online.
- 11.22. Leaders will promote the need for every member to be vigilant to safeguarding concerns through the processes, teaching and culture of the church and by personal example.

**12. Responding to and reporting safeguarding concerns and disclosures**

**Managing immediate risk**

- 12.1. Upon identification of a concern or receipt of a disclosure, the staff member or volunteer involved should make an assessment as to whether any immediate action is necessary to protect the individual.
  - 12.1.1. The worker may seek advice from the team leader or from the DSL, however, the seeking of advice should not unnecessarily delay or prevent the protective action or place the individual at risk of further or increased harm.
  - 12.1.2. In such urgent situations and if the DSL cannot be immediately contacted, the worker should contact either the police on 999 or Social Care to obtain support. Under such circumstances, the DSL should be notified at the earliest possible opportunity.

**Reporting concerns to the Designated Safeguarding Lead (DSL)**

- 12.2. Once it has been established that the individual is not, or is no longer in imminent danger, the concern will be reported to the DSL.
  - 12.2.1. The concerns will be discussed with the DSL at the earliest opportunity, to ensure clarity of understanding.
  - 12.2.2. Details of the concern must be recorded on the "Incidents/Concerns reporting form" (See Appendix D) either before, during, or immediately after the discussion with the DSL.

**Managing the risks: the role of the DSL**

- 12.3. In discussion with the worker reporting the concern, the DSL will review any immediate actions taken and will be responsible for follow-up or further action that may be required.
- 12.4. Upon receipt of the completed form, the DSL will establish a “Confidential File” in relation to the person at risk.
  - 12.4.1. A Chronology (See appendix D) will be established and inserted at the front of the confidential file.
  - 12.4.2. The confidential file will be updated with any further discussions or actions, including any advice sought or referrals made and updating will continue on an ongoing basis.
    - 12.4.2.1. The DSL will confirm to the person raising the concern that the matter has been actioned. The DSL will not provide any unnecessary information. Information is only shared on a “need to know” basis.
- 12.5. Where the concern meets the statutory threshold, the DSL will notify the parent or carer of the individual concerned (or the individual themselves if they are a competent adult) that a referral is being made to Social Care.
  - 12.5.1. Information will not be shared with the parent / carer in situations where:
    - 12.5.1.1. To do so would place a child at increased risk of harm or neglect.
    - 12.5.1.2. To do so would place an adult at increased risk of harm or abuse.
    - 12.5.1.3. The concern relates to Fabricated or Induced Illness.
  - 12.5.2. The referral will be made to the appropriate Social Care service (See Appendix B for contact details).
  - 12.5.3. If the referral has not been acknowledged within 3 working days, the DSL will follow up with Children’s Social Care.
  - 12.5.4. The DSL will work with the Local Authority and other partners on behalf of the church to ensure that we fully participate in the safeguarding process.
  - 12.5.5. All conversations, correspondence, and documentation etc will be placed into the confidential file and the “Record of action” and Chronology will be maintained on an ongoing basis.
- 12.6. Confidential files will be stored in a confidential secure Google Drive where only relevant people will have access.
- 12.7. The DSL will share information as necessary with other individuals in the church to facilitate effective safeguarding.

### **13. Allegations against or concerns about staff and volunteers**

*Avenue Community Church takes allegations against our staff and volunteers very seriously and will ensure that they are investigated thoroughly, via a transparent process that expedites the matter in a timely manner. We recognise that that we have a responsibility to take the allegation seriously, to manage the situation effectively while the investigation takes place and to and to support the person accused throughout the process.*

- 13.1. Allegations against staff or volunteers within the church should be reported as per the process outlined in **Appendix B (3) – Safeguarding Role Allocation**.
- 13.2. If the allegation is against the nominated safeguarding trustee or a member of their immediate family, it should be reported to the Whistleblowing Officer (**See Appendix B (3) – Safeguarding Role Allocation**).
- 13.3. Full details of the allegation will be recorded.
- 13.4. The church’s investigating officer will assess whether any immediate action is required to ensure the safety of everyone involved.
  - 13.4.1. As per local LSCPB guidance, ‘if you are concerned that someone in a position of trust has harmed a child or behaved in a way that indicates that they may be unsuitable to be in a position of trust, please contact the LADO (Local Authority Designated Officer) to discuss your concerns promptly, before speaking to the person of concern’.
  - 13.4.2. Dependent upon circumstances and the immediate action required, notifying the individual that an allegation has been received may be unavoidable.

- 13.4.3. If so, care will be taken not to compromise the gathering of evidence.
- 13.4.4. If it is necessary to notify the individual at this stage, details of the allegation will not be divulged.
- 13.4.5. Support must be offered to the subject of the allegation as well as any potential victims.
- 13.5. At the earliest opportunity, the LADO (Local Authority Designated Officer) should be consulted.
  - 13.5.1. If the LADO cannot be contacted due to working hours, initial advice can be sought from Christian Safeguarding Services (CSS).
- 13.6. If the allegation meets the threshold for LADO, the church's investigating officer will work with LADO to ensure that the allegation is thoroughly investigated, and all issues raised are addressed.
- 13.7. If the allegation does not meet the threshold for LADO, the investigating officer will consult with CSS, who will provide independent support and advice to ensure transparency.
- 13.8. Thorough records of all aspects of the handling of the allegation will be retained throughout the process.
  - 13.8.1. These records will be held confidentially in the secure Google Drive folder.
- 13.9. The DSL will seek and follow specialist advice throughout the process.

#### **14. Management of ex-offenders or those who pose an actual or potential risk to others, particularly to vulnerable people.**

As a church, we believe in the power of God to forgive and transform individuals. We also believe that every individual is valuable to God and should be protected; particularly those who are vulnerable.

- 14.1. Where the church becomes aware that an individual is an ex-offender or that they may pose a risk to vulnerable people, the church leaders will enter into an open and frank discourse with that individual to understand the context and the risks.
- 14.2. With the consent of the individual (if required), the church will seek to work in partnership with probation services or other agencies supporting the individual where this is appropriate.
- 14.3. The leaders will assess the risk posed by the individual and a formal risk assessment will be formulated.
- 14.4. A formal agreement with the individual will be drawn up and will be signed by both the church leaders. The agreement will include:
  - 14.4.1. The church's commitments to the individual who poses the risk.
  - 14.4.2. The steps the church will take to support the individual while simultaneously protecting everyone in the church community.
  - 14.4.3. The restrictions and conditions that will be applied to the individual's involvement in the life of the church.
  - 14.4.4. The consequences of failure to comply with the agreement.
  - 14.4.5. When and how the risk assessment and formal contract will be reviewed.
- 14.5. All decisions and agreements will be formally recorded and securely stored.
- 14.6. The individual who poses a risk will be fully involved in the planning process and information will only be shared with church members by the leaders either:
  - 14.6.1. With the agreement of the individual who poses a risk.
  - 14.6.2. Where information needs to be shared to protect vulnerable people and then, only the minimum information that is essential will be shared and the individual will be informed in advance what information will be shared.
- 14.7. If the individual chooses to leave the church to avoid the management of the risk and starts to attend elsewhere, the church leaders will take specialist advice as to whether this information should be passed on.

#### **15. Complaints and concerns**

*Avenue Community Church recognises the importance of listening to all members of our church community, including those who find it hard to make their voices heard and those who hold contrary views to the church leadership. The trustees will proactively seek the views of all who engage with the church in a variety of*

ways; however, we also recognise the importance of responding well when concerns, criticisms or complaints are raised with us.

*It is our hope that the majority of concerns that do not meet the statutory thresholds for referral to external agencies can be resolved informally through constructive discussion and in line with Matthew 18: 15-35, however, we recognise that for a variety of reasons, resolution via such dialogue will not always be possible or appropriate. This procedure seeks to establish a robust process for dealing with complaints or concerns that have not or cannot be resolved through informal discussion. If the concern raised indicates that someone in a position of trust has harmed a child or behaved in a way that indicates that they may be unsuitable to be in a position of trust, then the LADO procedure will be followed as above (Section 13: allegations against or concerns about staff or volunteers).*

*Use of informal discussion (as described above) is **not** a prerequisite for initiating the formal complaint process. Not all complaints will involve a safeguarding element. The same process will be followed for all complaints.*

### **Complaints log**

- 15.1. Avenue Community Church will maintain a log of all complaints (See Appendix D)

### **Anonymous complaints and media campaigns (including social media)**

- 15.2. Complaints that are made anonymously cannot be handled in the usual way and will generally be filed without full investigation.
- 15.3. Complaints that request a level of confidentiality that would compromise the integrity of an investigation, or its outcome will not be investigated, but may be considered in general terms. They will generally be filed without full investigation.
- 15.4. Avenue Community Church will not respond to complaints made in public space such as social media or other online or in-print publications. All complaints should be addressed to Avenue Community Church using this complaints process.
- 15.5. Although anonymous complaints cannot, by definition, be handled in the usual way, Avenue Community Church will:
- 15.5.1. log the complaints.
  - 15.5.2. Seek to establish whether any pattern or consistency can be identified.
  - 15.5.3. Consider whether any form of investigation or action can and should be taken.

### **External investigations**

- 15.6. Concerns, complaints, and allegations will generally be investigated internally.
- 15.7. In exceptional circumstances such as where Avenue Community Church has concerns about the independence or competence of staff, or their capacity to conduct a timely investigation, Avenue Community Church will consider whether it is appropriate to involve an independent external individual or organisation to assist with the investigation.
- 15.8. Unless directed by a statutory or regulatory body to involve an independent, external body, Avenue Community Church will make such decisions. Advice can be sought from CSS or other sources, but this decision rests solely in the hands of Avenue Community Church Trustees.

### **Making a complaint**

- 15.9. Complaints should be addressed to one of the Elders.
- 15.9.1. If the complaint is about all of the Elders, the complaint should be addressed to the Whistleblowing Officer (See Appendix B – Safeguarding Role Allocation).
  - 15.9.2. Where any trustee feels it necessary, an external organisation will be asked to investigate.
- 15.10. The details will be entered into the complaints log and progress to conclusion will be tracked.

- 15.11. The Elders will inform the Trustees of the complaint and an initial plan of action will be developed.
- 15.12. Consideration will be given to whether a Serious Incident Report to the appropriate charity regulator is required.
- 15.13. An Investigating Officer(s) will be identified.

#### **Preliminary actions**

- 15.14. The Trustees or the Investigating Officer may consult with CSS, who will provide independent support and advice to ensure transparency.
- 15.15. The Investigating Officer will acknowledge receipt of the complaint and will notify the complainants of the initial plan of action which will include:
  - 15.15.1. Discussing the complaint with the complainants to confirm and clarify the details of the complaint.
  - 15.15.2. Details of the complaint process and of key contacts will be provided to the complainants.
  - 15.15.3. The investigating Officer will establish whether the complainants wish to start the process at stage 1 (informal resolution) or stage 2 (formal investigation).
  - 15.15.4. A detailed investigation plan will be developed by the investigating officer and signed off the Trustees.

#### **Stage 1 – Informal resolution**

- 15.16. Where possible and prudent, Avenue Community Church prefers to commence at this stage; believing this to be best aligned to the biblical principles, however, this will be a decision for the complainants, and if they request commencement at stage 2, that decision will be fully respected by the church.
- 15.17. The investigating officer, supported by a note-taker if required will arrange to discuss the matter with the complainants.
- 15.18. The aim at this stage is to establish whether agreement can be reached about action that is required.
- 15.19. Avenue Community Church will make a written record of the discussion that includes:
  - 15.19.1. The key points discussed, and views expressed.
  - 15.19.2. Areas of agreement.
  - 15.19.3. Areas of disagreement.
  - 15.19.4. Conclusions and actions agreed.
- 15.20. A copy of the written record of the meeting will be provided to the complainants who will have opportunity to request amendments or clarification.
- 15.21. Once agreed, the complainants will be asked to confirm the accuracy of the notes of the discussion.

#### **If resolution has been agreed**

- 15.22. Once Avenue Community Church have completed the agreed actions, they will notify the complainants of the action taken.
- 15.23. The complainants will be asked to confirm that they are happy that the matter has been addressed.
- 15.24. The complaints log will be updated, and the notes will be stored securely.

#### **If resolution has not been agreed**

- 15.25. A record of the closing position of the informal stage will be agreed between these complainants and the Investigating Officer. This will include any progress made and actions agreed / completed and the issues that could not be resolved.
- 15.26. The closing report will be signed off by the Trustees, who will escalate the matter to the formal stage.



## **Stage 2 – formal investigation**

- 15.27. Complaints at the formal stage will be reviewed by the Trustees to establish whether there are sufficient grounds for a full investigation.
- 15.28. If a full investigation is required / justified, this will be agreed and authorised.
- 15.29. The “Investigation officer” for this stage will be agreed.
- 15.30. An investigation plan will be developed and communicated to the complainants.
- 15.31. The matter will be thoroughly investigated, and a final (Stage 2) report will be delivered to the Trustees for sign off.
- 15.32. Once signed off, the outcome will be communicated to the complainants,
  - 15.32.1. The complainants will be notified of their right of appeal and of the process and timescales for doing so.
- 15.33. All records will be stored confidentially.

## **Stage 3 - Appeal**

- 15.34. If the complainants believe that the process or findings if the formal investigation is incorrect, they can raise their concerns using the appeal process.
- 15.35. The complainant must clearly outline the basis of the appeal and the justification for appealing the process and / or outcome.
- 15.36. The trustees will consider the grounds of appeal and decide whether the appeal is justified.
- 15.37. The appeal will be conducted by a suitably skilled individual(s) who were not part of the stage 2 investigation (excluding the sign off process) and who are not involved in the complaint.
- 15.38. An appeal report will be produced and submitted to the trustees (or the subgroup thereof) for final signoff.
- 15.39. The complainants will be notified of the outcome of the appeal and their options of further action (e.g., referral to the Charity regulator, the police, or the Local Authority etc will be provided.
- 15.40. *The process will be reviewed to identify lessons that can be learned.*

## **16. Concerns about practice and whistleblowing**

*Avenue Community Church strives to create an environment that is open, transparent, and accountable. We want to listen and respond well to any concerns raised by our staff and volunteers.*

- 16.1. Staff and volunteers are encouraged to raise concerns about process, practice, or culture with one of the Trustees.
  - 16.1.1. If they do not feel able to do so, or if they feel that concerns raised have not been given due consideration, they can be raised with the Whistleblowing Officer (see Appendix B), or with the nominated Safeguarding Trustee.
- 16.2. The concerns will be carefully considered, and a formal response will be provided to the individual explaining the decision. The examination of the concerns raised may conclude:
  - 16.2.1. The concerns are wholly or partially valid and require corrective action.
  - 16.2.2. That the concerns did not take account of all relevant factors, and no further action is required.
  - 16.2.3. That the concerns were invalid and have been dismissed.
- 16.3. If the complainant is not satisfied with the response, they should formally raise the matter with the Safeguarding Trustee, explaining their concerns about the adequacy of the initial response. Details of how this can be done will be communicated at the same time as the initial response.
- 16.4. Once the Trustees have considered the matter, they will formally respond to the complainant in writing, explaining their findings and the rationale for their decision.
  - 16.4.1. Details of how to raise the complaint externally will also be provided as part of the response.
  - 16.4.2. This will include contacting the Charity Commission, details of the NSPCC whistleblowing helpline and any other measures that the trustees wish to offer.

**Basis of policy and legal framework**

This policy is consistent with:

- Current legislation
- National guidance
- Local arrangements
- Our charitable objectives, governing documents, and doctrinal statements

Details of the relevant legislation and guidance is available in Appendix C

Related policies and procedures

This policy should be read in conjunction with:

- Our statement of Faith
- Our governing documents

Policy due for review: <b>01.04.2024</b>	Policy last reviewed <b>17.04.2023</b>	Last review conducted / approved by: <b>D James, D Harrison, S Armitage &amp; Trustees</b>
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## APPENDICES

- A. Avenue Community Church Safeguarding Statement
- B. Safeguarding Roles & Responsibilities
  - B (1) Safeguarding Responsibilities
  - B (2) Key Safeguarding Contacts
  - B (3) Safeguarding Role Allocation
- C. Basis of the policies and procedures and legal framework
- D. Standard Document Samples:
  - Application to Volunteer
  - Role Description
  - Incident/Concerns Reporting Form
  - Confidential file chronology
  - Confidential file record of conversations and actions
  - Template report from DSL to Trustees
  - Complaint form
  - Complaints Log
- E. Codes of conduct:
  - Code of conduct for staff and volunteers working with children or young people
  - Code of conduct for staff and volunteers working with adults including vulnerable adults
  - Code of conduct for staff and volunteers involved in pastoral care
- F. Good practice guidance for working online and 1:1 with under 18s
- G. Flowchart: Reporting concerns or disclosures
- H. Flowchart: Processing concerns or disclosures: the role of the DSL.
- I. Avenue Community Church Safeguarding Information



# Avenue Community Church

## Safeguarding Statement

We want everyone who comes into contact with us to feel safe, valued and cared for. We believe that each person is made in the image of God, and as a result have an inherent dignity and worth.

We also recognise that we live in a sinful world, where human beings rebel against God and his ways for us, and harm one another in innumerable ways. We believe that the human heart is wicked and deceitful and that we are all capable of falling into sin.

We believe in the good news that God offers us forgiveness and new life if we will receive Jesus Christ as our saviour and Lord. We believe that when we submit to God and allow him to work in us by his Holy Spirit, we will grow in our faith and gradually become more like Jesus. Our greatest purpose and joy is to be in relationship with God, and to know his transforming work within us that gives us the power to change and become more Christlike; living lives that glorify God.

The church is a place where the love of God for each person is displayed and where we live, learn, and grow together in our faith. This involves supporting, encouraging, and even challenging and rebuking one another when we sin; all for the glory of God and for our individual and mutual good. We believe that God sees everything and that he knows even our secret and hidden sins and that one day each of us will stand before him as our judge.

As we journey and grow together in this life of faith, we recognise that we are not perfect and that at various times we will all have to both offer and seek forgiveness from others. We do, however recognise that within our church there is the opportunity for individuals or groups to harm, abuse, or exploit others. We as a church wish to stand against any misuse of power, abuse, or exploitation. We all have a responsibility to care for and protect each member of our church community, but particularly those who are weaker or more vulnerable.

If you have any concerns about the way that you, or anyone else has been treated, or about anything that we do as a church, please speak to one of the Elders or to one of our Safeguarding Officers (Designated Safeguarding Lead or Deputy Designated Safeguarding Lead). You can find out who they are from the posters on the notice boards. Our safeguarding policy and procedures are available on our website.

As a church we take safeguarding seriously and we work with local and national organisation to help us to do all we can to keep everyone safe. We will fulfil all our legal duties to protect both children and Adults at Risk of Abuse, but we aim to go above and beyond and to discharge our safeguarding duties in a way that is biblically faithful and pleasing to our loving heavenly father, who calls us to do justice, love kindness and to walk humbly before him.

We commit to speaking to you openly and honestly if we have any concerns that you need to know about. If you have any concerns or require any support of help, please do not hesitate to speak to someone that you trust within the church.

**Appendix B (1)**  
**Safeguarding responsibilities**

**Governance of safeguarding**

The trustees will ensure that they provide leadership of safeguarding across the organisation by:

- Ensuring that legally compliant policies, procedures, codes of conduct and systems are implemented.
- Ensuring that a suitably skilled and knowledgeable DSL and at least one deputy is appointed, supported, and resourced.
- Providing accountability to those responsible for various aspects of safeguarding.
- Reviewing the safeguarding arrangements to ensure that an effective and proportionate approach is thoroughly implemented and consistently enacted across the church.
- Ensuring that the Safeguarding Officer and deputy provide regular updates to the Trustees.
- Ensuring that Charity commission requirements, including the responsibility to report any serious incidents are fully met.

**Leadership and management of safeguarding**

The Designated Safeguarding Lead and their deputy, will ensure that:

- The Safeguarding Policy is regularly reviewed, updated and any changes signed off by the trustees.
- Safeguarding concerns are managed in a timely and proportionate manner, including making referrals to statutory agencies as required, working with partner agencies such as the Local Authority and the Police and the maintenance of accurate records and systems.
- Leading the implementation of the safeguarding policies and procedures.
- Ensuring that those engaged in ministry on behalf of Avenue Community Church are provided with proportionate and appropriate training and that they are competent to discharge their safeguarding responsibilities.
- Ensuring that regular reports are provided to the trustees and that any urgent issues are communicated to the chair of trustees in a timely manner.
- Raising awareness of safeguarding and promoting its importance across the organisation.

**Individual responsibilities**

Everyone working on behalf of Avenue Community Church (Staff or Volunteer) is required to:

- Act in accordance with the policies, procedures and codes of conduct provided.
- Adhere to local legislation, guidance, and procedures.
- Ensure that they remain vigilant to the risks of harm.

**Appendix B (2)**  
**Key safeguarding contacts**

**Organisational:**

**Avenue Community Church**

**Leadership**

**Designated Safeguarding Lead:**

**Dan James**

E-mail: dan.james@avenue.org.uk

Phone: 07837696271

**Deputy Designated Safeguarding Lead:**

**Alice Waters**

E-mail: alice.waters@avenue.org.uk

Phone: 07963960509

Our policies and other useful information about safeguarding can be found at:

<https://avenue.org.uk/index.php/policies/>

The roles and responsibilities of those involved in safeguarding can be found in Appendix B (1).

For advice/ external specialist support, please contact Christian Safeguarding Services advice line.

Phone: 0116 218 4420

E-mail: info@thecss.co.uk

**Statutory services:**

**Local Authority details**

**Safeguarding children who live in Leicester City**

Report concerns to Leicester City Children's Social Care:

Phone (24/7): 0116 454 1004

Local multiagency referral forms (MARF) can be found here:  
<https://www.lcitylscb.org/what-to-do-if-you-are-concerned-about-a-child/>

Allegations against staff or volunteers should be reported to the Local Authority Designated Officer (LADO):

Phone: 0116 454 2440

Email: lado-allegations-referrals@leicester.gov.uk

*(Please remember that e-mail is NOT secure so confidential or sensitive data should not be included)*

Leicester City Safeguarding Children Partnership

Phone: (0116) 454 6520

Website: <https://www.lcitylscb.org/>

E-mail: LSCPB@leicester.gov.uk

**Safeguarding children who live in Leicestershire**

Report concerns to Leicestershire Children's Social Care:

Phone (24/7): 0116 305 0005

Local multiagency referral forms (MARF) can be found here:  
<https://www.lcitylscb.org/what-to-do-if-you-are-concerned-about-a-child/>

Allegations against staff or volunteers should be reported to the Local Authority Designated Officer (LADO):

Phone: 0116 305 4141

Out-of-hours contact First Response Children's Duty Team on 0116 305 0005

Email: CFS-LADO@leics.gov.uk

*(Please remember that e-mail is NOT secure so confidential or sensitive data should not be included)*

Leicestershire & Rutland Safeguarding Children Partnership

Phone: (0116) 305 7130

Website: <https://lrsb.org.uk/lrscp>

**Safeguarding Adults who live in Leicester City**

Report concerns to Leicester City Adult Social Care  
Phone (24/7): 0116 454 1004

Leicester Safeguarding Adults Board

Website: <https://www.leicester.gov.uk/health-and-social-care/adult-social-care/what-support-do-you-need/safeguarding-adults-board/>

**Safeguarding Adults who live in Leicestershire**

Report concerns to Leicestershire Adult Social Care

Phone: 0116 305 0004

Phone Emergency Duty Team (out-of-hours): 0116 255 1606

Leicestershire Safeguarding Adults Board

Phone: (0116) 305 7130

Website: <https://lrsb.org.uk/adults>

**Appendix B (3)**  
**Safeguarding role allocation**

*The specific duties of each role are defined in the relevant role description*

<u>Legal responsibility</u>	<u>Spiritual responsibility / authority</u>
<p><b>Governance / strategic level</b></p> <p>Legal compliance and final responsibility for safeguarding rests with the Trustees, who are also the Elders.</p> <p><b>Nominated Trustee for Safeguarding</b> Name: Dan James E-mail: dan.james@avenue.org.uk Phone: 07837696271</p>	<p><b>Governance / strategic level</b></p> <p>Spiritual / doctrinal matters are the responsibility of the Elders</p>
<p><b>Allegations against staff or volunteers and concerns about practice</b></p> <p>Concerns about conduct of our staff or volunteers or about practice within the organisation should be addressed to</p> <p>Name: Dan James Role: Designated Safeguarding Lead E-mail: dan.james@avenue.org.uk Phone: 07837696271</p> <p>If they are unavailable, or your concern is about a member of staff or an elder, as mentioned in section 16.1.1. of the Safeguarding Policy, please contact:</p> <p>Name: Suzi Armitage Role: Whistleblowing Officer E-mail: suzi.armitage@yahoo.co.uk Phone: 07508320600</p>	
<p><b>Operational management level</b></p> <p><b>Designated Safeguarding lead</b> Name: Dan James Role: DSL E-mail: dan.james@avenue.org.uk Phone: 07837696271</p> <p><b>Deputy Designated Safeguarding Lead</b> Name: Alice Waters Role: Youth and Families Worker/Deputy DSL E-mail: alice.waters@avenue.org.uk Phone: 07963960509</p>	<p><b>Practical level</b></p> <p>Specific responsibility for practical matters is delegated to team leaders, under the leadership of the elders.</p>



## Appendix C - Basis of the policies and procedures and the legal framework

- Our statement of faith
  - This policy reflects the organisation’s fundamental biblical beliefs and should be read in conjunction with the statement of faith (<https://avenue.org.uk/index.php/faq/>)
- Our governing documents (e.g., constitution / Memorandum and Articles of Association etc)

<b>Safeguarding Children</b>	<b>Safeguarding Adults</b>
<ul style="list-style-type: none"> <li>● National legislation and guidance (Safeguarding Children)                             <ul style="list-style-type: none"> <li>○ Children Acts (1989 &amp; 2004)</li> <li>○ Children and Families Act 2014</li> <li>○ Children and Social Work Act 2017</li> <li>○ Working together to safeguard children (2018)</li> <li>○ What to do if you’re worried a child is being abused: advice for practitioners (Department for Education, 2015)</li> <li>○ Protection of Children Act 1999</li> <li>○ Safeguarding vulnerable groups act 2006</li> <li>○ Protection of freedoms Act 2012</li> <li>○ Disqualification under the childcare act 2006 (2018 amended)</li> <li>○ Prevent duty guidance 2016</li> <li>○ Sexual offences Act 2003</li> <li>○ The Safe Network Standards (available from the NSPCC website)</li> <li>○ The policy also takes account of the principles outlined in:                                     <ul style="list-style-type: none"> <li>▪ Keeping children safe during community activities, after school clubs and tuition</li> <li>▪ Keeping children safe in education 2021</li> <li>▪ FGM duty guidance</li> <li>▪ Prevent duty guidance</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● National legislation and guidance (Safeguarding adults)                             <ul style="list-style-type: none"> <li>○ The Care Act 2014</li> <li>○ Human Rights Acts 1998</li> <li>○ Care Standards Act 2000</li> <li>○ Mental Capacity Act 2005</li> <li>○ Deprivation of Liberty Safeguards 2007</li> <li>○ Sexual Offences Act 2003</li> <li>○ Police and Criminal Evidence Act 1984 of Fraud Act 2006</li> <li>○ Public Interest Disclosure Act 1998</li> <li>○ Health and Social Care Act 2008</li> <li>○ Disclosure and Barring Service (DBS)</li> <li>○ Multi-Agency Public Protection Arrangements (MAPPAs)</li> <li>○ Multi-Agency Risk Assessment Conference (MARAC)</li> <li>○ LSAB Multiagency Policy and Procedures</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>● Local guidance and procedures                             <ul style="list-style-type: none"> <li>○ Local Safeguarding Children Partnership Board procedures: <a href="https://llrscb.proceduresonline.com/index.htm">https://llrscb.proceduresonline.com/index.htm</a></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Local guidance and procedures                             <ul style="list-style-type: none"> <li>○ Local Safeguarding Adults Board procedures <a href="https://www.llradultsafeguarding.co.uk/contents/">https://www.llradultsafeguarding.co.uk/contents/</a></li> </ul> </li> </ul>

**Appendix D**  
**Standard Document Samples**

	Application to volunteer
	Concerns reporting form
	Role description
	Confidential file chronology
	Confidential file record of conversations and actions
	Template report from DSL to trustees
	Complaint form

## Avenue Community Church

### Volunteer application form

<b>About You</b>		
Full name	Address	
Phone number		
Mobile number		
E-mail address		
<b>About the role</b>		
Department /Group / ministry area	Role applied for	
Is the role subject to a DBS check?		
Children only	Adults only	Children and adults
<b>Personal statement</b>		
Please briefly describe your reasons for applying for this role and any appropriate experience in similar roles.		
Do you have any questions or concerns about the role, or your ability to fulfil it, that you would like to discuss with us?		

Please supply details of 2 people who can comment on your suitability for this role.		
Reference 1	Reference 2	
Name	Name	
Relationship to you or capacity in which you are known to them	Relationship to you or capacity in which you are known to them	
Address	Address	
Phone	Phone	
E-mail address	E-mail address	
<b>Self-declaration</b>		
	Yes	No
Do you have any criminal convictions that would affect your ability to perform this role?		
Is your state of physical, mental, emotional, and spiritual health adequate to fulfil this role?		
If the role involves working with children, young people, or vulnerable adults, are you, or have you ever been barred from such work?		
Are you in agreement with the church's beliefs as outlined in the statement of faith?		
Do you agree to abide by the policies, procedures, codes of conduct, risk assessments etc that are relevant to this role?		
Is there anything that you wish to add or that you wish us to consider in relation to this self-declaration?		
I confirm that the information supplied in this form is accurate to the best of my knowledge.		
Signature:		
Date:		
<b>For office use only: Form reference / volunteer reference as per Single Central Record.</b>		

**Avenue Community Church**  
**Staff / volunteer role description**

Role title:	
Responsible to:	
Role purpose	
Role description	
Person specification	
Date last reviewed	Reviewed by



Date of incident / disclosure	Time of incident / disclosure
Action taken to ensure immediate safety	
Other action taken or advice sought	
Signature	
<b>For office use only: Form reference –</b>	

## Notes for completion

### **About this form and the person completing it**

Please complete all sections

### **About the person or people, we are concerned about or involved in the incident**

When reporting a concern involving a child or young person, please complete all sections.

When reporting a concern about an adult, the parent / carer details may not be required. Where this is recorded, please include the relationship to the person involved. Please insert additional lines as required.

### **Details of the incident / disclosure / concern**

Please include as much relevant detail as you can.

When reporting a disclosure, please quote the individual where possible. Please also comment on their body language or any other non-verbal communication that might be useful.

When drawing conclusions, please include the evidence that has led to that conclusion.

### **Context of the incident / disclosure / concern**

Please include as much relevant detail as you can.

### **Action taken to ensure immediate safety:**

Please provide details. If no action was required, please indicate by writing "None".

### **Other action taken or advice sought:**

If any advice was sought, please provide details including who you spoke to, their contact details and what advice was given or action that was taken.

### **Signature**

Please ensure that you sign the form.





# Avenue Community Church

## Record of safeguarding conversations and actions

Date of action / conversation	Document reference
Description of record	
Information given:	
Advice received:	
Actions to take:	
Outcomes	
Recorded by	Date recorded

**Avenue Community Church**  
**Safeguarding report to the Trustees**

Report from the Designated Safeguarding Lead and Deputy covering the period from 1 <sup>st</sup> April 20.... to 31 <sup>st</sup> March 20....	
Report completed by:	Date
Summary of safeguarding activity	
Number of concern / incident reports received in relation to children	
Number of concern / incident reports received in relation to adults	
Number of cases referred to Children's Social Care	
Number of cases referred to Adult Social Care	
Number of allegations received	
Number of allegations investigated by Local Authority	
Number of reportable incidents reported to charity commission	
Were there any common themes or issues in the reports submitted?	Yes / No
If so, what?	
Do you have any concerns about the effectiveness of the safeguarding arrangements that are in place?	Yes / No
If so, what?	
What training or informal update activity been completed this year?	
Any recommendations to or requests of the trustees?	

Declaration from Safeguarding Leads	Yes	No
Has the policy been reviewed for legal compliance and effectiveness? <i>(CSS can be consulted to check whether any significant changes have occurred)</i>		
Are DBS checks up to date for all staff and volunteers?		
Is the Single Central Record up to date?		
Is staff and volunteer training up to date?		
Is DSL training up to date?		
Is the training log up to date?		
Any other comments		

## Avenue Community Church

### Complaints and concerns

Complainant details	
Name:	Home address:
Phone:	E-mail:
Details of the concern or complaint	
Details of the complaint:	
Have you raised this matter with anyone from the church before completing this form? If yes, please provide details of who.	
Handling of this complaint	
<i>Please delete statement that does not apply</i>	
I would like this complaint to commence at stage 1 of the complaints process (informal resolution)	
I would like this complaint to be considered at stage 2 of the complaints process (formal investigation)	
Date completed	
Office use	
Complaints log reference:	

# Complaints log template



Reference	Date Rec'd	Complainant name(s)	Nature of complaint / key theme(s)	Acknowledged	Stage 1 commenced	Stage 1 complete	Stage 1 outcome	Stage 2 commenced	Stage 2 complete	Stage 2 outcome	Appeal commenced	Appeal complete	Appeal outcome	Closed
2021-1														

## Appendix E

### Codes of Conduct

#### Code of conduct for staff and volunteers working with children or young people

##### **Those working with children and young people will:**

- Ensure that they understand the policies, procedures, systems, guidelines, and risk assessments etc that are provided and that they are implemented.
- Attend safeguarding training on the frequency stipulated in this policy.
- Work in a transparent and responsible manner that ensures that they are accountable to the church leaders and that they are open to discussion with and challenge from parents.
- Ensure that their conduct embraces their responsibility for the safety of the children in their care.
- Maintain a state of vigilance to identify and report any safeguarding concerns, including concerns about adults who may pose a risk to children.
- Refrain from any abuse of their power or authority as adults and leaders within the group
- Only take responsibility for children if they are physically and mentally fit and able to do so.
- Treat them with respect and dignity.
- Treat them in an age-appropriate way that recognises their developmental stage and ability.
- Provide them with appropriate levels of choice.
- Treat them as individuals.
- Respect their views and wishes.
- Promote and ensure appropriate behaviour towards one-another.
- Ensure that appropriate professional boundaries are maintained.
- Ensure that age-appropriate boundaries are clearly explained and consistently implemented in accordance with this policy.
- Ensure that any physical contact is age-appropriate and child-led
- Ensure that physical intervention is only used as a last resort to ensure the safety of an individual child or the group.
- Refrain from any physical chastisement
- Refrain from making any social media connections with them.
- Will not engage in any sexualised, aggressive, humiliating, demeaning or discriminatory (etc) language or behaviour with them.
- Act with fairness and treat children equitably, avoiding discrimination or favouritism.
- Seek to avoid any language or behaviour or adopting any attitude that could lead to misunderstanding.

## Code of conduct for staff and volunteers working with adults including vulnerable adults

Those working with vulnerable adults including adults at risk of abuse will:

- Ensure that they understand the policies, procedures, systems, guidelines, and risk assessments etc that are provided and that they are implemented.
- Attend safeguarding training on the frequency stipulated in this policy.
- Work in a transparent and responsible manner that ensures that they are accountable to the church leaders and that they are open to discussion with and challenge.
- Ensure that their conduct embraces their responsibility for the safety of those with whom they are working.
- Maintain a state of vigilance to identify and report any safeguarding concerns, including concerns about people who may pose a risk to them.
- Refrain from any abuse of their power or position and will always seek to act in the best interest of the individual.
- Only engage in activity for which they are physically and mentally fit.
- Treat them with respect and dignity.
- Ensure that support is client led and that their views, wishes, and choices are respected.
- Treat them as individuals.
- Promote and seek to ensure appropriate behaviour towards one-another.
- Ensure that appropriate professional boundaries are maintained.
- If working in groups, seek to ensure that necessary behavioural and interpersonal boundaries are clearly explained and consistently implemented.
- Ensure that any physical contact is client led.
- Ensure that proportionate physical intervention is only used as a last resort to ensure the safety of an individual or the group.
- Will not engage in any sexualised, aggressive, humiliating, demeaning or discriminatory (etc) language or behaviour with them.
- Act with fairness and treat each person equitably, avoiding discrimination or favouritism.
- Seek to avoid any language or behaviour or adopting any attitude that could lead to misunderstanding.



### **Code of conduct for staff and volunteers providing pastoral care**

*(Please note: this code of conduct is not intended to cover disciplinary issues, although the broad principles would still apply)*

Those involved in providing pastoral care will:

- Ensure that support provided is centred around the person receiving the support.
- Ensure that the dignity and wishes of the individual are always respected.
- When delivering challenge or difficult messages, will do so in a respectful, compassionate, and gentle way that is in line with their best interests (including their emotional and spiritual wellbeing).
- Will seek to ensure that the individual's right to question or ignore any advice or suggestions is fully understood.
- Attend safeguarding training on the frequency stipulated in this policy.
- Work in a transparent and responsible manner that ensures that they are accountable to the church leaders and that they are open to discussion with and challenge.
- Maintain a state of vigilance to identify and report any safeguarding concerns, including concerns about people who may pose a risk to them.
- Refrain from any abuse of their power or position and will always seek to act in the best interest of the individual.
- Only engage in activity for which they are physically and mentally fit.
- Ensure that appropriate professional boundaries are maintained.
- Ensure that any physical contact is not initiated by the staff member/volunteer.
- Ensure that proportionate physical intervention is only used as a last resort to ensure the safety of an individual or the group.
- Will not engage in any sexualised, aggressive, humiliating, demeaning or discriminatory (etc) language or behaviour with them.
- Act with fairness and treat each person equitably, avoiding discrimination or favouritism.
- Seek to avoid any language or behaviour or adopting any attitude that could lead to misunderstanding.

**Good practice guidance for working online and 1:1 with under 18's**  
Avenue Community Church

**Working with children online - in groups**

1. Ensure you have parental consent.
2. Ensure that parents understand their responsibility to supervise their child.
3. Set ground rules in line with the principles for in-person groups.
4. Ensure that at least two adults are present in the group.
5. If possible, disable chat functionality, if not ensure that chat is monitored.
6. Enable waiting room functionality and don't admit children into the main room until at least 2 adults are present.
7. Ensure that at least 2 adults remain in the room until the last child has left.
8. Maintain registers in the usual manner including a record of adults present.
9. Ensure that children know what to do if anything is happening that makes them feel uncomfortable or if they need to talk to an adult about anything.
10. Monitor activity to ensure that no bullying is taking place.
11. Ensure that if breakout rooms are being used, appropriate measures are in place.
12. Act in accordance with the code of conduct

\* As always, thorough risk assessments should be developed and implemented & reviewed..

**Working with people under 18 – One to One 1:1 online**

1. Where possible ensure that at least 2 adults are present.
  - a. This does not mean that both adults have to be active participants in the discussion, e.g., an observer could have their camera and microphone switched off and their name allocated as "safeguarding".
  - b. If the parent is present, a further adult is not required.
2. And their sole purpose is to monitor the conversation.
3. Ensure you have parental consent.
4. Ensure that parents understand their responsibility to supervise their child.
5. Set clear ground rules are in place.
6. Ensure that the child knows what to do if anything is happening that makes them feel uncomfortable or if they need to talk to an adult about anything.
7. Keep record of all 1:1 meetings including date, what platform was used and who was present.
8. Act in accordance with the code of conduct

\* As always, thorough risk assessments should be developed and implemented

**Working with people under 18 – One to One 1:1**

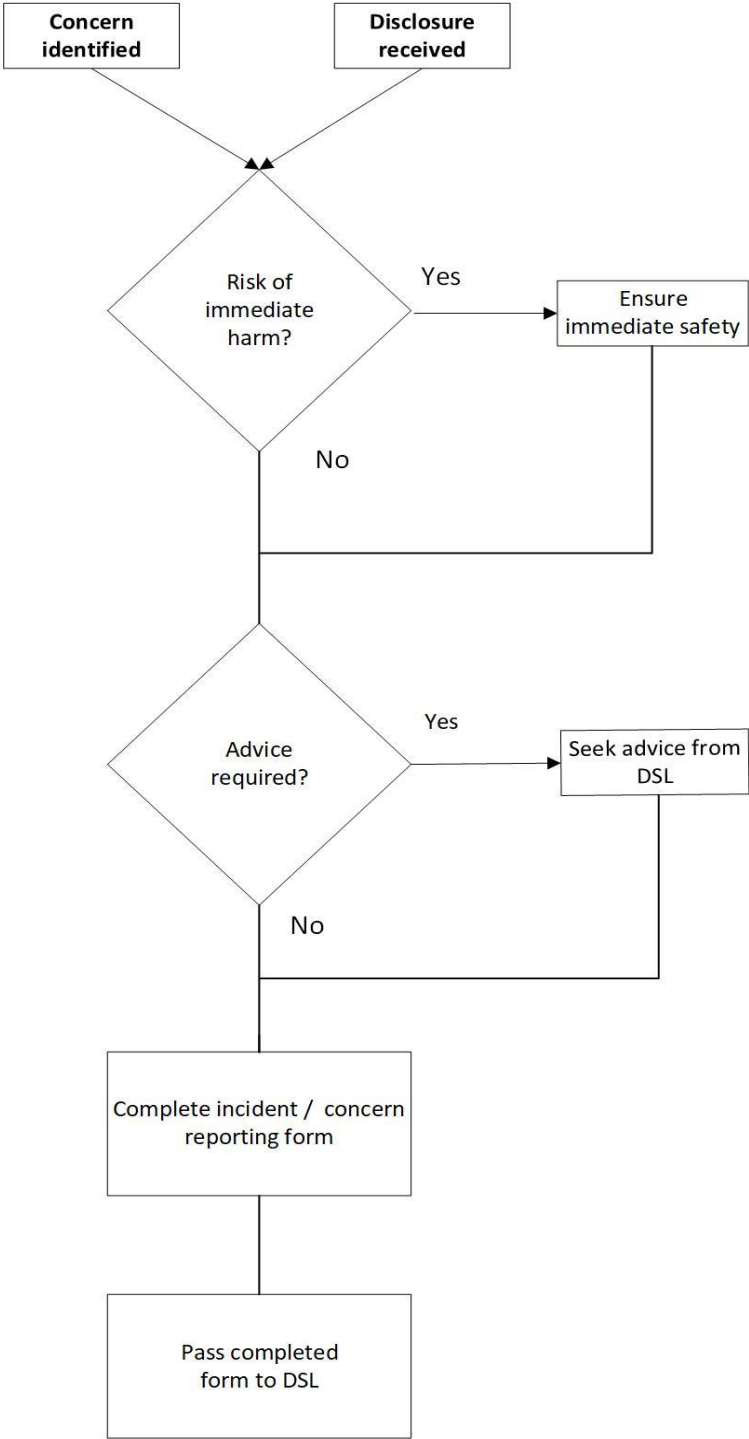
1. Where possible ensure that at least 2 adults are present.
  - a. Where greater confidentiality is required, ensure that other adults are around and that the door is left open allowing line of sight into the room.
2. Ensure you have parental consent.
3. Set and ensure clear ground rules are in place.
4. Ensure that the child knows what to do if anything is happening that makes them feel uncomfortable or if they need to talk to an adult about anything.
5. Keep record of all 1:1 meetings including date, venue and who was present.
6. Act in accordance set in the code of conduct.

\* As always, thorough risk assessments should be developed and implemented & reviewed.

Date: 16.02.2023

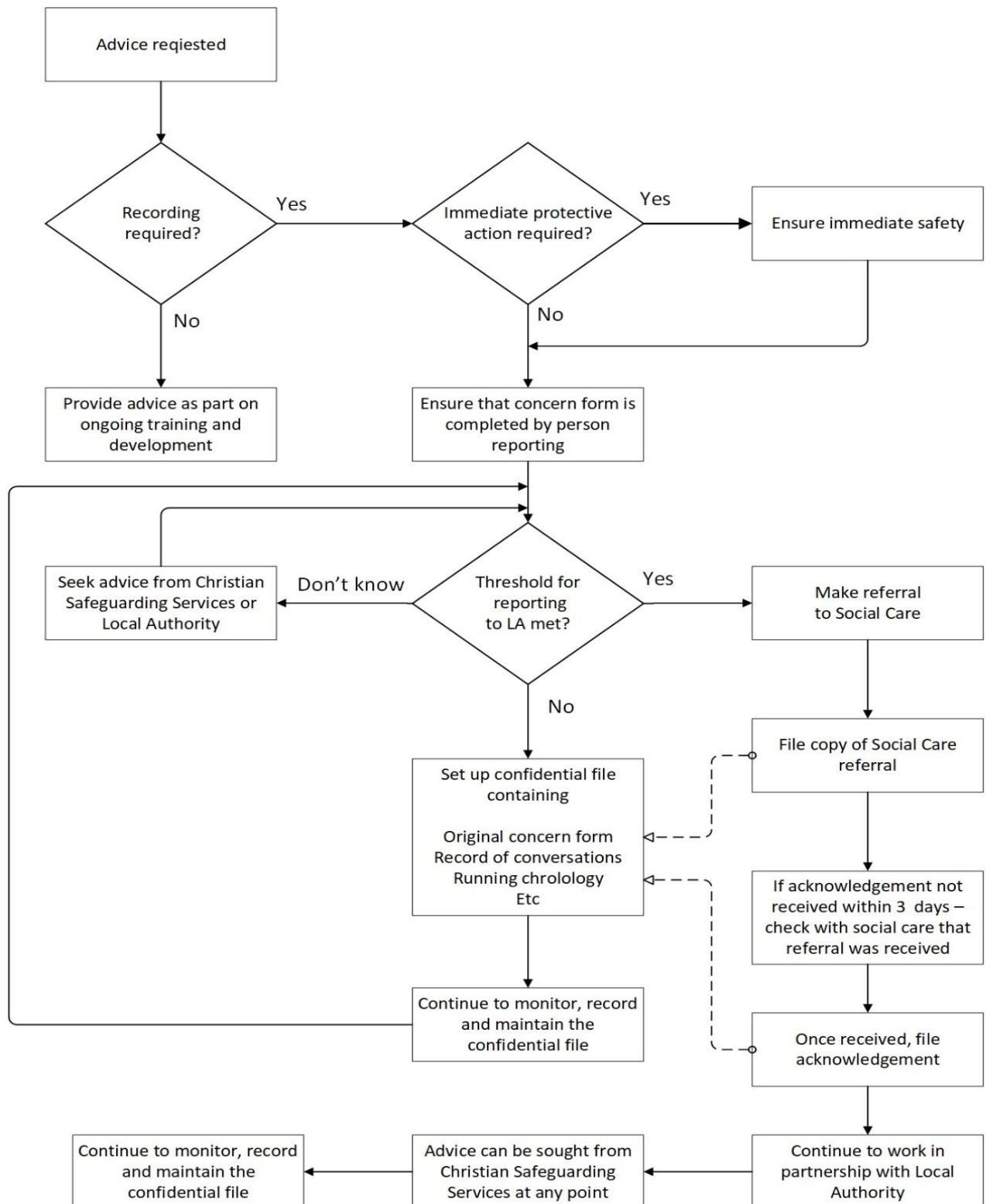
Date of next Review: 01.03.2024

# Reporting concerns or disclosures



*Christian Safeguarding Services can be contacted for advice at any point in the process  
Phone 07960 751778 or e-mail [advice@thecss.co.uk](mailto:advice@thecss.co.uk)*

# Processing concerns or disclosures: the role of the DSL



Christian Safeguarding Services can be contacted for advice at any point in the process  
Phone 07960 751778 or e-mail [advice@thecss.co.uk](mailto:advice@thecss.co.uk)

# Safeguarding Information

*Safeguarding everyone at our church is a priority for us.*

*It's an outworking of our Biblical Principles.*

Church Name:  **avenue**  
COMMUNITY CHURCH

Charity Number: **1116079**

**Our Safeguarding Coordinator is:**

Name : **Daniel James**

Contact Details: **dan.james@avenue.org.uk**



**Our Deputy Safeguarding Coordinator is:**

Name: **Alice Waters**

Contact Details: **alice.waters@avenue.org.uk**



**Our Whistleblowing Officer is:**

Name: Suzi Armitage

Contact Details: **suzi.armitage@yahoo.co.uk**

**In an emergency call your local authority's**

**Children's Services: 0116 454 1004**

**Adults' Services: 0116 454 1004**

or the Police

**Christian Safeguarding Services' Advice Line:**

**0116 218 4420**

available 7 days a week between 7am and 10pm

Website: **[www.thecss.co.uk](http://www.thecss.co.uk)**

