

SAFER MINISTRY
POLICY FOR SAFEGUARDING
CHILDREN AND ADULTS AT RISK

Name of Policy:	Safer Ministry: Policy for safeguarding Children and Adults at Risk
Version	230404
Written:	September 2017
Owner:	Safeguarding Lead
Approver:	Senior Leadership Team
Related Documents:	<p>Procedure on obtaining police checks</p> <p>Equality Diversity and Inclusion Policy</p> <p>Online Safety Policy</p> <p>Whistleblowing Policy</p>
Review Period:	Annual
Last Reviewed:	<p>September 2020, reviewed by Faye Popham and Des Scott</p> <p>April 2021: Faye Popham</p> <p>December 2021: Safeguarding Team and SLT</p> <p>January 2023: Safeguarding Team, Thirtyone Eight, SLT, (due to go to Board June 2023)</p>
Details of Review:	<p>July 2018: CCPAS name changed to Thirtyone:eight</p> <p>September 2019: Reference to E-Safety Statement included</p> <p>September 2020: Removal of DCEO references, removal of CCPAS members area, updated definitions, reference to online safety policy.</p> <p>April 2021: Changed references re Safeguarding Coordinators (removed Des Scott)</p> <p>December 2021: Updated definitions of abuse in appendix Guidance on electronic communications Updated useful contacts Changes to job titles reference in the document</p> <p>January 2023: Additional areas added in highlighted text Reference to Licence Waterways Chaplains (230404)</p>

POLICY SUMMARY

- Our responsibility to protect and safeguard those who are vulnerable is of paramount importance to who we are (values) and what we do (vision). As Church Army we will do all that we can to make our ministry a safe place.
- Everyone in Church Army, regardless of their role or context, is responsible for protecting and safeguarding the welfare of the children, young people and adults at risk who are within our care.
- All our work with children, young people and adults at risk will be in line with our core principles of safeguarding.
- We endorse and follow all national and local safeguarding legislation and procedures, in addition to the UN Universal Human Rights and the International Covenant of Human Rights which includes the Convention on the rights of the Child. We ensure that the premises we use meet the requirements of the Equality Act 2010 and other relevant legislation and that they are welcoming and inclusive.
- Everyone working with children and adults at risk must:
 - Have a police check prior to commencing the role;
 - Have at least two references taken up prior to appointment;
 - Have read and understood this policy;
 - Attend regular safeguarding training.
- All concerns or allegations of suspected abuse, where Church Army personnel are involved or have responsibility for the people, must be reported to Church Army's Safeguarding Team. You must not undertake investigation allegations yourself.
- Church Army will take professional advice from Thirtyone:eight regarding safeguarding matters where required, and will work collaboratively with the statutory bodies and authorities .
- Church Army will do all it can to manage risk in relation to those who may have offended in the past. In these cases Risk Assessments and Risk Management Plans w i l l be put in place that are proportionate to the matter disclosed.
- Electronic communication should be used wisely and appropriately when doing so with those with whom we work, with appropriate professional boundaries in place.
- If there are circumstances where Church Army personnel are subject to safeguarding allegations, we will offer pastoral support as well as rigorously following due process.

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KEY CONTACTS

Safeguarding Team

If you have a safeguarding concern, need any advice, or need to report allegations or suspicions, contact one of the Safeguarding Team by phone, or all of us by e-mail at safeguarding@churcharmy.org. The safeguarding email is shared between the team and is checked regularly across the **working** week.

Name	Church Army Role	Safeguarding Role	Contact Details
FAYE POPHAM	HR and Volunteering Manager and Safeguarding Lead	Safeguarding Lead	faye.popham@churcharmy.org Direct Dial: 0114 252 1637 Mobile: 07827 805892
SUE WAY	Senior Homeless Manager and South West Mission Development Officer	Deputy Safeguarding Lead	sue.way@churcharmy.org 07920 811 954
LEONI OXENHAM	Mission Development Officer (Wales)	Deputy Safeguarding Lead	leoni.oxenham@churcharmy.org 0114 252 7284 07759 844971

If you have trouble with any of the above numbers you can also contact the main office reception on 0300 123 2113 and they will direct your call.

Thirtyone:eight

Thirtyone:eight is an independent Christian charity providing professional advice, training, support and resources in all areas of safeguarding children and adults at risk of harm.

Church Army is a member of Thirtyone:eight and any of our staff or volunteers can contact them (**quoting our membership number - 5175**) if the Safeguarding Team are unavailable (e.g. out of normal office hours) and you need safeguarding related advice.

To call please dial: 0303 003 1111 (Select Option 2)

INTRODUCTION

Church Army recognises the importance of its ministry to **children**, young people and **adults at risk** and its responsibility to protect and safeguard the welfare of such people entrusted to its care.

This document sets out Church Army's policy on the safeguarding of children, young people and adults at risk. It has been informed by the "Promoting a Safer Church" from the Church of England, with whom we work closely.

DEFINITION OF CHILD

In this policy by the term "child" or "children" we mean all children and young people up to the age of 18 years, including unborn babies.

The fact that a child has become sixteen years of age, is living independently or is in further education, is in the armed forces, in hospital, or in prison or a young offender's institution, does not change their status or their entitlement to services or their protection under the Children Act 1989 amended 2004.

DEFINITION OF ADULT AT RISK

In this policy, by saying "Adult at Risk" or vulnerable person we mean any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

For those working in Scotland, see [this definition](#).

Where a Church Army evangelist (i.e. anyone who carries a Church Army commission either active or retired) works in partnership with, or under the auspices of third parties, such as local churches which are legally responsible for the work, there would normally be a local safeguarding policy and support, for instance through the diocese, and it may be more appropriate to use that as opposed to the processes outlined below.

We believe good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

The relevant policies and procedures to follow should be agreed at the formation of a partnership or new working arrangement, to ensure clarity for all involved. However, where such external policies or support are unclear, inadequate or ineffective, Church Army evangelists are encouraged to obtain the support that they need through the Church Army Safeguarding Team or [Thirtyone:eight](#) whilst ensuring that they comply with local policies, unless this would be illegal.

Some Church Army projects, notably the homeless projects at Marylebone and Ty Bronna and The Amber Project, have local policies which are consistent with the principles of this policy, but which have fuller explanations or slightly different procedures which are specific to them and their regulatory requirements, which they need follow in the case of allegations or suspicions. For staff based in Scotland, Wales, Northern Ireland and

Republic of Ireland, please note that there may be variations specific to your contexts. For more information on this, contact the Safeguarding Team or your Diocesan Safeguarding Advisor.

THEOLOGICAL FOUNDATION

This policy upholds Church Army's Equality, Inclusion and Diversity Policy, which states:

“We believe it is a fundamental Christian understanding to hold that all human beings are created in the image of God [Genesis 1:27], that all are valued equally by God and share equally in God's creative love. We believe that God longs for our well-being and fulfilment, and that we are equally responsible to God for the way we treat each other.”

CHURCH ARMY'S SAFEGUARDING STATEMENT

Church Army affirms that the welfare of children, young people and adults at risk is paramount. This means that all our work with such people will maintain the highest professional standards to ensure that their welfare is maintained, and our ministry is a safe place.

Church Army will uphold good practice in order to develop sound relationships of integrity, truthfulness and trust with children, young people and vulnerable adults and work to prevent abuse from occurring, as well as seeking to protect those that are at risk of harm and those who have been harmed. Church Army will take care to identify where a person may present a risk to others and offer support to them whilst taking the steps to mitigate such risks.

We will do all that we can to make sure that we safely and fairly recruit, and appropriately train those in positions of trust. The leadership of Church Army are committed to promoting the importance of safeguarding so that everyone sees it as their responsibility, regardless of their role, and takes an active part in making our ministries and projects safe places.

Where there are disclosures or allegations of abuse, Church Army will take them seriously and will co-operate with statutory agencies and will not investigate on its own. We will provide appropriate pastoral care to anyone who is the survivor of abuse as well as recognising our own responsibility to care for those who have had an allegation made against them.

The policy and procedure applies in full to all work for which Church Army is legally responsible, including building-based projects, field projects, training, research, offices and work being carried out by or under the auspices of employees or trainees of Church Army.

OUR COMMITMENT

Church Army's core principles to safeguarding are:

1. RESPECT

We will value, listen to and respect all those within our care, communities and ministries; treating everyone with the unconditional love of Jesus.

2. SAFETY

We are committed to making our ministry safe. That means safe recruitment, supervision and training for all those who work with children, young people and vulnerable adults; and thorough provisions in place to ensure the safety of our activities.

3. RESPONSIVE

We will respond promptly to concerns or allegations regarding those for whom we have a responsibility, working with statutory authorities as necessary.

4. PASTORAL

We will seek to offer pastoral care to survivors of abuse¹ and other affected persons; and care for those within our responsibility who have been known to offend against a vulnerable person.

5. PROTECTIVE

We will provide appropriate support and care to those who may present a known risk to others. Church Army will not discriminate against those who have offended in the past, but will do all it can to ensure that risk is assessed and managed appropriately within our activities.

In all these principles, we will follow both **local and international** legislation, guidance and recognised good practice. We will aim to work with people on a need-to-know basis, ensuring confidentially and appropriate sharing of statutory information with the relevant authorities where required.

PUTTING THE POLICY INTO ACTION

Church Army believes that everyone who participates in the life of Church Army has a role to play in ensuring a safe environment and culture. Regardless of their role, everyone should be aware of what to do if they have concerns or receive allegations of abuse.

All Church Army Evangelists, Evangelists-in-Training, licenced Waterways Chaplains, employees and volunteers working directly with children, young people and/or vulnerable adults **must**:

- Have read and understood this policy, and signed it as confirmation;
- Attend regular safeguarding training;
- Work within the expectations of the safeguarding policy for their activities.

¹ See Appendix 2 for definitions of abuse

In addition, all those for whom Church Army has employment responsibility must:

- have a criminal record check² on first appointment and each time they change post or every three years, whichever is the sooner;
- have references taken up prior to first appointment.

This policy will be reviewed annually. It will be the responsibility of the Safeguarding Lead to keep records relating to the above actions and those set out in the Safer Ministry Action Plan.

Where Church Army projects have their own safeguarding policy and processes in place, it is expected that Church Army's policy is adopted as a minimum, but is informed by local diocesan and local authority procedures and good practice, being responsive to the needs and context of the project.

INSURANCE

Church Army has a duty of care towards all those we minister to. To ensure that our insurance cover with Ecclesiastical is maintained, the good practice guidelines set out in this document must be followed by everyone. Where it is clear that a claim may be made against Church Army in relation to safeguarding, the insurers will be notified.

Therefore, it is expected that all safeguarding incidences regarding CA staff, Evangelist's, EIT's, licenced Waterways Chaplains and volunteers are reported to us.

Church Army also has a duty to report serious incidents within Church Army to the Charity Commission.

DEFINITION OF SERIOUS INCIDENT

The Charity Commission defines serious incident to be an adverse event, whether actual or alleged, which results in or risks significant:

- loss of your charity's money or assets
- damage to your charity's property
- harm to your charity's work, beneficiaries or reputation

The most common type of incidents include: frauds, thefts, significant financial losses, criminal breaches, terrorism or extremism allegations, and safeguarding issues.

² Criminal records checks will be with the Disclosure and Barring Service (DBS) for England and Wales. For Northern Ireland it will be an Access NI, for Scotland a Disclosure Scotland and for ROI a Garda Vetting check. Checks will be carried out either through Church Army or by dioceses or other appropriate bodies and Church Army personnel will be expected to share the results of the check with Church Army.

THE ROLE OF THIRTYONE:EIGHT

Church Army has arranged for Thirtyone:eight to provide advice regarding the protection of children and adults at risk and act as the umbrella organisation for its DBS checks for those in England and Wales.

The Thirtyone:eight Helpline is available 7am – 12 midnight with an out of hours services for emergency calls. 24 hours a day 7 days a week.

Where you are unable to get hold of the Safeguarding Team or a local safeguarding adviser and require urgent advice, please contact Thirtyone:eight using the contact details in the [‘Key Contacts’](#) section.

Our membership number is 5175.

To call Thirtyone:Eight please dial: 0303 003 1111 (Select Option 2)

**To contact the safeguarding team please email
safeguarding@churcharmy.org**

SAFER RECRUITMENT

As part of our commitment to safeguarding those within our ministry, Church Army will carefully select, train and support all those with any responsibility within Church Army in line with Safer Recruitment principles (adapted from Church of England's Safer Recruitment)³.

It is a criminal offence for an individual who is barred from working with vulnerable groups to apply for a regulated activity role⁴ and it is a criminal offence for an organisation to appoint a barred person to a regulated activity role.

Church Army will ensure the following:

- Roles have a written job description and person specification which state whether the role requires a criminal record check or not;
- Applications are made via a Church Army application form and a blind recruitment process is followed;
- Shortlisted candidates must attend an interview for the post;
- Safeguarding questions are included in an interview, where the role includes safeguarding duties and responsibilities;
- At least two references are received for successful candidates and followed up if necessary;
- A disclosure form is completed for candidates who are offered roles requiring an enhanced DBS;
- A criminal records check is completed and renewed every three years, if the role is eligible for one;
- A six-month probation period and regular supervisions where safeguarding is discussed;
- Staff will sign up to the relevant criminal records check update service.

Where volunteers are recruited, the same process as above will take place, however there may be a shorter review period of three months.

CRIMINAL RECORDS CHECK

Where a post requires a criminal records check, this will be clearly stated on the job description and advert. The check must be received before the person begins the role. All police checks will be renewed every three years. Where Church Army is employing, it is the responsibility of the Safeguarding Lead to ensure that the correct criminal records check procedure is followed to ensure safe recruitment.

The Safeguarding Lead has a duty to disclose to the Disclosure and Barring Service (or equivalent in other jurisdictions), when we have a concern that a person has caused harm, or poses a future risk of harm to vulnerable groups, including children.

Church Army personnel are expected to be **accountable** to Church Army with regards to their criminal records.

³ https://www.churchofengland.org/media/2552006/safer_recruitment_practice_guidance_2016.pdf

⁴ A list of regulated activity roles can be found in Appendix

UNDERSTANDING AND RECOGNISING ABUSE

Understanding abuse and neglect

Defining child abuse or abuse against an adult is a complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family; an institution or community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

Abuse of Children

Children may be vulnerable to neglect and abuse or exploitation from within their family and from individuals they come across in their day-to-day lives. These threats can take a variety of different forms including: sexual, physical and emotional abuse; neglect; exploitation by criminal gangs and organised crime groups such as county lines; trafficking; online abuse; sexual exploitation and the influences of extremism leading to radicalisation.

Abuse of Adults

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not consented or cannot consent.

Types of Abuse

Abuse in both adults and children can include but is not limited to:

1. Financial or Material
2. Discriminatory
3. Organisational
4. Domestic Violence
5. Psychological
6. Modern Slavery
7. Neglect and acts of omission
8. Self-neglect
9. Sexual exploitation

For details of possible signs of abuse in children and adults please see Appendix 2.

RESPONDING TO ALLEGATIONS, CONCERNS AND DISCLOSURES

Allegations of abuse are likely mainly to be received in the following ways:

- By Licence Waterways Chaplains, Evangelists, Evangelists-in-Training, Employees in a Centre of Mission, Employees at one of our projects, or volunteers;
- By the Chief Executive or a Senior Leader; members of the **Mission** Operations team; a member of Management Group or other church officials;
- By office staff who have no connection with those involved, by post, e-mail or telephone, probably from alleged victims or those close to them.

NB: allegations received by office staff should be passed immediately without any discussion to a member of the safeguarding team (**Faye Popham on 0114 252 1637**) in the Sheffield office, or **Sue Way** or **Leoni Oxenham** (Deputy Safeguarding Leads)

(contact details can be found [here](#)).

The safeguarding page of the **Church Army [intranet](#) includes** a form for reporting safeguarding concerns.

Once you have reported a safeguarding allegation to the safeguarding team at Church Army or in your own context, you will be advised on whether you are required to take any further action including reporting to statutory agencies.

For churches in border areas you may need to contact Social Services in the Republic of Ireland and/or An Garda Síochána depending on the person at risk lives/where the offence has been alleged to have occurred. If you are uncertain who to contact your local HSCT (Health And social Care Trust) social services team and/or PSNI (Police Service of Northern Ireland) will be advise you.

Responding to someone who wishes to disclose abuse to you

The following are Church Army's guidelines for how to respond:

- Allow time and space for people to talk;
- Listen without interrupting and asking questions;
- Be attentive - look at them as they speak;
- Take seriously what they say, even if you don't think it sounds likely;
- Be honest, do not make promises; you can't keep confidentiality;
- If they decide not to tell you after all, accept their decision but let them know you are always available to listen;
- Use language that is age appropriate and for those with disabilities, ensure that there is someone there who understand sign language etc. if needed;
- Think about what you say, be careful not to ask leading questions or to say:
 - Why didn't you tell me this before?
 - Are you sure this is true?
 - Why? When? How? Who? Where?
 - I am shocked, don't tell anyone else

Instead consider responses like:

“I am glad you have told me”, or “I will try to help you”

- Refer allegations on to the Safeguarding Lead in accordance with the policy using the safeguarding incident report form which is available on the intranet.

Investigating allegations of abuse

If you receive an allegation of abuse, of any kind, from anyone, you should record it and report it.

The following are Church Army's principles for responding to allegations:

- YOU SHOULD NOT carry out an investigation into an allegation of abuse or suspicion of abuse.
- Concerns or suspicions should be reported as soon as is possible to the safeguarding team.
- In the absence of the team, or if the allegation relates to these people, please contact Thirtyone:eight.
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Team, the absence of the Safeguarding Lead or Deputy should not delay referral to Social Services, the Police or taking advice from Thirtyone:eight. Find

your local council - GOV.UK (www.gov.uk)

- If you need to report an allegation or concern about a member of the safeguarding team, please speak to a member of the **Senior Leadership Team**.
- The Safeguarding Team will take professional advice from Thirtyone:eight on the allegation and/or suspicion.
- Where the circumstances of the allegations or the nature of the concern may have wider implications for the organisation, others senior leaders will be informed, and if necessary, the insurance company and other statutory authorities. It may be necessary for the Safeguarding Lead in these circumstances to establish a crisis management group to manage the situation and possible risks. This will usually include: Safeguarding Lead or Deputy, Communications Manager, HR and Volunteering Manager and Director of Community and the Director of Mission Operations, depending on the context.
- All information will be kept confidential on a strict need to know basis.
- Written records of concerns and allegations will be shared with the Safeguarding Lead.
- Church Army will work with the authorities as required including referring or liaising with the Local Authority Designated Officer (LADO) in England and to relevant Social Services in Wales, Scotland, Ireland and Northern Ireland.
- Where an allegation or suspicion relates to an Evangelist, volunteer or employee, working in a church context, Church Army will work with the relevant local diocesan or provincial safeguarding team on the case. Church Army will aim to communicate effectively, sensitively and on a strictly need to know basis with these teams with appropriate sharing agreements in place where needed. When another responsible body, such as a Diocese, or Provincial Offices in Scotland and Wales, are taking the lead in dealing with a safeguarding concern or allegation regarding Church Army personnel, the Safeguarding Lead will arrange for a suitable representative from Church Army's Crisis Management Group to sit on their safeguarding group. If it is not possible to have access to a diocesan core group the matter will be recorded with the National Safeguarding Team.

Concerns regarding Church Army workers

If someone has a concern about the conduct of a person involved in the activities of Church Army, you must report it to the Safeguarding Team. If the person is investigated, they will be suspended from working with children, young people and vulnerable adults until the investigation is completed. Suspension is a neutral act and does not imply any presumptions concerning the outcome of an investigation.

Church Army will take advice from Thirtyone:eight on these matters, where necessary.

WORKING WITH KNOWN OFFENDERS

Church Army aims to make its ministries accessible to all. This may mean that known offenders are actively involved in our projects and activities, and Church Army will do all that it reasonably can to ensure that such persons are able to engage in our ministries wherever it is safe and appropriate to do so.

It is possible that some of those putting themselves forward for roles within Church Army projects which will involve working with children, will have convictions or cautions on their records.

DEFINITION OF OFFENDER

The term “offender” applies only to those who have a conviction or who have accepted a caution, reprimand or warning for a criminal offence.

Known offenders may include those who have convictions against children, but there are others who may have been convicted of violent or sexual offences against adults, including domestic violence; people involved in drug or alcohol addiction, or those whose medical conditions or disabilities that might, in rare cases, result in erratic behaviour. If any of these people want to work with children, **through consultation with appropriate parties**, we will need to carefully and sensitively consider whether they pose a safeguarding risk.

Where Church Army has an employee, EiT, evangelist, Licenced Waterways Chaplain or volunteer who has a conviction, Church Army is the owner of that risk and will need to take appropriate actions to make sure that risk is managed. Those for whom Church Army undertakes a police check which contains blemishes, will undergo a risk assessment with the Safeguarding Lead or Deputy. In some situations, it may be appropriate for a formal written risk management plan to be created and lodged with the Safeguarding Lead. The nature of the risk assessment and a management plan should be proportionate to the matters disclosed. Where complex cases are apparent, it may be appropriate to establish a safeguarding management group.

It will be the responsibility of the Project Leader or line manager to manage the risk in accordance with the plan on a day-to-day basis, and to keep the assessment under regular review with the individual. Any change in circumstances or risk should be discussed with the Safeguarding Lead or Deputy, who will take advice if necessary. Records of risk assessments, actions taken and conversations held with the individual must be lodged with the Safeguarding Lead or Deputy.

Church Army acknowledges that those who have done wrong are capable of reform, and therefore the approach is not taken as judgement but to take seriously our responsibility for managing risk.

It is an offence for someone who is barred from working with children to seek work in a regulated activity or for an employer knowingly to offer it.

Where a perpetrator of harm of children, is wanting to be involved in the activities of Church Army, but not seeking a position of trust, there are good guidelines available from Thirtyone:Eight and the Church of England about this. To ensure that Church Army activities allow for an offender to engage in the activities, a meeting should be held with the offender and a written agreement should be entered into detailing clearly what needs to be in place to create a safe environment. The offender should not accept any role which will give them status or authority; a child or vulnerable adult or a wider community may deem that person to be trustworthy in relation to matters to

which they are subject to specific risk management. The highest level of confidentiality should be maintained unless there is a breach of the agreement and it is necessary to inform others to protect a child or vulnerable adult.

If you have a known offender with children or adults at risk within your responsibility, we expect you to ensure the Safeguarding Team are fully aware of this, and to take advice from the team, your local safeguarding adviser or Thirtyone:eight about what to do to make it a safe place for them and others.

Church Army is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the place of Church Army. Further details of organisations available for support can be found at the end of this document [here](#).

KEEPING SAFE

It is expected that all those involved in the activities for which Church Army are responsible, will exercise due diligence with regards to those taking part in them. It is the responsibility of the leader of the activities to make sure that the activities are carried out as per our good practice guidelines and that there is a written record of the activities' risk assessments. Leaders are also responsible for making sure that other workers for the activity have received the appropriate training and copies of the relevant policies and procedures.

Where there is dual responsibility for a Project or area of ministry, the founding documents such as the memorandum of agreement, should clearly state which party will take lead responsibility for managing the safeguarding aspects of the project and in dealing with any safeguarding concerns or allegations when they arise. Where we are working in partnership, all partners must be made aware of safeguarding concerns regardless of which partner's safeguarding policies and procedures are followed.

Electronic Communication

Church Army acknowledges that the use of text messages and email as well as online communication such as Facebook, Twitter, Messenger and Whatsapp; are common methods used for communicating with those involved in our projects and ministries in order to reach participants most effectively.

However, there should be clear boundaries in place for any communication between Church Army workers and those with whom we work; and it is expected that communication is transparent regardless of the method.

The following guidelines are in place for working with children, young people or vulnerable adults:

- Generally, maintain good and open relationships with parents regarding communication with them and their children or carers of vulnerable adults.
- If young people want you to hold their mobile phone numbers, e-mail addresses

- or similar, and communicate with them this way, make sure that their parents know and have agreed;
- Only make contact with young people for reasons related to the work of the project;
 - Only give contact details out that are within the public domain of the organisation, including your mobile telephone number e.g., which is searchable on the intranet, or made public on an online advert or physical poster. Employees or volunteers based within our projects should never give personal mobile numbers to service users.
 - Where possible use only equipment provided by the organisation to communicate with children, young people or adults at risk (such as a work mobile phone);
 - Ensure you respond well to young people through the media they have chosen, and assess whether it is the most appropriate media for the nature of the communication. Consider whether it would be better to fix a time to communicate face to face, during or following the activity;
 - Use an appropriate tone: friendly, but not over-familiar or personal;
 - Be warm and friendly, but do not suggest or offer a special relationship;
 - Be careful how you sign off: consider, for instance, how 'love' and 'XXX' might be perceived and misinterpreted by the young person;
 - Be clear and explicit about information that you need to share; don't abbreviate or short-cut your communications;
 - Make sure that communication would not cause embarrassment if it were seen by the young person's parents;
 - Do not share any personal information with a young person, or request or respond to any personal information from the young person, other than that which might be appropriate as part of your role;
 - Be guarded in your communications with young people and vulnerable adults to avoid any possible misinterpretation of your motives or any behaviour which could be construed as grooming;
 - Respect the young person's confidentiality unless abuse is suspected or disclosed
 - Recognise that text messaging is rarely an appropriate response to a young person or adult at risk in a crisis situation or at risk of harm;
 - Do not delete e-mail, MSN and text messages they should be retained in case needed at a later stage. If a message contains anything which causes concern, print it out and/or retain on file/hard drive on the Church Army server.

With regards to social networking sites, like Facebook, we would expect staff working at one of our projects such as Marylebone or Ty Bronna, or others in positions of trust, not to befriend/follow a service user on social media whilst they remain in employment with us, or for 6 months after they or the service user has left Church Army.

Please refer to our Online Safety Policy for more information. A copy can be found on the intranet safeguarding page [here](#).

Use of photography

Church Army encourages the promotion of our activities through photographs, but their acquisition and use must ensure privacy and respect.

As photographs of an individual are classed as personal data under the General Data Protection Regulation, consent is required and the GDPR must be complied with.

Church Army's guidelines for the use of photographs are as follows:

- Written consent should be obtained before taking and using images, and a chance to opt out must be given.
- Do not take pictures of children or adults with care and support needs, without another adult present.
- When an image is taken for publication or distribution, those being photographed should be aware that it is being done. Awareness can be assumed if:
 - people are attending a photo-call;
 - the intention of taking images is included in the invitation to the event and people are given the option of opting out.
- Ensure that any use of images is reflective of the diversity of the age, ethnicity and gender of the people undertaking the activity or attending the event.
- Images should only be used for the specific purpose agreed by the person photographed.

Model Release Forms can be [found on the safeguarding intranet page here](#)

If the Photographer is not from within Church Army, they will be expected to be briefed in advance of these guidelines by a member of the Communications Team or the Project Leader and sign the briefing to say that they have understood.

If consent is not given in advance, a photo shoot **must not** go ahead. If there are problems with getting consent, advice should be taken from the Communications Manager and the Safeguarding Lead.

Record Keeping

All Church Army staff and volunteers are expected to comply with the Data Protection Policy and legislation with regards to keeping records.

You must keep accurate records regarding any safeguarding concerns, disclosures or allegations. Records must be made as close to the time of the event, concern or allegation, as possible.

Sensitive personal data must be kept securely. It should never be left unattended or made easily accessible.

Any records regarding any safeguarding issues, should be shared with the Safeguarding Team, so that a central record can be kept securely.

APPENDIX 1: SIGNS OF POSSIBLE ABUSE
Children and Young People

Physical	Emotional
<ul style="list-style-type: none"> • Injuries not consistent with the explanation given for them • Injuries that occur in places not normally exposed to falls, rough games etc • Injuries that have not received medical attention • Reluctance to change for, or participate in, games or swimming • Repeated urinary infections or unexplained tummy pains • Bruises on babies, bites, burns, fractures etc. which do not have an accidental explanation or which are in specific areas which are difficult to accidentally injure (eg: bruising on ears) • Cuts/scratches/scarring/substance abuse 	<ul style="list-style-type: none"> • Changes or regression in mood or behaviour particularly where a child withdraws or becomes clingy or overly extroverted • Depression, aggression, extreme anxiety • Nervousness, frozen watchfulness • Obsession or phobias • Sudden under achievement or lack of concentration • Inappropriate relationship with peers or adults • Attention seeking behaviour • Persistent tiredness • Running away/stealing/lying
Sexual	Neglect
<ul style="list-style-type: none"> • Any allegations made concerning sexual abuse • Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour • Age inappropriate sexual knowledge or activity through words, play or drawing • Child who is sexually provocative or seductive with adults • Inappropriate bed-sharing arrangements at home • Severe sleep disturbances with fears, phobias, vivid dreams, or nightmares, sometimes with overt or veiled sexual connotations 	<ul style="list-style-type: none"> • Under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illness • Inadequate care, inappropriate clothing or home conditions, poor personal hygiene, dental/medical issues or lack of care etc.

Signs of Possible Abuse in Adults

Discriminatory abuse	Domestic Violence
<ul style="list-style-type: none"> • Inappropriate remarks, comments or lack of respect • Poor quality or avoidance care • Low self-esteem • Withdrawn • Anger • Person puts themselves down in terms of their gender or sexuality • Abuse may be observed in conversations or reports by the person of how they perceive themselves 	<ul style="list-style-type: none"> • Unexplained injuries or ‘excuses’ for marks or scars • Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence and Female Genital Mutilation. • Age range extended to 16 yrs.
Financial or material abuse	Institutional Abuse
<ul style="list-style-type: none"> • Disparity between assets and living conditions • Unexplained withdrawals from accounts or disappearance of financial documents or loss of money • Sudden inability to pay bills, getting into debt • Carers or professionals fail to account for expenses incurred on a person’s behalf • Recent changes of deeds or title to property • Missing personal belongings • Inappropriate granting and / or use of Power of Attorney 	<ul style="list-style-type: none"> • Low self-esteem • Withdrawn • Anger • Person puts themselves down in terms of their gender or sexuality • Abuse may be observed in conversations or reports by the person of how they perceive themselves • No confidence in complaints procedures for staff or service users. • Neglectful or poor professional practice.
Modern slavery	Neglect and acts of omission
<ul style="list-style-type: none"> • Physical appearance; unkempt, inappropriate clothing, malnourished • Movement monitored, rarely alone, travel early or late at night to facilitate working hours. • Few personal possessions or ID documents. • Fear of seeking help or trusting people. 	<ul style="list-style-type: none"> • Deteriorating despite apparent care • Poor home conditions, clothing or care and support. • Lack of medication or medical intervention

Physical	Psychological abuse
<ul style="list-style-type: none"> • History of unexplained falls, fractures, bruises, burns, minor injuries. • Signs of under or over use of medication and/or medical problems left unattended. • Any injuries not consistent with the explanation given for them • Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc. • Recurring injuries without plausible explanation • Loss of hair, loss of weight and change of appetite • Person flinches at physical contact &/or keeps fully covered, even in hot weather; • Person appears frightened or subdued in the presence of a particular person or people 	<ul style="list-style-type: none"> • Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful • Intimidated or subdued in the presence of a carer • Fearful, flinching or frightened of making choices or expressing wishes • Unexplained paranoia • Changes in mood, attitude and behaviour, excessive fear or anxiety • Changes in sleep pattern or persistent tiredness • Loss of appetite • Helplessness or passivity • Confusion or disorientation • Implausible stories and attention seeking behaviour • Low self-esteem
Self-neglect	Sexual abuse
<ul style="list-style-type: none"> • Hoarding inside or outside a property • Neglecting personal hygiene or medical needs • Person looking unkempt or dirty and has poor personal hygiene • Person is malnourished, has sudden or continuous weight loss and is dehydrated - constant hunger, stealing or gorging on food • Person is dressed inappropriately for the weather conditions • Dirt, urine or faecal smells in a person's environment • Home environment does not meet basic needs (for example not heating or lighting) • Depression 	<ul style="list-style-type: none"> • Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse • Unexplained change in behaviour or sexually explicit behaviour • Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting • Infections or sexually transmitted diseases • Full or partial disclosures or hints of sexual abuse • Self-harming • Emotional distress • Mood changes • Disturbed sleep patterns

APPENDIX 2: DEFINITIONS

Please note that some definitions vary across England, Wales, Scotland and N Ireland.

CHILDREN



ENGLAND

Taken from Working together to Safeguard Children 2018

Children	Anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.
Abuse	A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.
Sexual abuse	Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children
Physical	A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

<p>Child sexual exploitation</p>	<p>Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology</p>
<p>Domestic Abuse</p>	<p>Domestic abuse is any type of controlling, coercive, threatening behaviour, violence or abuse between people who are, or who have been in a relationship, regardless of gender or sexuality. It can also happen between adults who are related to one another and can include physical, sexual, psychological, emotional or financial abuse.</p>
<p>Emotional Abuse</p>	<p>The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.</p>

Neglect	<p>The persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:</p> <ul style="list-style-type: none"> a. provide adequate food, clothing and shelter (including exclusion from home or abandonment) b. protect a child from physical and emotional harm or danger c. ensure adequate supervision (including the use of inadequate caregivers) d. ensure access to appropriate medical care or treatment <p>It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs.</p>
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WALES

The following is taken from the Social Services Well-being (Wales) Act 2014 who define a child as a person who is aged under 18. <https://safeguarding.wales/chi/c1/c1.p4.html>



Child at risk	<ul style="list-style-type: none"> • Is experiencing or is at risk of abuse, neglect or other kinds of harm; • Has needs for care and support (whether or not the authority is meeting any of those needs). <p>It is important to note:</p> <p>The use of the term ‘at risk’ means that actual abuse or neglect does not need to occur, rather early interventions to protect a child at risk should be considered to prevent actual harm, abuse and neglect;</p> <p>The two conditions necessary to demonstrate a child is at risk of abuse or neglect ensures that protection is provided to those with care and support needs who also require actions to secure their safety in the future;</p> <p>Risk of abuse or neglect may be the consequence of one concern or a result of cumulative factors.</p>
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Harm	<ul style="list-style-type: none"> • ill treatment this includes sexual abuse, neglect, emotional abuse and psychological abuse • the impairment of physical or mental health (including that suffered from seeing or hearing another person suffer ill treatment). • the impairment of physical intellectual, emotional, social or behavioural development (including that suffered from seeing or hearing another person suffer ill treatment).
The following is a non-exhaustive list of examples for each of the categories of harm, abuse and neglect:	
Physical abuse	hitting, slapping, over or misuse of medication, undue restraint, or inappropriate sanctions.
Emotional/psychological	threats of harm or abandonment, coercive control, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks, witnessing abuse of others.
Sexual abuse	forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening, including: physical contact, including penetrative or non-penetrative acts; non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities or encouraging children to behave in sexually inappropriate ways.
Neglect	failure to meet basic physical, emotional or psychological needs which is likely to result in impairment of health or development.
Financial	<p>this category will be less prevalent for a child but indicators could be:</p> <ul style="list-style-type: none"> • not meeting their needs for care and support which are provided through direct payments; or • complaints that personal property is missing.

SCOTLAND



In Scotland, the definition of a child varies in different legal contexts, but statutory guidance which supports the Children and Young People (Scotland) Act 2014, includes all children and young people up to the age of 18.

Where a young person between the age of 16 and 18 requires support and protection, services will need to consider which legal framework best fits each persons' needs and circumstances. The National guidance for child protection in Scotland gives more detail about this and explains how professionals should act to protect young people from harm in different circumstances (Scottish Government, 2021).

In Scotland, an Adult at risk is defined as:

The Adult Support and Protection (Scotland) Act 2007 defines an adult at risk as someone who is:

Adults at risk" are adults who— (a)are unable to safeguard their own well-being, property, rights or other interests, (b) are at risk of harm, and (c) because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

An adult is at risk of harm for the purposes of subsection (1) if— (a) another person's conduct is causing (or is likely to cause) the adult to be harmed, or (b) the adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.

This can include those that are from 16 years of age.

Child Abuse	<p>Child abuse is any action by another person, adult or child, that causes or is likely to cause significant harm to a child. It can be physical, sexual or emotional.</p> <p>It can also be a lack of love, care and attention. We also know that neglect can be just as damaging to a child as abuse.</p> <p>An abused child will often experience more than one type of abuse.</p> <p>It often happens over a period of time, rather than being a one-off event. Abuse can also occur online.</p>
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<p>Neglect</p>	<p>Neglect is the ongoing failure to meet a child's basic needs. It is the most common form of child mistreatment.</p> <p>A child may be left hungry or dirty or without adequate clothing, shelter, supervision, medical or health care.</p> <p>A child may be put in danger or not protected from physical or emotional harm.</p> <p>They may not get the love, care and attention they need from their parents or carers.</p>
<p>Physical abuse</p>	<p>Physical abuse is when a child gets injuries such as bruises, broken bones, burns or cuts. It isn't accidental.</p> <p>Children who are physically abused suffer violence. This includes being hit, shaken, kicked, poisoned, burned, scalded, slapped or having objects thrown at them.</p> <p>Shaking or hitting babies can cause head injuries.</p> <p>Physical abuse can include: Hitting, slapping, shaking, throwing, kicking Burning or scalding Drowning, suffocating or choking Bite marks Fractures or broken bones.</p>
<p>Emotional abuse</p>	<p>Emotional abuse is the ongoing emotional mistreatment or neglect of a child.</p> <p>It is sometimes called psychological abuse. It can seriously damage a child's emotional health and development.</p> <p>Emotional abuse can involve trying to scare or humiliate a child. It can mean isolating or ignoring them.</p> <p>Children who are emotionally abused are usually suffering another type of abuse or neglect at the same time. However, this is not always the case.</p> <p>Because emotional abuse can be found in other types of child abuse and neglect, it can be difficult to spot the signs. It can be hard to separate what is emotional abuse from other types of abuse.</p>

Sexual abuse	<p>A child is sexually abused when they are forced, enticed or persuaded to take part in sexual activities.</p> <p>It isn't always physical contact and it can happen online. Sometimes the child won't understand that it is abuse. They may not even understand that it's wrong.</p> <p>There are two different types of child sexual abuse. These are called contact abuse and non-contact abuse.</p> <p>Contact abuse involves touching. This is where an abuser makes physical contact with a child. Contact abuse can include:</p> <ul style="list-style-type: none">• Sexual touching of any part of the body. The child's clothes can be on or off• Rape or penetration. This is when an object or other body part is put inside a child's mouth, vagina or anus• Forcing or encouraging a child to take part in sexual activity• Making a child take their clothes off, touch someone else's genitals or masturbate. <p>Non-contact abuse involves non-touching activities. Non-contact abuse can include:</p> <ul style="list-style-type: none">• Encouraging a child to watch or hear sexual acts• Giving indecent messages to a child• Failing to prevent a child from being exposed to sexual activities• Online abuse including making, viewing or spreading child abuse images• Allowing someone else to make, view or spread child abuse image• Showing pornography to a child.
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NORTHERN IRELAND

Safeguarding Board for Northern Ireland

<https://www.safeguardingni.org/children-and-young-people/advice-professionals-and-volunteers/what-safeguarding>

Child Abuse	Child abuse occurs when a child/young person is neglected, harmed or not provided with proper care. Children/young people may be abused in many settings, in a family, in an institution or community setting, by those known to them, or more rarely, by a stranger. There are different types of abuse and a child/young person may suffer more than one of them.
Physical	Physical Abuse is deliberately physically hurting a child. It might take a variety of different forms, including hitting, biting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.
Sexual	Sexual Abuse occurs when others use and exploit children sexually for their own gratification or gain or the gratification of others.
Emotional	Emotional abuse is the persistent emotional maltreatment of a child/young person. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development. Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate.
Neglect	Neglect is the failure to provide for a child/young person's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter that is likely to result in the serious impairment of a child/young person's health or development.
Domestic Abuse	Domestic Abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It also includes emotional, sexual, physical and financial abuse, and can seriously harm children and young people. Witnessing domestic abuse is child abuse in itself. Teenagers can also experience domestic abuse in their relationships.

APPENDIX 3: RECOMMENDED RATIO'S

Church Army recommends the following ratio's for safely supervising activities, based on the advice of Thirtyone:eight and government guidance:

0-2 years	1 adult to 3 children
2-3 years	1 adult to 4 children
3 years and over	1 adult to 8 children

There are no legal requirements for older groups, but the Thirtyone:eight safeguarding manual 'Safe and Secure' provides guidance in this area based on numbers and the type of activity being undertaken.

When working with children and/or young people it should be "in the open" and publicly visible. If working one to one, you should ensure that there is visual access and avoid remote or secluded areas.

APPENDIX 4: REGULATED ACTIVITY ROLES

The new definition of regulated activity (i.e. work that a barred person must not do) in relation to children comprises, in summary:

- (I) unsupervised activities: teach, train, instruct, care for or supervise children, or provide advice/ guidance on well-being, or drive a vehicle only for children;
- (II) work for a limited range of establishments ('specified places'), with opportunity for contact: e.g. schools, children's homes, childcare premises. Not work by supervised volunteers;

Work under (i) or (ii) is regulated activity only if done regularly.

Regulated Activity Roles regarding **children** can be found [here](#)

Regulated Activity Roles regarding **adults** can be found [here](#)

APPENDIX 5: GOOD PRACTICE PRINCIPLES

Church Army expects all staff and activities to follow the below as good practice principles:

- Treat everyone with respect;
- Remember that someone else may misinterpret your actions, no matter how well-intentioned;
- Respect people's right to personal privacy;
- Set appropriate professional boundaries;
- Provide access for people to talk to others about any concerns they have;
- Encourage people to feel comfortable and caring enough to point out attitudes and behaviour they do not like;
- Avoid one-to-one situations, or at least be within sight or hearing of others;
- Obtain written parental consent before taking children anywhere;
- Follow minimum staffing ratios;
- Keep registers including emergency contact numbers of all children present;
- Carry out health and safety risk assessments, have appropriate first aid available, and check that what you propose to do is covered by insurance;
- Ensure that all volunteers in roles working with children and adults at risk have had criminal records checks and references;
- Act on any concerns you may have about the safety and welfare of children, young people and vulnerable adults;
- If in doubt, seek guidance.

APPENDIX 6: FURTHER INFORMATION

Thirtyone:eight
Church of England Safeguarding Policies
Working Together to Safeguard Children
Gov.uk advice of safeguarding
Wales Gov advice
Wales Safeguarding Procedures
Child Protection Scotland
Safeguarding Board for Northern Ireland
Safeguarding Trust Ireland

	 ONLINE, ON THE PHONE, ANYTIME childline.org.uk 0800 1111
<p style="text-align: center;">0808 800 5000</p>	<p style="text-align: center;">0808 1111</p>
	
<p style="text-align: center;">https://www.ageuk.org.uk/contact-us/</p>	<p style="text-align: center;">https://www.restored-uk.org/i-need-help/</p>
	
<p style="text-align: center;">0808 1000 900</p>	<p style="text-align: center;">116 123</p>

APPENDIX 7: PASTORAL SUPPORT

Safe Spaces: an independent service supporting survivors of church-related abuse

- **Tel:** 0300 303 1056 (answerphone available outside of opening times - see below)
- **Email:** safespaces@firstlight.org.uk
- **WebChat** - via the [Safe Spaces website](https://www.safespacesenglandandwales.org.uk/)



Opening hours (Safe Spaces)
Monday to Friday 9am - 9pm
Saturday 9am - 1pm
Sunday 1pm - 5pm

<https://www.safespacesenglandandwales.org.uk/>

SAFEGUARDING PRINCIPLES

All those working within Church Army are committed to these safeguarding principles:

1. RESPECT

We will value, listen to and respect all those within our care, communities and ministries; treating everyone with the unconditional love of Jesus.

2. SAFETY

We are committed to making our ministry safe. That means the safe recruitment, supervision and training for all those who work with children, young people and adults at risk; and thorough provisions in place to ensure the safety of our activities.

3. RESPONSIVE

We will respond promptly to concerns or allegations regarding those to whom we have a responsibility for, working with statutory authorities as necessary.

4. PASTORAL

We will seek to offer pastoral care to survivors of abuse and other affected persons; and care for those within our responsibility who have known to offend against a vulnerable person.

5. PROTECTIVE

We will provide appropriate support and care to those whom may present a known risk to others. Church Army will not discriminate against those who have offended in the past, but will do all it can to ensure that risk is assessed and managed within our activities.