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FAMILY TRUST AND CAST

CHILD PROTECTION POLICY

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Family Trust and CAST Details

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CHILD PROTECTION POLICY

This policy aims to ensure that Family Trust/CAST is responsible in its care for children and young people and those who work with them and is committed to good practice in that work.

RESPONSIBILITY

The schools workers are responsible for the day to day implementation of this policy. They should aim to continually assess the work and implement such changes as are deemed necessary to make existing practice consistent with this policy.

All schools workers and visitors working within Family Trust/CAST teams will be given clear indication of their roles and responsibilities and will be informed of available training which may help them to implement this policy so as to minimize unsafe situations. They will be aware of the *Guidelines for good practice* and the action that must be taken in the event of *Disclosure discovery, Observation or Suspicion of Abuse* outlined in this policy.

Family Trust and CAST Child Protection Statement

The Family Trust and CAST have a growing children's and young people's ministry. The trustees and the team recognise the importance of its ministry and take seriously their responsibility to protect and safeguard the welfare of children and young people entrusted to their and the church's care.

As a part of its ministry, the Family Trust is committed to :-

- Valuing, listening to and respecting children and young people as well as promoting their welfare and protection.
- Safe recruitment, supervision and training for all the children's/youth workers within Family Trust and CAST.
- Adopting a procedure for dealing with concerns about possible abuse.
- Encouraging and supporting teachers, parents and carers.
- Supporting those affected by abuse in the church.
- Maintaining good links with the statutory childcare authorities and other organisations.

Family Trust/CAST Policy Statement

The Family Trust/CAST recognizes the need to provide a safe and caring environment for children and young people. It acknowledges that children and young people can be the victims of physical, sexual and emotional abuse and neglect. The Family Trust/CAST has therefore adopted the procedures set out in this document (hereafter "the policy"). It also recognizes the need to build constructive links with statutory and voluntary child protection agencies. The policy and attached practice guidelines are based on a model published by the Churches' Child Protection Advisory Service (CCPAS) and prepared in consultation with Kent County Council Social Services. The Family Trust /CAST undertakes to file a copy of the policy and practice guidelines with CCPAS and Children's Social Services, and make any amendments subsequently published. The Family Trust/CAST agrees not to allow the document to be copied by other organizations.

The Family Trust/CAST is committed to on-going child protection training for all children/youth workers and will regularly review the operational guidelines attached.

The Family Trust/CAST also undertakes to follow the principles found within the Abuse of Trust guidance issued by the Home Office and it is therefore unacceptable for those in a position of trust to engage in any behaviour which might allow a sexual relationship to develop for as long as the relationship of trust continues.

This policy will be reviewed annually and updated when appropriate.

Ethos of Partnership

Our commitment is to continually develop relationships of trust and partnership with schools and staff and deepen friendship with the school. In all our involvement with staff and students we are committed to excellence in communicating in honest, enjoyable,

interesting and relevant ways. We always aim to be sensitive to the needs and experiences of the school community.

We are committed to openness with staff and value feedback and constructive criticism of our involvement and activities. The relationships with schools that have been built up over the years have been excellent and it is essential that we continue to assure schools of our ongoing commitment to checking our work, our aims and our team to maintain these standards.

We are committed also to building and maintaining good relationships with local churches and encouraging local youth/children's workers and other local Christians to become involved in the work, whilst maintaining excellence in every aspect of our work with schools. We aim to work together with churches to offer a diverse range of activities to encourage young people/children to learn more about Christianity, and to support school staff.

Objectives:

Working in partnership with school staff and local Christians, Family Trust and CAST aim to contribute to:-

- Developing the students spiritually, morally, emotionally and culturally.
- Supporting the ethos and aims of the school.
- Meeting the school's requirements for a 'daily act of broadly Christian collective worship' as described in the 1988 Education Reform Act.
- Developing the student's self-awareness including their uniqueness, their potential and their sense of purpose.
- Developing the student's thinking about the needs of others in the community and in the world and their appreciation of the shared values of being part of the school community.
- Offering opportunities for students to explore, consider and express their views about life and ideas about God and to consider the relevance of those beliefs to their own lives.
- Developing the student's awareness and understanding about Christian beliefs, experience, lifestyle and community.
- Developing the student's awareness of the awe and wonder in the universe and their place in it.

Assurance of Good Practice

Child Protection

The Family Trust/CAST teams consist of approved schools workers with occasional invited visitors. In order to be approved by Family Trust/CAST, schools workers agree to comply with our child protection policy and have been checked through an Enhanced Disclosure procedure with the Criminal Records Bureau. They are approved by their church leader and/or employer to undertake this work. Extra visitors who may attend occasional activities are vetted by approved workers and always work in a supervised setting as part of the team.

Complaints or concerns

In the event of school staff having concerns about conduct, content of material or other issues relating to our work, we would be grateful if this could be taken up, in the first instance, with the worker concerned. If the issue is not adequately resolved then we would encourage the involvement of a senior member of staff and if required the school may refer the matter to the Family Trust/CAST management team.

HELPING VICTIMS OF ABUSE

The Family Trust/CAST are committed to supporting victims of abuse, and encouraging them in their faith.

ABUSE OF TRUST

As a Trust we undertake to follow the principles found within the booklet, "Caring for young people and the vulnerable ? Guidance for preventing abuse of trust." It is unacceptable for those people in a position of trust to engage in any behaviour which might allow a sexual relationship to develop whilst ever the relationship of trust continues.

DEFINITIONS OF ABUSE

The following definitions of child abuse are recommended as criteria throughout England and Wales by the Department of Health, Department for Education and Skills in their joint document, Working together to Safeguard Children England 1999.

Somebody may abuse or neglect a child by inflicting harm, or failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by a stranger.

PHYSICAL ABUSE

Physical abuse 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 feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. This is commonly described using terms such as 'factitious illness by proxy' or Munchausen Syndrome by proxy' – see in focus 2.

SEXUAL ABUSE

Sexual abuse involves 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. The activities may involve physical contact, including penetrative (e.g. rape or buggery) or non penetrative acts. They may include 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

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to a child's basic emotional needs.

EMOTIONAL ABUSE

Emotional abuse is the persistent emotional ill-treatment of a child such as to cause severe and continuous adverse effects on the child's emotional development. It may

involve conveying to the children that they are worthless or unloved, inadequate or valued only so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill-treatment of a child, though it may occur alone.

FURTHER DEFINITIONS OF ABUSE

MUNCHAUSEN'S SYNDROME BY PROXY

The Oxford Textbook of Psychiatry defines Munchausen's syndrome by proxy as: "A form of child abuse in which the parents or carers give false accounts of symptoms in their children and may fake signs of illness (to draw attention to themselves). They seek repeated medical investigations and needless treatment for their children." The government issued guidance for professionals working in situations where Munchausen's is suspected in 'Safeguarding Children in whom Illness is fabricated or Induced' (2002)

SIGNIFICANT HARM

This relates to the degree of harm that triggers statutory action to protect a child. It is based on the individual child's health or development compared to that which could reasonably be expected of a similar child, e.g. severity of ill treatment, degree and extent of physical harm, duration and frequency of abuse and neglect, premeditation. Department of Health guidance suggests that 'significant' means 'considerable, noteworthy or important.'

SPIRITUAL ABUSE

Linked with emotional abuse, spiritual abuse could be defined as abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves. Some indicators of spiritual abuse might be a leader who is intimidating and imposes his/her will on other people, perhaps threatening dire consequences or the wrath of God if disobeyed. He or she might say that God has revealed certain things to them and so they know what is right. Those under their leadership are fearful to challenge or disagree believing they will lose the leader's (or more seriously God's) acceptance and approval.

The issue of the exploitation of vulnerable young people and adults by people in positions of power within the church is covered in some detail in the report "Time for Action," produced by Churches Together in Britain and Ireland.

DOMESTIC VIOLENCE

The Home Office definition of domestic violence is "Any violence between current or former partners in an intimate relationship, wherever and whenever violence occurs. The violence may include physical, sexual, emotional or financial abuse." (Home Office Research Studies). Domestic Violence: Findings from a new British Crime Survey self-completion questionnaire. 1999)

ORGANISED ABUSE

Organised or multiple abuse may be defined as abuse involving one or more abuser and a number of related or non-related abused children and young people. The abusers concerned may be acting in concert to abuse children, sometimes acting in isolation, or may be using an institutional framework or position of authority to recruit children for abuse. Organised and multiple abuse occur both as part of a network of abuse across a family or community, and within institutions such as residential homes or schools.

CHILD PROSTITUTION

Children involved in prostitution and other forms of commercial sexual exploitation should be treated primarily as the victims of abuse and their needs require careful assessment. (Government Guidelines – ‘Working Together to Safeguard Children’ 1999. See also ‘Safeguarding Children Involved in Prostitution – Supplementary Guidance to Working Together to Safeguard Children.’)

RECOGNISING POSSIBLE SIGNS OF ABUSE

The following may or may not be indicators that abuse has taken place, but the possibility should be considered:-

PHYSICAL SIGNS OF ABUSE

- Any injuries not consistent with the explanation given for them.
- Injuries which occur to the body in places which are not normally exposed to falls, rough games, etc.
- Injuries which have not received medical attention.
- Neglect – under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care etc.
- Reluctance to change for, or participate in, games or swimming.
- Repeated urinary infections or unexplained tummy pains.
- Bruises, bites, burns, fractures etc. which do not have an accidental explanation.
- Cuts/scratches/substance abuse.

INDICATORS OF NEGLECT

- General unhappiness
- Being withdrawn or aggressive
- Having on going health problems or long-term injuries.

INDICATORS OF POSSIBLE SEXUAL ABUSE

- Any allegations made by a child concerning sexual abuse.
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play.
- Sexual 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.
- Eating disorders – anorexia, bulimia. *
- Secretive relationships with children or adults.

EMOTIONAL SIGNS OF ABUSE

Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging. Also depression/aggression, extreme anxiety.

- Nervousness, frozen watchfulness.
- Obsessions or phobias.
- Sudden under-achievement or lack of concentration.
- Inappropriate relationships with peers and/or adults.
- Attention-seeking behaviour
- Persistent tiredness.
- Running away/stealing/lying.

RACE, CULTURE, RELIGION

Crucial to any assessment is a knowledge of and sensitivity to racial, cultural and religious aspects. Remember also that differences exist not only between ethnic groups but also within the same ethnic group and between different neighbourhoods and social classes. While different practices must be taken into account, it is also important to remember that all children have basic human rights. Differences in child-rearing does not justify child abuse.

* These signs may indicate the possibility that a child or young person is self-harming, mostly by cutting, burning, self-poisoning. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

OBSERVATION/SUSPICION

Observation: When there are clearly observed signs that a child is, or has been at risk.

Suspicion: When you suspect possible abuse based on your own observations or conversations

If you observe or suspect signs of abuse, do not try to 'solve' the problem yourself – it is not your job to investigate further. If you have any suspicions, however slight, follow the outlined procedure. You do not need to be convinced that abuse is taking place before you take action.

ALLEGATIONS OF SEXUAL ABUSE

- 1.) Assess the available information and make decisions about further action. He may contact the Social Services duty social worker for children and families or Police Child Protection Team directly. The Co-ordinator will NOT speak to the parent (or anyone else).
- 2.) If, for any reason, the Co-ordinator is unsure whether or not to follow the above, then advice from CCPAS will be sought and followed. CCPAS will confirm its advice in writing in case this is needed for reference purposes in the future.
- 3.) Under no circumstances will the Co-ordinator attempt to carry out any investigation into the allegation or suspicions of sexual abuse. The role of the Co-ordinator is to collect and clarify the precise details of the allegation or suspicion and to provide this information to the Social Services Department, whose task it is to investigate the matter under Section 47 of the Children Act 1989.
- 4.) Whilst allegations or suspicions of sexual abuse will normally be reported to the

Co-ordinator, the absence of the Co-ordinator or Deputy should not delay the referral to the Social Services Department.

- 5.) Exceptionally, should there be any disagreement between the person in receipt of the allegation or suspicion and the Co-ordinator or Deputy as to the appropriateness of a referral to the Social Services Department, that person retains a responsibility as a member of the public to report serious matters to the Social Services Department, and should do so without hesitation.
- 6.) The Family Trust/CAST will support the Co-ordinator or Deputy in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

In circumstances where there are allegations of abuse within the school context it may be the designated teacher for child protection (usually the head teacher) who would have the responsibility of reporting this to the statutory authorities. In these instances, the co-ordinator will consult with the head teacher as to who will contact social services.

HOW TO RESPOND TO A CHILD WANTING TO TALK ABOUT ABUSE

General points

- Above everything else, listen, listen, listen
- Show acceptance of what the child says and reassure them (however unlikely the story may sound). Do not pass judgment.
- Keep calm
- Look at the child directly
- Be honest
- Tell the child you will need to let someone else know – **don't promise confidentially.**
- Even when a child has broken a rule, they are not to blame for the abuse.
- Be aware that the child may have been threatened or bribed not to tell.
- Never push for information. Authorities may discount information if it is thought that you asked a leading question. If a child decides not to tell you after all, then accept that, and let them know that you are always ready to listen.
- As soon as possible write down what has been shared.
- Keep the child informed of what action is being taken.

Helpful responses

- You have done the right thing in telling
- That must have been really hard
- I am glad you told me
- It's not your fault
- I will help you

Don't say

- Why didn't you tell anyone before?
- I can't believe it !
- Are you sure this is true?
- Why? How? When? Who? Where? Asking the child questions could contaminate evidence for possible criminal proceedings.
- Never make false promises.
- Never make statements such as, "I am shocked, don't tell anyone else."

Concluding

- Again reassure the child that they were right to tell you and show acceptance.
- Let the child know what you are going to do next and that you will let them know what happens (you might have to consider referring to the Social Services or the Police to prevent a child or young person returning home if you consider them to be seriously at risk of further abuse).
- Contact the person in the Family Trust responsible for co-ordinating child protection concerns or contact an agency such as CCPAS for advice or go directly to Children's Social Services/Police/NSPCC
- Consider your own feelings and seek pastoral support if needed.

Making Notes

Make notes as soon as possible preferably within one hour of the child talking to you. Write down exactly what the child said and when he/she said it, what you said in reply and what was happening immediately beforehand (e.g. a description of the activity). Record dates and times of these events and when you made the record. Keep all hand-written notes, even if subsequently typed. Such records should be kept for an indefinite period in a secure place.

RESPONDING TO ALLEGATIONS OF ABUSE

Under no circumstances should a member of the Family Trust/CAST team carry out their own investigation into the allegation or suspicion of abuse. The person in receipt of allegations or suspicions of abuse will do the following:

- 1.) Concerns must be reported as soon as possible to the head teacher of the school (if at Kingsquad) and to the Co-ordinator, who is nominated by the Family Trust to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.
- 2.) The Co-ordinator may also be required by the conditions of the Family Trust/CAST Insurance Policy to immediately inform the Insurance Company. He may also be required as part of the Family Trust/CAST policy to inform strategic personnel within the organization.

- 3.) In the absence of the Co-ordinator, or if the suspicions in any way involve the Co-ordinator then the report should be made to the Deputy Co-ordinator. If the suspicions in any way involve the Co-ordinator then the report should be made to the Deputy Co-ordinator.

If the suspicions in any way implicate both the Co-ordinator and the Deputy Co-ordinator, then the report should be made in the first instance to **CCPAS Churches' Child Protection Advisory Service**, PO box 133, Swanley, Kent, BR8 7UQ (Tel: 0845 120 4550). Alternatively contact Maidstone, Kent or Swale Social Services on 08458 247 247, (out-of-hours Tel: 0845 762 6777). The Police Child Abuse Investigation Unit telephone numbers are: Maidstone/Swale 01795 419320; Medway 01634 792320. Ensure that the Co-ordinator / Deputy Co-ordinator is removed from the situation at the earliest possible time to ensure no further compromise or risk. Inform them of the situation but do not give specific details.

(In the event of problems with the performance of Social Services, see Appendix 3)

- 4.) Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with Family Trust/CAST procedures and kept in a secure place.
- 5.) Whilst allegations or suspicions of abuse will normally be reported to the Co-ordinator, the absence of the Co-ordinator or Deputy Co-ordinator should not delay referral to the Children's Social Services Department.
- 6.) The Family Trust/CAST leadership will support the Co-ordinator / Deputy Co-ordinator in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.
- 7.) It is, of course, the right of any individual as a citizen to make direct referrals to the child protection agencies or seek advice from CCPAS, although the Family Trust/CAST leadership hope that those involved in working with the Family Trust will use this procedure. If, however, the individual with the concern feels that the Co-ordinator or Deputy has not responded appropriately to your concerns, or where they have a disagreement with the Co-ordinator as to the appropriateness of a referral then they are free to contact an outside agency direct. We hope by making this statement that we demonstrate the commitment of the Family Trust/CAST to effective child protection.
- 8.) The role of the Co-ordinator / Deputy Co-ordinator is to collate and clarify the precise details of the allegation or suspicion and pass this information on to the Children's Social Services Department. It is the Children's Social Services task to investigate the matter under section 47 of the Children Act 1989

ALLEGATIONS OF PHYSICAL INJURY OR NEGLECT.

If a child has a physical injury or symptom of neglect, the Co-ordinator will:

- 1.) Contact Social Services (or CCPAS) for advice in cases of deliberate injury if concerned about a child's safety or if a child is afraid to return home.

- 2.) Will not tell the parents or carers unless advised to do so having contacted Children's Social Services.
- 3.) Seek medical help if needed urgently, informing the doctor of any suspicions.
- 4.) For lesser concerns (e.g. poor parenting), encourage parent/carer to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.
- 5.) Seek and follow the advice given by CCPAS if, for any reason they are unsure whether or not to contact Children's Social Services/Police. CCPAS will confirm its advice in writing for future reference.

ALLEGATIONS OF SEXUAL ABUSE

In the event of allegations or suspicions of sexual abuse, the Co-ordinator / Deputy Co-ordinator will:

- 1.) Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- 2.) Seek and follow the advice given by CCPAS if, for any reason, they are unsure whether or not to contact Children's Social Services/Police. CCPAS will confirm its advice in writing for future reference.

CHILDREN WITH SPECIAL NEEDS

Churches and organizations need to be aware that children and young people who have a disability can be at greater risk of abuse. They will often require more help with personal care, such as washing, dressing toileting, feeding, mobility etc, may have limited understanding and behave in a non-age appropriate way. For example, a young person of 17 might behave in a manner more akin to a 2-3 year old, particularly in demanding cuddles or sitting on a worker's lap. Others experience difficulties in communication because they are blind, or deaf/blind, and are reliant on physical contact for communication. Some may have severe learning difficulties. All these factors make it harder to uncover abuse when it is occurring and in also setting boundaries that take into account the needs of these young people.

There is therefore a need for extra vigilance, recognizing that a worker may encounter the following difficulties:

- Children may not fully understand what is said to them, or may not be able to express themselves in ways that can be easily understood.
- The worker may not possess the appropriate personal communication skills (e.g. specialized spoken and non-verbal communication such as Makaton signs and symbols, British Sign Language etc).
- It can be hard to know if a child with a disability has been abused because of communication problems.

There are a number of reasons why a child with a disability is more vulnerable to abuse;

- Children with disabilities tend to have more physical contact than those without disabilities. (i.e. therapists, care workers) and may require higher levels of personal care.
- The definition of what constitutes abuse is wider for children with disabilities. (This can include force-feeding, financial abuse, over-medication and segregation).
- Attitudes can play a part, for example, the belief that a child or young person with a disability can't be sexually abused because they are seen as asexual.

The church and other organizations have a pivotal role in empowering those with disabilities by:

- Teaching personal safety skills to those with disabilities. The church can encourage a child with a disability to take some control of his/her body (i.e. provide sex education and teaching about feelings; that some parts of our body are private and to differentiate between good and bad touches). This is essential to counter the points above.

APPOINTMENT, SUPPORT, SUPERVISION & TRAINING OF LEADERS & WORKERS

The Family Trust/CAST leadership will ensure that all workers will be appointed, trained, supported and supervised in accordance with the principles set out in government guidelines "Safe from Harm" (HMSO 1993) CCPAS guidance and church practice guidelines attached. The same principles will be applied to those appointed to work with vulnerable adults. (*For further information, see Appendix 2*)

SUPERVISION OF GROUP/CHILDREN'S ACTIVITIES

The Family Trust leadership will provide details of the supervision for each specific activity in the Family Trust/CAST practice guidelines attached.

WORKING WITH OFFENDERS

When someone attending the church is known to have abused children the Family Trust/CAST leadership will supervise the individual concerned and offer pastoral care, but in its commitment to the protection of the children, set boundaries for that person which they will be expected to keep.

HANDLING OF DISCLOSURE INFORMATION

Storage and Access

Disclosure information must never be kept on an applicant's personal file. It must be stored separately in a secure, lockable, non-portable cabinet, with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorized to receive it in the course of their duties. A record should be kept of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Disclosure information must only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given

Retention

Once a recruitment (or other relevant) decision has been made, Disclosure information should not be kept for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, consultation should be made with the registered umbrella body and/or CRB/SCRO. Advice can then be given to the Data Protection and Human Rights of the individual. The above conditions regarding safe storage and strictly controlled access would still apply in these circumstances.

Disposal

Once the retention period has lapsed, Disclosure information must be destroyed by secure means, i.e. shredding, pulping or burning. Whilst awaiting destruction, Disclosure information must not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). No copies of the Disclosure information may be kept, in any form. However, a record can be kept of the date of the issue of a disclosure, the name of the subject, the type of disclosure requested, the position for which the disclosure was requested, the unique reference number of the disclosure and the details of the recruitment decision taken.

EQUAL OPPORTUNITIES POLICY

The Family Trust/CAST is a Christian organization committed to social justice and resolutely opposed to discrimination in society. We are committed to providing services on a fair and equitable basis, regardless of race, ethnicity, religion, life-style, sex, sexuality, physical/mental disability, offending background or any other factor. No person requiring services from Family Trust/CAST will be treated less favourably than any other person on any grounds. *(For further details, see 'The Family Trust Equal Opportunities and Diversity Policy')*

COMMUNICATION PRINCIPLES

1.) Introduction

The introduction of modern technologies (e.g. the Internet, email, messenger services, chat rooms and mobile phones) has revolutionized communication systems throughout the world and if used in the right way is an excellent resource for children, young people and workers alike. Nowadays workers often communicate with young people using email or text. It is also becoming increasingly common for churches to run cyber cafes not only providing general Internet access but also to the church's own website, that may include facilities such as internal chat rooms and messenger services.

It is therefore important for a church to adopt policies and good practice in these areas to ensure these modern technologies are used safely and responsibly by all, thereby protecting children and young people and safeguarding the integrity of workers. A worker's job description should include an acknowledgement and approval of these technologies as a legitimate means of communicating with children and young people but also the expectations of the church in relation to their use. In addition a rider should be included on the general consent form that parents/carers sign when a child/young person joins Family Trust/CAST activities, that the Family Trust/CAST leadership endorses this mode of communication and that the parent/carer agrees to this. A more detailed statement on protocols could be displayed on the church notice board and/or in the area where the activities are run. A copy of this statement could also be included with the consent form when it is given to the parent/carer. If they request that their child is not communicated with using any of these technologies, this must be respected.

2.) Workers' communication with Young People

All children and young people need to be aware of the protocols that workers follow in relation to email, messenger services and mobile phones including texting. It is important to remember that as well as the parent/carer, children and young people have a right to decide whether they want a church worker to have their email address or mobile telephone number and should not be pressurized into divulging information they would rather keep to themselves. Workers should not show favouritism to children and young people in relation to communication technologies, e.g. communicating less with those who don't have a computer or mobile phone or offering to pay for a child's top up card.

Email is often used to remind children/young people about meetings (e.g. times, dates, themes etc.). If email is being used workers should consider that messages are in the public domain by being printed off and kept.

(For further guidance, see 'Help... I Want To Communicate Safely' © CCPAS 2007)

(For information regarding Data Protection, see 'The Family Trust Employee Data Protection Policy')

ACTIVITIES INVOLVING THE TRANSPORTATION OF CHILDREN

These guidelines should apply to all drivers involved in the transportation of children and young people, organized by or on behalf of the Family Trust/CAST. They do not apply to private arrangements for transportation made, for example, between parties with parental responsibility.

Our advice on transporting children is as follows:

- Only those who have gone through the Family Trust/CAST recruitment procedures for workers should transport children.
- All drivers should have read the child protection policy of the Family Trust/CAST and agree to abide by it.
- Parental consent should be given and all journeys should be carried out with the knowledge of the leadership of the Family Trust/CAST.
- Any motor vehicle adapted to carry more than eight passengers for hire or reward is regarded in law as a Public Service Vehicle (PSV). A small bus permit is therefore required for all minibuses used to carry between 6 and 16 passengers. All minibuses used to transport children should therefore have a small bus permit, the necessary insurance, a driver with a valid driving licence that entitles them to drive a minibus.
- If a church uses a minibus and the children/young people are asked to make a contribution towards the trip, there is a legal requirement to obtain a Section 9 permit from the Department of the Environment, Transport & The Regions.
- The law no longer permits car drivers who passed their test after 1st January 1997 to drive minibuses without passing a Public Service Vehicle (PSV) driving test or unless they are driving under a section 19 permit. This does not apply to licence holders who were over the age of 21 years of age in 1997. Check what categories a worker is entitled to drive by examining their driving licence. Whilst there is no law forbidding young or inexperienced drivers from transporting young people, some churches stipulate that they will use legislation relating to minibuses as a guide i.e. the driver should be 21 or over and have held a full driving licence for at least two years.
- The driver should hold a full driving licence, have adequate insurance and the vehicle should be road worthy.
- Having checked drivers, (application form, interview, references etc) it is reasonable to expect that they may be alone with a child for short periods, e.g. dropping off the last child. Consideration could be given to dropping off the least vulnerable child and plan routes accordingly. Two workers in a car does not in itself guarantee protection for a child – there have been incidents where workers have acted abusively together and in this situation a child could be less protected.
- Drivers should not spend unnecessary time alone in a car with a child. If a child wants to talk to a driver about something and has waited until other children have been dropped off, the driver should explain that it isn't convenient to talk there and then, but arrange to meet the child/young person at a location where there are other adults around. (Remember a child/young person may want to talk to the driver about an abusive situation).
- When travelling in groups with more than one vehicle it is good practice to insist children stay in the same groups on the out-going and return journey. This will avoid

the confusion over whether a child has been transported home or at worst left behind.

- If travelling in convoy with cars and minibuses, please note that the maximum speed for a minibus is 50 mph on single carriageway roads, 60 mph on dual carriageway roads, and 70 mph on motorways.

GUIDELINES FOR GOOD PRACTICE IN ALL ACTIVITIES

- 1.) In all activities, both schools workers and visitors will avoid being left alone with an individual student. The team should be vigilant of this issue and support each other at all times.
- 2.) Schools workers will seek to ensure that there is a minimum of two adults present with any group of students.
- 3.) Schools workers and visitors will abide by the schools' agreed policies on all issues including child protection, behaviour management, discipline, bullying etc.
- 4.) Schools workers will aim to avoid any inappropriate physical contact with the students.
- 5.) Schools workers will always report situations which they regard as unsafe and any suspected abuse or bullying, even when it is felt that the school may already be aware of the issues and people involved.
- 6.) Family Trust/CAST will work its Management Team to ensure that this policy is adhered to, and to discuss all issues relating to the work of the team.
- 7.) All approved schools workers will attend team meetings and other occasions for development. The team will meet together to review and plan activities and receive training. This will form part of on going supervision and quality assurance.

GUIDELINES ON TOUCH FOR ALL THOSE WORKING WITH CHILDREN

- Keep everything in public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be related to the child's needs, not the worker's
- Touch should be age appropriate and generally initiated by the child rather than the worker.
- Avoid any physical activity which is, or could be construed as, sexually stimulating to the adult or the child.
- Children are entitled to determine the degree of physical contact with others except in certain circumstances, i.e. when they need medical attention.
- Team members should take responsibility for monitoring one another in the area of physical contact. They should be free to constructively challenge a colleague if necessary.

ARRANGEMENTS FOR SUPERVISION OF CHILDREN'S/YOUNG PEOPLES' ACTIVITIES

1.) Kingsquads and Oxygen groups

Each Kingsquad/Oxygen group will have a minimum of 2-4 leaders (depending on the size of the group.), of whom among which there will be one male and one female leader. There will be one leader who is overall in charge of the group. Names of leaders are available in the Family Trust/CAST office.

2.) Chequer Tree Camp

This is run by members of the team with volunteer helpers. A record of the names of these leaders together with their application forms is available in the Family Trust office.

Other issues relating to camp.

- Camp safety
It is the responsibility of all workers to know the whereabouts of all children who are on Camp.
The ratio of workers to children throughout the age range (9-12) is three children to each leader.
- Parental consent.
No children should be allowed to participate in any activity without the written consent of the parent/guardian.
- Health information and consent form
All children on camp should have completed a Health Information and Consent Form.
- Fire Hazard.
Everyone on camp should be warned of the danger of fire. If the camp is in a building, then everyone will be made aware of the fire exits. A fire drill will be practiced on the first full day of camp.
- First Aid.
Each week of camp there will be appointed two workers qualified in First Aid through a course run by St. John Ambulance or similar. The First Aiders will ensure that on the camp :-
 - a.) The First Aid box is available, and its location known.
 - b.) The First aid kit contains as a minimum those items recommended by St. John Ambulance.
 - c.) The location and telephone numbers of the nearest doctor and hospital are readily available.
 - d.) The First Aider should record all accidents and injuries.

3.) Other Family Trust events (e.g. Holiday clubs)

These are run by members of the team assisted by volunteer helpers. A record of the names of these helpers is available in the Family Trust office.

- Recommended ratio of adults to children :-

5 to 8 years	1 : 8
9 to 12 years	1 : 10

- As far as possible, ensure that a worker is not alone with a child. In circumstances where this would be necessary or helpful, ensure that the door to the room is left open.
- Where confidentiality is important, (e.g. counselling) and a child is being seen on their own, ensure that others know that the interview is taking place and that someone else is around the building.
- No person under 16 years of age should be left in charge of any children of any age; nor should children or young people attending a group be left alone at any time.
- A register of children attending a club or activity should be kept, and a register of helpers. This should include times of arrival and departure if any individual is not attending the whole session, and there are others in the building at the time.
- Workers should keep a record of any unusual behaviour, events or comments made by the children. If these continue, you may have to take the action set out in the paragraph, "What to do if you suspect that abuse has occurred." Any record made should be kept confidential.
This record can be helpful if leaders have to deal with a difficult child who may later make allegations of abuse. Records of previous examples of this behaviour will enable any allegation to be seen in context. Of course, if a number of children/leaders all make similar comments about a particular worker, this should warn the leadership that there is a problem with this person. Keeping a record like this can protect both children and leaders
- Physical contact between adults and children can be quite healthy and acceptable in public places, but discouraged in circumstances where adult/child is on his/her own. (please see page 'Taking Care of Touching.'
- Do not transport a child on your own. In cases where transport by car is absolutely essential, (e.g. after an accident) ensure that another leader is present, and that the child occupies the rear seat. Inform another adult when you leave and when you arrive. All those giving lifts to children on behalf of the trust will be vetted and approved by the Trust, and the lift will be given with the knowledge of the parents and the Trust.
- On residential holidays, adults should not share sleeping accommodation with children.

Appendix 1: Behaviour Management Guidelines For Leaders/Volunteers

Discipline is the education of a person's character. It includes nurturing, training, instruction, chastisement, verbal rebuke, teaching and encouragement. It brings security, produces character, prepares for life and is an expression of God's love for an individual. (Hebrews 12:5-12 and Proverbs 22:6)

- Ask God for wisdom, discernment and understanding for the children in your care.
- Work on each individual child's positives, do not compare a child with another, but encourage and affirm them, giving them responsibility for simple tasks.
- Build healthy relationships with children and be a good role model by setting an example. You can't expect children to observe the ground rules if you break them yourself.
- Take care to give quieter and well behaved children attention and resist allowing demanding children to take all your time and energy.
- Be consistent in what you say and ensure that other team members know what you have said. This avoids manipulation.
- If children are bored they often misbehave, so review your programme regularly.
- NEVER smack or hit a child and don't shout. Change voice tone if necessary.
- Discipline out of love, NEVER in anger. (Call on support from other leaders if you feel so angry you may deal with the situation unwisely.)
- Lay down ground rules, e.g. no swearing, racism, or calling each other names, respect for property, and make sure the children understand what action will be taken if not kept.
- Every child is unique and will respond in different ways to different forms of discipline. It follows therefore, that each child should be dealt with on an individual basis.
- Some children have a tendency to be disruptive in a group. Give them a chance, warn them and only separate if they are disruptive as a last resort.
- Have a disruptive child sit right in front of you or get a helper to sit next to them.
- Be pro-active and encourage helpers to be pro-active rather than waiting to be told to deal with a situation.
- Take a disruptive child to one side and engage with them, challenging them to change, whilst encouraging their strengths.

- Remedial action can be taken against a constantly disruptive child. They can be warned that you may speak to their parents/carers about their behaviour, they may be sent to the back of the room for a time or outside the room (under supervision), or, in an extreme case and after advising the parent/carer, be banned from attending the group for a period of time.
- If a child's behaviour continues to be disruptive despite the measures taken above, seek advice and guidance from the Family Trust/CAST.
- Pray with the other leaders before the session and take time to debrief before you leave.

WORKING WITH DISRUPTIVE CHILDREN

Sometimes children and young people become angry, upset and disruptive. Occasionally their behaviour may endanger themselves or others. The Government has developed national standards in relation to early years and day care. The following guidelines can be adopted by churches providing services to children and young people.

If a child/young person is being disruptive:

- Ask them to stop
- Speak to the child to establish the cause(s) of upset
- Inform the child that they will be asked to leave if the behaviour continues
- Warn the child that if they continue to be disruptive, this might result in longer-term exclusion from the group.

TALKING AND LISTENING TO CHILDREN

Whilst many churches have appointed adults to listen to and talk with children, it must be remembered that children will often decide themselves who they want to talk to. The child might test the adult out in some way before they are prepared to talk. Because of this, all adults, including the children's workers in the Family Trust/CAST need to understand the importance of listening to children and responding appropriately.

When promoting the 'listener's' role, children and young people will not always understand jargon, such as "advocate" or "independent listener". What is important is to identify ways the Family Trust/CAST can communicate effectively to children/young people that they are valued, that what they say is important and that there are people who are happy to listen to them. This might be achieved through the production of a poster or leaflet with a telephone number or address or through the individual talking to small groups.

If a child wants to talk:

- Suggest where you might meet
- Offer the child/young person privacy but remember their and your safety
- Remember not to promise confidentiality
- A child/young person may not want to be talking about abuse
- Be aware of how to respond if a child/young person does disclose abuse (see 'How to respond to a child wanting to talk'.

Appendix 2: Appointment Of Workers

- 1.) All Family Trust/CAST workers, which include the team, the associates, Kingsquad leaders, Chequer Tree Camp leaders and anyone else who is involved with Family Trust/CAST, will be required to complete a form. This form will ask for personal details, details of any experience applicants have had with children, and details of any recent Christian experience that the applicant might have had (e.g. becoming a Christian, baptism in the Holy Spirit etc.) It will also require applicants to declare that they have not been cautioned or convicted of any offences, and to give the names of two people who will act as referees one of which will be their church leader. Examples of the forms are at the back of these notes.
- 2.) All these workers will be checked through an Enhanced Disclosure Procedure with the Criminal Records Bureau.
- 3.) Every effort will be made to ensure that they all attend a seminar on Child Protection run either by the CCPAS or Kent/Medway/Swale County Council.
- 4.) All new schools workers will have a copy of this Child Protection Policy and will sign a declaration agreeing to abide by its contents.
- 5.) The procedure for the appointment of workers is as follows:-
 - a.) The team; by the trustees, after the completion of an application form and a formal interview.
 - b.) Associates: By the team, after a period during which prospective associates have observed and worked alongside the team. There will be an informal interview with the trustees after the team and the candidate have felt that they share the same vision, and have expressed a desire to continue working together.
 - c.) Chequer Tree Camp leaders: by the team. The team will ask any prospective junior leader to attend a short interview.
 - d.) Kingsquad leaders: By the leader of the particular Kingsquad, with the knowledge and approval of the Family Trust team, or by the team directly.
- 6.) The criteria for NOT appointing children's workers are: previous offenders against children, those with inappropriate lifestyle and attitudes, and lack of spiritual commitment.
- 7.) Those appointed to the team will be given a contract on appointment. This will be for a fixed term and will allow for six weeks notice of termination to be given by either party at any time.

All other workers, paid or unpaid will have no contractual ties, but it will be expected that they give the team notice if they wish to stop doing the work.
- 8.) The team will meet together at least once per week to discuss the work, any areas of concern, and plan for the week. They will meet with the Director once per month. The team will meet with the associates once each half-term to discuss the next assembly. The team will ensure that all Kingsquads are visited at least once every half-term, to give encouragement, listen to any concerns, and keep up to date on the leadership of the group.

APPROVING VISITORS/GUESTS

- 1.) All occasional visitors will be informally interviewed by an approved schools worker to ascertain their suitability for the work, the nature and level of their experience and skills and their commitment to preventing abuse.
- 2.) Family Trust/CAST visitors will always work in a supervised setting as part of the team.

Appendix 3: Responding to Performance of Social Services

When considering the role of Children's Social Services, the child/young person involved and indeed anyone who has a caring role could become unhappy about aspects of the childcare arrangements. This might be action by Children's Social Services to move a child or carry out a child protection investigation. It may be that agreed decisions made at a review meeting are not being implemented or a request for a service has been turned down.

(i) Initial response

In the first instance, any concerns should be discussed with the Social Worker or Team Leader. If the issues raised are not addressed satisfactorily, a request can be made for information about the complaints procedure from the Social Worker involved. The Complaints Receiving Officer for Children's Social Services could also be contacted for advice. Local authorities are required by Section 26 of the Children Act 1989 to establish complaints procedures, and parents and children should be provided with information about these procedures.

(ii) Making a formal complaint

If a complaint is made, it is important to plan carefully what will be written. It may be helpful to ask someone to check what has been written before it is sent. The letter should be limited to one or two pages, and any documents attached to support the case. If the person complaining doesn't feel comfortable about putting it in writing, the Complaints Receiving Officer might assist in this. Alternatively a request could be made for it to be recorded on audio or video tape.

If there is nervousness about making the complaint, it is important to remember if something isn't working for the family, it is probably the same for other families. Procedures and practices won't improve unless it is drawn to somebody's attention.

(iii) What happens next?

If the situation does not improve after discussion with the team leader, another Manager will be asked to "investigate" the complaint. A second person who is independent of Children's Social Services might be appointed to assist with the investigation.

An invitation will be made to discuss the complaint with this Manager. They will then meet the social workers and any others who might be involved, as well as studying the case

records. The investigation should be completed within 28 days after which both investigating officers will write a report detailing their findings and outlining their recommendations. These reports are sent to a Senior Children's Social Services Manager who will make a decision about the complaint and confirm this in writing. If dissatisfied after the investigation, an appeal can be made against the decision. The Complaints Officer should be contacted about this if the Local Authority fails to respond to the request.

(iv) Other Action You Can Take

Ask the local councillor or MP for help. Councillors and MPs normally hold a surgery on a regular basis. Who they are, and where and when the surgery is held, can be found out from the local library, Town Hall or Citizens Advice Bureau. The local MP could also be contacted at the House of Commons, London, SW1A 1AA. Normally interviews are by appointment and after the meeting the Councillor/MP will make enquiries. With their input Children's Social Services may be prepared to reconsider their decision.

Ask a solicitor for help. Solicitors can write letters and negotiate on behalf of the complainant. If they are on a low income they might qualify for free advice. In certain circumstances the solicitor may be able to represent the child. Advice can also be sought from a solicitor if it is felt that basic human rights are being ignored.

Contact the Churches' Child Protection Advisory Service. Sometimes advice is relatively easy to give because there are certain standards which Children's Social Services are required to meet. At other times however, it might be difficult if we are not in possession of all the facts. If anyone wishes to contact us, then they can ring our help line number. We will be happy to give our opinion on whether the service received falls short of what can be reasonably expected.