



Safeguarding Policy (March 2026)

of

SEEN Ltd

306 Richmond Road, Twickenham TW1 2PD

Tel: 020 8892 8483

Email: fay.hamilton@seen.charity (Director)

Registered Charity Number: 1148979

Private Limited Company Number: 8010183

Insurers Commercial Combined Insurance
 Ansvar Insurance Company Ltd.

Safeguarding Coordinator

Mandy Brockwell 07551 810763 amandabrockwell1963@hotmail.com

Deputy Safeguarding Co-ordinator

Fay Hamilton 07900 986306 fayhamilton@hotmail.com

Contents

Section 1 Recognising and responding appropriately to an allegation or suspicion of abuse

Section 2 Prevention

Section 3 Pastoral care

Section 4 Practice guidelines

Appendix 1 Leadership safeguarding statement

Appendix 2 Statutory definitions of abuse in children

Appendix 3 Signs of possible abuse in children and young people

Appendix 4 Definition of adult at risk of harm or abuse

Appendix 5 Signs of possible abuse in adults

Appendix 6 Reporting a serious incident to the Charity Commission

Appendix 7 Self-declaration form

The following is a brief description of our organisation and the type of work we undertake with children and adults who have care and support needs:

SEEN Ltd provides free and confidential options listening support and information for anyone with an unplanned pregnancy or a diagnosis of foetal anomaly. It provides listening support for those experiencing emotional distress following termination of pregnancy, miscarriage, or stillbirth. It provides befriending services to women and girls who choose to continue with a pregnancy in difficult circumstances. Some of these people may be children or have additional care and support needs. SEEN also provides Relationships and Sex Education in schools, youth clubs, prisons, where most, if not all, the service users will be children.

It adheres to the ethical framework and codes of practice of the British Association for Counselling and Psychotherapy, Pastoral Care UK, and Pregnancy Centres Network.

Our commitment

As Trustees, we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, grooming and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the UN Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As Trustees we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to building constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and practice guidelines are based on the ten **Safe and Secure** safeguarding standards published by **thirtyone:eight** (formerly the Churches' Child Protection Advisory Service or CCPAS).

The Trustees undertake to:

- Endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- Ensure that ongoing safeguarding training is provided for all its workers and will regularly review the operational guidelines attached.
- Ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- Support the Safeguarding Coordinator and Deputy Safeguarding Coordinator in their work and in any action they may need to take in order to protect children and adults with care and support needs.

- The Trustees agree not to allow the document to be copied by other organisations.

Section 1 Recognising and responding to an allegation or suspicion of abuse

SAFEGUARDING AWARENESS

SEEN is committed to ongoing training and development opportunities for all workers, in order to develop a culture where everyone is aware of their responsibilities in relation to safeguarding children, and adults at risk of harm.

We have appointed a Safeguarding Coordinator (SGC), and a Deputy SGC, who will oversee arrangements for protecting children and adults at risk of harm. Details of the SGC and Deputy SGC can be found on pages 1 and 5 of this document.

It is the duty of the SGC to inform appropriate agencies promptly of any notifiable concerns including allegations, disclosures or suspicions of abuse concerning children or protected adults. In the event of any doubt as to whether this is the appropriate step, thirtyone:eight (formerly the Churches Child Protection Advisory Service or CCPAS) may be contacted for advice on their 24-hour Helpline (details on p 4 and 6).

SEEN provides all workers with induction training and undertakes safeguarding training at least every two years according to 'good practice' guidelines. This may be provided by the SGC if qualified to do so, or by another organisation or qualified individual.

SEEN will also ensure that children and protected adults are provided with information on where to get help and advice in relation to abuse, discrimination, bullying, grooming or any other matter where they have a concern.

RESPONDING TO ALLEGATIONS OF ABUSE

Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse.

Follow the procedures set out below.

- The worker in receipt of allegations or suspicions of abuse should report concerns as soon as possible to the SGC or, if they cannot be contacted, the Deputy SGC (see p.1 and 5). If neither can be contacted, the report should be made in the first instance to:

thirtyone:eight (formerly The Churches' Child Protection Advisory Service or CCPAS), **0303 003 11 11** (www.ccpas.co.uk) – 24-hour Helpline available, or the

appropriate Social Services may be contacted directly for advice rather than delay reporting concerns.

Where the situation is an emergency, the police should be contacted.

- Should the suspicions implicate both the SGC and the Deputy SGC, the report should be made in the first instance to **thirtyone:eight** (CCPAS) (contact details as above) or to Social Services (see contact details below).
- Where the concern is about a child, the SGC should contact the Children and Families Social Work Team.
- Where the concern is about an adult at risk, the SGC should contact Adult Social Services or take advice from **thirtyone:eight** (CCPAS) as above.
- Allegations or suspicions should not be discussed with anyone else, the exception being where listeners and educators want to discuss a case with their supervisor before escalating to the co-ordinator.

Safeguarding Coordinator

Mandy Brockwell 07551 810763 amandabrockwell1963@hotmail.com

Deputy Safeguarding Co-ordinator

Fay Hamilton 07900 986306 fayhamilton@hotmail.com

Children's Social Services Contact Numbers

Richmond & Kingston Single Point of Access

020 8547 5008 from 8am to 5.15pm, Monday to Thursday, 8am to 5pm Friday or 020 8770 5000 out of hours.

Hounslow Safeguarding Children Team

020 8583 6600 Monday to Friday 9am to 5pm, or 020 8583 2222 out of hours. Ask to speak to Duty Social Worker.

Adults' Social Services Contact Numbers

Richmond Council Adult Access Team

Adult safeguarding concerns: Contact the **Adult Access Team** via phone at 020 8891 7971 or email adultsocialcare@richmond.gov.uk.

2

Hounslow Safeguarding Adults Team

0208 583 3100 Monday to Thursday 9am to 5pm, Friday 9am to 4.45pm or
0208 8583 2222 out of hours.

Kingston Adult Social Care

Phone: 020 8547 5005

Email: adults@kingston.gov.uk

Office Hours: Monday to Thursday 8:45 AM – 5:00 PM, Friday 8:45 AM – 4:45 PM.

1

If your concerns are about someone from another borough, please contact one of the above children's or adults' contact numbers for advice.

Police Contact Numbers

To contact the **local Police Public Protection Unit**, call **101** (the Police non-emergency contact number) and ask for the Unit relating to the borough where the child lives, or if you do not have that information, Richmond Borough.

If someone is in immediate danger, call the Police on 999.

thirtyone:eight (formerly Churches Child Protection Advisory Service or CCPAS)

0303 003 11 11 www.ccpas.co.uk

- If they are not already aware, the SGC should then immediately inform:
Fay Hamilton, Director (office: 020 8892 8483, mobile: 07900 986306, email fay.hamilton@hotmail.com)
and
Anne Wallace, Chair, (mobile: 07890 220036, email: anne@wallacehome.co.uk)
Or
Nicki Klass, Treasurer (mobile: 07776 341128), email nicki.klass@virginmedia.com)

Important note:

- These procedures are intended to ensure the effective protection of children and protected adults. If, however, an individual wishes to make a direct referral to the appropriate agency, they have a right to do so. If an individual feels that the SGC or Deputy SGC has not responded appropriately to a concern, or where there is a disagreement as to the appropriateness of a referral, they are free to contact the appropriate agency directly. In these circumstances, the referral should be followed up by a discussion of the circumstances for this

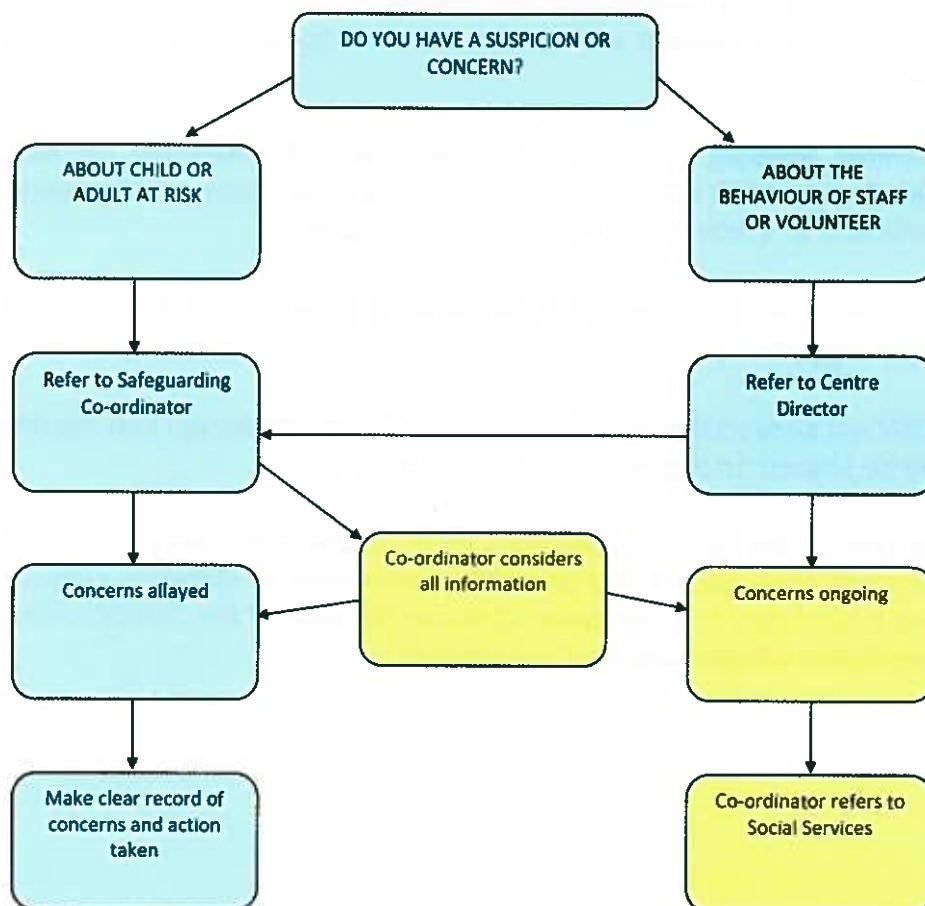
action with the SGC, their Deputy, the Centre Director and/or Chair of Trustees as appropriate.

Notes on SGC and Deputy SGC responsibilities:

- The SGC/Deputy SGC will respond promptly to all concerns or allegations of abuse.
- The SGC/Deputy SGC will discuss the concerns and respond in line with the advice contained in Every Child Matters – 'What to do if you're worried a child is being abused' (2006)
- Where concerns or allegations are referred to Social Services this will be done by telephone if needed and always followed up within 48 hours by a written referral.
- A written account of the concerns and actions taken will be kept by the SGC/Deputy SGC with the client records or in the case of allegations relating to workers or trustee in a separate secure location.
- SEEN will manage a central Safeguarding log where all safeguarding issues will be logged.
- SEEN will support the SGC/Deputy SGC'S role and accept that information will only be shared on a strictly need to know basis.
- The role of the SGC/Deputy SGC is to collate and clarify the details of the allegation or suspicion and pass this information to statutory agencies which have a legal duty to investigate. ***It is not the role of the SGC/Deputy SGC to investigate allegations and suspicions.***

Flow Chart

What to do if you are concerned about a child or an adult at risk, or the behaviour of a worker



PROTECTING CHILDREN (See also Appendix 2 & 3)

SEEN is committed to good practice as follows:

- They will get the help they need when they need it
- They will be seen by a professional such as a doctor, teacher or social worker to ensure they are not put at further risk
- They will be listened to seriously, and professionals will do all in their power to help them
- They will be able to discuss issues in private if, and when, they want to
- They will be involved in, and helped to understand, decisions made about their life
- They will have a named person to help them

Those helping them will:

- Share information appropriately in order to protect them
- Minimise disruption to other parts of their life
- Work together effectively on their behalf
- Be competent, confident, properly trained and supported
- Rigorously monitor services to continually improve how and what is done to help children and young people

PROCEDURE TO FOLLOW WHEN THERE IS CONCERN ABOUT THE WELFARE OF A CHILD

Consider the following questions:

- Is this child or young person at immediate risk?
- What is placing this child at immediate risk?
- What needs to happen to remove this risk now?

If you have reason to believe that a child is at risk, you should use the following procedure:

(See flow chart on p. 8)

If a child has a physical injury or symptoms of neglect, or makes allegations of either

- Seek immediate medical help if needed urgently, telling the doctor of any suspicions. Where possible this should be done via the SGC/Deputy SGC but in their absence help should not be delayed where it is deemed to be urgent. If an emergency, call 999.
- Contact the SGC/Deputy SGC immediately. The SGC/Deputy SGC will:
 - If there is concern about the child's safety or the child is afraid to return home, contact Social Services immediately and not tell the parent unless advised to do so by Social Services.

- For lesser concerns, assist workers involved to encourage the parent or carer to seek help from Social Services, unless this places the child at risk of injury. Where there is any doubt, advice will be sought from **thirtyone:eight** (CCPAS) or Social Services. If a parent is unwilling to seek help, offer to accompany them. If they still fail to act, seek advice from **thirtyone:eight** (CCPAS) or Social Services.
- If unsure whether to refer a concern to Social Services, seek and follow advice given by **thirtyone:eight** (CCPAS) (which will confirm its advice in writing).

If you suspect sexual abuse or an allegation is made

- Make notes as soon as possible, writing down exactly the reason for your suspicion including (if applicable) what the child said, and using their words where possible. Include the child's name, age, address, relevant family information and details of the situation and the activity that preceded disclosure. Do not worry about any apparent inconsistencies in the child's account. Do not speak to the parent/carer or anyone else. Sharing of information is strictly on a need to know basis, in order to protect the interests of all parties.
- Where a parent/carer alleges sexual abuse by another person, the parent/carer should be advised not to inform the alleged perpetrator of their disclosure.
- Contact the SGC/Deputy SGC immediately. The SGC/Deputy will:
 - Contact Social Services or the Police directly. They will not speak to the parent/carer or anyone else.
 - If there is any uncertainty about contacting Social Services or the Police, the SGC/Deputy will seek and follow the advice of **thirtyone:eight** (CCPAS), which will confirm its advice in writing and is also able to provide continuing support throughout the process.

GOOD PRACTICE IN SUPPORTING A CHILD THROUGH THE ABOVE PROCESS:

- Listen to what the child says
- Look at the child directly, giving your full attention
- Keep calm; do not appear to be shocked
- Be honest
- Let them know you will need to tell someone else: do not promise confidentiality
- Even when a child has broken a rule, they are not to blame for the alleged abuse
- Be aware the child may have been threatened
- Make notes as soon as possible (see above).
- Never push for information or use leading questions. If it appears you have put words in the child's mouth at the time of disclosure, this could jeopardise any necessary legal action.

Helpful things to say:

- I am taking what you say seriously
- I am glad you have told me
- It's not your fault
- I will try to help you

Avoid saying:

- Why didn't you tell anyone before?
- I can't believe it
- Are you sure this is true?
- Why? How? When? Who? Where?

Never make promises that you will not be able to keep.

Never make statements such as 'I'm shocked' or 'Don't tell anyone else'.

Concluding:

- Reassure the child again that they were right to tell you and that you believe them.
- Tell the child what you are going to do next, and that you will let them know what happens.
- Immediately refer to the SGC/Deputy SGC.

Even if you believe there is no risk of further harm, the matter *must* be referred to appropriate agencies for a professional assessment of necessary actions.

WORKING WITH TEENAGERS

- SEEN recognises that the needs of children and young people are paramount. Whilst it is recognised as best practice to involve parents in the care of their young people where possible, children will always be afforded confidentiality in line with the Fraser Guidelines (see Confidentiality Policy).
- Whenever a child requests unplanned pregnancy, post-abortion or miscarriage support, we will ensure that the child has a good support network and if this is not the case, then we will investigate further before embarking on any such work.

PROTECTING ADULTS (See also Appendix 6, and Definition of Adults at Risk in Appendix 5)

Most adults with mental illness, physical or learning disabilities or other special needs manage to live comfortably and securely, and do independently or with assistance from carers, relatives, friends, professionals or volunteers. There is a small number of adults, however, who are at risk of harm (See also Appendix 4).

An important consideration in protecting adults, as compared with children, is their right to choice. The Care Act seeks to achieve a balance between respecting people's rights and taking necessary action to support and protect them. It should help individuals to live their lives as they wish, by ensuring access to support and protection.

The guidance stresses: 'If you are worried that you or someone you know is being harmed, is suffering from neglect, or is being abused, it is important to tell someone. Everyone has a right to be safe. Remember, the person who did this may be doing to others too. Or it could be that the person who is being harmed or neglected may not be able to report it themselves. Even if it happened many years ago, it is still important to report it'.

PROCEDURE TO FOLLOW WHEN THERE IS CONCERN ABOUT THE WELFARE OF AN ADULT AT RISK

(See flow chart in Appendix 2)

ALLEGATIONS OR SUSPICIONS OF PHYSICAL OR SEXUAL ABUSE

- If the protected adult is in immediate danger or has sustained a serious injury, contact the emergency services, informing them of any suspicions.
- Discuss any concerns with the individual themselves, giving due regard to their autonomy, privacy and right to lead an independent life. Advice will need to be sought from the statutory agencies if it is considered that their choices might contradict their welfare needs.
- Contact the SGC/Deputy SGC, who may need to:
 - Contact Adult Social Care Services. They have responsibility under the Care Act 2014 and associated Code of Practice to make inquiries about a person's wellbeing, property or financial affairs if they know or believe
 - that the person is an adult at risk, and
 - that they might need to intervene to protect the person's wellbeing, property or financial affairs.
 - Contact the Police Public Protection Unit where the concerns are of a serious nature. They will also provide advice. Alternatively, **thirtyone:eight** (CCPAS) can be contacted for advice.
- If they are not already aware, the SGC should then immediately inform:

**Fay Hamilton, Director (office: 020 8892 8483,
mobile: 07900 986306), email fay.hamilton@hotmail.com
and**

**Anne Wallace, Chair, (mobile: 07890 220036, email:
anne@wallacehome.co.ukOr**

**Nicki Klass, Treasurer (mobile: 07776 341128, email
nicki.klass@virginmedia.com).**

PROCEDURE TO FOLLOW WHEN THERE IS A CONCERN OF SUSPECTED ABUSE BY THOSE WHO WORK WITH CHILDREN OR PROTECTED ADULTS

If an accusation is made against a worker, the worker shall be suspended, or transferred to non-contact duties, without prejudice pending the outcome of any investigation.

The SGC/Deputy SGC should inform the following without delay of any allegations against workers:

- **Children:** the Local Authority Children & Families Social Work Team (following the local Child Protection Committee Joint Working protocol) in regard to the suspension of the worker

Team Manager, Richmond Single Point of Access
020 8547 5008 from 8am to 6pm, Monday to Friday

- **Adults at Risk:** the Local Authority Adult Social Care Team

Team Manager, Richmond Council Adults Access Team
020 8891 7971 from 9am to 5pm Monday to Friday

- If they are not already aware, the SGC should then immediately inform:

**Fay Hamilton, Director (office: 020 8892 8483,
mobile: 07900 986306), email: fayhamilton@hotmail.com**
and

**Anne Wallace, Chair, (mobile: 07890 220036, email:
anne@wallacehome.co.uk**

- If the person against whom an allegation of misconduct has been made, including allegations of harming a child or protected adult, is in a position of trust, and engaged in 'regulated activity', the Local Authority Designated Officer (LADO) and trustee needs to be notified. This information can be obtained from the Social Services team as above.

OTHER NOTIFICATIONS

The Charity Commission (see appendix 6) and SEEN's insurers (see also p.1) must be notified without delay of any serious incident.

CONFIDENTIALITY

It is vital to the success of any investigation which the agencies may decide to pursue, that information is subject to rules of confidentiality. The details of the case, including the name of the person who made the allegation or any of the details of the alleged abuse, should not be discussed with anyone.

Section 2 Prevention from Harm

SAFER RECRUITMENT

- We will ensure that all workers are appointed, trained, supported and supervised in accordance with guidance on safer recruitment. This includes ensuring that:
 1. There will be a written role description and person specification for all posts.
 2. Those applying will complete an application form, together with a self-declaration form asking them to specify any criminal convictions, including spent convictions.
 3. The application form will request the names of two referees, preferably one who can comment on the applicant's suitability to work with children or adults, and if the post applied for requires the applicant to have a Christian faith, one referee to be a church leader who has known the applicant for a year.
 4. Those applying to be paid workers will undertake a formal interview with appropriate staff member(s) and trustee(s); volunteers will undertake an informal interview/discussion with two appropriate staff members or one staff member and a trustee.
 5. The interview/discussion will include
 - a. clarification of the proposed role, expectations, and lines of accountability.
 - b. Discussion of the reason for the applicant's interest in volunteering for a specific role.
 - c. Discussion of roles and attitudes regarding safeguarding.
 6. Prospective listeners, befrienders and educators will be interviewed by two appropriate staff members and one staff member and an appropriate trustee, before and after training, to establish their suitability for the role.
 7. Two written references will be obtained for all candidates prior to appointment. These will be seen and approved by the Safeguarding Coordinator and followed up verbally where appropriate.
 8. We shall not employ workers under the age of 16.

9. Workers between the ages of 16 and 18 will be supervised.
10. An application will be made to the DBS where there is eligibility to do so, including all workers having contact with children, and also trustees, as required by the Charity Commission.
11. Where the DBS check highlights any conviction history which does not result in the applicant being barred, an assessment will be made of whether this represents any risk for the safety and welfare of children or adults at risk.
Note: In accordance with recognised good practice, all disclosure checks will be repeated every three years.
12. Qualifications will be verified where relevant.
13. Suitable training and induction (including safeguarding) will be provided for all successful applicants.
14. Successful applicants will complete a probationary period in order to confirm their suitability.
15. Successful applicants will be given a copy of this safeguarding policy and this, together with training received, should equip them to know how to report concerns.

MANAGEMENT OF WORKERS – CODE OF PRACTICE

- We will strive to ensure that before individuals begin working in positions which give them contact with children, young people, or adults at risk, they understand and acknowledge the responsibilities and trust inherent to their role. Workers should always maintain professional boundaries and avoid behaviour which might be misinterpreted. No kind of romantic or sexual relationship between an adult and a child or young person is ever acceptable.
- The trusting relationship between a worker and a child, young person or adult at risk means that the worker should never:
 1. Use their position to gain access to information for their own or others' advantage
 2. Use their position to intimidate, bully, humiliate, threaten, coerce or undermine
 3. Use their status and/or standing to form or promote relationships that are or may become sexual.
- Good practice in safeguarding children and young people includes:
 1. Not spending time alone with a child other than the designated duration of an interview in the counselling room, and having another worker present in an adjacent room throughout this time. In a classroom setting, the class teacher or youth worker will normally be present.
 2. Not putting yourself in a situation that could be interpreted as being inappropriate.
 3. Not maintaining contact with a child outside of agreed activities without the knowledge of the child's parents or legal guardians, except as required by the confidentiality of client/listener contacts. Parents are not required to be informed of confidential contacts between a client and a

listener, provided that the client is 13 or over and is deemed to be Fraser Competent.

4. Being vigilant – if you witness any behaviour by another worker or someone at an event, whether a team member or not, which is of cause for concern, you should contact the SGC immediately.

MANAGEMENT OF WORKERS – USE OF SOCIAL MEDIA

- Workers will not make or accept personal friend requests to/by children and young people who are clients or students associated with the Centre.
- The content of our Facebook page, Instagram and X feed and any other social media we engage with will be monitored regularly by a designated worker. Privacy settings will be locked so that the page(s) are used only for relevant matters and not for private or general social conversations, or to share personal details.

MANAGEMENT OF WORKERS – TRAINING AND SUPERVISION

- All workers having contact with clients or students will receive appropriate Safeguarding training which will be updated regularly, and at least every two years. They will also receive other CPD, ensuring they are given the best support in fulfilling their role(s), and that procedures are understood and adhered to. (Details of training may be obtained from the Centre Coordinator).
- Listeners and Befrienders will be supported by regular one-to-one and/or group supervision with a named supervisor.
- Educators will be supported by regular supervision with the Schools Coordinator.

MANAGEMENT OF WORKERS - WHISTLEBLOWING

- We will follow the principles contained in the Public Interest Disclosure Act 1998. We expect that all workers will report improper actions and omissions. Whilst all malpractice and acts of discrimination will be investigated, it is especially important that suspicions of abuse are immediately reported to the SGC or Deputy SGC.

Section 3 Pastoral Care

SUPPORTING THOSE AFFECTED BY ABUSE

We are committed to offering pastoral care, working with statutory agencies as appropriate, and supporting those who have been affected by abuse who have contact with us as service users, or who are part of our team.

Advice for anyone supporting those affected by abuse:

We shall seek to signpost service users, where appropriate, to individuals and organisations able to offer pastoral care or counselling to meet their needs.

We shall seek to support our team from within as well as signposting them to other individuals and organisations as appropriate, at the same time ensuring that confidentiality is maintained within the team so that only appropriate team members are involved.

WORKING WITH OFFENDERS

We undertake to treat all applicants for positions within the organisation fairly, and not to discriminate on the basis of conviction information revealed. Having a criminal record will not necessarily debar an individual from working within our organisation.

We implement a fair recruitment policy which ensures that individuals have the opportunity to disclose any convictions or conviction information in a way which allows us to carry out a clear risk assessment in order to determine whether the conviction information is relevant to the position applied for. This will take account of:

- whether the conviction is relevant to the position being offered
- the seriousness of the offence revealed
- the length of time since the offence took place
- whether the applicant has a pattern of offending behaviour
- whether the applicant's circumstances have changed since the offence took place.

As part of our recruitment policy, SEEN requests the appropriate level of disclosure record at the final part of the recruitment stage, when a position has been offered and where this is a requirement for the position. Should SEEN decide that the information disclosed is relevant to the post applied for, the applicant will be deemed to be unsuccessful, and this information will be fed back to the applicant by letter.

It is an offence for an individual who is barred to undertake the type of regulated work from which they are barred. It is also an offence to make an application to be considered for such work.

It is an offence for an organisation to offer regulated work to someone who is barred or to fail to remove a person from regulated work if they have been notified that they have been barred.

Section 4 Practice Guidelines

As an organisation working with children, young people and adults at risk, we wish to promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of unfounded accusations.

RISK MANAGEMENT

Risk assessments will be carried out where appropriate, including the health and safety of the premises, specific activities, and any use of transport.

PARTNERSHIP WORKING

We have clear guidelines in regard to our expectations of those with whom we work in partnership. We will discuss our safeguarding expectations with all partners, and have a partnership agreement for safeguarding.

PHYSICAL CONTACT, BOUNDARIES, ROOMS AND RATIOS

- Within a work setting, appropriate touch should be consensual and should only happen in public places, and never when an adult and a child are on their own.
- Where privacy is needed (e.g. when counselling a young person) workers should ensure that others know what is happening and where. Another adult worker must be in the building, preferably in an adjoining room.
- Workers should be careful to maintain appropriate personal boundaries and avoid behaviour, comments or conversations which may be misconstrued.
- Whenever possible, there should be a minimum of two workers present with a group. Another adult worker must be in the building, preferably in an adjoining room.
- Clients and Listeners having ongoing contact over several sessions, will be asked to sign a Listening Agreement, setting out our commitment to the client and the behaviour of both parties.
- A client presenting at the Centre under the influence of alcohol or other substance will not be accepted to engage in a listening session, but will be advised to return for support at a more suitable time.

INCIDENTS AND ACCIDENTS

- Workers should all know where to find a first aid kit.
- Workers should never attempt a first aid procedure they are not trained in.
- Workers should fill out an 'Incident/Accident Report Form' (stored with the first aid kit) on the day of the event, and hand it to the Centre Director or other staff member.
- The SGC should be made aware of the report form if appropriate, so it can be referred to should there be any need for follow up.
- A child's parent/carer should be informed as soon as possible following an accident.

PHOTOGRAPHS, VIDEO AND AUDIO

- When taking photographs and video at an event, notices will be made available to all attending so that they may withdraw consent for such materials to be used.
- Written permission must be sought from a parent or carer before taking photographs or video footage or of children, young people, or adults at risk, and

before recording audio feedback from them, and information given and permission sought for the specific use of such materials.

Signed by Anne Wallace

Print name Anne Wallace

Position Chair

(On Behalf of the Trustees)

Date ... 19th March 2026

Signed by A. Brockwell

Print name Mandy Brockwell

Position Listener Co-ordinator

Date

Signed by Fay Hamilton

Print name Fay Hamilton

Position Director

Date 19th March 2026

APPENDICES

Appendix 1

Trustees Safeguarding Statement

The Board of Trustees recognises the importance of its work with children and young people and adults in need of protection and its responsibility to protect everyone entrusted to its care.

The following statement was agreed by the Trustees on: 10/03/2026

This organisation is committed to the safeguarding of children and adults with care and support needs and ensuring their well-being.

Specifically:

- We recognise that we all have a responsibility to help prevent the physical, sexual, emotional abuse and neglect of children and young people (those under 18 years of age) and to report any such abuse that we discover or suspect.
- We believe every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are suffering harm.
- All children and young people have the right to be treated with respect, to be listened to and to be protected from all forms of abuse.
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of adults who have care and support needs and to report any such abuse that we discover or suspect.
- We recognise the personal dignity and rights of adults who find themselves victims of forced marriage or modern slavery and will ensure all our policies and procedures reflect this.
- We believe all adults should enjoy and have access to every aspect of the life of the organisation unless they pose a risk to the safety of those we serve.

- We undertake to exercise proper care in the appointment and selection of all those who will work with children and adults with care and support needs.

We are committed to:

- Following the requirements for UK legislation in relation to safeguarding children and adults and good practice recommendations.
- Respecting the rights of children as described in the UN Convention on the Rights of the Child.
- Implementing the requirements of legislation with regard to people with disabilities.
- Ensuring that workers adhere to the agreed procedures of our safeguarding policy.
- Keeping up to date with national and local developments relating to safeguarding.
- Following any denominational or organisational guidelines in relation to safeguarding children and adults in need of protection.
- Supporting the Safeguarding Co-ordinators in their work and in any action they may need to take in order to protect children / adults. Ensuring that everyone agrees to abide by these recommendations and the guidelines established by this place of worship/organisation.
- Supporting parents and families

Nurturing, protecting and safeguarding of children and young people

- Supporting, resourcing, training, monitoring and providing supervision to all those who undertake this work.
- Supporting all in the organisation affected by abuse.
- Adopting and following the 'Safe and Secure' safeguarding standards developed by **thirtyone:eight** (formerly the Churches' Child Protection Advisory Service or CCPAS).

We recognise:

- Children's Social Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns

about a child. Adult Social Care (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.

- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Where working with clients outside of the UK, concerns will be reported to the appropriate agencies in the client's country of residence, and their procedures followed; further guidance, if needed, will be sought from UK Social Services or **thirtyone:eight** (CCPAS).
- Safeguarding is everyone's responsibility.

We shall review this statement and our policy and procedures annually.

In addition, any relevant changes in legislation or accepted good practice may be made at any time and the policy resubmitted to the Trustees for signature.

A copy of the full policy and procedures is available from the SEEN office at The Crossway, and forms part of the Staff Handbook.

Signed by Anne Wallace

Print name Anne Wallace

Position Chair

(On Behalf of the Trustees)

Date 19th March 2026

Appendix 2

Statutory Definitions of Abuse (Children)

Working Together (Department for Education 2015 ¹)

A child is defined as:

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 his/her 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. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

Physical abuse

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.

Emotional abuse

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.

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 (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Child sexual exploitation

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.

Neglect

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Spiritual Abuse ²

Spiritual abuse is coercion and control of one individual by another in a spiritual context. The target experiences spiritual abuse as a deeply emotional personal attack. This abuse may include manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and silence, pressure to conform, misuse of scripture or the pulpit to control behaviour, requirement of obedience to the abuser, the suggestion that the abuser has a 'divine' position, isolation from others, especially those external to the abusive context.

² Oakley, 2013 in Oakley & Kinmond, 2013 p21

Appendix 3

Signs of possible abuse in children and young people

The following signs could be indicators that abuse has taken place but should be considered in context of the child's whole life:

Physical

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*
Cuts/scratches/substance abuse*

Sexual

Any allegations made concerning sexual abuse
Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
Age-inappropriate 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*

Emotional

Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
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

Neglect

Under-nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc.

*These indicate the possibility that a child or young person is self-harming.

Appendix 4

Definition of Adult with Care and Support Needs/ Risk of Harm or Abuse (formerly referred to as 'Vulnerable Adult')

Defined as a person aged 18 or over, "who is, or may be, in need of community care services by reason of mental or other disability, age or illness; and who is, or may be, unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation".

Statutory Definitions of Abuse (Adult at Risk of Harm or Abuse) – No Secrets (Department of Health 2000)

Appendix 5

Signs of possible abuse in adults

Physical abuse

- History of unexplained falls, fractures, bruises, burns, minor injuries.
- Signs of under or overuse of medication and/or medical problems left unattended.

Domestic violence

- 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 16yrs.

Sexual abuse

- Pregnancy in a woman who 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

Psychological abuse

- 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

Financial or material abuse

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents
- Sudden inability to pay bills
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property

Modern slavery

- 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.

Discriminatory abuse

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance of care

Organisational abuse

- No confidence in complaints procedures for staff or service users.
- Neglectful or poor professional practice.

Neglect and acts of omission

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support.
- Lack of medication or medical intervention

Self-neglect

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs

Incidents of abuse may be one-off or multiple, and affect one person or more.

Appendix 6

Reporting a Serious Incident to the Charity Commission

Under Charity Commission regulations a Serious Incident occurs where a result has, or could, entail '...a significant loss of funds or a significant risk to the charity's property, work, beneficiaries or reputation. They should be reported as soon as possible.

As far as allegations of abuse are concerned Charity Commission guidance states:

'You (the place of worship or organisation) should report this if any one or more of the following occur:

- There has been an incident where the beneficiaries of your charity have been or are being abused or mistreated while under the care of your charity or by someone connected with your charity such as a trustee, member of staff or volunteer
- There has been an incident where someone has been abused or mistreated and this is connected with the activities of the charity.
- Allegations have been made that such an incident may have happened regardless of when the alleged abuse or mistreatment took place
- You have grounds to suspect that such an incident may have occurred.'

The Charity Commission states that these are 'zero tolerance' issues which would always be investigated by them. Serious incidents also include not having adequate safeguarding policies in place and failure to carry out Disclosure checks on workers and trustees (where legally possible); in summary, anything that could affect the good reputation of the charity.

Those charities whose incomes exceed £25,000 must declare all Serious Incidents as part of their Annual Returns. Failure in the latter respect also signifies failure regarding the charity's legal obligations. Charities can make a report in the following ways:

Writing to:

The Charity Commission (England and Wales)

PO Box 211, BOOTLE, L20 7YX

Calling:

Contact Centre 0300 066 9197 Monday to Friday 9am to 5pm (except Wednesday 12pm to 1pm).
See [Raising Concerns - Charity Commission for England and Wales](#)

The guidance and further information can be found on the Charity Commission website: <https://www.gov.uk/government/organisations/charity-commission>

Charity Commission Reporting Serious Incidents - guidance for trustees

<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

Appendix 7

Self-Declaration Form for a Position Requiring a Disclosure

(See attached document)

