



Word International Ministries, UK
Safeguarding Policy

Along with details of the organisation and a statement of intent and commitment to safeguarding, the policy covers the following sections:

- Section 1** **Place of Worship / Organisation Details**

- Section 2** **Recognising and Responding appropriately to an Allegation or Suspicion of Abuse**

- Section 3** **Prevention**

- Section 4** **Pastoral Care**

- Section 5** **Practice Guidelines**

- Appendix 1 Leadership Safeguarding Statement

- Appendix 2 Statutory Definitions of Abuse (children)

- Appendix 3 Signs of Possible Abuse (children & young people)

- Appendix 4 When a Child Expresses Concern

- Appendix 5 Responding to Allegations of Abuse

- Appendix 6 Code of Conduct for Staff and Volunteers at Word International Ministries, UK

SECTION 1

Details of the Place of Worship / Organisation

Name of Place of Worship / Organisation: Word International Ministries, UK

Address: 155A King's Road, London, London SW3 5TX

Tel No: 07853257761

Email address: info@wordinternational.org.uk

Membership of Denomination: Word International Ministries

Charity Number: 1110939

Company Number: 5011765

Insurance Company: Public Liability Insurance, Answar, Policy Nr. 6043761

The following is a brief description of our place of worship / organisation and the type of work / activities we undertake with children and adults who have care and support needs: Word International Ministries, UK currently conducts weekly worship services in six different locations:

- London Central: Chelsea Methodist Church Building, 155A King's Road, Chelsea SW3 5TX.
- London West: United Reformed Church Building, 114 Hanworth Road, Hounslow TW3 1UF.
- Gillingham, Kent: St. Augustine Church, Community Hall, 192 Rock Ave, Gillingham ME7 5PW.
- Birmingham: Elim Church Building, 23 Victoria St, West Bromwich B70 8EX.
- Aylesbury: Mandeville School, Ellen Rd, Aylesbury HP21 8ES.
- Manchester: 48 Liverpool Road, Eccles M30 0WA.

At all locations we conduct Sunday school for children during the service and youth discipleship groups run after the service at the same locations. We also organise yearly camps for families and young people.

Our Commitment

As a leadership 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, 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 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 a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with

statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

The policy and attached practice guidelines are based on the **Ten Safe and Secure** safeguarding standards published by the Churches' Child Protection Advisory Service (CCPAS) and prepared in consultation with the trustees of Word International Ministries, UK.

The Leadership undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide on-going safeguarding training 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(s) 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 Leadership agrees not to allow the document to be copied by other organisations.

SECTION 2

Recognising and Responding appropriately to an Allegation or Suspicion of Abuse

Understanding Abuse and Neglect

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

In order to safeguard those in our places of worship and organisations we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Also, for adults the UN Universal Declaration of Human Rights with particular reference to Article 5 which states:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, are included in the appendixes of our policy.

- Definitions of abuse (Appendix 2): This covers physical, emotional, sexual and spiritual abuse with additional issues with vulnerable adults of domestic and financial abuse.
- Signs and symptoms of abuse (Please see appendix 3)
- How to respond to a child wishing to disclose abuse (Please see appendix 4)

Safeguarding Awareness

The Leadership is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis.

The Leadership will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying 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. Following procedures as below:

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to **Joshua Fernandez** (hereafter the "Safeguarding Co-ordinator" - mobile: 07588111474 and email: joshua23sulit@yahoo.co.uk) who is nominated by the Leadership 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.
- In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to **Chris Ordanza** (hereafter the "Deputy" – mobile: 07961554611 and email: chrisordanza@yahoo.co.uk). If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to the Churches' Child Protection Advisory Service (CCPAS) PO Box 133, Swanley, Kent, BR8 7UQ. Telephone 0845 120 4550. Alternatively contact Social Services or the police.
- Where the concern is about a child the Safeguarding Co-ordinator should contact Children's Social Services. Where the concern is regarding an adult in need of protection contact Adult Social Services or take advice from CCPAS as above.
- The local Children's Social Services office telephone number for London (office hours) is 020 7332 3621. The out of hours emergency number is 020 8356 2710. The local Adult Social Services office telephone number for London (office hours) is 020 7332 1224. The out of hours emergency number is 0208 356 2300.
- Where required the Safeguarding Co-ordinator should then immediately inform the insurance company and other strategic personnel within the denomination.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from CCPAS.
- The Leadership will support the Safeguarding Co-ordinator/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.
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from CCPAS, although the Leadership hope that members of Word International Ministries, UK will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to contact an outside agency direct. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed Procedures where there is a Concern about a Child:

Allegations of physical injury, neglect or emotional abuse

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact Children's 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.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling 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.
- Seek and follow advice given by CCPAS (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

Allegations of sexual abuse

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

- 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.
- 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.

Detailed Procedures where there is a Concern that an Adult is in Need of Protection:

Suspicious or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse

If there is concern about any of the above, Safeguarding Co-ordinator/Deputy will:

- contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively, CCPAS can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, Safeguarding Co-ordinator will:

- Identify support services for the victim i.e. counselling or other pastoral support
- Contact CCPAS and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person who works with children/young people

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will need to liaise with Children's Social Services in regards to the suspension of the worker, also making a referral to a designated officer formerly called a Local Authority Designated Officer (LADO). They will also seek advice from the LADO as to whether a referral to DBS is appropriate at this time.

SECTION 3

Prevention

Safe Recruitment

The Leadership will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form and a self-declaration form
- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A disclosure and barring check has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

Management of Workers – Codes of Conduct

As a Leadership we are committed to supporting all workers and ensuring they receive support and supervision. All workers have been issued with a code of conduct towards children, young people and adults with care and support needs (appendix 5).

SECTION 4

Pastoral Care

Supporting those affected by Abuse

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the place of worship/organisation. This support will be given by the most appropriate people given the situation which may include the Pastor, Associate Pastor, Safeguarding co-ordinator and pastoral team. Signposting to specific counselling services may be needed.

When an allegation/suspicion arises about someone in the Church, a period of investigation will follow, which will be stressful for all involved.

- Support will be offered to the suspected perpetrator if they are a regular member of the congregation where appropriate without compromising the child(ren) or their families.
- Where an investigation is under way, this support will be provided with the knowledge of and in liaison with the child protection authorities.
- Where the perpetrator accepts some responsibility, they will be encouraged to seek specialised interventions/treatment to reduce the risk of re-offending. This may only be appropriate once the investigation and legal processes have been completed.

Working with offenders

When someone attending the place of worship / organisation is known to have abused children, or is known to be a risk to adults with care and support needs the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep.

Practice Guidelines

As an organisation / place of worship working with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation. A general code of conduct for workers can be found in appendix 6.

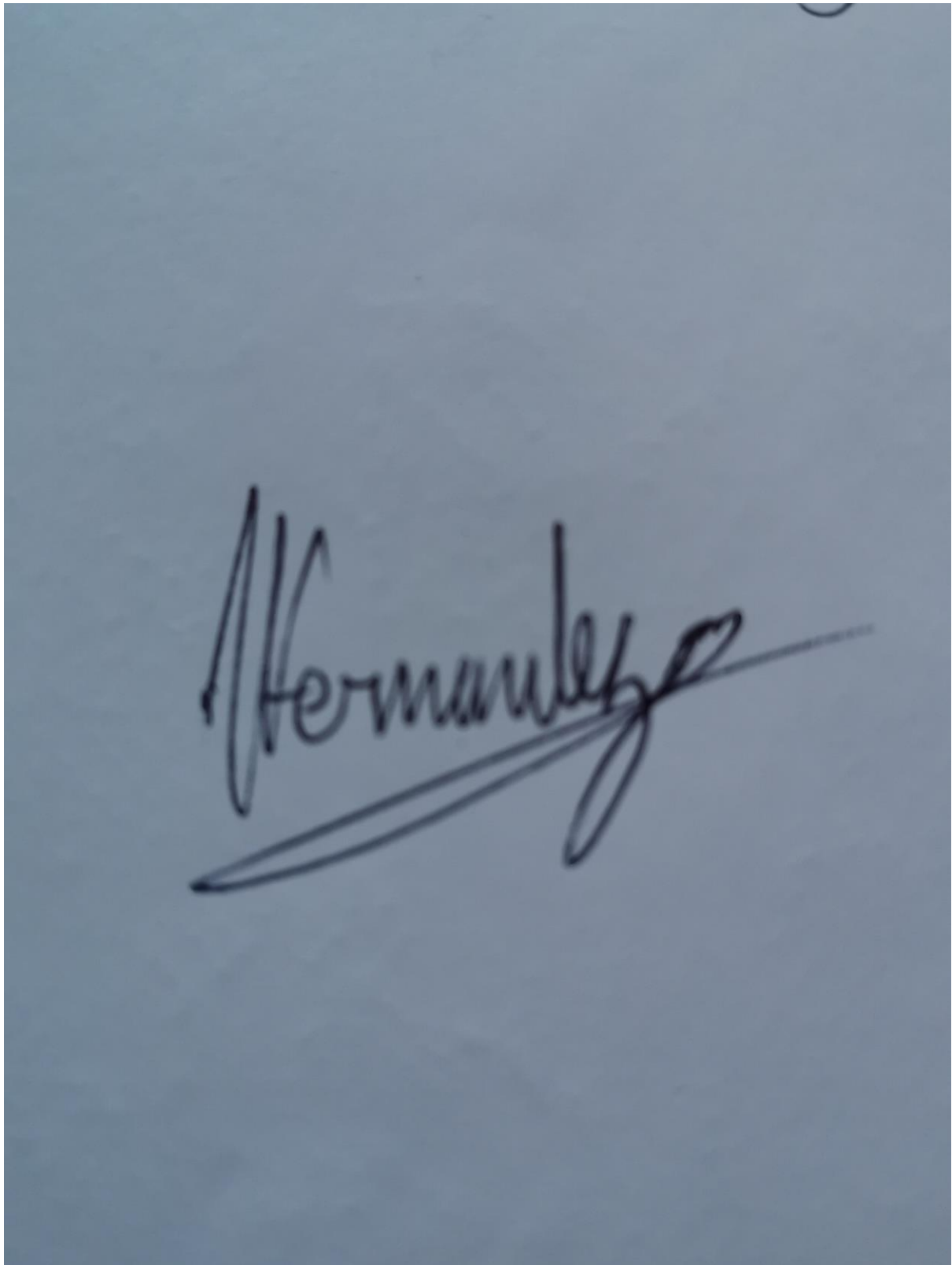
Working in Partnership

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse. We therefore have clear guidelines in regards to our expectations of those with whom we work in partnership, whether in the UK or not. We will discuss with all partners our safeguarding expectations and have a partnership agreement for safeguarding. It is also our expectation that any organisation using our premises, as part of the letting agreement will have their own policy that meets CCPAS' safeguarding standards.

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

Signed by leadership of WIN-UK

Signed:



Date :04/05/2020

(Joshua Fernandez – Safeguarding Coordinator)

Signed _____

Date _____

(Chris Ordanza – Deputy Safeguarding Coordinator)

●
Signed _____

Date _____

(Rudy Bermejo – Trustee)



Signed _____

Date _____

(Stefan Tiran – Pastor)

Next

Review

Date:

July

2020

APPENDIX 1

Leadership Safeguarding Statement

The Leadership WIN-UK Church leadership recognises the importance of its ministry /work with children and young people and adults in need of protection and its responsibility to protect everyone entrusted to our care. We are committed to creating and enabling a healthy culture in order to minimise any coercion and control within our church. The following statement was agreed by the leadership/organisation on 4th November 2018.

This place of worship/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 place of worship/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 believe in the necessity of creating a healthy culture in our church where the value of all people is recognised and challenges are responded to appropriately.

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 in 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-ordinator/s in their work and in any action they may need to take in order to protect children/adults with care and support needs.
- 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 place of worship/organisation affected by abuse.
- Adopting and following the 'Safe and Secure' safeguarding standards developed by the Churches' Child Protection Advisory Service.

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 outside of the UK, concerns will be reported to the appropriate agencies in the country in which we operate, and their procedures followed, and in addition we will report concerns to our agency's headquarters.
- Safeguarding is everyone's responsibility.

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

If you have any concerns for a child or adult with care and support needs, then speak to one of the following who have been approved as safeguarding co-ordinators for this place of worship/organisation.

Joshua Fernandez – Safeguarding Coordinator

Chris Ordanza – Deputy Safeguarding Coordinator

A copy of the full policy and procedures is available from the church office at office@wordinternational.org.uk

Statutory Definitions of Abuse (Children)

Abuse and neglect are forms 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 a stranger. They may be abused by an adult or adults or another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

The four definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2015)'.

What is abuse and neglect? Abuse and neglect are forms 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 a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

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 fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse Emotional abuse is 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 children 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 the 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 cyberbullying), 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 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.

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.

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.

APPENDIX 3

Signs of Possible Abuse (children & 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. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

APPENDIX 4

When a Child Expresses Concern

When a child expresses a concern... Listen, listen, listen

When a child or young person talks about harm or abuse that they are suffering:

- create a safe environment in which the child or young person can share their concerns
- react calmly so as not to further distress the child or young person
- listen carefully to what they say and allow them time to say what they want
- don't rush or interrupt them, or ask more questions than you need to in order to establish whether there is cause for concern
- if you need to ask questions to clarify what the child is saying, always use open questions and not closed questions (eg "Who is it you are afraid of?" not "Is it Dad you are afraid of?")
- as soon as you believe there is cause for concern allow the child to finish, but do not question them any further. Explain that you will have to tell someone who knows what to do next
- accept what the child or young person says and take seriously what you are hearing
- reassure the child or young person, and tell them that you know how difficult it must be to confide in you
- tell the child or young person that s/he is not to blame and that s/he has done the right thing in speaking to you
- help the child or young person to understand what is going to happen next – the child should be informed that other people will need to be told about the concerns which have been shared, and who those people may be. Do not promise or lead a child to believe, that any child protection concern which affects them or other children or young people will be kept confidential
- be aware that a child or young person may be frightened and that they may have been threatened if they tell of what has been happening to them
- remember that most children feel loyalty to their parents and other significant people in their lives and often find it difficult to say things to their detriment
- make notes as soon as possible afterwards using the child's language and recording any questions that you asked to prompt for a response
- complete the safeguarding incident form as soon as possible, signing it with a date and give this to the Safeguarding Co-ordinator who will place it in a locked cupboard (these can be found in the church office or can be emailed to you)
- contact the Safeguarding Co-ordinator, or in their absence their deputy.

Dos

- Listen and clarify

- Give support
- Explain what happens next Take action

Don'ts

- Minimise
- Show shock, alarm or disapproval
- Question or push for information
- Offer false re-assurance

If any concerns arise regarding the safeguarding of children, young people or vulnerable adults:

- Do not dismiss your concerns - in particular, do not ignore or dismiss concerns about a professional or a colleague
- Do not confront the person about whose behaviour you have concerns
- Do not take responsibility for deciding whether or not abuse is actually taking place
- Do not investigate allegations
- Do not act alone
- Do not take sole responsibility for what has been shared or any concerns you may have (always work through the church's procedures)
- Do follow the church's procedures for responding to concerns

Code of Conduct for Staff and Volunteers at Word International Ministries, UK

Volunteers working with children, young people and vulnerable adults have a great opportunity to be a positive role model and to serve in this area of ministry.

Staff and volunteers are expected to:

- Ensure the safety of all children, young people and vulnerable adults by providing effective supervision, proper planning of sessions in a safe environment.
- Encourage and guide participants to accept responsibility for their own performance and behaviour.
- Treat all people fairly and ensure they feel valued. Have no favourites.
- Encourage all not to discriminate on the grounds of religious beliefs, race, gender, social classes or lack of ability.
- Not allow any rough or dangerous play, bullying, or the use of bad language or inappropriate behaviour.
- Be positive, approachable and offer praise to promote the objectives of the group.
- Not let any allegations of abuse of any kind or poor practice to go unchallenged or unrecorded. Incidents and accidents to be recorded in the line with the church policies and procedures.
- Report accidents or incidents of alleged abuse or poor practice to the designated person.
- Administer minor first aid in the presence of others and where required refer more serious incidents to the church's "first aider".
- Have access to telephone for immediate contact to emergency services if required.
- Foster team work to ensure the safety of all in their care.
- Ensure the rights and responsibilities of all are enforced.
- Establish and address the additional needs of disabled participants or other vulnerable groups.
- Not abuse members physically, emotionally, spiritually or sexually.
- Not engage in a relationship with a young person for whom they are responsible
- Maintain confidentiality about sensitive information.
- Respect and listen to the opinions of all people.
- Develop an appropriate working relationship with participants, based on mutual trust and respect.
- Be a role model, displaying consistently high standard of behaviour and appearance (disciplined/committed/time keeping), remember children and young people learn by example.
- Refrain from smoking and consumption of alcohol during all church activities.
- Not spend an excessive amounts of time alone with children unless there are exceptional circumstances

- Never taking children to their home but if necessary have someone else accompany you.
- Not administering First Aid involving the removing of children's clothing unless in the presence of others.

Staff and volunteers have the right to:

- Access on-going training and information on all aspects of leading/managing activities, particularly on Safeguarding.
- Support in the reporting suspected abuse or poor practice.
- Access to professional support services.
- Not to be left vulnerable when working with children.
- Any minor misdemeanours and general misbehaviour will be dealt with immediately and reported verbally to the designated person. Serious or persistent breach of the code will result in disciplinary action and could lead to the person being asked to step down from the volunteering role.
- Emergency action and first aid
- All volunteers should be prepared with an action plan in the event of an emergency and be aware of our First Aid Procedures. This will include access to First Aid equipment