



Wellspring Family Church and Centre

35 Neatherd Road, Dereham, Norfolk, NR19 2AE

Tel: 01362 854581 Email: office@wfdereham.org

Wellspring Family Centre and Church Safeguarding Policy

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Version	Change Description	Author	Approved by trustee	Approved Date
7.0		Lucy Eggleton	MM	04/02/2024
7.1	- Safeguarding poster added - Page numbers and spacing adjusted	Toby Rouse		
8.0	- updated definition of child - updated type and frequency of safeguarding training - update of Social Services to Social Care - Responding to abuse – update when to communicate concerns with parents - new section on responding to historical abuse	Lucy Eggleton	MM	05/03/2025
8.1	Amendment to 'Code of Conduct'	Lucy Eggleton	MM	15/3/25
8.2	Additional clarifying sentence about cause for concern paperwork. Wording of actions of co-ordinator slightly amended	Lucy Eggleton	MM	2/2/26



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Section 1

Name of Organisation: Wellspring Family Centre

Name of Place of Worship: Wellspring Family Church

Address: 35 Neatherd Road, Dereham, Norfolk, NR19 2AE

Tel No: 01362 854581

General Email address: office@wfdereham.org

Senior Leader Name: Centre: Philip Eggleton Church: Pete Collinson

Senior Leader Contact Email: phil@wfdereham.org pete@wfdereham.org

Safeguarding Coordinator Name: Lucy Eggleton

Safeguarding Coordinator Telephone / Email: 07753140143/ lucy_eggleton@yahoo.co.uk

Membership of Denomination/Organisation: Relational Mission

Charity Number: 1096304

Company Number: 04538259

Insurance Company: Ansvar Insurance

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:

Wellspring Family Centre, a registered charity established in 2004, is community based, community led and community focused. Our aim is to facilitate local community projects that address key social needs. We aim to reach those individuals experiencing social exclusion, isolation, ill health (mental and physical), distress or hardship. Our beneficiaries are local children, individuals and families with real issues. Our current projects, all actively work towards better integration and community harmony.

Wellspring Family Church work with children, young people and adults with additional care and support needs; including Sunday morning children's work, outreach to families, holiday clubs and youth work. In all this work, we seek to honour God, serve those we are working with to the very best of our ability, enable our staff and volunteers to work safely and plan to continue to grow in these areas of ministry. Wellspring Family Church is a member of the



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Evangelical Alliance and partners with Relational Mission, which is part of Newfrontiers, a worldwide family of over 800 churches in over 60 nations. To find out more about the Evangelical Alliance, visit www.eauk.org. To find out more about Relational Mission, visit www.relationalmission.com.



Section 2: Introduction

Good governance helps an organisation prevent abuse and means it can respond quickly and with integrity when concerns arise. Central to this, is the Governance Board or Board of Trustees

The governance board is appointed to have independent authority and legal responsibility for how an organisation or charity and have a critical role in decision making and compliance as well as setting the values, standards and behaviours of the organisation.

The standards and behaviours may be referred to as the culture of the organisation or “the way we do things around here”. Culture can be shaped in both negative and positive ways.

“The culture of a charity goes beyond mere compliance with legal and regulatory demands. Charity governance is most effective when it provides assurances not just that legal requirements are met, but that the behaviour of people working for the charity, and those who come into contact with it, is proper and ethical. Culture, alongside good governance, can be pivotal to whether a charity achieves its stated object” (ICSA The Governance Institute, 2017)

Positions of Trust

All adults working with children, young people and vulnerable adults are in a position of trust. All those in positions of trust need to understand the power this can give them over those they care for and the responsibility they have because of this relationship.

It is vital that all workers ensure they do not, even unknowingly, use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted.

As of April 2022 it is illegal (England and Wales)(Northern Ireland) for those in Positions of Trust in a faith setting to engage in sexual activity with a 16- or 17-year old under their care or supervision.

The following Safeguarding Policy and Statement aims, to not only meet the requirements of ensuring a safe environment for those accessing activities in our organisation but to also build an open culture where:

- those who lead do so by example
- are committed to the safeguarding of all
- those that work or volunteer are safely recruited and trained for their roles.
- there are accountability structures
- with codes of conduct
- the values of the organisation are embedded in its day-to-day actions and behaviours of its people
- there is open communication



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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.

A safeguarding poster can be found in APPENDIX 1 which we display in our building for visibility.

The policy and any attached practice guidelines are based on the ten safeguarding standards published by Thirtyone:eight (www.thirtyoneeight.org/ten-standards)



Section 3

Prevention

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.

For the purposes of this policy, a child will be referred to as someone under 18 years old.

An adult at risk of harm will be defined in this policy using the definition from The Care Act 2014, which states that adult safeguarding duties apply to any person aged 18 years or older who:

- Has care and support needs.
- Is experiencing, or is at risk of, abuse or neglect.
- Is unable to protect themselves because of their care and support needs.

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:

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:

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 here in appendix 2.

Safer recruitment



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- Written references have been obtained, and followed up where appropriate
- A self-declaration form and disclosure and barring check (DBS) 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
- All workers have been given a copy of the organisation's safeguarding policy and know how to report concerns.

Safeguarding training

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 provide or facilitate all staff/volunteers undertaking basic safeguarding training which will be renewed every three years.

The Leadership will provide or facilitate specialist safeguarding training for the governance board/board of trustees which will be renewed every three years.

The Leadership will provide or facilitate the Safeguarding Lead/Deputy Safeguarding Lead undertaking advance safeguarding training which will be renewed every three years. Where possible, the Leadership will provide or facilitate additional training for the requirements of the role.

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.

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.

We have specific good practice guidelines. These can be found in appendix 3

Management of Workers – Codes of Conduct



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expectations about what is expected of them both within their job role and out. They will also receive further training as necessary.

The code of conduct can be found in appendix 4.



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Section 4:

Partnership working

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 with 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. It is also our expectation that any organisation using our premises, as part of the letting agreement will have their own policy that meets Thirtyone:eight's safeguarding standards.

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



Section 5

Responding to allegations of abuse

Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

- Documenting a concern

The worker or volunteer should make a report of the concern in the following way:

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

Name: Lucy Eggleton (hereafter the "Safeguarding Co-ordinator")

Tel: 07753140143

Email: lucy_eggleton@yahoo.co.uk

The above 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:

Name: Melanie McEvansoneya (hereafter the "Deputy")

Tel: 07713563005

Email: melmcevansoneya@gmail.com

If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to:

thirtyone:eight PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111. Option 2

Alternatively contact Social Services or the police.



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cause for concern form and share this with the Safeguarding Lead/Safeguarding Deputy or Safeguarding Trustee as soon as possible. Please see a copy of the cause for concern form in the appendix.

- The Safeguarding Co-ordinator may first ring the Thirtyone:eight helpline for advice. Based on the concern they may then contact the relevant statutory services.

Name of local authority: Norfolk County Council

Children's Social Services: Norfolk Safeguarding Children Partnership

Tel: 0344 800 8020

Out of hours Tel: 0344 800 8020

Website Address: <https://norfolkscp.org.uk/>

Adult Social Services: Norfolk Safeguarding Adults Board

Tel: 0344 800 8020

Out of hours Tel: 0344 800 8020

Website Address: <https://www.norfolksafeguardingadultsboard.info/>

Police Protection Team Tel: 101/999

- The Safeguarding Co-ordinator may need to inform others depending on the circumstances and/or nature of the concern
 - Elder or trustee responsible for safeguarding who may need to liaise with the insurance company or the charity commission to report a serious incident.
 - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.
- 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.



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Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from Thirtyone:eight.

- 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 Thirtyone:eight, although the Leadership hope that members of the place of worship / organisation 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 Care (or Thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- If the disclosure, allegation or concern is directly about the parents, then do not tell the parents or carers unless advised to do so, having contacted Children's Social Care.
- 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 Care direct for advice.



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- Seek and follow advice given by Thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Care.

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 Care for children and families and police, on 101
- Depending on the circumstances, they will need to consider whether it is appropriate to speak to the parents of the child. If they are not sure about this, then they will contact Thirtyone:eight.
- Seek and follow the advice given by Thirtyone:eight if for any reason they are unsure whether or not to contact Children's Social Care/Police. Thirtyone:eight will confirm its advice in writing for future reference.

Detailed procedures where there is a concern that an adult needs protection:

Suspicions 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 Thirtyone:eight 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.



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- Identify support services for the victim i.e., counselling or other pastoral support
- Contact Thirtyone:eight 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:

- Liaise with Children's Social Services regarding the suspension of the worker
- Make a referral to the Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Allegations of abuse against a person who works with adults with care and support needs

The safeguarding co-ordinator will:

- Liaise with Adult Social Care to establish whether this can be investigated under their safeguarding processes
- Make a referral to the DBS following the advice of Adult Social Care
- Share information about the concern with the police, as directed by Adult Social Care

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Care to decide not the church/centre.



Allegations of non-recent sexual abuse from an adult:

If an accusation is made of non-recent sexual abuse from a child, the procedure in relation to sexual abuse will be followed (please see above).

If an accusation is made of non-recent sexual abuse from an adult, the Safeguarding Lead will:

- Give the adult the option to report this to the Police. If the adult does not wish to report this to the police, then the Safeguarding Lead can pass on the information relating to the alleged Perpetrator, however, must not share details of the Survivor.
- If the alleged Perpetrator is in a role working or volunteering with children or young people, make a referral to the Local Authority Designated Officer -LADO whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- If the alleged Perpetrator is in a role working with adults with care and support needs, liaise with Adult Social Care to establish whether this can be investigated under their safeguarding processes.
- If the alleged Perpetrator is in a role within your organisation, contact Thirtyone:eight and in discussion with them, consider appropriate action with regards to the scale of the concern.



Section 6

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.

Please see below the details for the individual responsible for wellbeing support/pastoral care:

Name: Phil and Lucy Eggleton

Tel: 07806919567

Email: phil@wfdereham.org

Name: Pete and Hannah Collinson

Tel: 07976779972

Email: pete@wfdereham.org

Working with offenders and those who may pose a risk

When someone attending the place of worship / organisation is known to have abused children, is under investigation, 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. These boundaries will be based on a risk assessment and through consultation with appropriate parties.

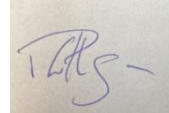


Adoption of the policy

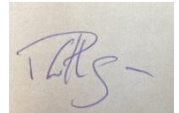
This policy was agreed by the leadership and will be reviewed annually on:

Signed by: *P Eggleton* Position: Elder responsible for Wellspring Family
 Centre Safeguarding

Signed by: P Collinson Position: Lead Elder responsible for Wellspring Family Church
 Safeguarding



Signed by: P Collinson Position: Chair of Trustees Wellspring Family Centre



Signed by: H Grigg Position: Chair of Trustees Wellspring Family Church



Signed by:  Position: Safeguarding Lead

Signed by: *M McEvans* Position: Deputy Safeguarding Lead

Date: 12th February 2026



APPENDIX 1: Safeguarding Poster

Safeguarding is a priority here

We are committed to creating safer places by following statutory guidelines on good working practice.



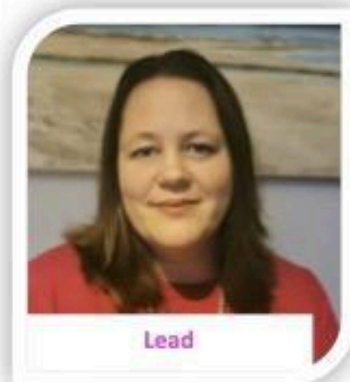
Your safeguarding team:

Children's safeguarding lead(s):
(for anyone under 18 years)

Lucy Eggleton - 07753140143

Deputy:

Melanie McEvansoneya – 07713563005



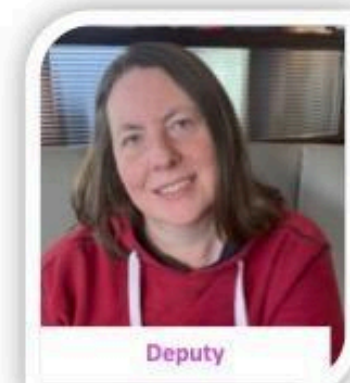
Lead

Adult's safeguarding lead(s):
(for anyone 18 years or over)

Lucy Eggleton - 07753140143

Deputy:

Melanie McEvansoneya – 07713563005



Deputy

A copy of our safeguarding policy is available upon request.

In an emergency, or for independent advice call thirtyone:eight on:

0303 003 11 11

With safeguarding support from:



Thirtyone:eight is an independent Christian safeguarding charity.
Charity No: 1004490, Scottish Charity No: SCO40578, Company No: 2646487



APPENDIX 2

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.

ENGLAND

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.



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or 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.

Statutory Definitions of Abuse (Adults)

The following definition of abuse is laid down in 'No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health 2000):

'Abuse is a violation of an individual's human and civil rights by any other person or persons. In giving substance to that statement, however, consideration needs to be given to a number of factors:

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it'.

Physical Abuse

This is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care.

Sexual Abuse

This is the involvement in sexual activities to which the person has not consented or does not truly comprehend and so cannot give informed consent, or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent.



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emotional health and development or any other form of mental cruelty.

Financial or Material Abuse

This is the inappropriate use, misappropriation, embezzlement or theft of money, property or possessions

Neglect/Self Neglect

This is the repeated deprivation of assistance that the vulnerable adult needs for important activities of daily living, including the failure to intervene in behaviour which is dangerous to the vulnerable adult or to others. A vulnerable person may be suffering from neglect when their general well being or development is impaired

Discriminatory Abuse

This is the inappropriate treatment of a vulnerable adult because of their age, gender, race, religion, cultural background, sexuality, disability etc. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. Discriminatory abuse links to all other forms of abuse.

Organisational Abuse

This is the mistreatment or abuse of a vulnerable adult by a regime or individuals within an institution (e.g. hospital or care home) or in the community. It can be through repeated acts of poor or inadequate care and neglect or poor professional practice.



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



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- 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.

Signs of Possible Abuse (vulnerable adults)

Physical

- A history of unexplained falls, fractures, bruises, burns, minor injuries
- Signs of under or over use of medication and/or medical problems unattended

Sexual

- Pregnancy in a woman who is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually implicit/explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosure or hints of sexual abuse
- Self-harming

Psychological

- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of the carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia

Financial or Material

- 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

Neglect or Omission

- Malnutrition, weight loss and /or persistent hunger
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores
- Being left in wet clothing or bedding and/or clothing in a poor condition
- Failure to access appropriate health, educational services or social care



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

Institutional

- Lack of flexibility or choice over meals, bed times, visitors, phone calls etc
- Inadequate medical care and misuse of medication
- Inappropriate use of restraint
- Sensory deprivation e.g. denial of use of spectacles or hearing aids
- Missing documents and/or absence of individual care plans
- Public discussion of private matter
- Lack of opportunity for social, educational or recreational activity



APPENDIX 3

Good Practice Guidelines

As an organisation working with children, young people and vulnerable adults 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.

As well as a general code of conduct for workers we also have specific good practice guidelines for every activity we are involved in and these are outlined below.

Safeguarding Principles for Group or Activity

- All workers/helpers will ensure that everyone is treated with dignity and respect in attitude, language and actions.
- A clear strategy for summoning additional help (if needed) in situations where a worker is working alone with a child, young person or vulnerable adult.
- Nobody under 16 years of age will be left in charge of children of any age
- No group will be left unsupervised
- We ensure our building is accessible for all. We have a ramp for disabled access, a disabled toilet and hearing loops system. We will encourage integration within all groups. There are some groups/activities which occur upstairs but we will deal with any problems that should arise from this on an individual basis should the need occur.

Adult to child ratios

- The activities run for young children - parent and toddler groups, for example, or crèches during other activities would not need to be on the early years register and are therefore not regulated to the same extent. However, we try to ensure good practice outlined in this guidance
- For each group or activity we aim to have two workers aged over 16 so that if one adult needs to respond to a situation the group is never left alone.
- For children under 2 years old in any group setting, we aim to have at least one volunteer/worker for every 3 children. For children aged 2-3 we aim to have at least one volunteer/worker for every 4 children. For children aged 3 and over, we aim to



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have at least one volunteer/worker for every 10 children. Parents can assist if needed to achieve this ratio but will not be left alone with the group.

- Children can be taken to the toilet by either a male or female leader/helper but if the child requires any help with personal care, the adult with parental responsibility will be sought to come and help with this.

Challenging Behaviour

Sometimes children and young people become angry, upset or disruptive. Occasionally their behaviour may endanger themselves or others. The following guidelines will be adhered to.

If someone is being disruptive:

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

If they are harming themselves, another person or property then others in the group should be escorted away from the area where the disruption is occurring. At the same time, and with a second worker present, request them to STOP. If your request is ignored, you might need to warn the individual that you will consider calling the Police. As a last resort, in the event of them harming themselves, other people or property, physical restraint may be needed until the Police to arrive.

The workers involved should always record what happened in writing as soon as possible after the incident. This should include:

- What activity was taking place.
- What might have caused the disruptive behaviour.
- The person's behaviour.
- What was said and how the worker and others responded.
- A list of others present who witnessed the incident.



kept with the logbook. Parents should be informed if their child has been restrained.

Unexpected Attendance at Activities

Sometimes children, young people or vulnerable adults will want to join in with an organisation's activities without the knowledge of parents or carers e.g. children playing outside or wandering the streets with no adult supervision. In these circumstances it is important to:

- Welcome them but try to establish their name, age (children), address and telephone number. Record their visit in a register.
- Ask if a parent/carer is aware where they are, and what time they are expected home. If this is before the session ends, they should be encouraged to return home, unless the parent/carer can be contacted and they are happy with the arrangement. In the case of children in particular, suggest the child seeks the parent/carer's permission to return the following week.
- Link the visiting person with a regular attendee who can introduce them to the group and explain about the activity.
- On leaving, give the person a leaflet about the group, if relevant, with contact telephone numbers etc and perhaps a consent form to bring back if they wish to continue coming to the group.

Filming and Taking Photographs

Since the introduction of the Data Protection Act in 1998, organisations must be careful if they want to take photographs or film footage of people, and how images are used. This does not mean that photographs should not be taken or that filming is prohibited, but there are certain protocols that must be followed to comply with data protection legislation as well as to ensure that children, young people and vulnerable adults are kept safe.

Permission must be obtained of both children and adults before a photograph is taken or film footage recorded. However, it is perfectly acceptable to ask parents/carers to let the organisation know if they do NOT want their child photographed or filmed. The worker should write to parents or carers to explain what is happening and leave the onus on the parent/ carer to contact them if they have any objections. In addition to this:



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- When using photographs of children and young people, use group pictures and never identify them by name or other personal details. These details include e-mail or postal addresses, telephone or fax numbers.
- Obtain written and specific consent from parents or carers before using photographs on a website



APPENDIX 4 CODE OF CONDUCT

Wellspring Family Church/Centre behaviour code for working with children, young people and adults at risk of harm

Purpose

This behaviour code outlines the conduct expected of all workers (staff and volunteers). The code of conduct aims to help protect adults at risk of harm, children and young people from abuse and inappropriate behaviour from those in positions of trust, and to reduce the risk of unfounded allegations of abuse being made.

The role of workers (staff and volunteers)

When working with children and young people or adults at risk of harm, you are acting in a position of trust for Wellspring Family Church/Centre. You will be seen as a role model and must act appropriately.

Good practice

- Treat everyone with dignity, respect and fairness, and have proper regard for individuals' interests, rights, safety and welfare
- Work in a responsible, transparent and accountable way
- Be prepared to challenge unacceptable behaviour or to be challenged
- Listen carefully to those you are supporting
- Avoid any behaviour that could be perceived as bullying, emotional abuse, harassment, physical abuse, spiritual abuse or sexual abuse (including inappropriate physical contact such as rough play and inappropriate language or gestures)
- Seek advice from someone with greater experience when necessary
- Work in an open environment – avoid private or unobserved situations
- Follow policies, procedures and guidelines and report all disclosures, concerns, allegations, and suspicions to the safeguarding co-ordinator
- Don't make inappropriate promises particularly in relation to confidentiality
- Do explain to the individual what you intend to do and don't delay taking action

Unacceptable behaviour

- Not reporting concerns or delaying reporting concerns
- Taking unnecessary risks
- Any behaviour that is or may be perceived as threatening or abusive in any way
- Passing on your personal and/or social media contact details and any contact that breaches [name of group/organisation] social media policy
- Developing inappropriate relationships
- Consuming alcohol or illegal substances
- Favouritism/exclusion – all people should be equally supported and encouraged



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If you have behaved inappropriately you will be subject to disciplinary procedures (particularly in the case of paid staff where the line manager will consult the safeguarding coordinator as appropriate). Depending on the seriousness of the situation, you may be asked to leave Wellspring Family Chi. We may also make a referral to statutory agencies such as the police and/or the local authority children's or adult's social care departments or DBS. If you become aware of a breach of this code, you should escalate your concerns to the safeguarding coordinator or line manager (in the case of a paid staff member).

Declaration

I agree to abide by the expectations outlined in this document and confirm that I have read the relevant policies that assist my work with vulnerable groups.

Name:

Signature:

Date:



Appendix 5 - Cause For Concern Form

Part 1: Record of concern about a child/adult's safety and welfare

(for use by any staff/volunteers– This form can be filled in electronically. If the form is handwritten care should be taken to ensure that the form is legible)^{1, 2, 3}

Child/Adult's name (subject of concern):	Date of birth/age: Child/Adult:	Address:
Date & time of incident:	Date & time (of writing):	
Your Name (print): _____ Role/Job title:		
Signature: _____		
Other members of the household:		
Record the following factually: Nature of concern, e.g. disclosure, change in behaviour, demeanour, appearance, injury, witnesses etc		
How did the concern come to light?		
What is the child/adult saying about what has happened ⁴ ?		
Any other relevant information. Previous concerns etc.		
Date and time of discussion with Safeguarding Co-ordinator ⁵ : _____		



Please pass this form to your Safeguarding Coordinator without delay

Guidance notes for Form 1 (volunteers/staff only):

Following are some helpful pointers in completing the above form:

1. As a registered body the church/charitable organisation is required to ensure that its duty of care towards its beneficiaries is carried out in line with the principles enshrined within the Working together to safeguard children and young people, 2018 and the Care Act, 2014. (Refer to your own church's/organisation's safeguarding policy at this point too).
2. Essential principles of recording the information received/disclosed/observed:
 - a. Remember: do not investigate or ask any leading questions
 - b. make notes within the first one hour of receiving the disclosure or observing the incident
 - c. be clear and factual in your recording of the incident or disclosure
 - d. avoid giving your opinion or feelings on the matter
 - e. aim to record using the 4 W's and 1 H: When, where, what, why and how
 - f. do not share this information with anyone else except your safeguarding co-ordinator in the first instance and they will advise on who else will need to be informed, how and when.
 - g. make use of the additional information section to add any other relevant information regarding the child/adult/ family that you may be aware of. This can include any historic concerns or observations.
3. **What constitutes a safeguarding concern?** – any incident that has caused or likely to cause significant harm to a child can be classed as a safeguarding concern. Abuse is classified under four different categories (with regards to children) as already stated within the safeguarding policy (physical, sexual, emotional, neglect). With regards to adults there are 6 further categorisations. Whilst it may be helpful to record a specific category in the above form, if possible, this may not always be the case. Therefore, it is important to seek advice from your safeguarding co-ordinator or thirtyone:eight at this stage.
4. **Why do you need information regarding 'other household members'?** – It has been demonstrated as important to include information about significant adults in the household especially when concerns relate to children as this has been a recurrent risk factor in several serious case reviews.
5. **Why is the view of the child/adult significant?** It is important to give whatever detail is available of the child or adult's explanation (or verbatim) of the matter to help ascertain if it is plausible and to help offer a context to the concern identified.
6. **Passing information to the Safeguarding co-ordinator** – Your safeguarding co-ordinator holds ultimate responsibility in responding to any safeguarding concerns within the church/organisation and therefore it is important that they have oversight of the actions being taken and make relevant and appropriate contact with



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Part 2: Record of concern about a child/adult's safety and welfare

(for use by Safeguarding Coordinator - This form can be filled in electronically. If the form is handwritten care should be taken to ensure that the form is legible)

Information received by SC:	Date:	Time completed:	From whom:
Any advice sought, if applicable	Date:	Time completed:	Source of advice: name/organisation:
	Advice received:		
Advice received about informing parents or in the case of adults, seeking consent/capacity ¹ :			
Initial Assessment of concern following advice ²			
Action taken with reasons recorded	Date:	Time completed:	By whom:
	Referral		To whom
	Signposting to other community resources		
	Pastoral Care and other support from church		



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Parent/carer informed?	Y	Who spoken to:	Date:	Time:	By whom:
	N	Detail reason:			
Any other relevant information					
Name of Safeguarding Coordinator:		Signature:			

OVERVIEW OF ACTIONS³:

S.No.	Date	Outcome (if known)	Service currently involved	Ongoing support offered by church (this can include monitoring)- include dates
1.				



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Guidance notes for Form 2:

Following are some helpful pointers in completing the above form(s)

1. **Importance of consent from parents/carer or adults (in the light of mental capacity)** – With regards to children, consent of the parents is considered important before a referral is made to external agencies, unless of course doing so will place the child(ren) at greater risk of harm. With regards to adults, it is important to be aware that their consent is crucial before reporting concerns onto statutory agencies. The individual's mental capacity will also be a significant factor to consider at this stage. You can always seek the advice of local authority social services.
2. **Initial assessment-** Based on the advice you may have received from relevant individuals/agencies (i.e. this could be school/thirtyone:eight/CEOP etc), what are the concerns categorised as?
3. **Overview of actions** - Includes a summary of the actions taken so far and who holds responsibility for it. You can use this section to add on information gathered when monitoring the situation or offering pastoral care over a defined period of time.



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APPENDIX 5

Flowchart for Action Children and Young People

<https://thirtyoneeight.org/media/vb3gxnvf/flowchart-for-action-children.pdf>

Flowchart for Action Adults at Risk

<https://thirtyoneeight.org/media/dxrhjk22/action-for-adults-at-risk-flowchart.pdf>