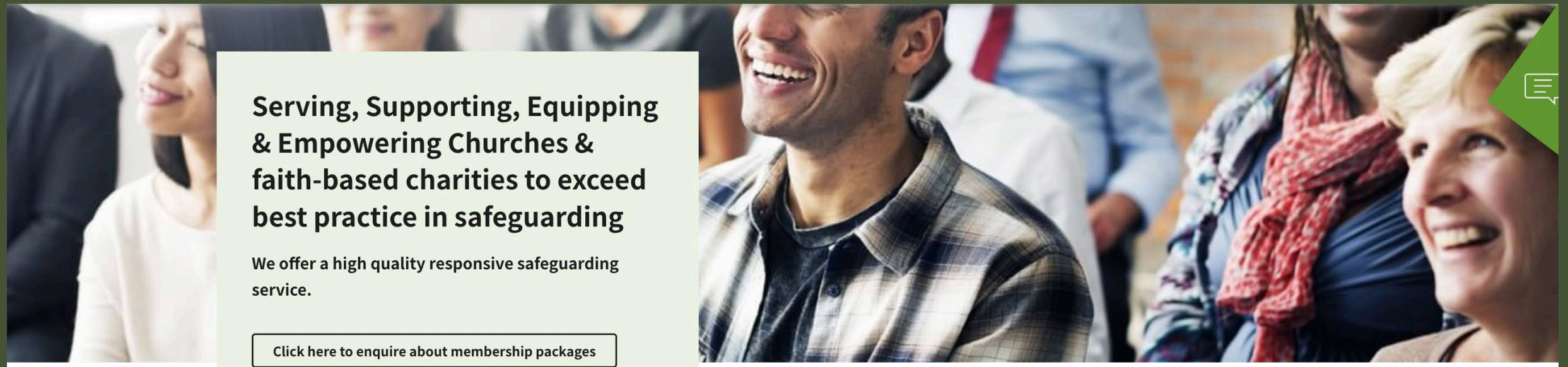


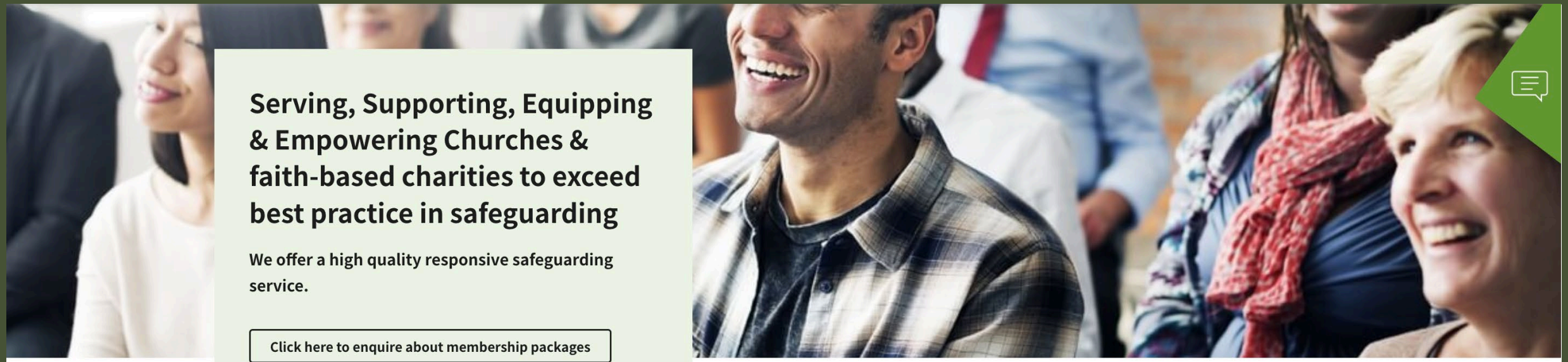
Welcome

Safe and Sound

Effective safeguarding in our churches

AGBC SE Association of Grace Baptist Churches South East

CSS Christian Safeguarding Services Training & Consultancy Services



Christian Safeguarding Services in partnership with the Association of Grace Baptist Churches (South East)

AGBC SE
Association of Grace Baptist Churches South East

CSS Christian Safeguarding Services
Training & Consultancy Services

Introductions

Paul & Sue Harrison

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Phone: 0116 218 4420

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Session overview

Session 1: The safeguarding policy
(Creating structure and accountability)

Session 2: The church culture
(Creating and maintaining a healthy culture)

Session 3: Allegations, complaints and whistleblowing
(Listening and responding well)

Close

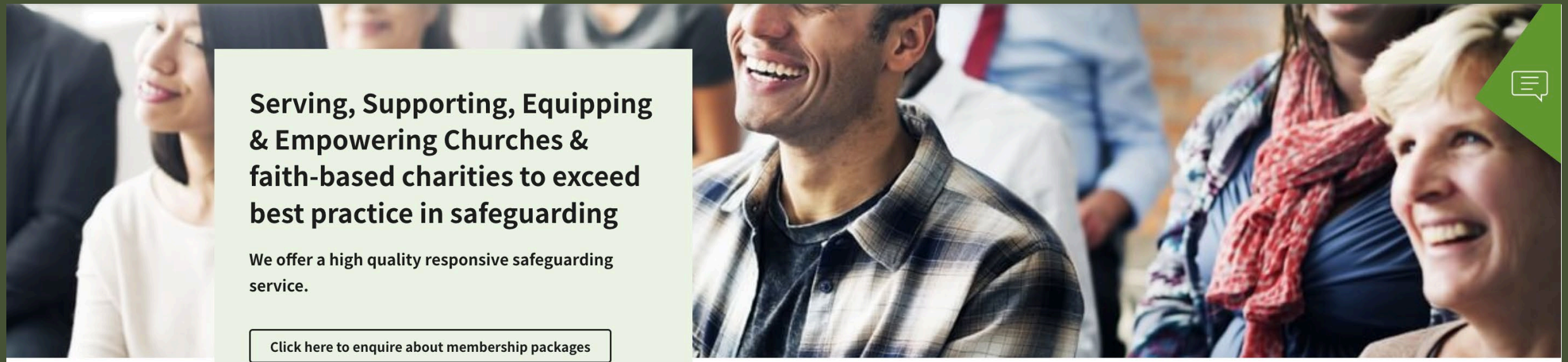
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The six pillars of effective safeguarding practice

1	2	3	4	5	6
Policies	**Procedures**	**Codes of Conduct**	**Systems**	**Culture**	**Integration**
Intentional statements H&S ICT Grievances Complaint/compliments Disciplinary Safeguarding Whistleblowing Allegations Record Keeping etc etc	Detailed Instructions Outline what will be done in a given circumstance. Accurate, clear and simple to follow Avoid jargon that would not be understood by the person who will have to follow them	How we expect all staff and volunteers to behave Pastoral Care For parents and those who attend groups	Recording keeping Filing Confidentiality Reporting KISS Organizational structure Recording standards Regular review	Intentionally formed Pervasive across the organization Openness, transparency and accountability Natural outworking of our gospel principles.	Safeguarding needs to be part of the DNA of church not a bolt-on "the Safety Net" all of the above need to be working effectively together in order to keep people safe.

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Session 1: The safeguarding policy

Creating structure and accountability

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Policies: purpose



- Outline responsibilities
  - Legal, biblical, best practice
- Articulate commitments
- Frame / explain approach (strategic level)
- Set expectations
- Structure and organisation

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Policies: content

Safeguarding children, young people and adults at risk of abuse or neglect

Safe recruitment

Staff and volunteer recruitment retention, support and management

Complaints, suggestions, comments and complements

Technology and social media

Allegations against staff or volunteers

Staff and volunteer disciplinary issues and grievances

Bullying

Physical intervention

- Record keeping and information sharing
- Records retention
- Management of ex-offenders and / or those who pose an actual or potential risk to vulnerable people
- Escalation dealing with professional disagreements
- Quality assurance
- Equality and diversity policy
- Health and safety policy and risk assessments
- Responsible reporting (whistleblowing) policy

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Procedures



- Detailed instructions
  - Outline how we will fulfil policy commitments
  - Outline what will be done in a given circumstance.
  - Accurate, clear and simple to follow
  - Avoid jargon that would not be understood by the person who will have to follow them.
- Many of the policies will have related procedures.
  - These can be embedded into the policy, or listed separately
- Must be consistent with the local procedures (LSCPB / SAB)

Codes of Conduct

- Set standards
- Create expectation
- Framework of accountability
- Transparency
- Communication

Systems



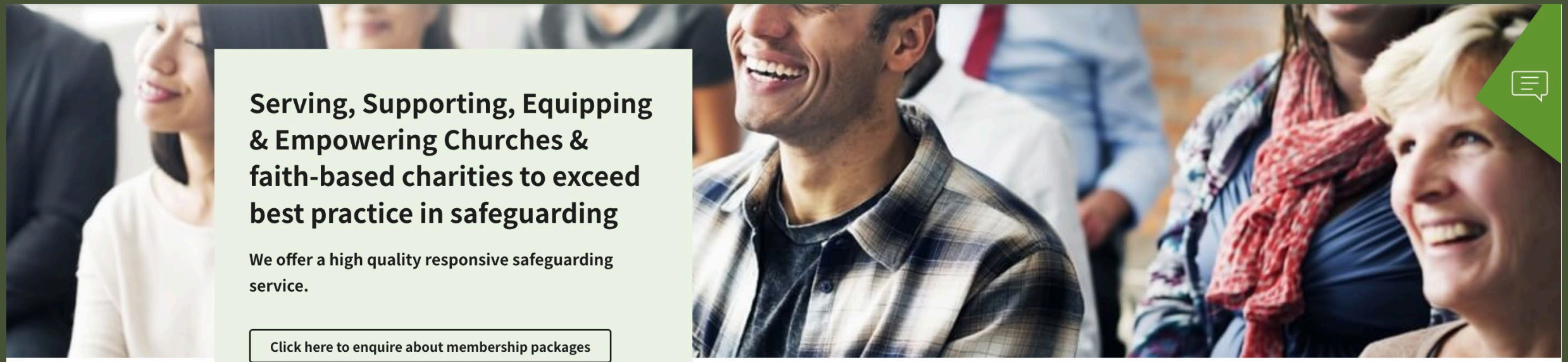
- Infrastructure / underpinning
- Record keeping (including low level “intelligence”
- Recording standard for staff
- Standard forms / documents etc
- Simple as possible
- Confidential
- Organisational structure and hierarchy
- Regularly reviewed for effectiveness

Comments & questions



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Session 2: Healthy church culture

Creating and maintaining a healthy culture

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Culture

- Intentionally formed
  - Not a by-product of theology
  - Not a by-product of policies and procedures
- Natural outworking of our gospel principles
- Rigorous and careful application of theological principles

Culture

- Supports and enhances policies procedures and systems
- Pervasive across the organisation
- Part of the DNA – not a bolt on
- Requires careful thought to avoid contradictions or gaps
  - “the safety net”
  - Integration of the “pillars”

Culture

- Honesty
- Openness
- Transparency
- Accountability

Culture

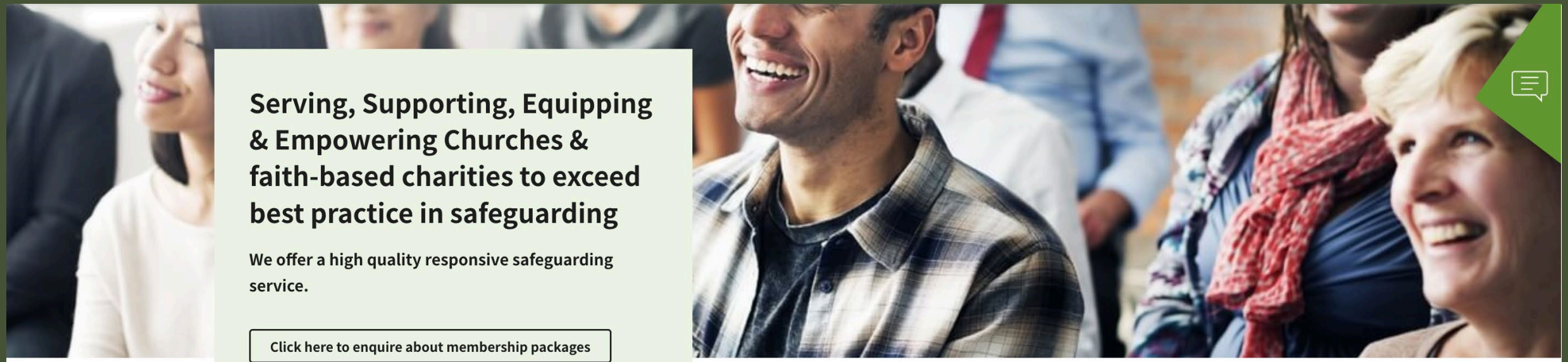
- Culture of safety
  - Objective
  - Subjective
  - Proactive

Comments & questions



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Session 3: Allegations, whistleblowing and complaints

Listening and responding well

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Defining our terms

Safeguarding concerns

Identifying and responding to a concern about a vulnerable person who may be experiencing abuse or neglect

Allegations

A concern or claim that an adult who has access to vulnerable people has caused them harm

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Defining our terms

Whistleblowing

A concern that practice or procedure in the organisation is placing people at risk

Complaints

A claim that someone has been treated unfairly, unsatisfactorily, inappropriately or that they are dissatisfied in some way with their treatment

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Understanding our approach

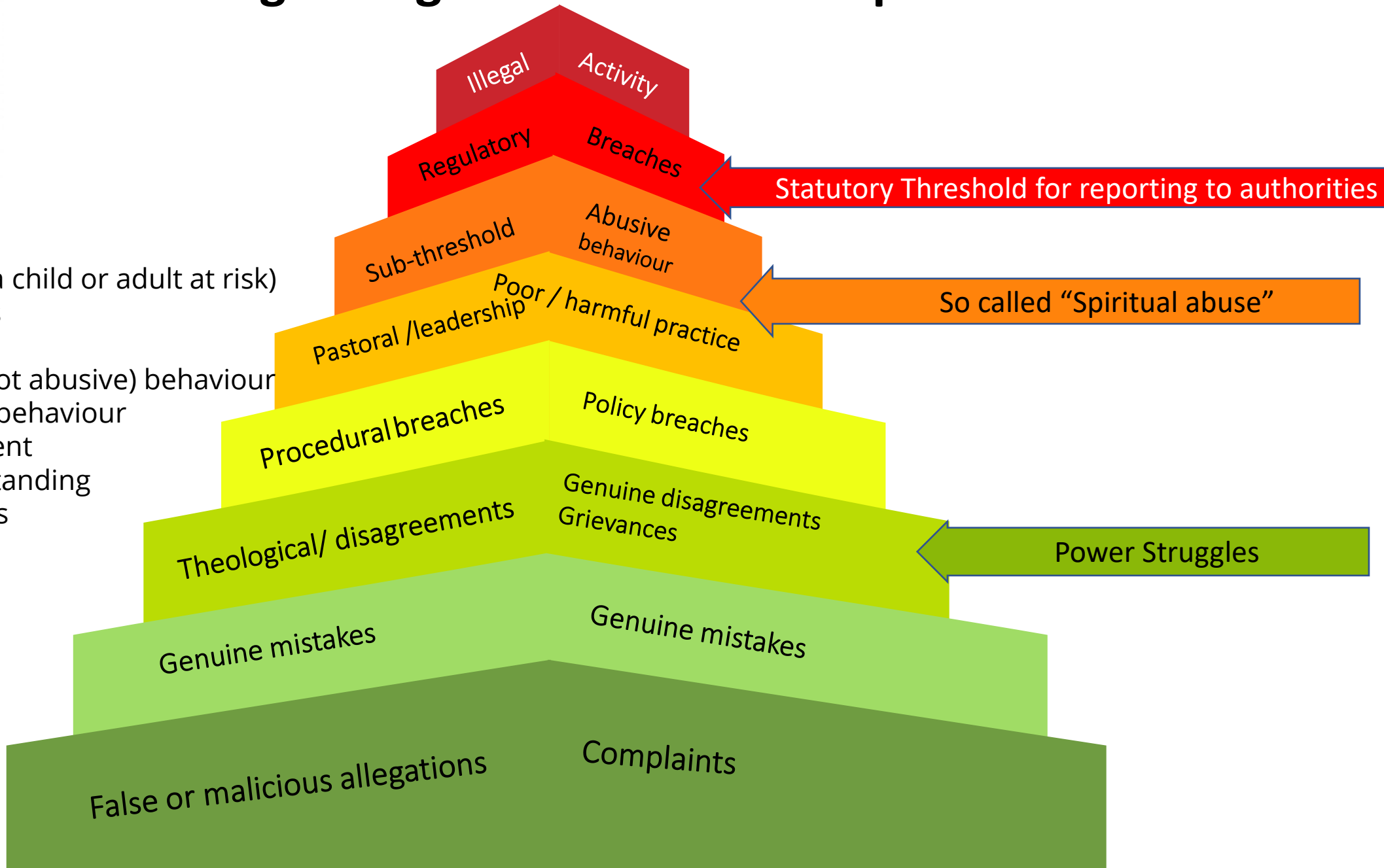
- Shaped by scripture
- Learning from best practice
- Upholding principles of “natural justice”
- Contextualisation

Healthy culture

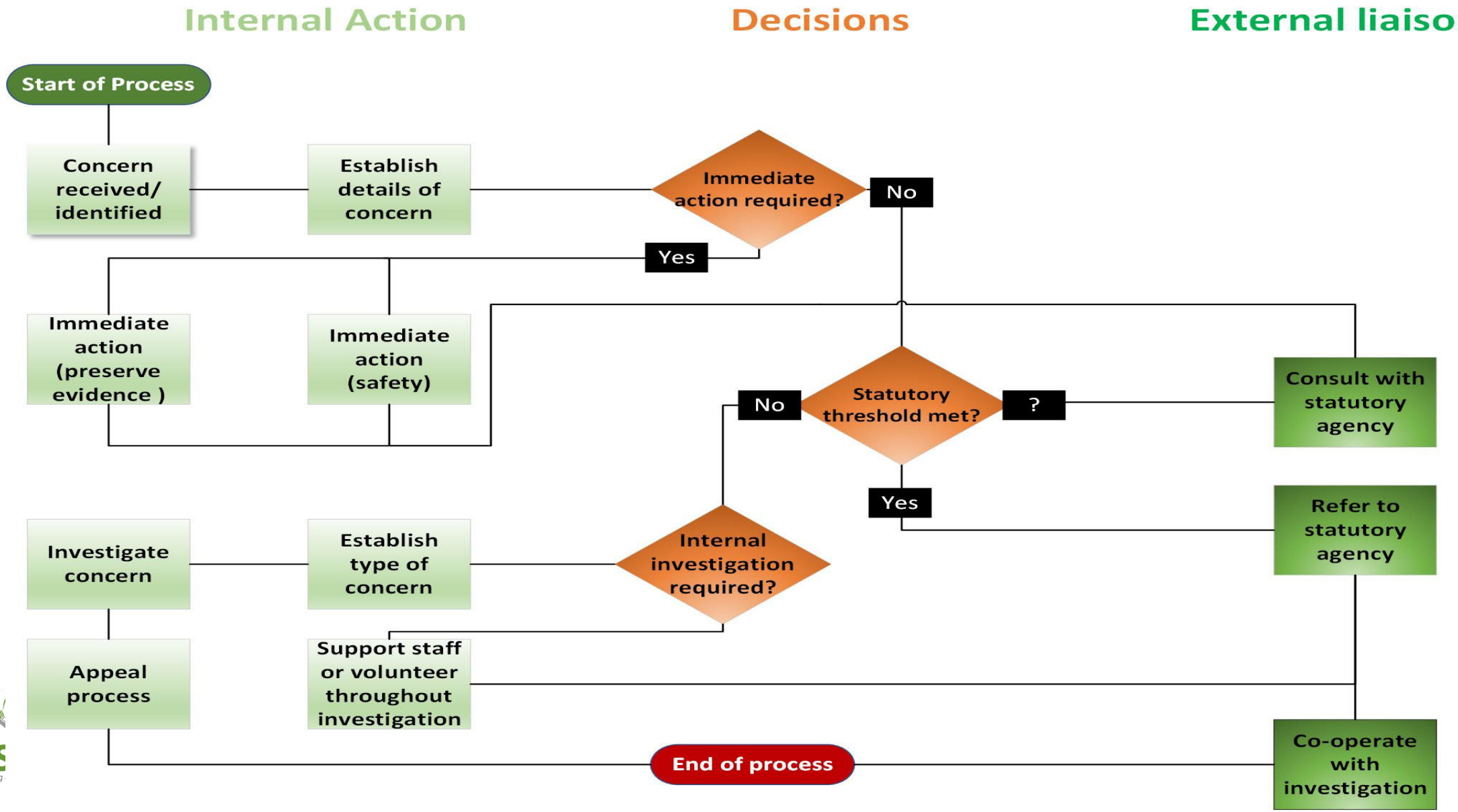
- Biblically faithful
- Open & transparent
- Accountability
- Sacrificial service
- Discipleship
- Discipline
- Humility and gentleness

Categorising concerns and complaints

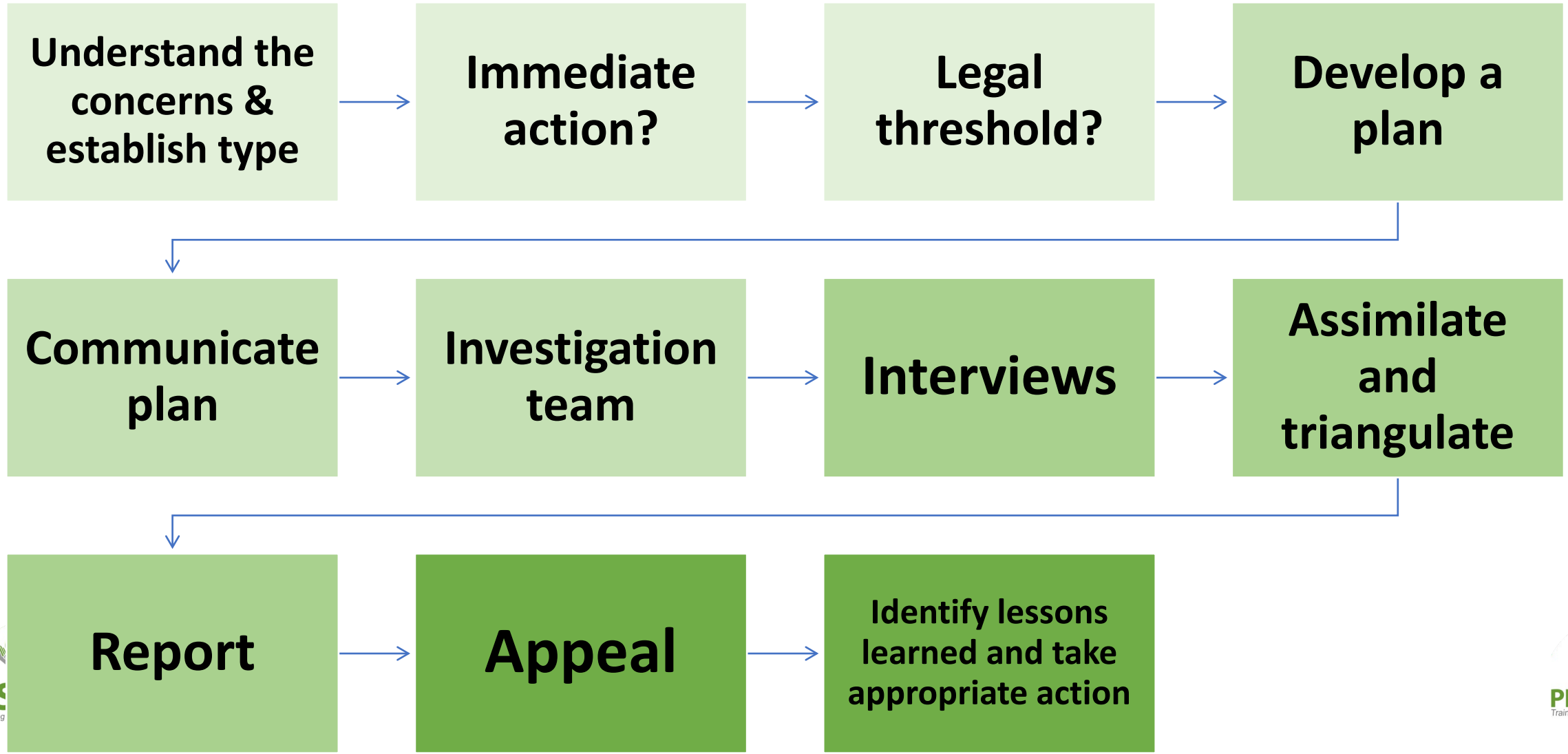
Criminal activity
(including abuse of a child or adult at risk)
Regulatory breaches
Abusive behaviour
Morally sinful (but not abusive) behaviour
Unacceptable / bad behaviour
Genuine disagreement
Genuine misunderstanding
Malicious complaints



Initial decisions



Process of investigation (internal)



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Independent investigations

- It is normal practice for allegations, concerns, complaints etc to be investigated internally by the organisation.
- Situations where an independent investigation or review may help would include:
  - Lack of competence or experience in the organisation
  - Conflict of interest
  - Capacity
  - Required / recommended by statutory services
  - Etc
- The responsibility remains with the trustees

Charity Commission reportable

Serious incidents should be reported ASAP

A serious incident is an adverse event, whether actual or alleged, which results in or risks significant:

- Harm to your charity's beneficiaries, staff, volunteers or others who come into contact with your charity through its work
- Loss of your charity's money or assets
- Damage to your charity's property
- Harm to your charity's work or reputation

For the purposes of this guidance, "significant" means significant in the context of your charity, taking account of its staff, operations, finances and/or reputation.

How to report a serious incident in your charity - GOV.UK (www.gov.uk)

Complaints

Informal stage

Discuss concerns

Agree whether the matter has been satisfactorily resolved

Record and provide written record to complainant

Complaints

Formal stage

Complaint provided in writing

Establish whether an internal investigation is required

Acknowledge receipt and outline action to be taken or explain why no action will be taken

If no action is to be taken, right to appeal the decision

Reputational risk and media interest internal communication

Plan and conduct investigation

Produce investigation report

Communicate outcome to complainant and accused

Explain appeals process

Support the complainant throughout

Record throughout

Complaints

Appeal stage

- Receive explanation of reasons for appeal
- Establish whether appeal is justified
  - Communicate to the complainant
- If appeal is justified
  - Establish the issues to be examined
    - NB. This stage is NOT a reinvestigation but an examination of the process and reliability of the outcomes
- Communicate outcome of appeal
  - Include the steps that can be taken if dissatisfied

Whistleblowing

- Gospel witness
- Reputational risk is greatest where there is lack of transparency
- Risk assessment
- Prepare statements
- Consider what information will be shared, with whom and at what stage

Reputational risk

- Concerns should be raised initially with line manager or designated person and recorded
- Concerns should be examined, and action plan / response produced
- Discuss whether the whistle-blower is satisfied with the response
- Escalate if required
- Examine action plan / response and assess adequacy
- Communicate outcome to whistle-blower
  - Explain what steps can be taken if still not satisfied

Managing media interest

- Prepare statements ASAP
- Ensure no breach of confidentiality / compromise of investigation
- Media interest should not influence the process

Comments & questions



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How can we help?

Free resources are continually developed and updated

Regular newsletter

Full Range of Training Services

Standard training packages

Thematic training in specific safeguarding issues

Bespoke or combination training specifically tailored around your needs

Train the trainer

Policy and systems development and/or review

Audit of systems

Consultancy services

Advice Line & Support

DBS checks

Membership scheme



CSS Christian Safeguarding Services
Training & Consultancy Services

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Twitter @CSSsafeguarding



Instagram “christiansafeguardingservices”
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