



Safeguarding Policy

Edition: January 2025

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Section 1: Details of the Organisation

Name of Organisation: ChaplaincyPlus

Address: 167 Newhall Street, Birmingham B3 1SW

Tel No: 0121 236 9742

General Email address: theteam@chaplaincyplus.org.uk

Chair of Trustees Name: Alan Holdsworth

Chair of Trustees Contact: alan.holdsworth@chaplaincyplus.org.uk

Safeguarding Lead Name: Jane Merson

Safeguarding Lead Contact: 0121 236 9742 / jane.merson@chaplaincyplus.org.uk

Safeguarding Trustee Name: Sue Iqbal

Safeguarding Trustee Contact: 07980 672880 / sue@forwardpartnership.org.uk

Charity Number: 1100383

Company Number: 4863634

Insurance Company: Aviva Insurance Limited

ChaplaincyPlus recognises the need to safeguard adults who use our services and guard against the possibility of any form of abuse against adults or children in circumstances that ChaplaincyPlus is made aware of. We aim to create a safe environment for the nurture and development of adults, in order for them to feel valued and confident to ask for support and help or to disclose issues related to safeguarding. We will create policies and procedures that uphold the importance of our responsibility to protect and safeguard the welfare of adults who use our services. We do not work directly with children or young people but recognise that there may be instances when we are involved with the indirect safeguarding of children and young people through our work with adults, including their family members.

Section 2: Governance and leadership

Our Commitments:

At ChaplaincyPlus, including all staff members, volunteers, and trustees;

- We commit to providing a safe physical, emotional and spiritual environment for adults who engage with our services.
- We commit to ensuring that all staff members, volunteers and trustees have access to this policy and have agreed to follow it.
- We commit to respectful pastoral care for all adults with whom we work.
- We commit to the safeguarding of people who may be vulnerable, supporting their wellbeing.
- We commit to safer recruitment processes for all new and existing staff members, volunteers and Trustees.
- We commit to promote safe practice for those in positions of trust.
- We commit to promoting the inclusion and empowerment of people who may be vulnerable.
- We commit to informing all staff members, volunteers and trustees at ChaplaincyPlus about our safeguarding policy and procedures and recognise that it is the responsibility of each of us to prevent and/or report abuse that we discover and/or suspect.
- We commit to providing all staff members, volunteers and trustees with clear instructions and Safeguarding information in respect of their role, adequate resources and support, and regular opportunities for review.

This policy and any attached practice guidelines are based on the ten safeguarding standards published by Thirtyone:eight ([Our Ten standards | Thirtyone:eight](#)).

Governance

ChaplaincyPlus's board of trustees is appointed to have independent authority and legal responsibility. This includes having 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 charity or "the way we do things". 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" (IICSA The Governance Institute, 2017).

The board of trustees will have overarching responsibility for safeguarding within the charity, including referring to the Charity Commission for England and Wales.

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 a Volunteer Agreement
- the values of the organisation are embedded in its day-to-day actions and behaviours of its people
- and there is open communication.

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 with care and support needs 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.

As a charity operating in England, an adult at risk of harm will be defined in this policy as the following:

The Care Act 2014 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 organisation 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.

This policy is in line with the following legislation:

- The Children Act (1989 & 2004)
- Working Together to Safeguard Children (2023)
- The Care Act (2014)
- Safeguarding Vulnerable Groups Act (2006)
- Mental Capacity Act (2005)

Detailed definitions, and signs and indicators of abuse are included in this policy in APPENDIX B.

Safer 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
- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A self-declaration form and the relevant Disclosure and Barring Service (DBS (England and Wales) has been completed where necessary (we will comply with Volunteer Agreement requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified
- A suitable training programme and induction 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.

Safeguarding training

The Leadership is committed to on-going safeguarding training and development opportunities for all workers including volunteers, 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 the Safeguarding Lead/ Safeguarding Trustee undertaking advance safeguarding training which will be renewed every two years. Where possible, the Leadership will provide or facilitate additional training for the requirements of the role.

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

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 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 potential harm or abuse and false or unfounded accusations.

- We recognize that everyone has different levels of vulnerability and that each of us may be regarded as vulnerable at some time in our lives.
- We will ensure adults with whom we have contact know who to talk to if they have a Safeguarding concern, including external concerns or concerns about a ChaplaincyPlus team member. This will be done by:
 - Making the Safeguarding policy available on our website with information about how to report a concern.
 - Sharing Safeguarding information on the DrawBreath Listening Service information sheet or flyer.
 - Verbally highlighting the Safeguarding information available on our website at Network Group meetings and at any other appropriate time in the course of ChaplaincyPlus' work.
- We will always listen to and take seriously any adult who reports abuse, past or present.
- We will take appropriate action when a Safeguarding concern is raised.
- All ChaplaincyPlus staff and volunteers who have a direct pastoral support role (including volunteer DrawBreath Listeners, and Safeguarding Lead/ Safeguarding Trustee) will complete relevant safeguarding training.
- As far as is reasonable and appropriate, we will always seek to meet with vulnerable adults in public spaces to help protect both them and the ChaplaincyPlus team member from Safeguarding accusations.
- This policy will be reviewed every 12 months as part of our on-going policy review cycle.

Management of Workers – Volunteer Agreement

As a Leadership we are committed to supporting all workers and volunteers and ensuring they receive support and supervision. All volunteers have been issued with a Volunteer Agreement which outlines the responsibilities of a volunteer within their work with ChaplaincyPlus. They will also receive further training as necessary. The Volunteer Agreement can be found in APPENDIX C.

Section 4: Responding to allegations of abuse

Under no circumstances should a worker or volunteer carry out their own investigation into an allegation or suspicion of abuse. Follow procedures outlined below. A Safeguarding flowchart can be found in APPENDIX A.

In an emergency and if someone is at immediate risk of harm, report it to the police by dialling 999.

In any other situation, the worker or volunteer should make a report of the concern in the following way:

The person in receipt of a disclosure, allegation or concern of abuse should report concerns as soon as possible to:

The Safeguarding Team

Tel: 0121 236 9742

Email: safeguarding@chaplaincyplus.org.uk

If the concern implicates a member of the Safeguarding team, then the report should be made directly to the Safeguarding Lead:

Name: (hereafter the "Safeguarding Lead") Jane Merson

Tel: 0121 236 9742

Email: jane.merson@chaplaincyplus.org.uk

The above is nominated by the board of trustees to act on their behalf in dealing with the disclosure, allegation or concern, including referring the matter on to the statutory authorities.

In the absence of the Safeguarding Lead or, if the concerns in any way involve the Safeguarding Lead, then the report should be made to:

Name: (hereafter the "Safeguarding Trustee") Sue Iqbal

Tel: 07980 672880

Email: sue@forwardpartnership.org.uk

If the concerns implicate both the Safeguarding Lead and the Safeguarding Trustee, then the report should be made in the first instance to:

Name: (hereafter the "Chair of Trustees") Alan Holdsworth

Tel: +44 7980 653 856

Email: alan.holdsworth@chaplaincyplus.org.uk

The worker or volunteer can also contact Thirtyone:eight to get further advice if required: Tel: 0303 003 1111. Option 2

The worker or volunteer should record the disclosure, allegation or concern onto the Cause for Concern form and share this with the Safeguarding Lead/ Safeguarding Trustee or Chair of Trustees as soon as possible. Please see a copy of the cause for concern form in APPENDIX D.

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

Social Services

Birmingham City Council Adults & Communities Access Point 0121 303 1234

Out-of-hours Emergency Duty Team 0121 675 4806

West Midlands Police

Non-Emergency Enquiries 101

<https://www.westmidlands.police.uk/contact/af/contact-us-beta/contact-us/>

The Safeguarding Lead may need to inform others depending on the circumstances and/or nature of the concern, such as:

- Chair of Trustees or Safeguarding Trustee who may need to liaise with the insurance company or the charity regulator, Charity Commission for England and Wales.

Concerns 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 disclosures, allegations or concerns of abuse will normally be reported to the Safeguarding Lead, the absence of the Safeguarding Lead or Safeguarding Trustee should not delay referral to the statutory services, the police or taking advice from Thirtyone:eight.

The Leadership will support the Safeguarding Lead/ Safeguarding Trustee 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 organisation will use this procedure. If, however, the individual with the concern feels that the Safeguarding Lead/ Safeguarding Trustee has not responded appropriately, or where they have a disagreement with the Safeguarding Lead/ Safeguarding Trustee 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 Lead/ Safeguarding Trustee 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.

Disclosures

Whilst conversations with a member of the ChaplaincyPlus team, particularly DrawBreath Listening conversations, would normally be held in confidence, where a disclosure is made that could cause a child or adult to be at risk of significant harm, then it is necessary to seek advice and guidance from the appropriate person and to keep a written record of any action taken.

Such situations include:

- Past abuse as a child where the perpetrator still has contact with children or adults at risk of harm.

- A person who may have committed abuse or is fearful that they have the propensity to harm.
- A person currently experiencing abuse, witnessing it, or indirectly involved.
- A person who may view or download indecent images of children or extreme abuse.

In addition to this policy, confidential support for all staff and volunteers will be readily available to advise regarding risk and appropriate action.

In the instance of a disclosure remember the 3 R's:

Receive what is being disclosed without shock/disbelief/judgement;

Reassure them that it right to share, and that it needs to be shared with appropriate people to safeguard those involved; and

Record the conversation, making detailed, accurate notes immediately after. Notes should be strictly only what was disclosed, not the hearer's own perceptions or assumptions.

Whilst you cannot investigate or probe when an individual discloses a safeguarding concern, you can ask clarifying questions, for example:

- Do you want to tell me more about that?
- Did you say someone was with you?
- Anything more you want to share with me about this?

As a protection for DrawBreath Listeners, at the start of all Listening relationships a signed record is kept which states that these matters have been verbally explained and discussed with the ChaplaincyPlus network member.

For disclosures relating to situations external to ChaplaincyPlus: We recognise our responsibility to assess the risk, and where appropriate, respond to and report abuse.

For disclosures relating to situations directly involving ChaplaincyPlus staff or volunteers: We recognise our responsibility to always respond to and report allegations of abuse to the appropriate statutory agency, and cooperate with any investigation.

Concerns or allegations of abuse

Concerns or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse, should be reported using the Cause for Concern form.

If there is concern about any of the above, the Safeguarding Lead/ Safeguarding Trustee will:

- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services on 999, informing them of any suspicions.
- Contact Adult Social Care who will be able to advise whether this reaches the safeguarding threshold and actions required. Alternatively, Thirtyone:eight can be contacted for advice.

If there is a concern regarding spiritual abuse, Safeguarding Lead / Safeguarding Trustee will:

- Identify support services for the Survivor 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.

Detailed procedures where there is a concern about a child

ChaplaincyPlus does not ordinarily work with children, however there may be instances when concern for a child is identified or reported. In this instance, please refer to Appendix E for a detailed outline of how to deal with concerns about a child.

Allegations of abuse against a person working with adults with care & support needs

The Safeguarding Lead/ Safeguarding Trustee will:

- Liaise with Adult Social Care to establish whether this can be investigated under their safeguarding processes.
- Make a referral to the Disclosure and Barring Service DBS following the advice of Adult Social Services.
- Share information about the concern with the police.
- The Care Act 2014 places the duty upon Adult Social Care 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 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 Social Care to decide not ChaplaincyPlus.

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 APPENDIX E).

If an accusation is made of non-recent sexual abuse from an adult, the Safeguarding Lead/ Safeguarding Trustee 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 will consider appropriate action with regards to the scale of the concern.

Reporting and record-keeping

We will keep all records in relation to safeguarding concerns, allegations and the recruitment of volunteers and paid workers securely. Even when no action is to be taken, a record must still be made.

Upon receiving a reported concern or observation, the Safeguarding Lead/ Safeguarding Trustee should review any previous records received concerning the same individual. If previous records exist, the Safeguarding Lead/ Safeguarding Trustee may judge that there is sufficient evidence to prompt action. This should be done according to the procedures outlined above. Alternatively, reported concerns or observations will be securely filed as part of an individual's record.

In any instance when social work and/ or statutory services are contacted, ChaplaincyPlus has a duty to report this to the Charity Commission and to their insurance provider.

If a Safeguarding concern occurs on Agape UK premises where ChaplaincyPlus has its offices, Agape UK must be informed so that they can report it to the correct authorities.

Section 5: Wellbeing Support and Pastoral Care

Supporting those affected by abuse

The Leadership is committed to offering wellbeing support/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 organisation.

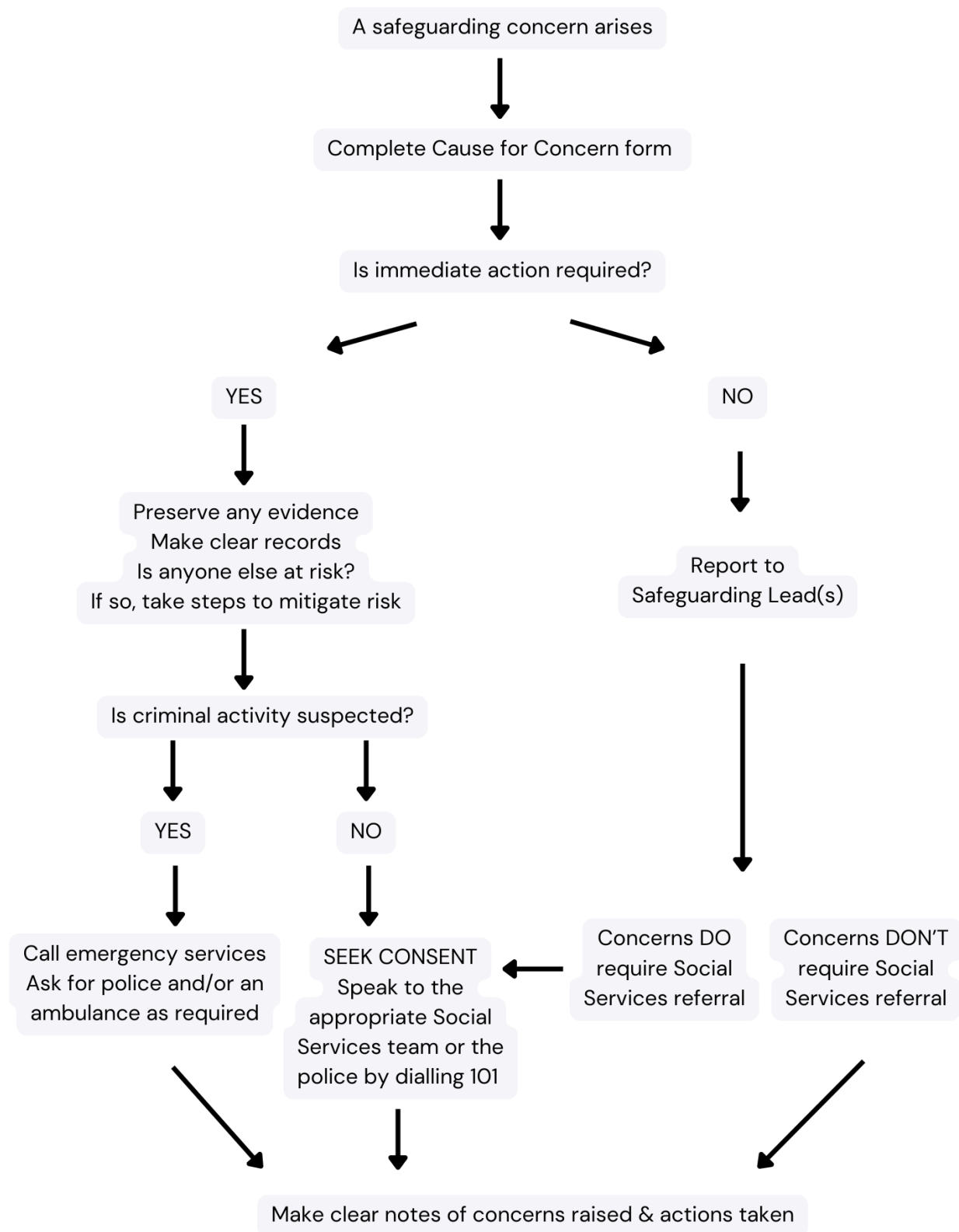
Many external agencies provide specialist support that ChaplaincyPlus is unable to provide. Instead, ChaplaincyPlus will always seek to signpost individuals to appropriate sources of support. Below is an inexhaustive list of specialist groups that offer support:

Support Provided	Agency & Contact Details
Child Abuse	NSPCC https://www.nspcc.org.uk Helpline: 0808 800 5000 Help@nspcc.org.uk 18 & under helpline: 0800 1111
Mental Health	Mind https://www.mind.org.uk Support line: 0300 102 1234 Samaritans https://www.samaritans.org Helpline: 116 123 Visit: 13 Bow Street, B1 1DW

Working with those who may pose a risk

When someone attending the organisation is known to pose a potential risk to children, or adults with care and support needs; the Leadership will supervise the individual concerned and offer wellbeing support/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 external parties.

Appendix A: Safeguarding Flow Chart



Appendix B: Types of Abuse

Children

These four abuse definitions operate in England based on the government guidance '[Working Together to Safeguard Children \(2018\)](#)'.

- **Physical**

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

- **Sexual**

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. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

- **Emotional**

The persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them, or making fun of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed upon children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (inc. cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

- **Neglect**

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

- *Provide adequate food, clothing, and shelter (inc. Exclusion from home or abandonment)*
- *Protect a child from physical and emotional harm or danger*
- *Ensure adequate supervision (inc. The use of inadequate caregivers)*
- *Ensure access to appropriate medical care or treatment*
- *Provide suitable education*

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Adults

The following definitions of abuse were taken from [ThirtyOne:Eight: Types of Abuse](#). Further detail is available on their website.

- **Physical:** Physical abuse is the deliberate use of physical force by one person against another to cause harm. It may result in physical harm or injury to the other person or it may not, and may be a one-off act or ongoing.
- **Sexual:** Sexual abuse (or Sexual violence) is any behaviour perceived to be of a sexual nature which is unwanted or takes place without consent or understanding. The abuse may involve physical contact and touching or non-contact activities. Sexual abuse is found across all sections of society, irrelevant of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation. It can be perpetrated by family or non-family members, women, men and other children. The sexual abuse of adults involves sexual acts to which the person has not consented or has been pressured into consenting to.
- **Emotional:** Emotional abuse (or Psychological abuse) involves harming a person emotionally and includes any persistent emotional ill-treatment that causes severe and long-lasting adverse effects on a person's emotional development. Some level of emotional abuse is present in all types of abuse and ill treatment of one person by another, but it can also occur on its own.
- **Financial:** Financial abuse (or Material abuse) is the attempted or actual misappropriation or misuse of a person's money, property, benefits, or other assets, by means of intimidation, coercion, deception, or other ways to which the person does not or can not consent to. Financial abuse includes having money or other property stolen, being defrauded or put under pressure in relation to money or other property, and having money or other property misused.
- **Organisational:** Organisational abuse (or Institutional abuse) is when a person is abused or mistreated within an institution such as a care home or hospital, or by an organisation providing care in the person's own home. It can include one-off incidents or long-term mistreatment, and can be through neglect or poor professional practice as a result of inadequate resources, structures, policies, processes and practices within an organisation. The abuse may happen because of a culture that denies or restricts privacy, dignity, choice and independence, and involves the collective failure of a service provider or an organisation to provide safe and appropriate services, and to ensure that the necessary preventative and protective measures are in place.
- **Domestic:** Domestic abuse (or Domestic Violence) is any incident, or pattern of incidents, of controlling coercive or threatening behaviour, violence, or abuse by one adult against another where they are or have been intimate partners or family

members. It can include violence by a son, daughter, mother, father, husband, wife, life-partner, sibling, grandparent or by an extended family member, whether they are directly related, in-laws or step-family. It happens across all sections of society, regardless of gender, age, ability, religion, race, ethnicity, financial background or sexual orientation. Both men and women can be victims, although a greater number of women experience domestic abuse and are more likely to be seriously injured or killed because of it. Children and Young People can suffer this form of abuse and are considered victims if they see, hear or experience the effects of abuse and they are related to the victim or the offender. It is usually frequent and persistent, can happen inside and outside the home, and can continue even after a relationship has ended.

- **Modern slavery:** Modern slavery (or Human Trafficking) is the recruitment, movement, and holding of a person by improper means, such as force, threat or deception, for the purposes of exploitation or abuse. Victims of human trafficking can be male or female, children or adults, and may come from migrant or indigenous communities. Modern slavery is different from illegal immigration as people who are trafficked are tricked, coerced, lured or forced by criminals to work for them or others in their criminal networks around the world. People are forced into and held by threats of violence and intimidation against them or their family, fear, debt bondage, isolation and the removal of identification or travel documents, or imprisonment and torture. Children living in the UK can also be targeted and trafficked internally.
- **Discriminatory:** Discriminatory abuse is when a person is treated unfairly, bullied, or abused because of a particular characteristic.
- **Neglect:** Neglect (or acts of omission) is the failure to meet a person's basic physical or emotional needs which is likely to have a serious negative impact on their health or development. It happens when a person deliberately withholds, or fails to provide an appropriate level of care and support which is needed by another person. It can involve a Parent/Carer and can also happen during pregnancy e.g. as a result of maternal substance abuse. Neglect may happen because of a lack of knowledge or awareness, or through a failure to take reasonable action whether deliberate or not. In its extreme form, neglect can be a significant risk as it can lead to serious long-term effects and even be life-threatening.
- **Self-neglect:** Self-neglect is when an adult lives in a way that puts their own health, safety or well-being at risk. It is an extreme lack of self-care that is often related to deteriorating health and ability in older age, poor mental health, or other issues such as addictions, however not everyone who self-neglects needs to be safeguarded. Incidents of abuse may be one-off or multiple, and affect one person or more. People who self-neglect will often decline help from others. There are limitations to what help can be offered if the adult has mental capacity to make their own decisions about how they live, even if they may suffer significant harm or death as a result of their own action or inaction. Any action taken should seek to minimise any risks while respecting the person's choices, trying to engage with the person to offer as much support as possible without causing distress. It is important to all efforts to engage with and support the person are clearly recorded.

Other areas of concern include:

Children

- Child on child abuse
- Child sexual exploitation (CSE)
- Child criminal exploitation (CCE)
- Radicalisation
- Domestic abuse
- Bullying

Adults

- Extremism and radicalisation
- Cuckooing
- Mate crime
- Hate crime
- Stalking/harassment
- Spiritual abuse
- Romance fraud

Appendix C: Volunteer Agreement

This Volunteer Agreement is a description of the arrangement between us (*ChaplaincyPlus*), and you (*ENTER VOLUNTEER NAME*) in relation to your voluntary work. This is used alongside the work outline for your voluntary role. The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

Part 1. ChaplaincyPlus

We, *ChaplaincyPlus*, accept the voluntary service of (*ENTER VOLUNTEER NAME*).

Your role as a volunteer is to help continue the ongoing work and ministry of ChaplaincyPlus and to provide additional support to the staff and trustees of the organisation as needed.

We commit to the following:

1. Induction and training

- To provide thorough induction on the work of ChaplaincyPlus, its staff, your volunteering role and the training necessary to assist you in meeting the responsibilities of your volunteering role.
- As part of your induction you will be made aware of the ChaplaincyPlus Volunteer Policy which provides full details of both your, and our responsibilities.

2. Supervision, support and flexibility

- To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work.
- To provide a personal supervisor who will meet with you regularly to discuss your volunteering and any associated problems.
- To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.

3. Expenses

- To reimburse the following expenses incurred by you in doing your voluntary work in accordance with the procedures set out in the Volunteer Policy:
 - Any out-of-pocket expenses in relation to your work if agreed in advance by your supervising member of staff and upon production of receipt.
 - (*ADD OTHER EXPENSES RELATIVE TO THE VOLUNTEER ROLE*)

4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy.

5. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

7. Problems

- To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues with a member of the Board of Trustees.

Part 2 The Volunteer

I, (**ENTER VOLUNTEER NAME**), agree to be a volunteer with *ChaplaincyPlus* and commit to the following:

1. To help *ChaplaincyPlus* fulfil its vision and purpose through the delivery of strategy.
2. To perform my volunteering role to the best of my ability.
3. To adhere to the organisation's rules, policies, procedures and standards, including health and safety procedures.
4. To maintain the confidential information of the organisation and of its clients, in line with the charity's Confidentiality and Data Protection Policies.
5. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.

My agreed voluntary time commitment is to be reviewed annually on or before 31st December.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Agreed to: (**ENTER VOLUNTEER NAME**)

(**ENTER STAFF NAME**)

.....
Volunteer signature

.....
On behalf of ChaplaincyPlus

Date:

Appendix D: 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): Signature:	Role/Job title:	
Other members of the household ⁴ :		
Record the following factually: Nature of concern, e.g. disclosure, change in behaviour, demeanour, appearance, injury, witnesses etc. <i>(please include as much detail in this section as possible. Remember – the quality of your information will inform the level of intervention initiated. Attach additional sheets if necessary.)</i>		
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 Lead ⁵ :		

Check to make sure your report is clear to someone else reading it.

Please pass this form to the ChaplaincyPlus Safeguarding Lead without delay.

Email: safeguarding@chaplaincyplus.org.uk

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

Following are some helpful pointers in completing the above form:

1. As a registered body ChaplaincyPlus is required to ensure that its duty of care towards its beneficiaries is carried out in line with the principles enshrined within Working Together to Safeguard Children and Young People, 2018 and the Care Act, 2014. (Refer also to ChaplaincyPlus's safeguarding policy).
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 lead 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 or adult 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 lead 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 Lead** – Your safeguarding lead holds ultimate responsibility in responding to any safeguarding concerns within ChaplaincyPlus and therefore it is important that they have oversight of the actions being taken and make relevant and appropriate contact with statutory agencies if required. They will remain the most appropriate link between the organisation and external agencies.

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

(for use by Safeguarding Lead - 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 SL:	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 (e.g. Referral completed, monitoring advice given to appropriate staff, CAF etc)	Date:	Time completed:	By whom:		
	Referral		To whom		
	Signposting to other community resources				
	Pastoral Care and other support from C+				
	Ongoing Monitoring				
Parent/carer informed?	Y	Who spoken to:	Date:	Time:	By whom:
	N	Detail reason:			

Any other relevant information			
Name of Safeguarding Lead:		Signature:	

OVERVIEW OF ACTIONS³:

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

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.

Appendix E: 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 Lead/Deputy Safeguarding Lead will:

- If the child requires immediate medical attention, contact the relevant medical services, informing the Doctor of any concerns.
- Contact Birmingham Children’s Trust (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.

Birmingham Children’s Trust: Report a Concern

<https://www.birminghamchildrenstrust.co.uk/report-a-concern>

Monday to Friday 9am to 5pm	0121 303 1888
Emergency out-of-hours	0121 675 4806

- 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 Birmingham Children’s Trust.
- For lower-level concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of 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 Birmingham Children’s Trust direct for advice.
- Seek and follow advice given by Thirtyone:eight (who will confirm their advice in writing) if unsure whether to refer a case to Birmingham Children’s Trust.

Allegations of sexual abuse

In the event of allegations or concerns of sexual abuse, the Safeguarding Lead/Deputy Safeguarding Lead will:

- Contact the Birmingham Children’s Trust and police on 101.

Birmingham Children’s Trust: Report a Concern

<https://www.birminghamchildrenstrust.co.uk/report-a-concern>

Monday to Friday 9am to 5pm	0121 303 1888
Emergency out-of-hours	0121 675 4806

- 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 to contact Birmingham Children's Trust/ police. Thirtyone:eight will confirm its advice in writing for future reference.

Sources

This Safeguarding Policy was written with reference to the following sources:

2024 LCSD Code of Practice (inc. Safeguarding wording)

<https://static1.squarespace.com/static/634e8e610b28770c192ab8a5/t/65f96a753ba9486e5bf9c81c/1710844533525/Code+of+Practice+2024.pdf> (Accessed 26/07/2024)

ThirtyOne:Eight Model Safeguarding Policy template

<https://thirtyoneeight.org/media/btoff12/model-safeguarding-policy-jan25.docx> (Accessed 10/01/2025)