



SA GEMEENTE  

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SA CONGREGATION

**SOUTH AFRICAN CONGREGATION  
CHILD PROTECTION POLICY**



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## SA CONGREGATION

### Child Protection Policy

#### CHURCH DETAILS

**Name:** South African Congregation - London (hereafter, "The Church")

**Address:** 31 Jewry St  
London  
EC3N 2ET

**Tel No:** 01892 526888

**Email address:** info@sagemeente.com

#### Denomination/Organisation

Inter denominational

#### MISSION STATEMENT

The Church Leadership [Charl Steyn; Dr. Clasen; Dr. Steyn, and; Rev. Harmzen - hereafter referred to as CL] recognises the importance of its ministry to children and young people and its responsibility to protect and safeguard the welfare of children and young people entrusted to the church's care.

As part of its mission, the Church is committed to:

- Valuing, listening to and respecting children and young people as well as promoting their welfare and protection.
- Safe recruitment, supervision and training for all the children's/youth workers within the church.
- Adopting a procedure for dealing with concerns about possible abuse.
- Encouraging and supporting parents/carers.
- Supporting those affected by abuse in the church.
- Maintaining good links with the statutory childcare authorities and other organisations.

#### CHURCH POLICY

The CL recognises the need to provide a safe and caring environment for children and young people. It also acknowledges that children and young people can be the victims of physical, sexual and emotional abuse, and neglect. The CL has therefore adopted the procedures set out in this document (hereafter "the policy"). It also recognises the need to build constructive links with statutory and voluntary child protection agencies. The policy and attached practice guidelines are based on a model published by the Churches' Child Protection Advisory Service (CCPAS) and prepared in consultation with [e.g. denomination & local authority]. The CL undertake to file a copy of the policy and practice guidelines with CCPAS and Children's Social Services, and any amendments subsequently published. The CL agrees not to allow the document to be copied by other organisations.

The CL is committed to on-going child protection training for all children/youth workers and will regularly review the operational guidelines attached.

The CL also undertakes to follow the principles found within the Abuse Of Trust guidance issued by the Home Office and it is therefore unacceptable for those in a position of trust to engage in any behaviour which might allow a sexual relationship to develop for as long as the relationship of trust continues.



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### RESPONDING TO ALLEGATIONS OF ABUSE

#### DETAILS OF CO-ORDINATORS

Ward	London	Loughton	Birmingham	Guildford
<b>Name of Co-ordinator</b>	Valerie Jonker	Ena Wassermann	Helena Claassen	Ziona O'Kennedy
<b>Address</b>	Taurus Lakeside Crescent Canvey Island SS8 8EP	1 The Rookery Fallow Fields Sandy Bedfordshire SG19 2UR	5 Ferriby Road Cawston Rugby CV22 7XH	48 Twineham Road Swindon Wiltshire SN25 2AG
<b>Tel No</b>	07919276415	07770 941556	075 0334 7365	01793745252 / 07793295938
<b>Email address</b>	valerie@sagemeente.com	ena@sagemeente.com	helena@sagemeente.com	zionas@sagemeente.com

Under no circumstances should a church worker carry out their own investigation into the allegation or suspicion of abuse. The person in receipt of allegations or suspicions of abuse will do the following:

- Concerns must be reported as soon as possible to Valerie Jonker (hereafter the "Co-ordinator") tel no: 07894470720 who is nominated by the CL 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.
- The Co-ordinator may also be required by conditions of the Church Insurance Policy to immediately inform the Insurance Company. They may also be required as part of their denominational policy to inform strategic personnel within the denomination e.g. Bishop's Adviser or similar. (Name) \_\_\_\_\_ tel no: \_\_\_\_\_
- In the absence of the Co-ordinator, or if the suspicions in any way involve the Co-ordinator then the report should be made to (Name) \_\_\_\_\_ (hereafter the "Deputy Co-ordinator") tel no: \_\_\_\_\_. If the suspicions implicate both the Co-ordinator and the Deputy Co-ordinator, then the report should be made in the first instance to the Churches' Child Protection Advisory Service (CCPAS) PO Box 133, Swanley, Kent, BR8 7UQ. Telephone 0845 120 4550 or alternatively contact Children's Social Services. The local Children's Social Services office telephone number between 9.00am and 5.00pm is \_\_\_\_\_. The out of hours emergency number is \_\_\_\_\_. The Police Child Protection Team telephone number is \_\_\_\_\_.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with church procedures and kept in a secure place.
- Whilst allegations or suspicions of abuse will normally be reported to the Co-ordinator, the absence of the Co-ordinator or Deputy Co-ordinator should not delay referral to the Children's Social Services Department.
- The CL will support the Coordinator/Deputy Coordinator 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 child protection agencies or seek advice from CCPAS, although the CL hope that members of the church will use this procedure. If, however, the individual with the concern feels that the Coordinator/Deputy Co-ordinator has not responded appropriately, or where they have a disagreement with the 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 CL demonstrate the commitment of the church to effective child protection.

The role of the co-ordinator/ deputy co-ordinator is to collate and clarify the precise details of the allegation or suspicion and pass this information on to the Children's Social Services Department. It is Children's Social Services task to investigate the matter under Section 47 of the Children Act 1989.



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### **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 Coordinator/Deputy Co-ordinator will:

- Contact Children's Social Services (or CCPAS) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Will not tell the parents or carers unless advised to do so having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of injury.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.
- Seek and follow advice given by CCPAS (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

### **ALLEGATIONS OF SEXUAL ABUSE**

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

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by CCPAS if, for any reason they are unsure whether or not to contact Children's Social Services/Police. CCPAS will confirm its advice in writing for future reference.

### **ALLEGATIONS OF ABUSE AGAINST A PERSON WHO WORKS WITH CHILDREN**

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above the co-ordinator in accordance with LSCB procedures will need to liaise with children's social services in regards to the suspension of the worker and making a referral to an Allegations Management Adviser (AMA).

### **APPOINTMENT, SUPPORT, SUPERVISION & TRAINING OF LEADERS & WORKERS**

The CL will ensure all workers will be appointed, trained, supported and supervised in accordance with the principles set out in government guidelines "Safe from Harm" (HMSO 1993), CCPAS guidance and Church practice guidelines attached. The same principles will be applied to those appointed to work with vulnerable adults.

### **SUPERVISION OF GROUP/CHILDREN'S ACTIVITIES**

The CL will provide details of the supervision for each specific activity in the church practice guidelines attached.

### **SUPPORT TO THOSE AFFECTED BY ABUSE**

The CL is committed to offering pastoral care, working with statutory agencies as appropriate, and support to those attending the church who have been affected by abuse.

### **WORKING WITH OFFENDERS**



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When someone attending the church is known to have abused children, the CL will supervise the individual concerned and offer pastoral care, but in its commitment to the protection of children, set boundaries for that person which they will be expected to keep.

This policy will be reviewed annually on (date) \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_ Print Name \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_ Print Name \_\_\_\_\_



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### PROCEDURES FOR RECRUITMENT OF WORKERS

#### RECRUITMENT PROCESS SUMMARY

A Criminal Records Bureau requirement for obtaining disclosure certificates is that prior to appointment there is the expectation that all prospective workers will have undergone a safe recruitment process following Safe from Harm (1993) principles.

This means that all prospective workers are expected to:

- Complete an application form including a voluntary disclosure form;
- References should be taken up;
- Where applicable qualifications should be checked;
- Where applicable a persons professional status should be checked e.g. for qualified teachers confirmation that they are registered with the General Teaching Council for England, Social Workers with the General Social Care Council etc.;
- Where applicable medical fitness would be checked;
- That a person has UK residence or permission to work in the UK

Once an offer of employment has been made then a CRB disclosure should be undertaken. This will provide the employer with information about the individual from the Police National Computer (convictions, cautions, etc), checks again the government lists of those people deemed unsuitable for working with children and/or vulnerable adults, and at enhanced level local police information will be disclosed at the discretion of the Chief Constable.

Using CCPAS model application form as a template for your church or organisation, asks questions in relation to a person's suitability for working with children.

In particular it also asks for information of the applicant as to whether or not there has been any concern regarding their conduct with children, and whether there has ever been any allegations made against them which has been reported to and investigated by Children's Social Services and/or the Police.

Whilst ordinarily social services information is not available on a CRB disclosure, where the police have been involved in a child protection matter concerning an individual, a disclosure at enhanced level may include information released by the police concerning children's social services e.g. where following a police investigation a child has been placed on the child protection register.

By using the CCPAS model application form an applicant is asked about this.

In completing an application form based on the CCPAS model the recruiting church or organisation can be assured that all the information on the application form and voluntary disclosure form should mirror the information received back on a CRB disclosure.



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### **SAMPLE QUESTIONS FOR INTERVIEWS**

NB. This list of questions is not conclusive, but a sample that could be asked depending on the situation and circumstances.

1. How would you handle a child who was being aggressive and challenging towards you personally?
2. Could you tell us about experiences working with children that have been difficult or unpleasant and how did you handle these?
3. What would be your views on a youth worker having a sexual relationship with a girl (over 16) who attends the youth club?
4. What areas would concern you when considering the suitability of a young person to work as a helper in a youth event you were responsible for?
5. How would you respond to a youth asking for advice about embarking on a sexual relationship with a 15 year old girlfriend/boyfriend?
6. Because you are going to be working with children and young people who face problems in the area of drug and alcohol misuse or child abuse, have you any experience which would be relevant in dealing with these issues?
7. Have you ever had any concerns expressed to you about your conduct with children and young people?
8. Have you ever had a position of work with children and young people declined?
9. Have you ever been involved with police or Children's Social Services in regard to children, either in this country or abroad?
10. Have you ever been involved in court proceedings concerning a child?
11. If you were offered employment, is there anything else we would need to know in terms of your previous work or relationships with children?



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## **PRACTICE GUIDELINES**

### **DEFINITIONS OF ABUSE**

The following definitions of child abuse are recommended as criteria throughout England by HM Government in Working Together to Safeguard Children A Guide to inter-agency working to safeguard and promote the welfare of children, 2006.

#### **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. 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 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 causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

#### **SEXUAL ABUSE**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

#### **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 and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.





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## RECOGNISING POSSIBLE SIGNS OF ABUSE

The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered.

### PHYSICAL SIGNS OF ABUSE

Any injuries not consistent with the explanation given for them  
Injuries that occur to the body in places which are not normally exposed to falls, rough games, etc  
Injuries that have not received medical attention  
Neglect - under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc  
Reluctance to change for, or participate in, games or swimming  
Repeated urinary infections or unexplained tummy pains  
Bruises, bites, burns, fractures etc which do not have an accidental explanation\*  
Cuts/scratches/substance abuse\*

### INDICATORS OF POSSIBLE SEXUAL ABUSE

Any allegations made by a child concerning sexual abuse  
Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play  
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 SIGNS OF ABUSE

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

### RACE, CULTURE & RELIGION

Crucial to any assessment is a knowledge and sensitivity to racial, cultural and religious aspects. Remember also that differences exist not only between ethnic groups but also within the same ethnic group and between different neighbourhoods and social classes. While different practices must be taken into account, it is also important to remember that all children have basic human rights. Differences in child-rearing do not justify child abuse.

### SELF HARM (INCLUDING EATING DISORDERS)

National Statistics (2001) report that according to parents, about one in fifty of 11 - 15 year olds have tried to harm, hurt or kill themselves (the highest rate being among 13 - 15 year old girls). Among 5 - 10 year olds, just over one in 100 have tried to harm, hurt or kill themselves.

The incidence of self harm was greater for those children and young people coping with stressful life events such as:

- Separation of parents, serious illness, death of parent or close relative
- An increase in the parent's mental health problems



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- An increase in the degree of family discord
- An increase in the frequency of punishment

A study (March 2003), commissioned by the Samaritans, found young people more likely to harm themselves if they had friends who had already done so. The research is the first large-scale, anonymous survey on the subject to be carried out in the UK.

In total, more than 6,000 pupils aged 15 and 16 were quizzed from 41 schools across England. They were asked about suicidal thoughts and self-harming behaviour.

The survey found that:

- Young people who harm themselves often have difficulty coping with everyday problems
- Rather than employing positive strategies such as talking to someone about the situation, they were more likely to blame themselves, sit in their room or drink alcohol
- Only 20% of those who self-harmed felt they could speak to a teacher about something that was really bothering them
- People who self-harm were shown by the survey to be more anxious, depressed and to have lower self-esteem than those who do not

The two most common reasons for self-harm are: "To find relief from a terrible state of mind", and; "because I wanted to die".

The Samaritans are developing an emotional health programme to try and help young people express their feelings and find ways of coping with and seeking help for their problems.

Further information on this Report from [www.samaritans.org/know/youth\\_matters.shtm](http://www.samaritans.org/know/youth_matters.shtm)

Useful organisations and resources:

National Inquiry into Self Harm: [www.selfharm.uk.org](http://www.selfharm.uk.org) and [www.camelotfoundation.org.uk](http://www.camelotfoundation.org.uk)

National Self-harm network: [www.nshn.co.uk](http://www.nshn.co.uk)

Anorexia and Bulimia Care: [www.anorexiabulimiacare.co.uk](http://www.anorexiabulimiacare.co.uk)

\*These signs may indicate the possibility that a child or young person is self-harming, mostly by cutting, burning, self-poisoning. Approximately 20,000 are treated in accident and emergency departments in the UK each year.



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### HOW TO RESPOND TO A CHILD WANTING TO TALK ABOUT ABUSE

#### GENERAL POINTS

- Above everything else listen, listen, listen
- Show acceptance of what the child says (however unlikely the story may sound)
- Keep calm
- Look at the child directly
- Be honest
- Tell the child you will need to let someone else know - don't promise confidentiality
- Even when a child has broken a rule, they are not to blame for the abuse
- Be aware that the child may have been threatened or bribed not to tell
- Never push for information. If the child decides not to tell you after all, then accept that and let them know that you are always ready to listen.
- As soon as possible write down what has been shared\*

#### HELPFUL RESPONSES

- You have done the right thing in telling
- That must have been really hard
- I am glad you have told me
- It's not your fault
- I will help you

#### DON'T SAY

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- Never make false promises
- Never make statements such as "I am shocked, don't tell anyone else"

#### CONCLUDING

- Again reassure the child that they were right to tell you and show acceptance
- Let the child know what you are going to do next and that you will let them know what happens (you might have to consider referring to Children's Social Services or the Police to prevent a child or young person returning home if you consider them to be seriously at risk of further abuse)
- Contact the person in your church/organisation responsible for co-ordinating child protection concerns or contact an agency such as CCPAS for advice or go directly to Children's Social Services/Police/NSPCC
- Consider your own feelings and seek pastoral support if needed

#### MAKING NOTES

- Make notes as soon as possible, preferably within one hour of the child talking to you.
- Write down exactly what the child said and when s/he said it, what you said in reply and what was happening immediately beforehand (eg a description of the activity).
- Record dates and times of these events and when you made the record. Keep all hand-written notes, even if subsequently typed.
- Such records should be kept for an indefinite period in a secure place.

NB. See chapter two 'Children, Families & Adult Survivors'. See page 27



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### TALKING AND LISTENING TO CHILDREN

Whilst many churches have appointed adults to listen to and talk with children, it must be remembered that children will often decide themselves who they want to talk to. The child might test the adult out in some way before they are prepared to talk. Because of this, all adults, including the children's workers in a church/organisation, need to understand the importance of listening to children and responding appropriately.

When promoting the 'listener's' role, children and young people will not always understand jargon, such as "advocate" or "independent listener". What is important is to identify ways your church/organisation can communicate effectively to children/young people that they are valued, that what they say is important and that there are people who are happy to listen to them. This might be achieved through the production of a poster or leaflet with a telephone number or address or through the individual talking to small groups.

If a child wants to talk:

- Suggest where you might meet
- Offer the child/young person privacy but remember their and your safety
- Remember not to promise confidentiality
- A child/young person may not be wanting to talk about abuse
- Be aware of how to respond if a child/young person does disclose abuse (see 'How to respond to a child wanting to talk' above)



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### **Taking care of touching**

- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be related to the child's needs, not the worker's.
- Touch should be age-appropriate and generally initiated by the child rather than the worker.
- Avoid any physical activity that is, or may be thought to be, sexually stimulating to the adult or the child.
- Children are entitled to privacy to ensure personal dignity.
- Children have the right to decide how much physical contact they have with others, except in exceptional circumstances when they need medical attention.
- When giving first aid (or applying sun cream etc), encourage the child to do what they can manage themselves, but consider the child's best interests and give appropriate help where necessary.
- Team members should monitor one another in the area of physical contact. They should be free to help each other by constructively challenging anything which could be misunderstood or misconstrued.

Concerns about abuse should always be reported.

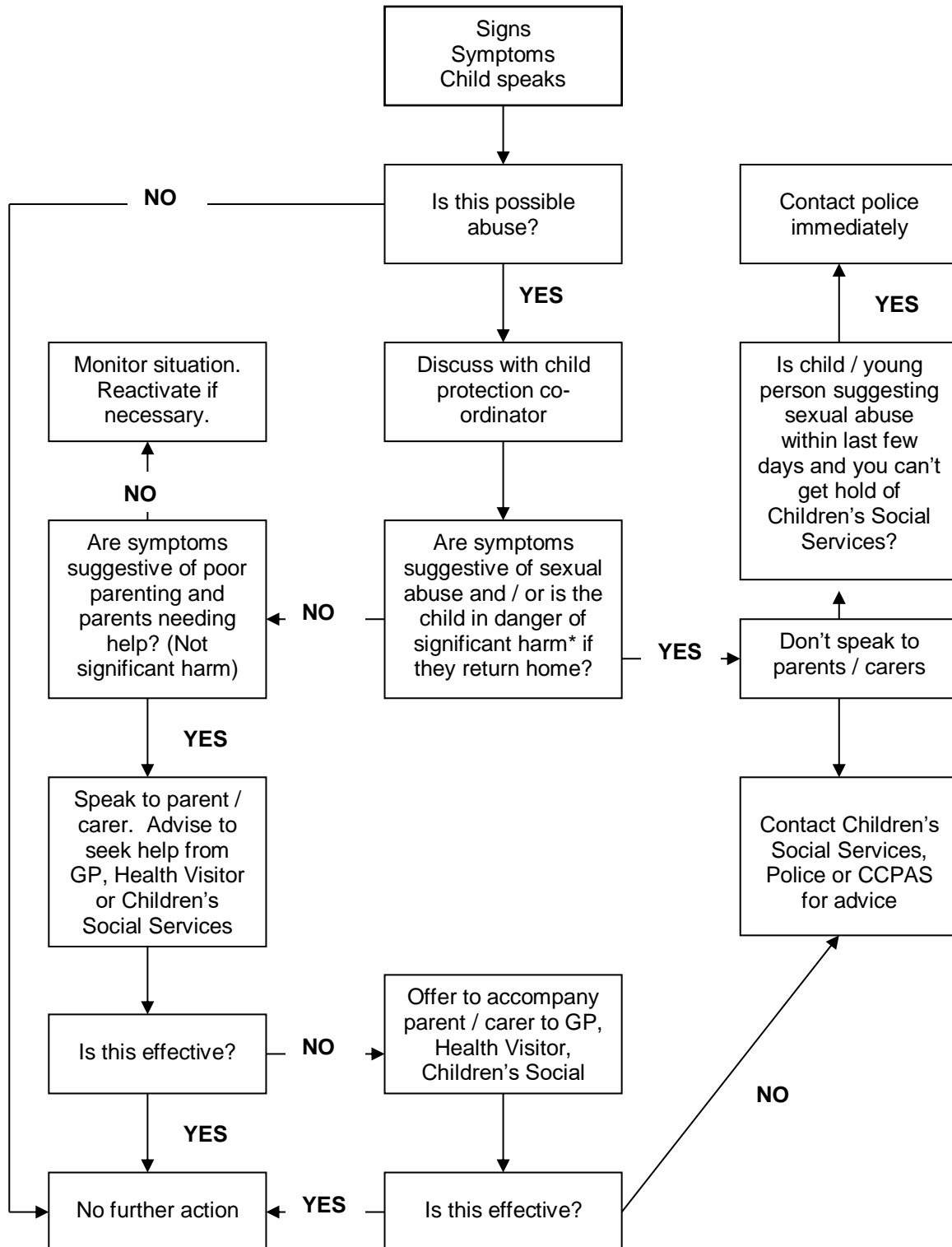


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### ACTION FOLLOWING DISCLOSURE

This is not a substitute for a formal child protection policy.





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### HANDLING OF DISCLOSURE INFORMATION

#### STORAGE AND ACCESS

Disclosure information must never be kept on an applicant's personal file. It must be stored separately in a secure, lockable, non-portable cabinet, with access strictly controlled and limited to those who are entitled to see it as part of their duties.

#### HANDLING

In accordance with Section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. A record should be kept of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

#### USAGE

Disclosure information must only be used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

#### RETENTION

Once a recruitment (or other relevant) decision has been made, Disclosure information should not be kept for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, consultation should be made with the registered/umbrella body and/or the CRB/SCRO. Advice can then be given to the Data Protection and Human Rights of the individual. The above conditions regarding safe storage and strictly controlled access would still apply in these circumstances.

#### DISPOSAL

Once the retention period has lapsed, Disclosure information must be suitably destroyed by secure means, i.e. shredding, pulping or burning. Whilst awaiting destruction, Disclosure information must not be kept in any insecure receptacle (eg waste bin or confidential waste sack). No copies of the Disclosure information may be kept, in any form. However, a record can be kept of the date of the issue of a disclosure, the name of the subject, the type of disclosure requested, the position for which the disclosure was requested, the unique reference number of the disclosure and the details of the recruitment decision taken.



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### Church Babysitting Circle

Whilst in the main it is likely to be parents of young children who want to be involved in a babysitting circle, there may be occasions when single people or those with older children, would like to participate.

Even babies are sexually abused and studies show that abuse can begin when children are under five years of age. Although babysitting may be done on a voluntary basis, churches organising babysitting rotas should adopt the same care in the selection process as when appointing someone working with children and young people. All applicants should complete an application form and supply details of referees. They should also be interviewed and undertake a Criminal Records Disclosure Check.

#### **(i) Making Arrangements**

Before any babysitting arrangement is agreed, the parent/carer and the babysitter should meet to exchange details about themselves and discuss:

- The child's needs/routine
- Expectations about bedtime
- An emergency contact number
- The anticipated time of the parent/carer's return.

In ensuring that the ground rules are established, the parent/carer can repeat the rules about bedtime etc. in front of the child. This minimises the possibility of abuse or manipulation of the babysitter.

If a child does not like a particular babysitter, then they should be changed without the need for further explanation or justification.

#### **(ii) Dealing with parental concerns**

- If a parent is unhappy that a babysitter has not followed the ground rules, they should discuss the matter direct with the babysitter.
- If the child expresses concerns about an aspect of the babysitting arrangements, the parent should talk to the babysitter to clarify the situation.
- If the child shares anything that suggests he/she might have been abused, or the child has an unexplained injury, the parent should contact Children's Social Services and inform the church child protection co-ordinator immediately.

If any child protection concerns arise about an individual on the babysitting rota, they should be asked to stand down immediately until an investigation has been completed. All parents should be notified not to use this person until further notice.

If the babysitter has a concern that a child for whom they are babysitting is being abused, they should inform the child protection co-ordinator and contact Children's Social Services.





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## WORKING WITH DISRUPTIVE CHILDREN

Sometimes children and young people become angry, upset and disruptive. Occasionally their behaviour may endanger themselves or others. The Government has developed national standards in relation to early years and day care. The following guidelines can be adopted by churches providing services to children and young people.

If a child/young person is being disruptive:

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

If a child/young person is harming him/herself, another person or property then other children/young people present should be escorted away from the area where the disruption is occurring. At the same time, and with a second worker present, request the child/young person to STOP. If your request is ignored, you might need to warn the individual that you will consider calling for additional help, (e.g. Police) if they do not stop. In exceptional circumstances and with assistance, you might need to restrain the child/young person to prevent them harming themselves, others or property whilst you wait for the police.

Ensure all workers are trained in appropriate restraint techniques and how to diffuse volatile situations. Contact your local Police or Area Youth and Community Service to see what training is available.

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

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

A copy should be given to the leader, a copy retained by the worker and a copy kept with the logbook.



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### Accident and Incident Form

This form should be completed immediately after any accident or significant incident. The worker should discuss with the minister/church leader what follow up action is necessary.

Day, date and time of the incident \_\_\_\_\_

Names, addresses and ages of those involved in the incident

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Where did this incident take place? \_\_\_\_\_

Name of church/organisation: \_\_\_\_\_

Name of the group: \_\_\_\_\_

Who is normally responsible for group? (name, address and telephone number)

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Who was responsible for the group at the time of the incident, if different from the above? (name, address and telephone number)

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Which other workers were supervising the group at the time of the incident? (names, addresses and telephone numbers)

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Who witnessed the incident? (names, addresses, telephone numbers, and ages if under 16) Normally only two witnesses would be needed.

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Describe the accident/incident (include injuries received and any first aid or medical treatment given)

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Have you retained any defective equipment?

YES  NO  NONE INVOLVED (Please tick)

If so, where is it being kept and by whom?

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What action have you taken to prevent a recurrence of the incident?

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Is the site or premises still safe for your group to use?  YES  NO (Please tick)

Is the equipment still safe for your group to use?  YES  NO (Please tick)

Who else do you need to inform? \_\_\_\_\_

Have they been informed?  YES  NO (Please tick)

If so, when and by whom? \_\_\_\_\_

Signature of person in charge of group at time of accident/incident

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Form seen by Minister/Leader

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



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# SA CONGREGATION

## GUIDELINES FOR DISCIPLINE

Discipline is the education of a person's character. It includes nurturing, training, instruction, chastisement, verbal rebuke, teaching and encouragement. It brings security, produces character, prepares for life and is an expression of God's love for an individual. (Hebrews 12:5-12 & Proverbs 22:6)

- Ask God for wisdom, discernment and understanding for the children in your care.
- Work on each individual child's positives, do not compare a child with another, but encourage and affirm them, giving them responsibility for simple tasks.
- Build healthy relationships with children and be a good role model by setting an example. You can't expect children to observe the ground rules if you break them yourself.
- Take care to give quieter and well behaved children attention and resist allowing demanding children to take all your time and energy.
- Be consistent in what you say and ensure that other team members know what you have said. This avoids manipulation.
- If children are bored they often misbehave, so review your programme regularly.
- **NEVER** smack or hit a child and don't shout. Change voice tone if necessary.
- Discipline out of love, NEVER in anger. (Call on support from other leaders if you feel so angry you may deal with the situation unwisely.)
- Lay down ground rules e.g. no swearing, racism or calling each other names, respect for property, and make sure the children understand what action will be taken if not kept.
- Every child is unique and will respond in different ways to different forms of discipline. It follows therefore, each child should be dealt with on an individual basis.

Some children have a tendency to be disruptive in a group. Give them a chance, warn them and only separate if they are disruptive as a last resort.

- Have a disruptive child sit right in front of you or get a helper to sit next to them.
- Be pro-active and encourage helpers to be pro-active rather than waiting to be told to deal with a situation.
- Take a disruptive child to one side and engage with them, challenging them to change, whilst encouraging their strengths.
- Remedial action can be taken against a constantly disruptive child. They can be warned that you may speak to their parents/carers about their behaviour, they may be sent outside the room (under supervision), back into the church service or, after consultation with a church leader and advising the parent/carer, be banned from attending the group for a period of time.
- If a child's behaviour continues to be disruptive despite measures taken above, seek advice and guidance from a leader. (See church policy on Child Protection) (Also see Section 8 of Chapter 6 - page 58)
- Pray with the other workers before the session and take time to debrief before you leave.



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# SA CONGREGATION

## Transporting Children

These guidelines should apply to all drivers involved in the transportation of children and young people, organised by or on behalf of your church/organisation. They do not apply to private arrangements for transportation made, for example, between parties with parental responsibility.

Our advice on transporting children is as follows:

- Only those who have gone through the church/ organisation recruitment procedures for workers should transport children.
- All drivers should have read the child protection policy of the church/organisation and agree to abide by it.
- Parental consent should be given and all journeys should be carried out with the knowledge of the leadership of the church/organisation.
- Be aware of the Minibus (Condition of Fitness Equipment and Use) Regulations 1977 and Road Vehicle (Construction and Use) Regulations 1996
- Any motor vehicle adapted to carry more than eight passengers for hire or reward is regarded in law as a Public Service Vehicle (PSV). A small bus permit is therefore required for all mini buses used to carry between 6 and 16 passengers. All minibuses used to transport children should therefore have a small bus permit, the necessary insurance, a driver with a valid driving licence that entitles them to drive a minibus.
- If a church uses a mini-bus and the children/young people are asked to make a contribution towards the trip, there is a legal requirement to obtain a Section 9 permit from the Department of the Environment, Transport & The Regions.
- The law no longer permits car drivers who passed their test after 1st January 1997 to drive mini-buses without passing a Public Service Vehicle (PSV) driving test or unless they are driving under a section 19 permit. This does not apply to licence holders who were over 21 years of age in 1997. Check what categories a worker is entitled to drive by examining their driving licence. Whilst there is no law forbidding young or inexperienced drivers from transporting young people, some churches stipulate that they will use legislation relating to minibuses as a guide ie the driver should be 21 or over and have held a full driving licence for at least two years.
- The driver should hold a full driving licence, have adequate insurance and the vehicle should be road worthy.
- Having checked drivers, (application form, interview, references etc) it is reasonable to expect that they may be alone with a child for short periods e.g. dropping off the last child. Consideration could be given to dropping off the least vulnerable child last and plan routes accordingly. Two workers in a car does not in itself guarantee protection for a child - there have been incidents where workers have acted abusively together and in this situation a child could be less protected.
- Drivers should not spend unnecessary time alone in a car with a child. If a child wants to talk to a driver about something and has waited until other children have been dropped off, the driver should explain that it isn't convenient to talk there and then, but arrange to meet the child / young person at a location where there are other adults around. (Remember a child / young person may want to talk to the driver about an abusive situation).
- When travelling in groups with more than one vehicle it is good practice to insist children stay in the same groups on the out-going and return journey. This will avoid the confusion over whether a child has been transported home or at worst left behind.
- If travelling in convoy with cars and minibuses, please note that the maximum speed for a minibus is 50 mph on single carriageway roads, 60 mph on dual carriageways, and 70 mph on motorways.



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- At collection or dropping off points do not leave a child on their own. Make sure that children are collected by an appropriate adult.
- It is advisable to be aware of instances where it may be unwise for a particular driver to transport a particular child e.g. where there has been a disagreement or where a child / young person has a 'crush' on a driver.
- If parents transport children around e.g. to and from activities, ensure that all are made aware that such arrangements are the responsibility of the parents involved and not the church or organisation.
- CCPAS recommends that when using minibuses for transporting children, seatbelts should be fitted for all passengers. This is compulsory for vehicles registered on or after 1/10/01.
- Regulations governing the use of child restraints came into force on 18<sup>th</sup> September 2006. From that date all children carried as passengers in cars are subject to the following rules:

Children under three years of age must have the correct child restraint. (Exceptions: taxis and private hire vehicles)

All children between the ages of three and before they have reached twelve years of age, unless the child is over 135 cm in height, must use the correct child restraint. (Exceptions: where a child travels in a taxi, or private hire vehicle, over a short distance in an unexpected necessity, where two child restraints are already fitted preventing a third from being fitted.)

Children over 135 cm in height or aged 12 or 13 must wear adult seat belts if fitted.

Passengers over 14 years of age must wear adult seat belts where fitted (it is the passengers responsibility and not the drivers for ensuring this).

Further information from [www.thinkroadsafety.gov.uk](http://www.thinkroadsafety.gov.uk)

- An additional consent form should be signed by parents/carers attached to the General Information and Consent Form

**Form 13:  
CONSENT FOR TRANSPORTING CHILDREN - page 88 (Guidance to Churches).**



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## SA CONGREGATION

### USING IMAGES OF CHILDREN

#### Consent form for \_\_\_\_\_

(name of church / organisation commissioning photography)

To: \_\_\_\_\_

Name of parent/carer\* (\*person with parental responsibility)

Name of child: \_\_\_\_\_

Church / Organisation / Club child attends: \_\_\_\_\_

Location of photograph: \_\_\_\_\_

Church / Organisation (name) \_\_\_\_\_ would like to take photograph(s) / make a video/webcam recording of \_\_\_\_\_ (name of child(ren)).

These images may appear in our printed publications, on our website, or both. (Delete/add as appropriate).

To comply with the Data Protection Act 1998, permission must be granted by the parent/carer before any images of your child/children are taken and used. Please answer questions 1 and 2 below, then sign and date the form where shown. Please return the completed form to:

\_\_\_\_\_  
\_\_\_\_\_  
(Insert the name of the worker commissioning the photography and the return address.)

#### To the parent (Delete as appropriate)

1. May we use your child's image in our printed promotional publications? YES/NO
2. May we use your child's image on our website? YES/NO

Signed: (parent/adult with parental responsibility) \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

#### Youth/Children's Worker

3. I have checked which parents are happy for their child (ren's) images to be used in the (churches/organisation's) \_\_\_\_\_ printed publications or on its website or both. YES/NO

Please note that websites can be seen throughout the world, and not just in the United Kingdom, where UK law applies.

I have read and understood the conditions for using these images as detailed below.

Signed (Youth/Children's worker) \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Print name \_\_\_\_\_



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# SA CONGREGATION

## Conditions of use

1. This form is valid for \_\_\_\_\_ (length of time in years) from the date of signing / \*for this project only. Your consent will automatically expire after this time.
2. We will not re-use any images \*after this time / \*after the project is completed.
3. We will not include details or full names (which means first name and surname) of any person in an image on website, or in printed publications, without good reason and only with your express consent.
4. We will not include personal e-mail or postal addresses, or telephone or fax numbers on our website or in printed publications.
5. We may use group images with very general labels, such as "youth enjoying sport" or "making Christmas decorations".
6. We will only use images of pupils who are suitably dressed, to reduce the risk of such images being used inappropriately e.g. we will not publish material from the youth group's swimming activity.

(\*Please delete the option that does not apply.)

NB. This form can be adapted to include video if required.





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## SA CONGREGATION

### **DISAGREEMENTS AND COMPLAINTS ABOUT CHILDREN'S SOCIAL SERVICES**

When considering the role of Children's Social Services, the child/young person involved and indeed anyone who has a caring role could become unhappy about aspects of the childcare arrangements. This might be action by Children's Social Services to move a child or carry out a child protection investigation. It may be that agreed decisions made at a review meeting are not being implemented or a request for a service has been turned down.

In September 2006 new complaints procedures for children's social care became law. The regulations are designed to better meet the needs for children and young people to get complaints resolved quickly. For instance, they introduce tight timescales for complaints including a 10-day time limit for dealing with complaints informally. These complaint regulations strengthen the role of advocates, who have to be included in all correspondence about a complaint.

#### **(i) Initial response (Stage One)**

In the first instance, any concerns should be discussed with the Social Worker or Team Leader. If the issues raised are not addressed satisfactorily, a request can be made for information about the complaints procedure from the Social Worker involved. Stage one of the process requires the local authority to resolve a complaint within 10 working days. A further 10 working days can be added in more complex complaints, or where there is a need to appoint an advocate.

The Complaints Manager for Children's Social Services could also be contacted for advice. Local authorities are required by Section 26 of the Children Act 1989 to establish complaints procedures, and parents and children should be provided with information about these procedures.

Where the matter is not resolved the complainant has a right to go to stage two.

#### **(ii) Making a formal complaint (Stage Two)**

An investigating officer must be appointed, who should not be in direct line management of the service or person about whom the complaint is made. An independent person will also be appointed in addition to the investigating officer for children's complaints. If a complaint is made, it is important to plan carefully what will be written. It may be helpful to ask someone to check what has been written before it is sent. The letter should be limited to one or two pages, and any documents attached to support the case. If the person complaining doesn't feel comfortable about putting it in writing, an advocate might assist in this. Alternatively a request could be made for it to be recorded on audio or video tape.

If there is nervousness about making the complaint, it is important to remember if something isn't working for the family, it is probably the same for other families. Procedures and practices won't improve unless it is drawn to somebody's attention.

An invitation will be made to discuss the complaint with this Manager. They will then meet with Social Workers and any others who might be involved, as well as studying the case records. The investigation should normally be completed within 25 working days. Where this is not possible, it may be extended up to 65 working days.

The investigating officer will write a report detailing their findings and outlining their recommendations. These reports are sent to a Senior Children's Social Services Manager who will act as an adjudicating officer. They will prepare a response with their decision and actions they will be taking with timescales for implementation. The complaints manager will monitor this and regularly report to the Director of Children's Social Services.

#### **(iii) Stage Three**

Stage three of the complaints procedure provides for review panels made up of three independent members, which can include councillors and senior officers of the local authority. Review panels will only consider complaints already at stage two. A referral can also be made to the Local Government Ombudsman.

#### **(iv) Other Action You Can Take**



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You can also make a complaint to the Local Government Ombudsman. They deal with complaints against local councils in England including social services. They can look into complaints about:

- The way social services have assessed the needs of a child or young person with disabilities;
- Whether the council has provided the help and support it has agreed to give;
- Whether social services have properly investigated reports that a child is at risk of being harmed;
- The way social services have assessed and met the needs of young people who are looked after, or leaving care.

This is not an exhaustive list. Contact the LO Advice line on 0845 602 1983

Visit [www.lgo.org.uk](http://www.lgo.org.uk) to download the leaflet 'Complaints by children and young people: How can we help'

### **(v) Other sources of help**

Ask the local councillor or MP for help. Councillors and MPs normally hold a surgery on a regular basis. Who they are, and where and when the surgery is held, can be found out from the local library, Town Hall or Citizens Advice Bureau. The local MP could also be contacted at the House of Commons, London, SW1A 1AA. Normally interviews are by appointment and after the meeting the Councillor/MP will make enquiries. With their input Children's Social Services may be prepared to reconsider their decision.

Ask a solicitor for help. Solicitors can write letters and negotiate on behalf of the complainant. If they are on a low income they might qualify for free advice. In certain circumstances the Solicitor may be able to represent the child. Advice can also be sought from a solicitor if it is felt that basic human rights are being ignored.

Contact The Churches' Child Protection Advisory Service. Sometimes advice is relatively easy to give because there are certain standards which Children's Social Services are required to meet. At other times, however, it might be difficult if we are not in possession of all the facts. If anyone wishes to contact us, then they can ring our help line number. We will be happy to give our opinion on whether the service received falls short of what can reasonably be expected.



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# SA CONGREGATION

## EQUAL OPPORTUNITIES STATEMENT

1. The South African Congregation (hereafter the SAC) is a Christian organisation committed to social justice and resolutely opposed to discrimination in society. We are committed to providing services on a fair and equitable basis, regardless of race, ethnicity, religion, life-style, sex, sexuality, physical/mental disability, offending background or any other factor. No person requiring services from the SAC will be treated less favourably than any other person on any grounds.
2. In employment we actively seek to recruit with the right mix of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of the organisation.
3. As an organisation seeking to deliver services within a Christian context, some posts can only be filled by Christians. The nature of these posts or the context in which they are carried out, and their link to the ethos of the organisation, give rise to a genuine occupational requirement (GOR) for the post-holders to be Christians. All staff in these posts are required to demonstrate a clear personal commitment to the Christian faith. This policy is implemented under Employment and Race Directives issued by the government and ACAS guidance.
4. As an organisation using the Criminal Records Bureau (CRB) Disclosure Service to assess applicants' suitability for positions of trust, the SAC undertakes to comply fully with the CRB Code of Practice and to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of disclosure on the basis of conviction or other information revealed.
5. A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered a position.
6. Where a Disclosure is to form part of a recruitment process, we encourage all applicants called for interview to provide details of any criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover to the recruiter within the organisation and we guarantee that this information will only be seen by those who need to see it as part of a recruitment process.
7. Unless the nature of the position allows the SAC to ask questions about your entire criminal record, we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.
8. We ensure that all those in the organisation who are involved in the recruitment process have been suitably trained to identify and assess the relevance of circumstances of offences. We will also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders e.g. the Rehabilitation of Offenders Act 1974.
9. At interview, or in separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is relevant to the position sought could lead to withdrawal of an offer of employment or voluntary work.
10. We make every subject of a CRB Disclosure aware of the existence of the Code of Practice and make a copy available on request.
11. We undertake to discuss any matter revealed in a disclosure with the person seeking a position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. It will depend on the nature of the position and the circumstances and background of your offences.



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## SA CONGREGATION

### Child Protection procedure

